

 Coaches

Specific Quality Criteria no. 220 - 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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| ***220-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *220-1.1* | The company has written safety plans covering all services offered to customers.  |  |  |  |
| *220-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *220-1.3* | Staff members are briefed on safety plans every year. The briefing is done according to a written procedure. |  |  |  |
| *220-1.4* | The company ensures that staff members operate according to safety plans. This is for example stated in employment contracts and subcontracting agreements. |  |  |  |
| *220-1.5* | The company ensures that contingency plans are at hand on every tour. |  |  |  |
| *220-1.6* | All drivers can at all times easily contact the shift supervisor/immediate supervisor. |  |  |  |
| *220-1.7* | The company ensures that drivers and guides know where and how to call for assistance if needed, e.g. if a coach needs to be brought to the garage, they need assistance from the police or hospital/healthcare etc. |  |  |  |
| *220-1.8* | The company maintains a list of all drivers and guides, working on its behalf, employees and contractors alike, stating their education, training and experience. |  |  |  |
| *220-1.9* | The work environment of drivers and guides is assessed and their safety ensured, e.g.:1. Facilities/room for work related gear and protective clothing.
2. Sufficient legroom.
3. Hands free microphone.
4. Safety belts and rear view mirrors.
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| *220-1.10* | To prepare drivers and 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. Weather forecast (drivers/guides check on this prior to all departures).
3. Road conditions.

Other items, depending on the conditions on each tour. |  |  |  |
| *220-1.11* | 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. Other equipment according to conditions on each tour.
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| *220-1.12* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| ***220-2*** | ***Permits and Maintenance***  | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *220-2.1* | All vehicles have a valid MOT certificate. |  |  |  |
| *220-2.2* | All vehicles intended for public service and group tours have passed the group transport licence check. |  |  |  |
| *220-2.3* | All drivers hold a valid driving licence and endorsements appropriate to the class of vehicle they drive. |  |  |  |
| *220-2.4* | The company keeps a register of drivers detailing drivers licence numbers, endorsement details and expiration date. |  |  |  |
| *220-2.5* | Vehicles are cleaned satisfactorily, both interior and exterior, according to written cleaning plans. |  |  |  |
| *220-2.6* | A written plan for the maintenance of vehicles is in place, detailing daily checks performed by the driver and weekly/monthly/yearly checks performed by the maintenance crew. The plan is adjusted to use and wear. |  |  |  |
| ***220-3*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *220-3.1* | Marked roads or recognised vehicle tracks are always used. Where this is not possible, e.g. in winter, driving across areas with delicate eco-system must be avoided, cf. the current Nature Conservation Act. |  |  |  |
| *220-3.2* | The company ensures that streams and rivers are only crossed in designated places and vehicles are only driven into rivers and out of them at an angle that prevents damage to riverbanks. |  |  |  |
| *220-3.3* | The company uses marked rest stops where possible. |  |  |  |
| *220-3.4* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *220-3.5* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *220-3.6* | The company has established rules on the idling of vehicle engines. |  |  |  |
| *220-3.7* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***220-4*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *220-4.1* | Drivers and guides have completed certified training, e.g. are certified guides and/or have substantial experience appropriate for the tour in question. |  |  |  |
| *220-4.2* | 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. |  |  |  |
| *220-4.3* | Drivers attend a refresher course in first aid (4 hours) every two years. |  |  |  |
| *220-4.4* | At least one employee on tours through the wilderness\*, e.g. guide or driver, 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.*This is only applicable to tours organised by the company*.  |  |  |  |
| *220-4.5* | At least one employee on tours through the wilderness\*, e.g. guide or driver, has completed the course *Navigation* from ICE-SAR or a comparable course from another organisation. |  |  |  |
| *220-4.6* | Drivers in highland tours have substantial experience of driving in the wilderness: 1. Driving on mountain tracks or challenging and difficult routes.
2. Crossing rivers.
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| *220-4.7* | Drivers receive training in: 1. How to provide information to passengers.
2. How to support passenger comfort and well-being.

The training is conducted according to a written procedure. |  |  |  |

*\* 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 220-4.4 and 220-4.5.*