Logo, company name

Description automatically generated

**Caving**

Specific Quality Criteria no. 209

5th Edition 2022

Quality and Environmental Certification

On the Way to Sustainable Tourism

**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.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***209-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *209-1.1* | For each type of tours there is an itinerary (written description) including a description of routes, schedule and other trip arrangements. |  |  |  |
| *209-1.2* | 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. Lights/helmets/crampons. 5. Extra clothing. 6. Whistles 7. Ropes/lines 8. Other equipment according to conditions on each tour. |  |  |  |
| *209-1.3* | A written plan for renewal, cleaning and maintenance of safety  equipment 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). |  |  |  |
| *209-1.4* | All equipment is in a very good condition, i.e.:   1. Belts and straps unbroken. 2. Crampons sufficiently sharp. 3. Helmets and fasteners unbroken and in order. 4. Clothing is clean and in a very good condition. |  |  |  |
| *209-1.5* | All equipment is well and neatly stored after usage. The storage is appropriate and does not reduce the safety and usability of the equipment. |  |  |  |
| *209-1.6* | 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. |  |  |  |
| *209-1.7* | 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. |  |  |  |
| *209-1.8* | Written rules apply to customer/guide ratio according to conditions on each tour. |  |  |  |
| *209-1.9* | The company has written guidelines on when to cancel tours due to weather. It is clearly stated who decides on the cancellation of tours. |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***209-2*** | ***Environment*** | ***Yes*** | ***N/A*** | | ***How fulfilled/explanation*** |
| *209-2.1* | 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. |  |  | |  |
| *209-2.2* | Lighting and marking of hiking trails are kept to a minimum in and around caves. |  |  | |  |
| *209.2.3* | Scientific information as well as required permits are obtained before any changes are made to the entrance of caves, as changes in airflow can e.g. cause dehydration of species. |  |  | |  |
| *209-2.4* | Caves are not used as toilet facilities. Customers are informed about toilet arrangements where conventional facilities are not available. |  |  | |  |
| *209-2.5* | 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. |  |  | |  |
| *209-2.6* | The company uses galvanized steel/iron or stainless steel and removes all fixed equipment (support and climbing equipment) if / when the activity is interrupted or stopped at the relevant location |  |  | |  |
| *209-2.7* | At the beginning of the tour, the guide reminds the customer of responsible travel behavior. |  |  | |  |
| ***209-3*** | ***Education and Training*** | ***Já*** | ***N/A*** | ***How fulfilled/explanation*** | |
| *209-3.1* | Guides have completed specialized training/education, e.g. are certified guides and/or have substantial experience appropriate for the tour in question. |  |  |  | |
| *209-3.2* | 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 compass and map. 2. Use of GPS positioning device. 3. Use of appropriate means of communication for different areas, e. g. mobile phone, radio and Tetra. |  |  |  | |
| *209-3.3* | 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. |  |  |  | |
| *209-3.4* | At least one guide on tours through the wilderness\* has completed the course *Wilderness First Responder (WFR*) from ICE-SAR or a comparable course from another organization and attends a refresher course every three years. |  |  |  | |
| *209-3.5* | At least one guide on tours through the wilderness\* has completed the courses *Wilderness Survival* and *Navigation* from ICE-SAR or comparable courses from another organization.  *Does not apply to caves close to service buildings.* |  |  |  | |

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