

**The following quality criteria are filled out by a company representative. A clear explanation of how each applicable 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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 Quality and Environmental Certification

On the Way to Sustainable Tourism

Specific Quality Criteria no. 205

5th edition 2022

**Jeep Tours**

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| ***205-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *205-1.1* | For each type of tours there is an itinerary (written description) including description of routes, schedule and other trip arrangements. |  |  |  |
| *205-1.2* | A checklist has been compiled for safety equipment on tours including f. ex.: 1. First aid kit/equipment.
2. Communication devices.
3. Tracking devices.
4. Lines/ropes.
5. Shovels.
6. Other equipment according to conditions on each tour.
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| *205-1.3* | A written plan for renewal, cleaning and maintenance of safetyequipment is in place including procedures about i. a.:1. Inspection and testing of equipment.
2. Lifespan of equipment (see manufacturer's accepted standards).
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| *205-1.4* | A written plan for cleaning, disinfection and maintenance of vehicles is in place, detailing i. a. daily checks performed by employees and regular inspections performed by maintenance teams. A maintenance logbook is kept.  |  |  |   |
| *205-1.5* | Written rules apply to customer/guide ratio in tours where customers drive themselves.  |  |  |  |
| *205-1.6* | To prepare guides/drivers 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.
3. Equipment.
4. Information about customers.
5. That contingency plans are always included / accessible on tours.
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| *205-1.7* | There is a checklist for guides/drivers on the safety matters that are covered with customers before and during the tour, e. g. regarding:1. Local conditions and weather.
2. Schedule.
3. Safety precautions in situations where special care must be exercised.
4. Appropriate clothing and equipment.
5. Food, drinks, and access to water during the tour.
6. 112 emergency number in Iceland.
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| *205-1.8* | The company has written guidelines on when to cancel tours due to weather. It is clearly stated who decides on the cancellation of tours. |  |  |  |

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| ***205-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *205-2.1* | Marked roads or recognised vehicle tracks are always used. Off-road driving in winter and on glaciers shall be in accordance with Article 4. of Regulation no. 528/2005 regarding restrictions on traffic in Iceland's nature. |  |  |  |
| *205-2.2* | Streams and rivers are only crossed in designated places and only where wading is considered safe. Where the riverbank is not maintained in terms of wading, damage to the environment shall be prevented as possible. |  |  |  |
| *205-2.3* | 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. |  |  |  |
| *205-2.4* | If campfires are lit, all firewood is brought into the area, and special care taken to ensure that they are fully extinguished before departure. Existing fire pits are used wherever possible; cf. the current Nature Conservation Act. |  |  |  |
| *205-2.5* | Customers are informed about toilet arrangements where conventional facilities are not available. |  |  |  |
| *205-2.6* | All equipment and waste are removed. The company ensures that no permanent traces/damages are seen in the nature in connection with the company’s tours or activities. |  |  |  |
| *205-2.7* | The company has established clear rules on the idling of vehicle engines. |  |  |  |
| *205-2.8* | At the beginning of the tour, the guide/driver reminds the customer of responsible travel behaviour, e. g. that all off-road driving is illegal. |  |  |  |
| ***205-3*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *205-3.1* | All drivers/driving guides have a valid and appropriate driving license for the vehicles they drive. |  |  |  |
| *205-3.2* | Guides/drivers have substantial experience of driving in the wilderness and on glaciers and have appropriate training for: 1. Driving on mountain tracks or challenging and difficult routes.
2. Crossing rivers.

Use and storage of rescue equipment. |  |  |  |
| *205-3.3* | Guides/drivers on glacier tours receive appropriate instructions and training in crevasse rescue at least once a year. |  |  |  |
| *205-3.4* | Guides/drivers on tours through the wilderness\* receive training in the use of equipment to provide accurate location and information on access routes to the area they are travelling through, in the event they must call for assistance or rescue. The following are essential in the training: 1. Use of GPS positioning device.
2. Use of appropriate telecommunication in different terrains (e. g. mobile phone, radio communication devices and Tetra).
3. Use of compass and map.
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| *205-3.5* | Guides and drivers 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. |  |  |  |
| *205-3.6* | At least one guide/driver on each tour through the wilderness\*, 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. |  |  |  |

*\* Wilderness is a place or area where it takes at least two hours to get assistance/rescue from first responders by land.*