

 Walks on Glacier Tongues

Specific Quality Criteria no. 229 - 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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| ***229-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *229-1.1* | The company has written safety plans covering all tours and services offered to customers.  |  |  |  |
| *229-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *229-1.3* | Guides are briefed on safety plans every year; the briefing is done according to a written procedure. |  |  |  |
| *229-1.4* | The company ensures that guides operate according to safety plans. This is for example stated in employment contracts and subcontracting agreements. |  |  |  |
| *229-1.5* | The company ensures that contingency plans are at hand on every tour. |  |  |  |
| *229-1.6* | 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. Shovel and pole in winter excursions.
6. Lines.
7. Ice picks/axes.
8. Thermal protective bags/emergency shelters.
9. Crevasse rescue equipment.
10. Other equipment according to conditions on each tour.
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| *229-1.7* | 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. |  |  |  |
| *229-1.8* | The company maintains a list of all guides, working on its behalf, employees and contractors alike, stating their education, training and experience. |  |  |  |
| *229-1.9* | 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. Knowledge of appropriate means of telecommunication in different terrains (e.g. satellite phone, mobile, two way radio-transceiver, Tetra transceiver for use in mountain regions).
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| *229-1.10* | Guides instruct customers regarding safety matters such as: 1. Local conditions and weather.
2. Appropriate clothing and other equipment.
3. Food, drinks and access to water during the tour.
4. Safety precautions in situations where special care must be exercised, e.g. when crossing arduous areas, glaciers and rivers.
5. Proper use of safety equipment.
6. 112 emergency phone number in Iceland.
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| *229-1.11* | Written rules apply to customer/guide ratio according to conditions on each tour or excursion.The number of customers per guide does not exceed: 1. 16:1 when guiding on glaciers in relatively easily passable landscape in optimal conditions
2. 8:1 when guiding on glaciers without technical difficulties where customers are linked by rope (in snow cover during winter), in optimal conditions.
3. 6:1 where special climbing equipment is needed and customers are linked by (top) rope in optimal conditions
4. The number of customers per guide on glacier tongues (i. skriðjöklum) is based on the difficulties/risks of traversing the particular glacier, and is determined by the head guide of the company.
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| *229-1.12* | Guides ensure that neither the customers nor they themselves are subject to excessive engine noise when travelling by helicopter. |  |  |  |
| *229-1.13* | Emergency drills are conducted every year. The training is based on types of excursions and covers the following aspects among others:1. Crevasse rescue and other types of rescue using ropes and

technical equipment.1. Avalanche search and other emergency searches; use of

transmitters and search probes.1. Use of emergency transport equipment such as stretchers and preparation for transport of wounded or sick individuals.
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| *229-1.14* | To prepare 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. Aspects relating to customers’ abilities and experience.
3. Weather forecast (guides check on this prior to all departures).
4. Avalanche risk and other conditions in mountain regions.
5. Necessary equipment.
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| *229-1.15* | Guides regularly check customers’ well-being. If a customer shows signs of distress, reduced physical ability, hypothermia or any other signs that cause concern, the guide takes immediate action. |  |  |  |
| *229-1.16* | The company has written guidelines on when to cancel tours due to weather. |  |  |  |
| ***229-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *229-2.1* | 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. |  |  |  |
| *229-2.2* | 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. |  |  |  |
| *229-2.3* | The company uses designated campgrounds where possible. If this is not feasible, special effort is made to ensure that no signs of the stay are left at the location. |  |  |  |
| *229-2.4* | Customers are informed about toilet arrangements and measures are taken to ensure that they follow instructions where conventional facilities are not available. |  |  |  |
| *229-2.5* | All non-biodegradable refuse and/or equipment is removed. |  |  |  |
| *229-2.6* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***229-3*** | ***Education and training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *229-3.1* | Guides have completed specialized training/education, e.g. are certified glacierguides and have substantial experience appropriate for the tour in question.  |  |  |  |
| *229-3.2* | 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. |  |  |  |
| *229-3.3* | Guides on tours through 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. |  |  |  |
| *229-3.4* | Guides have completed the course *Wilderness Survival* from ICE-SAR or a comparable course from another organisation. |  |  |  |
| *229-3.5* | Guides have completed the course *Navigation* from ICE-SAR or a comparable course from another organisation. |  |  |  |
| *229-3.6* | Guides have completed the course *Basic Mountaineering* from ICE-SAR or a comparable course from another organisation. |  |  |  |
| *229-3.7* | Guides have completed the course *Crevasse Rescue* from ICE-SAR or a comparable course from another organisation. |  |  |  |
| *229-3.8* | Guides have completed the course *Glacier Guiding 1* from AIMG or a comparable course from another organisation.Guides who have completed this course are exempt from completing courses according to criteria 229-3.4, 229-3.5, 229-3.6 and *229-3.7.* |  |  |  |
| *229-3.9* | Guides on winter tours have completed the course *Glacial Guiding 2 (Jöklaleiðsögn 2)* from AIMG or a comparable course from another organisation.) |  |  |  |
| *229-3.10* | The head guide has completed the course *Glacial-Guiding 3* *(Jöklaleiðsögn 3)* from AIMG or a comparable course from another organisation. |  |  |  |
| *229-3.11* | The head guide has a minimum experience of two years or 100 working days as a glacier-guide. |  |  |  |
| *229-3.12* | All guides keep a log of their experience. |  |  |  |

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