

 ATV and Buggy Tours

Specific Quality Criteria no. 207 - Checklist

4th edition 2018

Self assessment

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**In 4th edition the specific quality criteria is based on self-assessment checklists that applicants/participants complete themselves. The applicable criteria must be completely fulfilled. A clear explanation of how each criterion is fulfilled must be given with reference to appropriate documentation e. g. employee handbook/quality manual, safety plans, photos etc. Random and/or selected criteria will be verified by the auditor.**

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| ***207-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *207-1.1* | The company has written safety plans covering all tours and services offered to customers.  |  |  |  |
| *207-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *207-1.3* | Guides are briefed on safety plans every year. The briefing is done according to a written procedure. |  |  |  |
| *207-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts andsubcontracting agreements. |  |  |  |
| *207-1.5* | The company ensures that contingency plans are at hand on everytour.  |  |  |  |
| *207-1.6* | The company maintains a list of all guides, working on its behalf, employees and contractors alike, stating their education, training and experience. |  |  |  |
| *207-1.7* | A checklist has been compiled for safety equipment on tours and excursions e.g.: 1. First aid kit/equipment.
2. Communication devices.
3. Tracking devices.
4. Extra clothing.
5. Whistles.
6. Shovels.
7. Lines/ropes.
8. Other equipment according to conditions on each tour.
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| *207-1.8* | A written plan for renewal and maintenance of safety equipment, based on inspection/testing, accepted criteria, age and operational lifetime among other things, is in place. |  |  |  |
| *207-1.9* | A written plan for the maintenance of vehicles is in place, detailing daily checks performed by employees and regular checks performed by the maintenance crew. The plan is adjusted to use and wear. |  |  |  |
| *207-1.10* | Guides have appropriate equipment and knowledge to provide accurate location and information on access routes to the area they are travelling through, in the event they have to call for assistance or rescue. The following are essential: 1. Knowledge in navigation using compass and map.
2. Knowledge in the use of GPS.
3. Knowledge of appropriate means of telecommunication in different terrains (e.g. satellite phone, mobile, two way radio-transceiver, Tetra transceiver for use in mountain regions).
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| *207-1.11* | Guides instruct customers regarding safety matters such as: 1. Local conditions and weather.
2. Appropriate clothing.
3. The correct use of vehicles
4. Speed limits.
5. Safety precautions when tackling steep gradients and arduous terrain .
6. Proper use of safety equipment
7. 112 emergency phone number in Iceland.
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| *207-1.12* | The customer/guide ratio can vary according to conditions on each tour and does not exceed 8 vehicles per guide, i.e. maximum 16 customers per guide. |  |  |  |
| *207-1.13* | To prepare guides for the tours/activities of each day they go through a checklist including the following items, among others: 1. Details of the itinerary and routes to be travelled.
2. Aspects relating to customers’ abilities and experience.
3. Weather forecast (guides check on this prior to all departures).
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| *207-1.14* | The company ensures that all drivers have a valid driving licence; minimum age is 17 years old. Note that a licence for driving a light motorcycle or a tractor is not sufficient. |  |  |  |
| *207-1.15* | The company has written rules for the minimum age of passengers, these rules can vary according to the type of tour and other conditions. |  |  |  |
| *207-1.16* | All vehicles are licenced and properly insured. Breaks and tires are checked prior to every departure, e.g. correct air pressure in tires. |  |  |  |
| *207-1.17* | The company informs employees and customers of the necessity of being in good physical condition and that the use of alcohol or drugs can make them unfit to take part in a tour. |  |  |  |
| *207-1.18* | The company gets landowners permission for crossing their land, when necessary. |  |  |  |
| *207-1.19* | Routes are chosen minimize risks. Routes are inspected and conditions assessed regularly. |  |  |  |
| *207-1.20* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| ***207-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *207-2.1* | Marked roads or recognised vehicle tracks are always used. Where this is not possible, e.g. in winter, driving across areas with delicate eco-systems must be avoided, cf. the current Nature Conservation Act. |  |  |  |
| *207-2.2* | The company ensures that streams and rivers are only crossed in designated places and vehicles are only driven into rivers and out of them at an angle that prevents damage to riverbanks. |  |  |  |
| *207-2.3* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *207-2.4* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *207-2.5* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***207-3*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *207-3.1* | Guides have completed specialized training/education, e.g. are certified guides and/or have substantial experience appropriate for the tour in question. |  |  |  |
| *207-3.2* | Guides have completed the course *Wilderness First Aid* (Fyrsta hjálp 1, 20 hours) from ICE-SAR or a comparable course from another organisation and attend a refresher course (4 hours) every two years. |  |  |  |
| *207-3.3* | At least one employee on tours through the wilderness\*, e. g. guide, has completed the course *Wilderness First Responder* *(WFR)* from ICE-SAR or a comparable course from another organisation and attends a refresher course every three years. |  |  |  |
| *207-3.4* | All guides on tours through the wilderness\* have completed the course *Navigation* from ICE-SAR or a comparable course from another organisation. |  |  |  |

*\*Wilderness is a place or area where it takes a minimum of two hours to get third party assistance. Please note; during summer mountain roads classified as F-roads are exempt from criteria 207-3.4.*