

 Diving and Snorkeling

Specific Quality Criteria no. 216 - 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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| ***216-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *216-1.1* | The company has written safety plans covering all tours and services offered to customers.  |  |  |  |
| *216-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *216-1.3* | Guides are briefed on safety plans every year. The briefing is done according to a written procedure. |  |  |  |
| *216-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts andsubcontracting agreements. |  |  |  |
| 216-1.5 | The company ensures that contingency plans are at hand on everytour.  |  |  |  |
| *216-1.6* | A checklist has been compiled for safety equipment on tours and excursions e.g.: 1. First aid kit/equipment.
2. Oxygen tanks and masks.
3. Communication devices.
4. Other equipment according to conditions on each tour.
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| *216-1.7* | 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. |  |  |  |
| *216-1.8* | The company maintains a list of all guides, working on its behalf, employees and contractors alike, stating their education, training and experience. |  |  |  |
| *216-1.9* | The company ensures that all customers who take part in diving sessions have a valid diving certificate. (Not applicable for snorkeling). |  |  |  |
| *216-1.10* | When booking a diving session, clients are advised on appropriate clothing, additional equipment and other required matters. They also receive information on the facilities available. |  |  |  |
| *216-1.11* | Whenever air-refilling stations are used, care is taken to ensure that all documentation is correctly completed and that regular changing of filters and tests for air pollution have been registered. |  |  |  |
| *216-1.12* | The number of customers per each guide *(PADI Dive master)* does not exceed 4 for diving and 8 for snorkeling and never exceeds the number allowed according to the rules of the diving site in question. |  |  |  |
| *216-1.13* | To prepare employees 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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| *216-1.14* | Customers have access to heated facilities for changing into diving suits. |  |  |  |
| *216-1.15* | Customers are instructed on safety prior to diving or snorkeling, employees ensure that clients understand instructions. The following must be covered among other factors: 1. Equipment used during the tour.
2. The intended diving (or snorkeling) excursion, the depth of the dive, length of time spent under water (submerged), general instructions and explanations.
3. Emergency responses.
4. Responsible conduct towards natural environment in order to protect vegetation, geological formations and wildlife according to regulations in the area.
5. 112 emergency number for Iceland.
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| *216-1.16* | At the start of each tour by boat, customers are briefed on safety on board including how to react in case of an emergency. |  |  |  |
| *216-1.17* | All boats used for diving or snorkeling are equipped to meet the needs of divers, e.g. with dice ladders, dive stations and appropriate spare equipment. |  |  |  |
| *216-1.18* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| *216-1.19* | 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. |  |  |  |
| ***216-2*** | ***Environment*** |  |  |  |
| *216-2.1* | 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. |  |  |  |
| *216-2.2* | Streams and rivers are only crossed in designated places and vehicles are driven into rivers and out of them at an angle that prevents damage to riverbanks. |  |  |  |
| *216-2.3* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *216-2.4* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *216-2.5* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***216-3*** | ***Education and training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *216-3.1* | Guides have completed specialized training/education, e.g. are certified guides and have substantial experience appropriate for the tour in question.  |  |  |  |
| *216-3.2* | Guides have completed the course *PADI Dive Master* or a comparable course from a certified organisation. They hold a valid licence from the Icelandic Transport Authority as professional divers. |  |  |  |
| *216-3.3* | 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. |  |  |  |
| *216-3.4* | Guides attend a refresher course in first aid from a certified organisation every year. |  |  |  |
| *216-3.5* | The head guide is a certified diving instructor holding a licence from a recognised international diving institution such as PADI, SSI, CMAS or comparable. |  |  |  |