

Helicopter Tours

Specific Quality Criteria no. 227 - Checklist

2nd 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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| --- | --- | --- | --- | --- |
| ***227-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *227-1.1* | The company has written safety plans covering all tours and services offered to customers.  |  |  |  |
| *227-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *227-1.3* | Pilots/guides are briefed on safety plans every year; the briefing is done according to a written procedure |  |  |  |
| *227-1.4* | The company ensures that pilots/guides operate according to safety plans. This if for example stated in employment contracts and subcontracting agreements. |  |  |  |
| *227-1.5* | The company ensures that contingency plans are at hand on every tour.  |  |  |  |
| *227-1.6* | 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. Extra clothing.
5. Other equipment according to conditions on each tour.
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| *227-1.7* | The company maintains a list of all pilots and guides, working on its behalf, employees and contractors alike, stating their education, training and experience. |  |  |  |
| *227-1.8* | In order not to compromise passenger safety, pilots are trained in choosing appropriate landing sites where landing platforms are not available, this is particularly important on glaciers and in the wilderness. |  |  |  |
| *227-1.9* | Pilots/guides receive training in how to provide information to passengers and how to support passenger comfort and well-being. |  |  |  |
| *227-1.10* | Pilots/guides instruct customers regarding safety matters\* such as: 1. Local conditions and weather.
2. Proper use of safety equipment.
3. Appropriate clothing.
4. Safety precautions on or near glaciers, rivers and steep gradients and arduous terrain.
5. Other depending on conditions on each tour.
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| ***227-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *227-2.1* | The company complies with Icelandic and international laws and regulations on environmental protection. |  |  |  |
| *227-2.2* | The company has compiled and published a code of conduct in order to minimize disturbance from its operations so that neither the experience of others is diminished nor plants or animal life harmed. |  |  |  |
| *227-2.3* | The company ensures that all pilots have practical knowledge of and understand the booklet *„Fly Neighbourly Guide*“. |  |  |  |
| *227-2.4* | Pilots/guides ensure that neither they themselves nor the customers are subject to excessive disturbance from loud engine noises. |  |  |  |
| *227-2.5* | The company ensures that visible signs of its operations in natural environments are kept to a minimum. |  |  |  |
| *227-2.6* | The company consults with organisations in charge of conservation in the areas, in which the company operates, at least once a year. |  |  |  |
| *227-2.7* | The company consults with landowners when operating on their land, for example on where, when and how often tours take place. |  |  |  |
| *227-2.8* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *227-2.9* | Helicopters are cleaned, interior and exterior, according to written cleaning plans. |  |  |  |
| *227-2.10* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *227-2.11* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***227-3*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *227-3.1* | Pilots/guides have completed specialized training and have experience appropriate for the tour in question. |  |  |  |
| *227-3.2* | Pilots/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. |  |  |  |
| *227-3.3* |  Pilots/guides in tours that include landing in the wilderness \*\* have completed the course *Wilderness First Responder* *(WFR)* from ICE-SAR, or a comparable course from another organisation, and attend a refresher course every three years. |  |  |  |
| *227-3.4* | Pilots/guides have received instructions regarding safety and responsible conduct on glaciers and mountains. This is done according to a written procedure that covers both content and execution of the instruction. |  |  |  |
| *227-3.5* | Pilots/guides on tours that involve landing on glaciers have completed the course *Crevasse Rescue* from ICE-SAR or a compatible course from another organisation. |  |  |  |

\* This refers to safety on the ground.

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