

 River Rafting

Specific Quality Criteria no. 217 - 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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| ***217-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *217-1.1* | The company has written safety plans covering all tours and services offered to customers.  |  |  |  |
| *217-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *217-1.3* | Guides are briefed on safety plans every year; the briefing is done according to a written procedure. |  |  |  |
| *217-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts andsubcontracting agreements. |  |  |  |
| *217-1.5* | The company ensures that contingency plans are at hand on everytour.  |  |  |  |
| *217-1.6* | The company maintains a list of all guides and drivers, working on its behalf, employees and contractors alike, stating their education, training and experience. |  |  |  |
| *217-1.7* | 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. Rescue equipment (including a safety line).
5. Other equipment according to conditions on each tour.
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| *217-1.8* | 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. |  |  |  |
| *217-1.9* | 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. |  |  |  |
| *217-1.10* | Employees possess necessary knowledge appropriate to their field of work. Guides have received training in the use and handling of the boats and equipment they are responsible for. |  |  |  |
| *217-1.11* | Guides with basic training are limited to guiding in tours on rivers of grades 1, 2, and 3, and must be in the company of other boats. |  |  |  |
| *217-1.12* | At the beginning of the season all guides complete practical training on the rivers on which they will be guiding. The training is performed according to a written procedure. |  |  |  |
| *217-1.13* | On grade 4 rivers or above, the maximum number of clients per guide is 8. |  |  |  |
| *217-1.14* | The minimum age for participation in rafting is specified in the company’s safety plan. A parent/guardian must confirm permission for the participation of minors. |  |  |  |
| *217-1.15* | 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. Weather forecast (guides check on this prior to all departures).
3. Aspects relating to customers´ abilities and experience.
4. Necessary equipment.
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| *217-1.16* | Clients have access to heated facilities for changing into rafting attire. |  |  |  |
| *217-1.17* | Participants receive practical training in main safety aspects at the start of each excursion. |  |  |  |
| *217-1.18* | The company has a register of locations, with GPS coordinates, where it is suitable to descend into canyons traversed. |  |  |  |
| *217-1.19* | The company keeps a list of participants, guides and drivers on each tour. |  |  |  |
| *217-1.20* | Boats are well maintained and fulfil safety regulations. |  |  |  |
| *217-1.21* | Equipment is well maintained, checked and cleaned regularly. |  |  |  |
| *217-1.22* | Storage facilities are convenient and fitted with powerful drying equipment. Highest levels of cleanliness are observed for the storage of equipment. |  |  |  |
| *217-1.23* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| ***217-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *217-2.1* | 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. |  |  |  |
| *217-2.2* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *217-2.3* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *217-2.4* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |

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| ***217-3*** | ***Education and training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *217-3.1* | Guides have completed specialized training/education and have substantial experience appropriate for the tour in question.  |  |  |  |
| *217-3.2* | 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. |  |  |  |
| *217-3.3* |  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. |  |  |  |
| *217-3.4* | At least one employee on each tour, e.g. guide, has completed the course *Swiftwater Rescue Technician* 2 (Holds a valid licence as a *Swiftwater Rescue Technician* from a certified agency i.e. ICE-SAR or Rescue 3 International). |  |  |  |

*\*Wilderness is a place or area where it takes a minimum of two hours to get third party assistance.*