



EARTHCHECK

# Progress Review of Corrective Actions Requests Report

Conducted for

**Westfjords**

**Report Date:**

16 October 2018

**Audit Type:**

Progress Review of Corrective Actions Requests

**EarthCheck Auditor Name:**

Haukur Haraldsson

# Disclaimer

This Progress Review of the Corrective Actions Report is limited to what the Auditor has read, seen and heard during these investigations.

The extent of this review is of compliance or noncompliance to the EarthCheck Standard. The review of supporting evidence has been conducted on a random sampling basis.

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# Introduction

This is a Progress Review of Corrective Actions Requests (CARs) Report to determine if the Westfjords has met the requirements of the EarthCheck Standard.

## Methodology

The methodology of this Progress Review of CARs included a review of all supporting evidence submitted to EarthCheck.

**Major Corrective Action Requests (CARs):** Non-conformances raised during the Certification Service which required urgent attention as they are either a substantial breach or noncompliance with the EarthCheck Standard which affects the achievement of sustainable tourism, or there is potential to cause environmental harm (either from a risk of an accidental event, or a cumulative impact).

**Note: Any Major CAR must be either closed or downgraded in order to proceed to Certification.**

**Minor CARs:** Non-conformances raised during the Certification Service which required attention as they are either a relatively minor or technical breach with the EarthCheck Standard which does not fundamentally affect the achievement of sustainable tourism, or there is some potential to cause environmental harm (either from a risk of an accidental event, or a cumulative impact), or the practices/activities are not best practice sustainable tourism and do not reflect a reasonable achievement of sustainability.

**Note: Each of Minor CAR will be verified during the next Onsite Certification Audit.** Whereby these items have not been addressed within the recommended program for compliance, the Minor CAR may be upgraded to a Major CAR, which could delay future Certified achievements.



# Review of Major Non-Conformance Raised

Total number of Major Non Conformances: 1

## Major Non Conformance 1:

Clause	1.7 Organisational Chart	
Non Conformance Details	The Destination Authority's responsibilities are not documented by way of Position Descriptions or Contractual Agreements. It has been raised as a Major since it has not been addressed from previous audit	
	Document Destination Authority's responsibilities by way of Position Descriptions, Contractual Agreements.	
CAR Status	Major, to be addressed within 3 months	
CAR Verification Method	Progress Review of Corrective Action Requests	

## Auditor Review

Supporting Evidence Reviewed:	 Organizational chart.pdf  Commission.pdf
Details of Review :	The responsibilities are documented by way of position descriptions, contractual agreements.
Outcome:	<input checked="" type="checkbox"/> <b>Major CAR closed</b> <input type="checkbox"/> <b>Major CAR downgraded</b> <input type="checkbox"/> <b>Major CAR outstanding</b>

# Minor Non-Conformances to be Verified Next Audit

**Total number of Minor Non Conformances: 3**

**Note: Each of Minor CAR will be verified during the next Onsite Certification Audit.**

Clause	3.5.7 Benchmarking Training	
Non Conformance Details	The EarthCheck coordinator has not received training on the requirements of the Destination's Sustainability policy and Action Plan	
Details of Corrective Action Required (CAR)	EarthCheck Note: EarthCheck coordinator should receive training on the requirements of the Destination's sustainable policy and action plan.	
CAR Status	Minor, to be addressed within 12 months	
CAR Verification Method	Next Onsite Certification Audit	

Clause	5.6.2 Impact Mitigation	
Non Conformance Details	The risk assessment does not consider the ability to prevent and/or mitigate impacts should they arise.	
Details of Corrective Action Required (CAR)		
CAR Status	Minor, to be addressed within 12 months	
CAR Verification Method	Next Onsite Certification Audit	

Clause	1.6 Green Team	
Non Conformance Details	EarthCheck Destination Coordinator has not received EarthCheck training on the requirements of the Destination program	
Details of Corrective Action Required (CAR)	Check availability of EarthCheck training.	
CAR Status	Minor, to be addressed within 12 months	
CAR Verification Method	Next Onsite Certification Audit	

# Auditor Conclusion

The Westfjords has been assessed against the EarthCheck Standard. The organisational commitment to compliance with the EarthCheck Standard is commendable.

- Certification Recommended
- Certification Not Recommended

The Next Onsite Certification Audit is recommended within:

- 1 Year
- 2 Years

**NB:** Whereby the member is deemed high risk as per the EarthCheck Standard, and/or Major CARs have been awarded, an audit may be recommended within 1 Year. All recommendations are subject to approval by the EarthCheck Authorities and to be aligned with the Regional Schedule.

Auditor Name:

Haukur Þór Haraldsson

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Signature:

*Haukur Þór Haraldsson*

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Date:

October 11<sup>th</sup> 2018

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**NB: The below section is for the use of the EarthCheck Authorities only:**

## EarthCheck Authorisation

- Certification Authorised
- Certification Not Authorised

## Next Certification Requirements

- Onsite Certification Audit required within the next 1 Year
- Annual Return required within the next 1 year
- Sample Based Annual Audit required

EarthCheck Authorising Officer Name:

Melinda Watt

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Signature:



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Date:

16 October 2018

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