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Specific Quality Criteria no. 227

5th edition 2022

**Helicopter Tours**

vakinn.is

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.**

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| --- | --- | --- | --- | --- |
| ***227-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *227-1.1* | For each type of tours there is an itinerary (written description) including a description of routes, schedule and other trip arrangements. |  |  |  |
| *227-1.2* | 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. Extra clothing. 5. Other equipment according to conditions on each tour. |  |  |  |
| *227-1.3* | Pilots receive training in selection of landing sites, off helipads, in order not to endanger the safety of passengers, especially in the wilderness and on glaciers. |  |  |  |
| *227-1.4* | Pilots/guides receive training in how to provide information to passengers and how to support passenger comfort and well-being. |  |  |  |
| *227-1.5* | There is a checklist for pilots/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. Proper use of safety equipment. 4. Appropriate clothing. 5. Safety precautions on or near glaciers, rivers ad steep slopes. 6. Other, depending on conditions on each tour. |  |  |  |
| ***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* | 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. |  |  |  |
| *227-2.9* | Customers are informed about toilet arrangements where conventional facilities are not available. |  |  |  |
| *227-2.10* | Helicopters are cleaned and disinfected on the inside according to written cleaning plans. |  |  |  |
| *227-2.11* | Customers are reminded of responsible travel behaviour. |  |  |  |

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| ***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 receive appropriate instructions and training in crevasse rescue at least once a year. |  |  |  |

*\* This refers to safety aspects on the ground before the flight and at the places of landing.*

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