

 **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.**

 Quality and Environmental Certification

On the Way to Sustainable Tourism

Specific Quality Criteria no. 202

5th edition 2022

**Hiking in Mountains in Summer Conditions, Rural Areas and Wilderness**

vakinn.is

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| ***202-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *202-1.1* | For each type of tours there is an itinerary (written description) including a description of routes, schedule and other trip arrangements. |  |  |  |
| *202.1.2* | A checklist has been compiled for safety equipment on tours and excursions, including f.ex.: 1. First aid kit/equipment.
2. Communication devices.
3. Tracking devices.
4. Other equipment according to conditions on each tour.
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| *202-1.3*  | 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. Disinfection and cleaning of equipment.
3. Lifespan of equipment (see manufacturer's accepted standards).
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| *202-1.4*  | 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. Weather forecast.
3. Equipment.
4. Information about customers.
5. That contingency plans are always included / accessible on tours.
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| *202-1.5* | There is a checklist for guides 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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| *202-1.6* | Written rules apply to customer/guide ratio according to conditionson each tour. |  |  |  |
| *202-1.7*  | 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. |  |  |  |
| *202-1.8* | The company has written guidelines on when to cancel tours due to weather. It is clearly stated who decides on the cancellation of tours. |  |  |  |
| ***202-2*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations*** |
| *202-2.1* | 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. |  |  |  |
| *202-2.2* | 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. |  |  |  |
| *202-2.3* | 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. |  |  |  |
| *202-2.4* | 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. |  |  |  |
| *202-2.5* | Customers are informed about toilet arrangements where conventional facilities are not available. |  |  |  |
| *202-2.6* | 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. |  |  |  |
| *202-2.7*  | At the beginning of the tour, the guide reminds the customer of responsible travel behaviour. |  |  |  |
| ***202-3*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanations***  |
| *202-3.1* | Guides have completed specialized training/education, e. g. are certified guides and/or have substantial experience appropriate for the tour in question. |  |  |  |
| *202-3.2* | Guides receive training in the use of equipment f. ex. to be able to provide a correct location and information on accessibility to areas visited if assistance is required. In the training the following shall be covered:1. Use of GPS positioning device.
2. Use of appropriate means of communication for different areas, e. g. mobile phone, radio and Tetra.
3. Use of compass and map (at least for longer tours in the wilderness).
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| *202-3.3*  | Guides have completed the course *Wilderness First Aid* (Fyrsta hjálp 1, 20 hours) from ICE-SAR or a comparable First Aid course from another organization and attend a refresher course (4 hours) every two years. |  |  |  |
| *202-3.4* | Guides on tours through the wilderness\* have completed the course *Wilderness First Responder (WFR*) from ICE-SAR or a comparable course from another organization and attend a refresher course every three years. |  |  |  |
| *202-3.5* | Guides on tours through the wilderness\* have completed the courses *Wilderness Survival* *and Navigation* from ICE-SAR or comparable courses from another organization. |  |  |  |

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