

Riding Tours and Horse Rentals

Specific Quality Criteria no. 210 - 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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| ***210-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *210-1.1* | The company has written safety plans covering all tours and services offered to customers. |  |  |  |
| *210-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *210-1.3* | Guides are briefed on safety plans every year. The briefing is done according to a written procedure. |  |  |  |
| *210-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts and subcontracting agreements. |  |  |  |
| *210-1.5* | The company ensures that contingency plans are at hand on every tour. |  |  |  |
| *210-1.6* | The company maintains a list of all guides, working on its behalf, employees and contractors alike, stating their education, training and experience. |  |  |  |
| *210-1.7* | A checklist has been compiled for safety equipment on tours and excursions e.g.:   1. Protective clothing such as helmets and gloves 2. First aid equipment for people and horses. 3. Communication devices. 4. Tracking devices. 5. Extra clothing. 6. Reflectors for winter tours. 7. Other equipment according to conditions on each tour. |  |  |  |
| *210-1.8* | 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.  This can include the following:   1. Age and condition of helmets assessed regularly. 2. Tackle (saddles, bridles, girths etc.) checked, cleaned, oiled/waxed and worn pieces replaced as needed. 3. First aid equipment for people and horses checked and renewed regularly. |  |  |  |
| *210-1.9* | Guides on longer tours 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). |  |  |  |
| *210-1.10* | The number of customers per guide does not exceed eight. |  |  |  |
| *210-1.11* | Employees are able to select horses according customers‘ ability and experience. |  |  |  |
| *210-1.12* | Employees are able to determine appropriate riding speed according to conditions and customers´ experience. |  |  |  |
| *210-1.13* | 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). 4. Necessary equipment |  |  |  |
| *210-1.14* | It is ensured that stirrups are of a proper size for the rider´s boots and that saddle girths are properly tightened at all times. |  |  |  |
| *210-1.15* | All riders wear helmets. Helmets and other equipment that is brought from abroad must be sterilized according to current laws and rules. |  |  |  |
| *210-1.16* | Care is taken to respect all rules regarding disease prevention to prevent spreading livestock diseases cf. current laws on animal diseases and precautionary measures against those diseases. |  |  |  |
| *210-1.17* | Customers get appropriate instructions to ensure that they understand the behaviour of horses and conditions in the areas traversed. A checklist is used to ensure safety as well as possible. |  |  |  |
| *210-1.18* | Customers are informed about relevant safety aspects and procedures where special care is needed. This may among other apply to steep slopes, rocky or rough terrain, riding by lakes or sea, frozen ground and frost lift in trails, roads and highways. |  |  |  |
| *210-1.19* | The company ensures that when crossing rivers or streams, guides know how to choose fords where currents, depth and banks are suitable for crossing on horseback. |  |  |  |
| *210-1.20* | 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. |  |  |  |
| *210-1.21* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| ***210-2*** | ***Facilities, Handling and Care of Horses*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *210-2.1* | The company ensures that all employees are familiar with current regulations on facilities, care and health supervision of horses. |  |  |  |
| *210-2.2* | Care is taken to ensure that all facilities and equipment in stables, enclosures and grazing paddocks pose no risk or harm to the horses and that their health is not compromised. |  |  |  |
| *210-2.3* | Stable floors are non-slippery and easily cleaned. Floors in stalls are clean and covered with soft materials. |  |  |  |
| *210-2.4* | Stalls are roomy enough to allow the horse to lie down and move around freely, and never smaller than stipulated in the current regulation on horse welfare. |  |  |  |
| *210-2.5* | Stables are well ventilated and care is taken to avoid draughts. |  |  |  |
| *210-2.6* | Enclosures by stables are suited to the number of horses. Minimum size must be according to current regulations. |  |  |  |
| *210-2.7* | In grazing paddocks, or temporary enclosures, there is always sufficient access to fresh, unpolluted water. |  |  |  |
| *210-2.8* | The company has sufficient grazing paddocks and/or enclosures to separate the horses according to requirements. |  |  |  |
| *210-2.9* | A logbook is kept on the use and upkeep of horses. Horses are never subject to excessive workload. |  |  |  |
| *210-2.10* | Horses receive appropriate training and their behaviour is closely watched. |  |  |  |
| ***210-3*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *210-3.1* | The company strives to minimise negative environmental impacts of its operations, avoids over-grazing and excessive strain on fragile environments. |  |  |  |
| *210-3.2* | Roads, tracks or routes where traversing does not cause damage to vegetation or soil are always used. Marked tracks or roads are used whenever possible. The use of vehicles is in accordance with the current Nature Conservation Act. |  |  |  |
| *210-3.3* | The company uses designated campgrounds where possible. If this is not feasible, special effort is made to ensure that no signs of the stay are left at the location. |  |  |  |
| *210-3.4* | If campfires are lit, all firewood is brought into the area and special care is taken to ensure that they are fully extinguished before departure. Existing fire pits are used wherever possible; cf. the current Nature Conservation Act. |  |  |  |
| *210-3.5* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *210-3.6* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *210-3.7* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***210-4*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *210-4.1* | Guides have completed specialized training/education, e.g. are certified guides and/or have substantial experience appropriate for the tour in question. |  |  |  |
| *210-4.2* | All employees participating in tours have completed a first aid course (4 hours) from a recognised organisation and attend a refresher course every two years. Applicable for employees and contractors alike. |  |  |  |
| *210-4.3* | Guides on longer tours (four hours or more) 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. |  |  |  |
| *210-4.4* | At least one guide 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. |  |  |  |
| *210-4.5* | At least one guide 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. |  |  |  |
| *210-4.6* | At least one guide 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 210-3.6.*