

OPERATIONAL MANAGEMENT PLAN



****Please note: This plan is completely fictitious - it should give a good idea of how this template can be utilised in your business ****

| NAME | DATE | SIGNED |
|----------------------------|-------------------------------|----------------------------|
| Plan Prepared by | | |
| Emma Bale & Johnathan Bale | 28/03/2019 | Emma Bale & Johnathan Bale |
| Plan Reviewed by | Annual Update / Review | |
| Emma Bale | 28/03/2020 | |

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HUMAN RESOURCES

ROLES AND RESPONSIBILITIES

| | |
|---|--|
| <p>Emma Bale Owner Operator and Senior Management</p> | <p>Responsibilities:</p> <ul style="list-style-type: none"> • Business operations management and oversight • Financial management • Vehicle operations and maintenance • Marketing • Tour oversight and guiding • Partnerships • Professional development • First aid renewals • Certifications • Human resourcing: <ul style="list-style-type: none"> ○ Recruitment |
| <p>Johnathan Bale Owner Operator and Senior Management</p> | <p>Responsibilities:</p> <ul style="list-style-type: none"> • Business operations management and oversight • Financial management • Marine vessel operations and maintenance • Marketing • Tour oversight and guiding • Partnerships • Web design • Licensing • Training and development program renewals • Human resourcing: <ul style="list-style-type: none"> ○ Recruitment |
| <p>All other employees of Be Eco Tours</p> | <p>Roles and responsibilities:</p> <p><u>Tour Guides and Assistants:</u></p> <ul style="list-style-type: none"> • Coordination and planning <ul style="list-style-type: none"> ○ Create the seasonal schedule, recommendation and planning of a single trip • Group Leader (Treks) <ul style="list-style-type: none"> ○ This person leads one hiking group on the day of the hike • Group Sweep (Treks) <ul style="list-style-type: none"> ○ This person hikes last in the group and keeps a count of the hikers • Membership – tracking attendance at all tours • Full responsibility of health and safety of guests (first aid qualifications) • Provide educational, environmentally friendly and fun experiences • Guest assistance and support • Up to date licenses • Daily report of the activities to the manager <p><u>Chef:</u></p> <ul style="list-style-type: none"> • Cooks meals for guests on our marine vessel tours <p>Represent Be Eco Tours in a professional manner always (i.e. uniform, grooming & language).</p> |

STAFF ROSTERS AND ORGANISATIONAL CHART

Be Eco Tours is owned and operated by Emma and Johnathan Bale. It is our objective and goal to expand the business in the future to employ new staff to take on some tasks of the owners and spread rostered hours and responsibilities out evenly. We (Emma and Johnathon) work on a full-time basis, Monday to Friday 7am to 5pm. When new staff are employed, contracted and/or part-time, hours will become more flexible and outlined in an updated Operational Management Plan. Staff will be required to work during office hours and tour service hours.

RECRUITMENT, INDUCTION AND APPRAISAL SYSTEMS

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| Initial recruitment and interview | <ul style="list-style-type: none"> ● Applicants will be asked to apply through the website and via e-mail ● If successful, an interview will be conducted during office hours ● Interviews will need to assess the following main requirements: <ul style="list-style-type: none"> ○ Credentials, licenses, first aid training and certificate ○ Level of tour guide exposure and experience ○ Fitness level (for hiking) ○ Roles and responsibilities employee is qualified for |
| Induction | <p>Employee will be provided with a starter pack document including the following sections and information:</p> <ul style="list-style-type: none"> ● Business philosophy ● Personal presentation ● Greeting visitors ● Daily schedules ● Equipment operation ● Ordering and purchasing procedures ● Operations manual |
| Appraisals | <p>Monthly appraisals are conducted during office hours either at the start or end of a shift. This includes performance reviews and checking in with staff to see how they are going and if they need any assistance.</p> |

TRAINING AND ONGOING PROFESSIONAL DEVELOPMENT

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| In-house training | <p>Training and professional development will be conducted at every second weekly staff meeting. Every other staff meeting, training requirements will be discussed for the next meeting, regarding what staff feel they require. Training will include, but is not limited to:</p> <ul style="list-style-type: none"> ● Staff and guest communication ● Health, safety, and fitness ● Marine recreation procedures ● Trek procedures |
| Certification and qualifications | <p>Staff are required to have up-to-date certificates, licenses and qualifications.</p> <p>Staff training days will include:</p> <ul style="list-style-type: none"> ● First aid: outdoor recreation, marine and hiking ● Hiking and marine tour test trips (shortened) ● Tour operator license |

PERSONNEL RECORDS

All staff personnel records are kept in secure cloud storage online. These records include essential information such as emergency contact details, license copies, certifications, qualification copies, staff details (name, address, contact) and medical records. Emergency contact details, licence copies and certified qualification copies are also kept in a locked filing cabinet in the office. No information is shared with other staff except the owners.

COMMUNICATIONS WITH STAFF

Since we (Emma and Johnathon) run all operations, communication is open and mostly verbal. Aside from this, a staff communication book is kept in the office if communication cannot be easily shared for any reason. There is also a whiteboard with notices where monthly meetings are carried out.

As we are looking to expand operations and the business, including employing more staff as the need arises, our communication methods will also expand to include staff newsletters, memos and regular e-mails.

APPROPRIATE WORKPLACE BEHAVIOUR POLICY

Staff behaviour policies are kept in an organised policies and procedures folder which includes the following:

- Behavioural and communication conduct
- Staff relations: workplace bullying and sexual harassment
- Staff dress codes
- External professional conduct
- Workplace health and safety
- Staff and customer relations

OPERATIONAL MANAGEMENT AND BUSINESS SYSTEMS

DETAILS OF FINANCIAL MANAGEMENT SYSTEM

Be Eco Tours endeavours to be paperless where possible. Thus, we have no cash books included in our financial management system. We also prefer to reduce costs as our business is small scale currently, which means we do not externalise work to a bookkeeper or an accountant. All our financial information is kept organized in Excel spreadsheets, documenting income, revenue, expenses, etc. We also file this information into either Xero or MYOB accounting software. Only Emma and Johnathon (owners) handle this information and all systems are password protected.

ORDERING AND PURCHASING PROCEDURES

Staff are provided with a list of providers and suppliers of stock, including order checklists and requirements when making purchases, such as:

- Bio-degradable and recyclable purchases wherever possible
- Ensuring packaging of products is environmentally friendly
- No chemicals with harmful waterway and ocean toxins
- Minimal packing materials used and all reusable or recyclable.

These checklists and order forms are all online, and a full list of contact information for all suppliers is also online for the completion of order forms. Be Eco Tours has a database and organisational system with everything included.

There is a checklist of when stock orders and purchases must be made for grocery items and cleaning products.

SUPPLIERS AND BUSINESS PARTNERS

| | |
|--------------------------|--------------------------------|
| Suppliers | Wholefoods Inc. |
| | Trek Gear |
| | Bulk Eco Cleaners |
| Business Partners | Conservation Volunteers Are Us |
| | Local city council |
| | Protected area managers |

MANAGING AND STORING GOODS

Be Eco Tours organises the storage of goods into categorical systems in our storage room of the office. All medical supplies are stored in a lockable cupboard that is easily accessible when supplies need to be restocked in the medical kits. The rest of our storage system is categorized as follows:

| | |
|------------------------|--|
| Hiking/trekking | <ul style="list-style-type: none"> • Overnight camping equipment • Backpacks • Hiking poles • Cool and warm climate gear • Safety equipment • Long life food supplies • Weather solutions |
| Marine travel | <ul style="list-style-type: none"> • Health and safety equipment (e.g. life vests, medical etc.) • Food travel essentials (e.g. Esky, ice packs etc.) |
| Office supplies | <ul style="list-style-type: none"> • Stationary materials • Spare electrical parts |

CLEANING AND DAILY MAINTENANCE PROGRAM

| | Tasks | Dates and Regularity | Staff Responsible |
|-----------------------|---|--|-------------------|
| Office | <ul style="list-style-type: none"> ✓ Desks clean and cleared of any clutter ✓ Cleaning rubbish into appropriate bins (e.g. compost, recycling etc.) ✓ Floors ✓ Any dishes are clean from use throughout the day ✓ Waste is minimised | <u>Daily</u> <ul style="list-style-type: none"> • Rubbish cleaning • Desk clutter <u>Weekly</u> <ul style="list-style-type: none"> • Bins • Floors | All staff |
| Vehicle | <ul style="list-style-type: none"> ✓ Vacuuming interior ✓ Checking all main fluid levels and tyre pressures ✓ If necessary, washing exterior of car (minimising water usage) ✓ Checking stock required for tours are up to date ✓ Reviewing vehicle engine and mechanics | <ul style="list-style-type: none"> • Weekly, Friday – Saturday • Regular Servicing (every 6,000-10,000kms) | Emma Bale |
| Marine vessel | <ul style="list-style-type: none"> ✓ Inspect electrical systems ✓ Check gear box oil ✓ Check fuel levels and systems ✓ Check and clean propellers ✓ Clean interior of boat (upholstery, surfaces etc.) ✓ Clean exterior | <ul style="list-style-type: none"> • Weekly cleaning • Annually, 45 Boat Check and service | Jonathan Bale |
| Walking tracks | <ul style="list-style-type: none"> ✓ When on tour or hiking trail pick up all visible rubbish ✓ Clear walking tracks of any hazardous objects (fallen branches etc) ✓ Notify relevant authorities of any hazards when necessary | Every trip and monthly | All staff |
| Natural areas | <ul style="list-style-type: none"> ✓ Clearing out all rubbish ✓ Maintaining clear paths for guests and grounds ✓ Coordinating maintenance with protected area managers | Monthly | All staff |

SCHEDULED MAINTENANCE OF EQUIPMENT, BUILDINGS, TRANSPORT AND SIGNAGE

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|--|--|
| Office | <ul style="list-style-type: none"> • Stock check and update: weekly • Regular daily and weekly cleaning schedule • Computers are serviced, and data backed up quarterly |
| Vehicle | <ul style="list-style-type: none"> • Weekly cleaning schedule maintained • Regular servicing every 6-10,000km • Fluids and engine specifics are reviewed and maintained |
| Marine vessel | <ul style="list-style-type: none"> • Weekly cleaning and annual boat servicing • All fluid levels and equipment are reviewed weekly |
| Walking tracks and natural area | <ul style="list-style-type: none"> • When at locations, cleaning tasks are conducted and hazards removed • Relevant authorities are contacted regularly regarding track and area maintenance issues to be aware of |
| Signage | <ul style="list-style-type: none"> • Signs are replaced in the event of damage and are checked annually |

DETAILS OF AN ONGOING IMPROVEMENT PROCESS

Be Eco Tours values ongoing improvement of our business operations and services. We believe that continuously looking to improve our business will assist us to strengthen and expand our operations and provide guests and business partners with offerings they value.

In our e-newsletters to our guests, business partners and suppliers, we request feedback on our service and suggestions of future implementations that we can incorporate or improve upon. We also provide the option to receive feedback through customer surveys and forms.

As online reviews are where most people leave their feedback, we take reviews as opportunities to improve the business. We collect this feedback into a database and classify what we receive based on the area of our business and the information it relates to. In our staff meetings, feedback is reviewed and action plans are created to implement suggestions for ongoing improvement.

CUSTOMER SERVICE

SERVICE DELIVERY AND CUSTOMER SERVICE

Be Eco Tours is committed to providing our guests with the highest level of customer satisfaction. We strive to maintain our client base and attract new guests through our reputation of outstanding customer service. We aim to provide the best possible assistance to our guests, make them feel welcome and comfortable and provide them with an unforgettable experience.

Our key service delivery and customer service guidelines are:

- Anticipate and accommodate guest needs
- Make our guests feel welcome
- Provide the best value for money through quality products and services
- Act quickly to address guest complaints and issues to increase guest satisfaction
- Always be prepared to go the extra mile
- Be friendly, kind natured and courteous
- Handle guest complaints and confrontation in a professional manner
- Treat others how we would wish to be treated

All employees are guided through these customer service expectations.

CUSTOMER GREETING PROCEDURES

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| Answering phone calls | <p><u>Staff must greet customers by using the following procedure:</u></p> <ol style="list-style-type: none"> 1. Greeting customers with an appropriate time of day message, e.g. 'Good Morning...' 2. Stating the name of the company and name of the staff member answering 3. Asking how you may help or direct the call 4. Conversing with the customer in a friendly, professional and helpful manner, assisting in any way possible |
| Leaving phone messages | <p><u>Staff should leave phone messages using the following procedure:</u></p> <ol style="list-style-type: none"> 1. Stating name and company from which we are from, e.g. 'Hi, my name is.... I'm calling from Be Eco Tours'. 2. Stating the intended message in a clear, professional way 3. Asking for a call back on the relevant number when they're available |
| E-mails | <p>Using professional e-mail etiquette is of the utmost importance. Speaking in full language without slang or casual tone unless the relationship with the customer is well developed. An e-mail signature is used for every e-mail, as is the subject line to describe the purpose of the e-mail.</p> |
| Face-to-face communication | <p>Staff presentation, verbal and non-verbal language must be friendly and professional. Customers must be greeted in a friendly manner, to allow them to see staff are easy to talk to, approachable and helpful.</p> |

CUSTOMER COMPLAINTS MANAGEMENT AND FEEDBACK PROCESS

Be Eco Tours includes feedback, customer queries, concerns and complaints into our organised database. All complaints are recorded there, reviewed by management and acted upon. This is in the case of a guest sending a complaint through our feedback systems rather than face-to-face communication. We aim to not only satisfy the guest by providing a solution to them but by making their experience a positive one where possible. Depending on the nature of the complaint, this can be done through compensation (when appropriate).

BOOKING CONFIRMATION AND CANCELLATIONS POLICY

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| Taking bookings | <p>Bookings are made via our online webforms or over the phone. When bookings are made via the website, an automatic e-mail is received regarding the booking, including any receipts of payment. Website bookings are recorded automatically, however staff must manually record over the phone bookings into our database system and provide guests with availabilities and payment processes.</p> <p>Our website is updated regularly, notifying guests as to the number of available spots left for tours for individual use or if registering as a group.</p> |
| Confirming bookings | <p>Bookings are confirmed via e-mail and/or text message to guests, two weeks prior to tours. Employees may send an automated e-mail template of guest confirmations and confirmation forms when necessary, or automated confirmation text messages to guests.</p> |

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| | <p>If we have not received a response regarding confirmation in one week, employees must follow up with a phone call.</p> <p>Once confirmed, employees must update confirmations into the operating database system.</p> |
| Cancellations and refunds | <p>Cancellations at no extra charge are accepted in any 1 week – 3-day period prior to tours commencing. Extra cancellation charges will occur if cancelling past this time. This is due to preparation required for the tours.</p> <p>Refunds are available in a cooling off period of 2 weeks after purchase of a product or service. If guests wish to cancel after this time, refunds will not be provided, or in some cases only partial refunds will be given. If a guest pays a deposit and wishes to cancel, they will receive this within the allocated timeframe.</p> |

SIGNAGE, ACCESS AND PARKING DETAILS

Be Eco Tours have a welcome sign located at the entry of the premises. There are clear directions and signage to guide guests to appropriate parking locations and all parking access areas are cleared. Guests have adequate signage to the entry of reception as well at the front of pathways.

RISK MANAGEMENT

HEALTH AND SAFETY REQUIREMENTS AND POLICIES

The *Work Health and Safety Act 2011* defines health as both physical and psychological health.

Under the Act, both persons conducting a business or undertaking (PCBUs) and workers are responsible for ensuring health and safety in the workplace.

- PCBUs have a duty of care under section 19 to ensure, so far as is reasonably practicable, the health and safety of their workers while they are at work.
- PCBUs must provide and maintain a work environment without risks to the health of workers, or other persons affected by the conduct of the business or undertaking.
- Workers also have a responsibility under section 28 to take reasonable care for their own health and safety, and to comply with reasonable safety instructions.
- Managing the risks to health and wellbeing is therefore a shared responsibility.

By working together to manage the risks to health and wellbeing associated with work design or the workplace environment, both workers and PCBUs can meet this responsibility to ensure workers remain healthy and safe.

Be Eco Tours helps employees (and guests) stay healthy and safe by:

- Reducing the amount of time spent in the sun.
- Providing sunscreen and other protective gear, and ensuring workers wear it properly.
- Providing a shade cloth or safe shelter.
- Providing drinking water.
- Allowing workers to take regular breaks or rotate with other workers where possible.
- Providing training on being sun smart.
- Ensuring correct footwear and clothing is worn for varying terrain and weather conditions.

RISK MANAGEMENT PLAN

Having a safe and happy tour is the most important thing to us. While we love to have fun, the safety and security of guests and crew always comes first. We have procedures and policies in place that we implement before, during and after each trip. We reserve the right to deny boarding and hiking tours to any person we believe is not suitable to travel. Before every tour commences, visitors and staff are briefed on risks, as well as health and safety issues to be aware of and prepared for. These issues pertain to two main areas, walking tracks and open water tours to islands, which are outlined below:

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| <p>Walking tracks</p> | <p><u>Track reconstruction</u> We do our best to be aware of any track risks prior to commencing tours, such as closures and any hazards from previous or current weather conditions. We continue to manage these risks during the tour.</p> <p><u>Attire and hiking gear</u> Due to the type of terrain we explore, it is of upmost importance that visitors and staff wear appropriate clothing and footwear, to protect from injury and health effects from external weather and/or flora/fauna encountered. Before tours, it is reinforced to guests to ensure they have appropriate gear for themselves. If there are visitors without required attire or trekking gear, we do our best to accommodate for them.</p> <p><u>Safety checks</u> When on walking tracks, we conduct interval group checks to make sure everyone is healthy and safe. Breaks are also taken regularly to avoid exhaustion and enable rest and rejuvenation.</p> <p><u>Weather conditions</u> If weather reports warn of unsuitable conditions for hiking, we cancel and reschedule tours. Be Eco Tours ensures guests and staff only trek in safe conditions.</p> <p><u>Injuries on tour</u> Be Eco Tours have medical kits with the most necessary items to have available when hiking. Due to weight limitations for long distance walks, only the most necessary items are taken. Staff also ensure that they are able to communicate in case of an emergency, either via mobile phone or an alternative. The health and safety of our guests is our highest priority, so we do our best to be able to provide the right assistance for and treatment of any injuries/illnesses.</p> |
| <p>Marine Tours</p> | <p><u>Pre-departure passenger safety induction (for staff):</u></p> <ul style="list-style-type: none"> • Staff liaison (confirm program/re-confirm responsibilities) • Confirmation of adequate supply of fuel, food, water and safety equipment (the latter to be checked for serviceability) • Physical inspection of vessel (steering, bilge, lights, hatches, ropes, anchors and clear prop) • Engine checks prior to start-up (no leaks, correct fluid levels, status of batteries) • Engine checks following start up (no leaks, oil, water temperature is correct and batteries are charging) • Obtain weather update/check tidal data • Electronics checks (radio, radar, sounder, GPS, satellite phone and EPIRB) • Lodge charter program with relevant rescue authorities and owner/operator |

Familiarity with the vessel's safety equipment and operation:

Staff training is conducted regarding the location of all safety equipment and where policies and procedures are located on board. We ensure that there are copies of emergency procedures on board and available such as:

- Man overboard
- Vessel evacuation (at sea or on land)
- Fire
- Medical emergency
- Medical situation
- Rowdy passenger
- Bomb threat
- Deploy life rafts, life buoys/lifesavers
- Emergency operation of radio
- Stop engine
- Oil or fuel spill response

Minimum weather conditions for operation

A full assessment of weather conditions for the entire journey is undertaken prior to departure, including:

- Wind
- Tides
- Cyclones
- Rain
- Storms
- Fogs
- Local conditions

Safety induction

Once boarding is complete, a safety induction for passengers is conducted prior to departure. The induction covers the following:

- Introduction of staff and their respective responsibilities
- Onboard orientation (e.g. location of exits, life jackets, toilets, other facilities)
- Overview of emergency management (vessel, medical, etc)
- Location and use of safety equipment
- The correct stance to avoid falling overboard
- Acceptable and unacceptable behaviour
- Use of sunscreen and sun-protective clothing to minimise UV exposure during daytime voyages

Passenger embarkation/disembarkation:

- Provide a secure gang plank with crew assistance from vessel to land (jetty, sand, riverbank)
- With the arrival of passengers, conduct a head count prior to and after completion of boarding and keep a record of this number during the voyage

We observe passengers constantly to ensure they are not placing themselves at risk. We also conduct regular checks on passengers' behaviour to ensure equipment is not being tampered with.

EMERGENCY PROCEDURES AND EVACUATION PLAN

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| <p>Emergency contacts</p> | <ul style="list-style-type: none"> • General emergency hotline: 000 • SES Assistance in floods or storms: 132 500 • Emma and Johnathan Bale: 0412 356 789 |
| <p>Fire extinguisher locations</p> | <p>Office: Kitchen Marine vessel: Front of boat near drivers and inside the vessel in kitchen area</p> |
| <p>Fire drills</p> | <p>Fire drills are practiced regularly to ensure staff are aware of what they need to do (and tell guests to do) in case of fire. This includes:</p> <p>Office: In the case of a fire, everyone must exit the office immediately through the nearest emergency exit. All staff personnel, and guests, meet outside and gather at the farthest open grassland under shade. Emergency services are called, and everyone is accounted for.</p> <p>Marine: The timings of the emergency drills are changed in order to change scenarios and allow those crew members to participate who have not attended the previous drill because of duties. The location of the drills is changed to give practice to the crew in different conditions and to train them to tackle different types of fire such as machinery space fire, accommodation area fire, store room fire, cargo hold fire etc.</p> <ol style="list-style-type: none"> 1. Immediately turn off the engine. 2. Station passengers away from the source of the fire. 3. Make sure everyone on the boat is wearing a Coast Guard approved life jacket. 4. Use your fire extinguisher to put out the blaze. <p>Bushfires: Firstly, gather the whole group. Secondly, follow the track or trail to the nearest road, firebreak or waterway for refuge. Burnt ground, large logs or a ditch can also provide some protection. Avoid areas of long grass and stay low to the ground where the air is coolest and contains the least smoke.</p> |

LOCATION OF FIRST AID KIT AND FIRST AID QUALIFIED STAFF

First aid qualifications and training

It is a requirement that all staff hold a current first aid certificate. First aid qualifications must be updated regularly after the conduction of annual training days. As Be Eco Tours operates in terrestrial and marine environments as well as in the office, first aid training is specialized into these categories as all require specific training scenarios. This training also includes CPR.

First aid kit locations

Vehicle:

The first aid kit is located in a mesh pocket in the boot of the vehicle, on the right-hand side, easily accessible in case of an emergency. A fire extinguisher is beside it.

Marine vessels:

Our vessels are always stocked with a first aid kit most appropriate for marine vessels. This includes the kit being waterproof, etc. The first aid kit is stored in a lockable cupboard on the entrance floor to the boat. The cupboard is located beside the passenger seats at the end of the row.

On persons:

A first aid kit suitable for hiking and trekking trips is always kept in an accessible pouch carried by a staff member around the waist. This ensures that the kit is easily accessible in an emergency. Depending on the duration of the trek, the kit will be amended to suit weight loads necessary for the trips.

HAZCHEM PLAN FOR HAZARDOUS CHEMICALS

Be Eco Tours strives, where possible, to only use chemicals that are safe for people and the planet. This means that in the case of hazardous chemicals, we do not stock or utilize any as all our cleaning products and chemical use systems are designed to clean effectively without the use of harsh chemicals, are eco-friendly and bio-degradable. As Be Eco Tours is a certified company, and our highest values include respect and conservation of the environment, we ensure we adhere to strict guidelines and principles when using and purchasing chemicals.

Our marine cleaning and degreasing products are especially suited for marine applications where wastewater management and runoff are of high concern. Our chemical formulations are bio-based, non-toxic and will not harm marine life or sensitive marine eco-systems.

IF any hazardous chemicals are used, including by contractors, then Be Eco Tours ensures that:

- All hazardous chemicals are correctly labelled
- Safety data sheets applying to hazardous chemicals are obtained, updated as necessary and made accessible
- A register of all hazardous chemicals at the workplace is provided and maintained
- Health monitoring is conducted where there is a significant risk of exposure for a worker using, storing or handling specific hazardous chemicals in a workplace
- Information, training, instruction and supervision is provided to workers who may be exposed to hazardous chemicals.

INCIDENT REPORT FORMS

Incident report forms are available for guests, staff and contractors that have an accident or experience an injury or incident within Be Eco Tours' work premises and/or during staff hours. These forms are filled out as soon as possible following the incident. Incident forms are kept in every medical kit for the environments Be Eco Tours operates in. These reports are sent to our insurance company shortly after finalization.

Incident details to be filled out incorporate:

- Details of person: name, age, product experiencing, occupation etc.
- Accident/incident time and place details (including date and witnesses)
- Full description of accident
- Nature of injury
- Location of the injury
- Result of accident
- Any damage to equipment or building structures
- Contributing factors if any
- Corrective actions to be taken and treatment given
- Signatures

FIRE RISK MINIMISATION PLAN

Be Eco Tours follows a strict fire risk minimization action plan, through our risk management strategies and schedules of all areas of operations including bush walking environments, our marine vessel, and office. We minimize the risk of fires by being constantly aware of all external influences that may cause the outbreak of a fire, especially in bush grounds and natural habitats. We ensure maintenance schedules of our vehicles (marine and land) are adhered to and maintenance is carried out regularly as part of our risk minimization plans. If creating meals for guests in kitchens on board our marine vessel, we ensure a fire extinguisher is nearby and all cooking operations are monitored to avoid any fire outbreaks occurring.

SOCIAL AND CULTURAL RESPONSIBILITY

LOCAL COMMUNITY ENGAGEMENT AND SUPPORT

Be Eco Tours engages and supports our local community through initiatives such as:

- Networking with local school groups to create school camp style packages to accompany our Great Ocean Road trek
- Maintaining strong relationships with local councils and tourism organisations, through engaging and partnering with them
- Maintaining close relationships with key community stakeholders in all key touring areas
- Sourcing grocery and food items for staff and guests through local farmers, farmers' markets and local co-ops
- Supporting local conservation and sustainability initiatives
- Co-ordinating with local protected area managers and park rangers to aid with area and walking track maintenance

SOCIAL AND CULTURAL SUSTAINABILITY PLAN

Social and cultural sustainability are integral parts of Be Eco Tour's operations. Our connections to local communities and our respect for cultural diversity is a driving pillar of success that aims to create positive impacts and influence in the community. We ensure our Social and Cultural Sustainability Plan is maintained and actioned regularly, by assessing the plan at meetings and reviewing the plan singularly on an annual basis. Some examples of how we at Be Eco Tours strive to meet our social and cultural sustainability standards include:

- Recruitment policies that target local residents
- Compliance to cultural heritage requirements to protect buildings, precincts or objects that carry aesthetic and/or historic value by providing evidence of cultural practices or beliefs
- Top level commitment that is reflected in ethical governance practices, strategies for responding to community concerns and policies that support ethical and sustainable supply chain decisions
- Identifying and managing the impact of business decisions on local employment, accommodation, transport and other infrastructure