

Rafting Operator Accreditation Standards

1. Core Standards:

- 1.1. **Licensing:** The operator holds the necessary licenses to operate.
- 1.2. **Permits:** The operator has secured permission to use private lands for access or secured the appropriate permits for public lands.
- 1.3. **Adherence to national and local regulations:** The operator is able to demonstrate that they have taken steps to comply with applicable national and/or local regulations.
- 1.4. **Insurance:** The operator maintains adequate types and levels of insurance coverage.

2. Incident Prevention & Response:

2.1. Equipment:

- 2.1.1. **Boats:** The operator's boats are operationally serviceable, rigged adequately, and are suitable for the trips they offer.
- 2.1.2. **Client Equipment:**
 - 2.1.2.1. **Helmets:** The helmets they provide are operationally serviceable and are suitable for the trips they offer.
 - 2.1.2.2. **Buoyancy Aids:** The buoyancy aids they provide are operationally serviceable, correctly rated, and are suitable for the trips they offer. They are tested for their buoyancy annually.
 - 2.1.2.3. **Paddles:** The paddles they provide are operationally serviceable and suitable for the trips they offer.
 - 2.1.2.4. **Thermal and Sun Protection:** They provide adequate thermal and/or sun protection for the environment they operate in or have ensured that clients bring suitable outfits.
 - 2.1.2.5. **Footwear:** The footwear they provide are operationally serviceable and suitable for the trips they offer, or they have ensured that clients bring suitable ones.
- 2.1.3. **Guide Equipment:** The operator's guides or instructors are equipped according to the GTE standards.
- 2.1.4. **First Aid, Emergency, & Rescue Equipment:**
 - 2.1.4.1. **Communication:** They have appropriate means of communicating for the environment they operate in, and their communication devices are in good condition.
 - 2.1.4.2. **First Aid Kit:** They have appropriate first aid kits for the environment they operate in, and they are properly stocked.
 - 2.1.4.3. **Rescue Kit:** They have appropriate rescue kits for the environment they operate in, and they are operationally serviceable.
 - 2.1.4.4. **Repair Kit:** They have appropriate repair kits for the environment they operate in, and their repair kits are in good condition.
 - 2.1.4.5. **Spares:** They carry appropriate spares for the environment they operate in, and their spares are in good condition.
- 2.1.5. **Maintenance:** They store their equipment adequately, keep it clean and dry, and hold a maintenance log.

2.2. Transportation:

- 2.2.1. **Vehicles & Trailers:** The operator's vehicles and trailers are operationally serviceable and licensed according to local regulations.
- 2.2.2. **Driver's License:** The operator's drivers have the appropriate driver's licenses to operate their vehicles and trailers.
- 2.2.3. **Maintenance:** The operator keeps maintenance records of their vehicles and trailers.

2.3. Guide/Instructor Qualifications:

- 2.3.1. **IRF Certification:** The operator's guides or instructors are currently IRF certified (or certified by IRF approved organizations).
- 2.3.2. **First Aid Certification:** The operator's guides or instructors have appropriate and current first aid certificates including CPR.
- 2.3.3. **On-Site Training:** The operator's guides or instructors are familiar with the trips they offer as well as the policies, procedures, and practices of their operation.
- 2.3.4. **Mentorship:** The operator has a system in place to assess and supervise their guides or instructors.
- 2.3.5. **Overburden:** The operator considers the impact of extended field time on their guides or instructors' performance.

2.4. Trip Planning:

- 2.4.1. **Trip Details:** The operator has an outline of each trip they offer that includes at a minimum the trip name/section, duration, location (start, end, and evacuation points), and difficulty.
- 2.4.2. **Risk Assessment:** The operator has conducted a risk assessment for each trip they offer, including a hazard identification, risk analysis, and mitigation strategies.
- 2.4.3. **Policies, Procedures, and Guidelines (SOP):**
 - 2.4.3.1. **Drug and Alcohol Use:** They have a policy of no intoxication from drugs and alcohol for staff and participants.
 - 2.4.3.2. **Participant Screening:** They have a system in place to ensure participants are suitable for each trip (e.g. minimum age, fitness requirements, swimming abilities, appropriate experience, etc).
 - 2.4.3.3. **Participant Information:** They collect appropriate participant information (emergency contacts and medical information) before the trips.
 - 2.4.3.4. **Staff/Participant Ratio:** They have appropriate staff/participant ratios for each trip they offer.
 - 2.4.3.5. **Staff Requirements:** They have appropriate staff requirements for each trip they offer.
 - 2.4.3.6. **Safety Craft Requirements:** They have appropriate safety craft requirements for each trip they offer.
 - 2.4.3.7. **Equipment Requirements:** They have appropriate equipment requirements for each trip they offer.
 - 2.4.3.8. **Safety Briefing & Instructions:** Their participants are adequately prepared for their role in incident prevention and response.

2.5. Incident Response:

- 2.5.1. **Incident Response Plan:** The operator has an incident response plan that addresses steps to be taken during an emergency. This plan is introduced to all staff and practiced on a regular basis.
- 2.5.2. **Communication Protocols:** The operator has communication protocols for their staff to know who to contact in case of an emergency.
- 2.5.3. **Incident Reports:** The operator has a system in place to track and analyse incidents and near misses.

2.6. Trip Reports:

The operator has a system in place to collect and store pre and post-trip reports.

3. Participant Experience:

3.1. Communication:

- 3.1.1. **Pre-Booking:** The operator's trips are described accurately so that potential participants can make informed choices to participate.
 - 3.1.2. **Pre-Trip Information:** The operator's participants are provided with adequate information about their trips prior to arrival.
 - 3.1.3. **Risk Assumption/Waiver:** The operator's participants are informed of, acknowledge, and agree to the inherent and associated risks of the trips they participate in.
 - 3.1.4. **Confidentiality:** The operator respects the confidentiality of participants and stores their information appropriately.
 - 3.1.5. **Customer Feedback:** The operator has a system in place to collect, analyse, and incorporate feedback from participants.
- 3.2. **Facilities:** The operator's participants are provided with appropriate changing and bathroom facilities, or there is a system in place to address their needs.
- 3.3. **Sustenance:** The operator ensures that their participants have or are provided with appropriate food and water to sustain the physical demands of the trips they offer.
- 3.4. **Hygiene:** The operator takes appropriate measures to minimize the spread of bacteria or disease during their trips, particularly on overnight trips or if food is provided.

4. Social & Environmental Responsibility:

- 4.1. **Environmental Stewardship:** The operator follows guidelines or principles such as Leave no Trace to minimize the environmental impacts of their operation.
- 4.2. **Environmental Education:** The operator incorporates knowledge and awareness of the importance of river environments in their trips.
- 4.3. **Waste Management:** The operator prevents, manages, and disposes of waste appropriately throughout their operation.
- 4.4. **Cultural Awareness:** The operator designs and conducts their trips with knowledge and awareness of the context and culture in which they operate.
- 4.5. **Staff Retention:** The operator ensures that their guides or instructors are paid appropriately and assists them in developing in their fields.
- 4.6. **Equal Opportunity:** The operator offers equal and fair opportunities to staff and clients, regardless of race, colour, gender, national origin, religion, age, physical or mental disability, sexual orientation, etc.