

 Caving

Specific Quality Criteria no. 209 - 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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| ***209-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *209-1.1* | The company has written safety plans covering all tours and services offered to customers.  |  |  |  |
| *209-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *209-1.3* | Guides are briefed on safety plans every year. The briefing is doneaccording to a written procedure. |  |  |  |
| *209-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts andsubcontracting agreements. |  |  |  |
| *209-1.5* | The company ensures that contingency plans are at hand on everytour.  |  |  |  |
| *209-1.6* | The company maintains a list of all guides, working on its behalf,employees and contractors alike, stating their education, trainingand experience. |  |  |  |
| *209-1.7* | 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. Lights/helmets/crampons.
5. Extra clothing.
6. Whistles
7. Ropes
8. Other equipment according to conditions on each tour.
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| *209-1.8* | 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. |  |  |  |
| *209-1.9* | 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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| *209-1.10* | 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).
4. Necessary equipment.
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| *209-1.11* | Guides instruct customers regarding safety matters such as: 1. Local conditions and weather.
2. Appropriate clothing.
3. Proper use of safety equipment
4. 112 emergency phone number in Iceland.
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| *209-1.12* | Written rules apply to customer/guide ratio according to conditions and potential risks on each tour. |  |  |  |
| *209-1.13* |  The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| ***209-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *209-2.1* | 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. |  |  |  |
| *209-2.2* | Lighting and the signage on tracks in and around caves is kept to a minimum. |  |  |  |
| *209-2.3* | Scientific information and relevant permits are sought before altering the cave entrances, as changes in air flow could, for example, cause the desiccation of some species. |  |  |  |
| *209-2.4* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *209-2.5* | Caves must not be used as toilets and the company ensures that refuse is properly disposed of. |  |  |  |
| *209-2.6* | All non-biodegradable waste e.g. carbides or batteries are removed from caves and disposed of or stored in appropriate, responsible way. The company uses rechargeable electrical systems wherever possible. |  |  |  |
| *209-2.7* |  Food is not consumed inside caves. |  |  |  |
| *209-2.8* | The company ensures that all support or climbing equipment is removed from caves in so far as possible, and minimises the use of fixed bolts or other equipment. |  |  |  |
| *209-2.9* | The company uses galvanised cliff bolts or bolts made from stainless steel and removes all fixed equipment if/when operation is suspended, ceased or moved from the location |  |  |  |
| *209-2.10* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***209-2*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *209-3.1* | Guides have completed specialized training/education, e.g. are certified guides and/or have substantial experience appropriate for the tour in question. |  |  |  |
| *209-3.2* | Guides have completed the course *Wilderness First Aid* (Fyrsta hjálp 1, 20 hours) from ICE-SAR or a comparable course from another organization and attend a refresher course (4 hours) every two years. |  |  |  |
| *209-3.3* | 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 organization. |  |  |  |
| *209-3.4* | At least one employee on each tour through the wilderness\*\*, e.g. guide, has completed the course *Wilderness Survival* from ICE-SAR or a comparable course from another organisation. *Not applicable when manned service hut/reception is located close to the cave.* |  |  |  |
| *209-3.5* | All guides on tours through the wilderness\* have completed the course *Navigation* from ICE-SAR or a comparable course from another organization. |  |  |  |

*\*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 209-3.4.*