

 Kayaking

Specific Quality Criteria no. 218 - 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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| ***218-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *218-1.1* | The company has written safety plans covering all tours and services offered to customers.  |  |  |  |
| *218-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *218-1.3* | Guides are briefed on safety plans every year; the briefing is done according to a written procedure. |  |  |  |
| *218-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts and subcontracting agreements. |  |  |  |
| *218-1.5* | The company ensures that contingency plans are at hand on everytour.  |  |  |  |
| *218-1.6* | The company maintains a list of all guides and drivers, working on its behalf, employees and contractors alike, stating their education, training and experience. |  |  |  |
| *218-1.7* | 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. Ability to determine the most suitable telecommunication technique at all stages of an excursion (e.g. satellite phone, mobile, two way radio-transceiver, Tetra transceiver for use in mountain regions).
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| *218-1.8* | 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. |  |  |  |
| *218-1.9* | The company keeps a list of participants, guides and drivers on each tour. |  |  |  |
| *218-1.10* | 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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| *218-1.11* | It is clear who transports safety equipment and under what circumstances it should be used. |  |  |  |
| *218-1.12* | The minimum age for participation in kayaking is specified in the company’s safety plan. A parent/guardian must confirm permission for the participation of minors. |  |  |  |
| *218-1.13* | Written criteria apply to the passenger/guide ratio according to conditions on each tour e.g.: 1. 6:1 open fjords/bays and larger lakes.
2. 8:1 lakes/lagoons and less dangerous areas.
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| *218-1.14* | 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. |  |  |  |
| *218-1.15* | 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. Aspects relating to customers abilities’ and experience.
3. Weather forecast (guides check on this prior to all departures).
4. Tide tables (guides check these prior to all departures).
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| *218-1.16* | Manager of operations is responsible for compiling an itinerary and recording the following information: 1. Kayaks and equipment, with identification marks, allocated to each client.
2. Itinerary.
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| *218-1.17* | The detailed itinerary must include, among other, the following information: 1. A route map.
2. Description of weather conditions, tides and currents in the area and their effects.
3. Information on facilities in the area, e.g. camping and caravan/camper sites, huts, road-ends, safe landing places and access to water supplies.
4. Information on the risks found in the area, e.g. reefs, shallows and shipping routes.
5. Information on the use of emergency equipment e.g. cleaning pumps, bailing devices, torches/flares, spare paddles, repair kits.
6. Advice on clothing, equipment and camping gear appropriate for the area.
7. Information on how to seek outside help in case of emergency.
8. Instructions on the use, preparation and adjusting of kayaks and other equipment such as spray decks, rudder pedals and floating devices/life jackets.
9. Instructions on how to react to rough seas and strong winds.
10. Instructions on how to react if a kayak capsizes including techniques to free oneself from the kayak.
11. Instructions on surf-landing and launching if appropriate.
12. Directions on paddling and steering.
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| *218-1.18* | Customers receive detailed information and directions regarding safety with special emphasis on the following: 1. Local conditions and weather.
2. Appropriate clothing.
3. Food, drinks and access to water during the tour.
4. Proper use of all safety equipment.
5. Emergency responses.
6. 112 emergency number in Iceland.
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| *218-1.19* | The guide continually monitors weather and sea conditions as well as ability of participant. In the case of multi-day tours, guides have access to weather forecasts during the entire trip. |  |  |  |
| *218-1.20* | Each rental group receives the following equipment: 1. A well-maintained kayak and equipment properly adjusted for the intended use.
2. One paddle per person.
3. A spray deck of the correct size for each client (except for „sit on top“ kayaks).
4. A properly fitting lifejacket/life vest, with whistle, for each client.
5. A bailing device for each kayak. Also at least one bilge pump per group, which can be used without removing the spray deck, unless the cockpit is self-draining.
6. A minimum of two appropriate waterproof distress flares per group.
7. A minimum of two waterproof maps.
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| *218-1.21* | A written itinerary must be submitted, prior to all excursions, guided or non-guided. The following must be detailed among other: 1. The kayak and equipment provided for each client, including identification marks.
2. Detailed itinerary including route description and time plan.
3. Clothes, equipment and other items carried.
4. Names and phone numbers of next of kin (emergency contacts).
5. Information on diseases or illness.
6. Information on clients´ experience in kayaking.
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| *218-1.22* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |

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| ***218-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *218-2.1* | 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. |  |  |  |
| *218-2.2* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *218-2.3* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *218-2.4* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***218-3*** | ***Education and training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *218-3.1* | Guides have completed specialized training/education and have substantial experience appropriate for the tour in question.  |  |  |  |
| *218-3.2* | Guides have received training in the use of kayaks and equipment they are responsible for. |  |  |  |
| *218-3.3* | Guides have extensive knowledge of and experience in kayaking in the intended travelling area. |  |  |  |
| *218-3.4* | 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. |  |  |  |
| *218-3.5* |  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. |  |  |  |
| *218-3.6* | 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). |  |  |  |
| *218-3.7* | The head guide in sea-kayaking tours has completed *ISKGA Costal Guide* or *BCU 4 Star Leader.* |  |  |  |
| *218-3.8* | The guide in Sit On Top (SOT) kayaking tours has completed *SOT safety course* according to ISKGA. |  |  |  |

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