

CRITERIA FOR THE OPERATION OF MEMBER STABLES OF THE FINNISH EQUESTRIAN FEDERATION

Member stables of the Finnish Equestrian Federation offer diverse and high-quality equestrian services. These member stables are service businesses based on strong professional expertise, the well-being of horses, safe operations, and high-quality customer service.



ADHERENCE TO THE ETHICAL AND STRATEGIC PRINCIPLES OF THE EQUESTRIAN FEDERATION

- A member stable of the Finnish Equestrian Federation (hereinafter referred to as SRL and member stable) commits to the values, sustainability program, and strategy of the SRL.
- The member stable complies with laws and official regulations, as well as the rules and guidelines of the SRL.
- Those who regularly ride at the member stable must be members of the SRL or have a Green Card or Green Card Plus insurance.
- The member stable offers the opportunity to complete SRL horse skills and riding badges.

HORSE WELFARE

- The welfare of horses is a prerequisite for the operation of the member stable. The member stable ensures the individual well-being of horses, creating good conditions for species-typical behavior, health, and performance.
- The member stable educates and guides its clients on various aspects of horse welfare, promoting the adoption of sustainable horsemanship skills.
- The horses are suitable for their tasks.
- The horses have appropriate individual, named, or numbered equipment that is intact and clean.

CUSTOMER SERVICE

- The member stable displays a list of staff, their duties, and qualifications for clients.
- The member stable maintains a customer registry that includes at least the rider's contact information, guardians' contact information for minors, and SRL riding club membership.
- The well-being of customers is a key value at the member stable. Clients are introduced to the stable's operations and values.
- Accessibility is taken into account at the member stable according to the purpose of the activities.
- The services offered by the member stable are clearly defined, and the necessary information about services, booking and cancellation terms, and prices is available on the stable's notice board and/or its website or similar platform.
- Depending on the nature of the activities, written agreements are made with clients regarding the services provided.
- Clients have the opportunity to provide written feedback, and the member stable responds appropriately to the feedback received.
- All staff members at the member stable are trained in customer service situations.

PROFESSIONALISM/EDUCATION/EXPERTISE

- The person in charge of the member stable's operations must have suitable qualifications for the activity.
- The care and welfare of horses at the member stable are the responsibility of a person with vocational training in the equestrian field, holding an appropriate vocational diploma, adult vocational qualification, or SRL Level II coaching license, an equine agronomist, or an experienced professional with 10 years experience on commercial horse keeping at the minimum.
- The member stable provides supervised riding/equine activities.
- The stable and its environment are clean and well-maintained.
- The member stable has a fenced and lit arena and/or indoor riding hall or other appropriate riding areas for its activities, as well as suitable equipment.

SAFETY

- All customers are instructed on safety matters and informed about insurance coverage, which is arranged through SRL riding club membership.
- The use of helmet is mandatory for everyone riding at the member stable.
- The member stable has a comprehensive safety document updated in accordance with the guidelines of Tukes (Finnish Safety and Chemicals Agency).
- The staff has current first aid training.
- The member stable has an adequate number of appropriate first aid kits for its activities.
- A fire inspection has been conducted at the member stable. Smoke alarms have been checked, fire extinguishers have been serviced, and exit routes are marked.
- If the member stable rents out horses, it is done responsibly according to separate SRL guidelines on rental activities.

WELL-BEING OF ENTREPRENEURS AND STAFF

- The member stable takes care of the well-being and endurance of entrepreneurs and staff.
- All staff members at the member stable are trained for their duties.
- Occupational safety and ergonomics are considered at the member stable.
- The staff has the opportunity to pursue further education and develop their skills.



RIDING SCHOOL

At least 70% of the riding lessons are taught by a person with vocational training in the equestrian field (riding instructor level I, riding instructor level II, or a person with a special vocational qualification in riding instruction).