



EARTHCHECK

# Progress Review of Corrective Actions Requests Report

Conducted for

**WESTFJORDS**

**Report Date:**

06 April 2020

**Audit Type:**

Progress Review of Corrective Actions Requests

**EarthCheck Auditor Name:**

Elín Vignisdóttir

# 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: 2

## Major Non Conformance 1:

Clause	2.1.8 Non-conformities	
Non Conformance Details	One complaint was sent to EarthCheck last year and the complaint has not been formally dealt with yet. Evidence viewed some communication between the local government in question and the health authorities and the EarthCheck coordinator explaining the matter and what actions will be taken. Raised as Major CAR. Even though a complaint has been received the procedure on non-conformities in the EHS handbook, Verklag 001, has not been used to formally deal with the matter.	
Details of Corrective Action Required (CAR)	Use the procedure on non-conformities in the EHS handbook, Verklag 001. Fill out the form, Frábrigðablað, describing the complaint and list up what actions will be taken to deal with the matter, as well as who is responsible and date for the action to be dealt with.	
CAR Status	Major, to be addressed within 3 months	
CAR Verification Method	Progress Review of Corrective Action Requests	

## Auditor Review

Supporting Evidence Reviewed:	Formal filled EMS 12 08112019 This is the recount of what happened. The communication has now been inserted into the EC format.
Details of Review:	Procedure on non-conformities in the EHS handbook, Verklag 001 has been activated and the form frábrigðablað filled out with list of actions that will be taken to deal with the matter as well as responsibilities. Actions are timed to be revised in a years' time. The Major CAR is downgraded to a Minor in order to follow up on the actions during the next onsite audit.

Outcome:	<input type="checkbox"/> <b>Major CAR closed</b> <input checked="" type="checkbox"/> <b>Major CAR downgraded</b> <input type="checkbox"/> <b>Major CAR outstanding</b>
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**Major Non Conformance 2:**

Clause	Mobile Fuel Consumption	
Non Conformance Details	<p>Figures reported are much lower than figures verified. Variance is 41%. In addition, figures reported are much higher than last year. Needs to be double checked. Figures even higher than last year. First figures reported included sales at a location outside the area that shouldn't be included. Even without those numbers the figures are even higher. Major CAR raised. Needs to be checked and updated.</p>	
Details of Corrective Action Required (CAR)	Verify figures and update the Benchmarking Report.	
CAR Status	Major, to be addressed within 3 months	
CAR Verification Method	Revised Performance Report	

**Auditor Review**

Supporting Evidence Reviewed:	<p>Sala 17 og 18 Vestf magn 27.11.2019 First reported figures were based on uncorrect figures sent from an assistance. This table contains figures from the usual source., the head of lawer firm that sees to calculations of subsidies for fuel delivery. The email is copied inside the excel book.</p>	
Details of Review:	<p>EC Coordinator has verified the figures and received new accurate ones from their source. Annual Benchmarking Report has been updated. The auditor has verified the figures and the benchmarking report.</p>	
Outcome:	<input checked="" type="checkbox"/> <b>Major CAR closed</b>	

	<input type="checkbox"/> Major CAR downgraded <input type="checkbox"/> Major CAR outstanding
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# Minor Non-Conformances to be Verified Next Audit

**Total number of Minor Non Conformances: 2**

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

**Minor Non Conformance 1:**

Clause	2.1.7 Policy adoption	
Non Conformance Details	Stakeholder analysis has not formally been set up and identified how they are approached, even though they have been thought of and included in some of the works.	
Details of Corrective Action Required (CAR)	Set up a stakeholder analysis where all stakeholders are listed and identify how you are including them in adoption of policy and the action plan.	
CAR Status	Minor, to be addressed within 12 months	
CAR Verification Method	Next Onsite Certification Audit	

**Minor Non Conformance 2:**

Clause	5.6.3 Climate change	
Non Conformance Details	No evidence was seen that The Westfjords have strategies in place to build resilience to climate change.	

Details of Corrective Action Required (CAR)	Have strategies in place how the municipalities in the Westfjords foresee to build resilience to climate change, f.ex. for their infrastructure, houses in the area.	
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:

Elín Vignisdóttir

Signature:



Date:

10/03/2020

**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

Signature:



Date:

6 April 2020