

ENVIRONMENTAL MANAGEMENT PLAN



Kimberley Getaways

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

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ENVIRONMENTAL MANAGEMENT PLAN & IMPACT ASSESSMENT

THE COMPANY'S ENVIRONMENTAL AIMS AND OBJECTIVES

The Kimberley Getaways Group is committed to conducting our tours in an environmentally sustainable manner. Our goal is to comply with all environmental protection standards and by the principals of sustainable tourism.

To run a sustainable tourism operation, we have incorporated the following into our business:

- Comply with all relevant laws, regulations and standards for the protection of the environment.
- Identify and minimise all possible environmental risks associated with the operation of our tours.
- Incorporate environmental interpretation into our tours as a means of educating visitors on environmental issues, impacts, climate change and associated risks and conservation.
- Develop environmental standards and incorporate measures to achieve those standards.
- Work actively with government, industry groups and the community to develop appropriate solutions to issues, formulate environmental goals and provide comments on proposed laws and regulations that affect the industry.
- Encourage staff to develop a sense of responsibility for environmental protection by providing training and information on environmental matters.
- Reduce waste.
- Promote and maintain natural, social and cultural diversity essential for long-term sustainable tourism, and create a resilient base for our industry.
- Support local communities and organisations. Source local products and contribute to a range of local economic activities to protect these economies and decrease the environmental impacts associated with the transport of materials from other regions.
- Consult and engage with the local Indigenous communities. The involvement of these communities provides an authentic experience that not only benefits our operation but also the Indigenous communities and the environment.

ENVIRONMENTAL AND CULTURAL CHARACTERISTICS

Tunnel Creek National Park

Tunnel Creek National Park is one of the destinations visited during our 3-day tour. The tour takes guests to a cave system made of limestone and is the remains of an ancient reef system which existed here 350 - 375 million years ago, the oldest cave system in Western Australia. The tunnel is inhabited by fish, bats and freshwater crocodiles but otherwise quite barren.

Windjana Gorge National Park

Created by the Lennard River, Windjana Gorge is over 3kms long and shielded by 300m high walls. At its base, deep freshwater pools are surrounded by native fig, Liechardt and Cadjeput trees. These species attract corellas and fruit bats to the area and the pools are home to freshwater crocodiles, fish species, eels and snakes. Culturally the area is of great significance to the local Bunuba people.

Geikie Gorge National Park

Geikie Gorge has been carved by the Fitzroy River through part of an ancient limestone barrier reef which snakes across the west Kimberley. It was created in an ancient sea that covered a large part of the Kimberley approximately 350 million years ago. The gorge is occupied by crocodiles, fish, flying-foxes and a wide array of bird species including sea eagles and rare purple-crowned fairy-wrens. Culturally the region is also significant to the Bunuba people whose connection to the area goes back to the Dreamtime.

ENVIRONMENTAL RISK MANAGEMENT – THE ENVIRONMENTAL RISKS ASSOCIATED WITH OPERATIONS

Activity / Area	Associated Risk/s	Level of Risk	Strategy to Minimise Risk	Staff Role Responsible	Monitoring Process
Cave Tour	<ul style="list-style-type: none"> Littering Site damage Disturbance to cave fauna Visitor accidents Feeding of native wildlife 	<i>Medium</i>	<ul style="list-style-type: none"> Guests are asked to only bring essential items into the caves. A picnic is had before entering the caves to limit food taken on the tour. Group size is limited to the carrying capacity of the cave Staff are equipped with rubbish bags. Tours are conducted along existing pathways. There are seasoned guides who lead the tour and monitor guests to ensure no damage is done to the system. Visitors are reminded before and during the tour to not feed, collect or touch fauna. Caves are regularly inspected. All staff are trained in first aid. Visitors are thoroughly briefed upon commencing the tour. Interpretive commentary is provided by guides. 	<p><i>All staff</i></p> <p><i>Eco Guides</i></p>	<ul style="list-style-type: none"> Our guides will monitor from the front and back of the tour to keep guests and the site safe. Any incidents are reported to the General Manager Regular cave inspections Annual review of activities
Camping	<ul style="list-style-type: none"> Littering Site damage Wildlife disturbance 	<i>Low to medium</i>	<ul style="list-style-type: none"> Waste, recycle and compost bins are provided. Camping in designated camping sites only. Guests are instructed not to feed the wildlife. 	<i>All staff</i>	<ul style="list-style-type: none"> All staff are trained to prevent any littering and wildlife disturbances from occurring and to deal with any rare cases in which they do.
Boat tour	<ul style="list-style-type: none"> Oil / fuel spill Littering Wildlife disturbance 	<i>Low</i>	<ul style="list-style-type: none"> Refuelling is undertaken on land before the boat is launched. An oil and fuel spill kit is readily available. If anything accidentally goes overboard, the boat crew will immediately try to recover it. No food is taken on the tour to prohibit the temptation of feeding crocodiles/fish/birds and prevent littering. 	<p><i>Indigenous staff oversee the boat tours</i></p>	<ul style="list-style-type: none"> Our guides are trained to identify if any chemicals are leaking from the outboard motor into the river and to deal with these events accordingly.

Activity / Area	Associated Risk/s	Level of Risk	Strategy to Minimise Risk	Staff Role Responsible	Monitoring Process
4WD	<ul style="list-style-type: none"> Erosion Wildlife disturbance Pollution from vehicle emissions 	<i>Low to medium</i>	<ul style="list-style-type: none"> Our vehicle always stays on the designated tracks Our tours do not operate in the wet season The speed limit is always upheld and any visible wildlife is always avoided when driving. Vehicles are in good condition, serviced and maintained regularly. Staff trained in fuel-efficient driving practices. 	<i>All staff</i>	<ul style="list-style-type: none"> Our driver is responsible for monitoring road quality and wildlife sightings. Any incidents are reported to the local council.
Food consumption and preparation	<ul style="list-style-type: none"> Littering Wildlife disturbance 	<i>Low</i>	<ul style="list-style-type: none"> Waste and recycling bins are always present during these times. Compost bins are provided for organic waste. Guests are instructed not to feed the wildlife. 	<i>All staff</i>	<ul style="list-style-type: none"> Staff members monitor guests to prevent wildlife feeding. After food consumption we will ask for all scraps to be disposed into the bins to prevent wildlife feeding.

ENERGY AND GHG EMISSIONS: MEASUREMENT, MINIMISATION AND MANAGEMENT STRATEGIES

1. IDENTIFY AND MEASURE

SOURCES

- Fuel
- Office (computers, printer etc)

Indirect:

- Food miles
- Travel costs / flights

CONSUMPTION

	Consumption per year	Consumption per guest	Sources	Monitoring Process
Energy	88040 kWh	4.4 kWh	<input checked="" type="checkbox"/> Grid (from provider) <input checked="" type="checkbox"/> Solar <input type="checkbox"/> Wind <input type="checkbox"/> Water <input checked="" type="checkbox"/> Fuel (diesel/petrol)	Energy consumption is recorded monthly

	Total GHG/year	Total GHG/guest	GHG Sources	Monitoring Process
Total GHG Emissions	76.5 t/Co2-e	3.8 kg/Co2-e	<input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Petrol <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Biofuel	GHG emissions will now be calculated monthly and recorded in an excel spreadsheet

2. STRATEGIES TO REDUCE AND REPORT

	Topic/Area	Emissions Reduction Actions	Staff Role Responsible	Timeline/Budget	Monitoring Process
Energy Efficiency	Buildings				
	Office	<ul style="list-style-type: none"> There is no air-conditioning system in the office as the layout was designed for optimum air flow and natural lighting. 	<i>Owner</i>	In place	N/A
	Equipment	<ul style="list-style-type: none"> All equipment is in working order and regularly serviced. The refrigerator in the main office is energy-efficient with a five-star rating. All camping equipment (e.g. portable fridge, stove, lights, headlamps, charging generator etc.) are either solar-powered or powered by other sustainable energy sources. All equipment is set on 'energy saving' mode wherever possible. 	<i>Owner / staff</i>	Timeline - quarterly services Budget – unlimited	<ul style="list-style-type: none"> Equipment functionality is assessed monthly Servicing of equipment is regular Maintenance checklist Monitor electricity consumption monthly on billing cycle to ensure minimum usage has been achieved.
	Lighting	<ul style="list-style-type: none"> Solar-powered headlamps and outdoor lights are brought on each tour. We allow for natural light to illuminate the office where possible, but do have energy-efficient lighting installed when it is not sufficient. Lights in the office are turned off when staff leave for the day. 	<i>Owner / Manager</i>	Timeline - completed Budget - unlimited (for replacements)	<ul style="list-style-type: none"> Regularly maintained and replaced immediately if faulty. Monitor electricity consumption monthly on billing cycle to ensure minimum usage has been achieved.
Energy Supply	Renewable Energy	<ul style="list-style-type: none"> We have recently installed a 2 Kilowatt solar system to power office operations. 	<i>Owner</i>	Budget - \$7,000 for installation Timeline - completed	<ul style="list-style-type: none"> System is reviewed annually. New forms of viable renewable energy are investigated regularly.

	Topic/Area	Emissions Reduction Actions	Staff Role Responsible	Timeline/Budget	Monitoring Process
Travel / Transport	Vehicles / transportation	<ul style="list-style-type: none"> • Biofuel is used in vehicles • All vehicles are compliant with Department of Transport regulations • We plan tour pickups and transfers in advance to ensure minimal vehicle use • We are in the process of revising our tour itineraries with a focus on minimizing driving time 	<i>Owner</i>	Timeline - ongoing	<ul style="list-style-type: none"> • Vehicles are always serviced every six months and checked daily.
	Employee travel to work initiatives	<ul style="list-style-type: none"> • Staff car pooling is in place • Staff are encouraged to cycle or walk to work 	<i>All Staff</i>	N/A	<ul style="list-style-type: none"> • Annual review
	Client / customer travel initiatives	<ul style="list-style-type: none"> • Customer carbon offset scheme • Customers encouraged to use public transport when travelling to meeting points 	<i>Business Manager</i>	Timeline - ongoing	<ul style="list-style-type: none"> • All offset funding is recorded
Operational Areas	Partnership with climate friendly businesses and suppliers	<ul style="list-style-type: none"> • We have partnerships with operators who have achieved Ecotourism Australia's Climate Action Certification or similar accreditation 	<i>Business Manager</i>	Timeline - ongoing	<ul style="list-style-type: none"> • New partnerships are investigated regularly
	Suppliers				
	Green purchasing policy and initiatives	<ul style="list-style-type: none"> • As per our green purchasing policy, we purchase eco-friendly office supplies such as recycled paper • Where possible, products are purchased in bulk to reduce packaging waste • All cleaning products contain all natural ingredients and are grey water safe 	<i>Owner/ Business Manager</i>	Timeline - ongoing	<ul style="list-style-type: none"> • Annual review

Topic/Area	Emissions Reduction Actions	Staff Role Responsible	Timeline/Budget	Monitoring Process	
	Sourcing local products	<ul style="list-style-type: none"> We purchase local products and produce where possible, to reduce transport emissions and support the local community 	<i>Owner/ Business Manager</i>	Timeline - ongoing	<ul style="list-style-type: none"> New local sources are investigated regularly.
	In-house				
	Office / admin initiatives	<ul style="list-style-type: none"> No email print policy unless necessary All equipment is turned off at its source when not in use. All ink cartridges are refilled not replaced. All cutlery, plates and glasses in the office kitchen are washed and reused – no disposable items 	<i>All staff</i>	Daily	<ul style="list-style-type: none"> Included in Operations Manual We monitor our waste disposal regularly
Marketing and promotional	<ul style="list-style-type: none"> We are currently undergoing the transition to 100% e-marketing. Online feedback submissions 	<i>Admin Staff</i>	Budget - \$250/year Timeline - six months	<ul style="list-style-type: none"> Marketing Strategy annual review 	
Emission Monitoring	Emissions assessment	<ul style="list-style-type: none"> Total emissions are calculated and recorded 	<i>Director</i>	Monthly	<ul style="list-style-type: none"> Emissions are monitored every month and graphed on an Excel spread sheet.
	Carbon footprint calculations	<ul style="list-style-type: none"> Carbon footprint is calculated and reported 	<i>Director</i>	Monthly	<ul style="list-style-type: none"> Annual review
Carbon Offsetting	Carbon offsetting	<ul style="list-style-type: none"> Unavoidable emissions are offset through the purchase of carbon credits 	<i>Manager</i>	Ongoing Budget - \$100/month	<ul style="list-style-type: none"> Offset amounts are recorded
	Guests can offset their trip	<ul style="list-style-type: none"> Guests are informed on how to purchase carbon offsets on the website and during the tour debrief. 	<i>Manager</i>	Ongoing	<ul style="list-style-type: none"> Offset amounts are recorded

WATER: MEASUREMENT, MINIMISATION AND MANAGEMENT STRATEGIES

1. IDENTIFY AND MEASURE

SOURCES

- Piped (Mains Supply)
- River/creek/stream

CONSUMPTION

Building	Consumption/production per year	Consumption/production per guest	Sources	Monitoring Process
Combined	85800 L	4.3 L	<input checked="" type="checkbox"/> Piped (mains supply) <input type="checkbox"/> Water tank <input type="checkbox"/> Recycled <input checked="" type="checkbox"/> River/creek/stream <input type="checkbox"/> Groundwater	Staff monitor usuaages monthly via water meter and data is recorded

2. STRATEGIES TO MEASURE AND REPORT

	Topic/Area	Water Reduction Actions	Staff Role Responsible	Timeline/Budget	Monitoring Process
	Bathroom/Toilets	<ul style="list-style-type: none"> • Water efficient systems are installed 	<i>Owner</i>	Ongoing	<ul style="list-style-type: none"> • Ongoing maintenance and monitoring of water usage
	Appliances	<ul style="list-style-type: none"> • Water efficient appliances are used 	<i>Owner</i>	Ongoing	<ul style="list-style-type: none"> • Equipment functionality is assessed monthly

WASTE: MEASUREMENT, MINIMISATION AND MANAGEMENT STRATEGIES

	What type of waste is it? Where does it come from?	Management, Re-using, Recycling and Disposal	Reduction Strategies	Role & Staff Member Responsible	Monitoring
Organic Waste	Food scraps Kitchen / cooking waste	Organic waste from meals prepared on the vessel, in the office and for tours is disposed of daily in a compost bin, which is then taken home by two staff members for use in their gardens.	Increased care to cook quantity of food appropriate to guest numbers.	<i>Chef and staff</i>	Amount of compost material recorded weekly.
Paper	Office Packaging Day to day operations	All paper is reused (e.g. as scrap paper) before getting recycled 'No print' policy	No promotional material is printed, all is shared online Produce is bought in bulk to reduce amount of packaging	<i>Manager</i>	Waste management policy
Plastic	Plastic from guest items	All plastic is collected and recycled. Soft plastics are separated from hard plastics.	We encourage guests before tours to bring a reusable bottle. We provide reusable items such as stainless steel utensils and containers for guests. Waste reduction and 'leave no trace' policy included in tour brief.	<i>All staff</i>	Waste management policy All staff to perform final waste collection at each site.
Chemicals	Used cooking oils Oil leaks	Oil waste is first stored in a leak-proof container for disposal at designated facility.	Extreme care is taken in navigating vessel to avoid oil leaks. Cooking waste is kept to an absolute minimum.	<i>Chef, Skipper and Operations Manager</i>	Waste management policy

Area	Consumption/production Per year	Consumption/production Per guest	Sources	Monitoring Process
Waste	18000 L	3.6 L	<input checked="" type="checkbox"/> Paper <input checked="" type="checkbox"/> Glass <input checked="" type="checkbox"/> Plastic <input type="checkbox"/> Metal <input checked="" type="checkbox"/> Organic	Staff monitor waste disposal by tracking each disposal bin emptied and recording the measurements

WASTE AUDIT RESULTS

Type Of Material	Approx. Volume Of Waste (Litres Per Week)	Location Of Bin
General waste/ landfill	60	Kitchen
Food Waste	25	Kitchen
Paper	80	Office
Cartboard	50	Office
Glass	10	Kitchen
Hard Plastics	40	Outside
Soft Plastics	80	Kitchen

CLIMATE CHANGE RISK ASSESSMENT

Area of Risk	Business Vulnerability <i>Existing risks (past and current) and future risks and opportunities</i>	Level of Risk	Adaptation Strategy	Responsibilities and Partnerships	Timeline / Budget	Monitoring and Review
Sea Level Rise	<ul style="list-style-type: none"> Impacts on coastal areas visited Loss of tourism impacting on economy and long-term financial viability 	<i>Moderate</i>	<ul style="list-style-type: none"> Increase awareness of associated risks Assess financial situation Provide ongoing support for environmental initiatives 	<p><i>Manager</i></p> <p><i>Local environment groups</i></p>	Ongoing	<ul style="list-style-type: none"> Investigate alternative locations Monthly review of business viability and solvency
Rainfall Intensity and Flood Risk	<ul style="list-style-type: none"> Risk of tour disruption (e.g. difficulties accessing areas, road closures) Damage to camp sites. 	<i>Moderate</i>	<ul style="list-style-type: none"> We regularly monitor weather patterns and conditions to predict rainfall/flood events We have created a 'back-up' schedule and itinerary in the event of rainfall with alternative locations and activities We have selected an insurance policy that provides full coverage Flood warning monitoring Flood preparation and evacuation plan 	<i>All staff</i>	<p>Immediate and ongoing.</p> <p>Insurance policy already in place.</p>	<ul style="list-style-type: none"> Regular weather monitoring Annual review of flood evacuation plan and emergency procedures.
Unpredictable and Extreme Weather	<ul style="list-style-type: none"> Increasing temperatures. Health and safety concerns for visitors and staff. Risk of computer system crashing. 	<i>Low to medium</i>	<ul style="list-style-type: none"> Ensure all staff receive first aid training Procedures manual outlining specific steps to take in case of an emergency and who to contact 	<i>Manager</i>	<p>Immediate and ongoing</p> <p>Budget - \$500</p>	<ul style="list-style-type: none"> Annual review of procedures manual

Area of Risk	Business Vulnerability <i>Existing risks (past and current) and future risks and opportunities</i>	Level of Risk	Adaptation Strategy	Responsibilities and Partnerships	Timeline / Budget	Monitoring and Review
			<ul style="list-style-type: none"> • Educate guests on sun safety • Mandatory hat and sunscreen policy for staff • Ensure all files are backed up regularly and have two laptops available for use in such circumstances 			
Fire Risk and Bush Fires	<ul style="list-style-type: none"> • Damage to property / equipment • Risk of loss of life • Disruption of tour and activities • Damage to tour areas 	<i>High</i>	<ul style="list-style-type: none"> • Appropriate insurance policy is in place, with full coverage • Ensure safety manual is up to date and available on all tours • Fire warning monitoring • Fire preparation and evacuation plan 	<i>Owner</i>	Ongoing	<ul style="list-style-type: none"> • Annual review of fire evacuation plan • Annual review of insurance options • Quarterly review of safety manual and procedures manual
Natural and cultural attractions	<ul style="list-style-type: none"> • Showcase of flora and fauna at risk of damage. • Declining quality of nature attractions visited 	<i>High</i>	<ul style="list-style-type: none"> • Ongoing contributions to local / regional / national conservation initiatives with specific outcomes for sites visited. • Provide environmental interpretation to visitors and educate them on the biodiversity of areas visited, climate change and associated impacts and conservation. • Plan for potential crisis intervention strategies 	<i>Manager and staff</i>	Ongoing	<ul style="list-style-type: none"> • Participate in environmental monitoring programs • Annual review of interpretation plan • Regularly investigate conservation initiatives

ENVIRONMENTAL BEST PRACTICE INITIATIVES

Initiative Category	Environmental Initiative	Purpose	Role & Staff Member Responsible	Monitoring
Conservation Initiatives	<ul style="list-style-type: none"> • Carbon offsetting, environmental restoration or rehabilitation, financial contributions to conservation organisations • Participation in industry forums focused on how the regional tourism industry can collaboratively adapt to climate change 	<ul style="list-style-type: none"> • Contribute to biodiversity conservation projects • Climate change adaptation / mitigation 	<i>Director</i>	All contributions are recorded and progress reports are received quarterly.
Energy consumption	<ul style="list-style-type: none"> • All our equipment is energy efficient, in good condition, serviced regularly and powered by sustainable energy sources (apart from our vessel). 	<ul style="list-style-type: none"> • Energy conservation • Minimise carbon emissions 	<i>Director</i>	Equipment is regularly serviced and all information is recorded in a maintenance checklist.
Minimal impact policy	<ul style="list-style-type: none"> • Waste management policy • ‘Leave no trace’ policy • Recycling scheme 	<ul style="list-style-type: none"> • Reduce waste • Reduce carbon emissions • Environmental protection 	<i>All staff</i>	Annual review
Environmental awareness	<ul style="list-style-type: none"> • Environmental interpretation 	<ul style="list-style-type: none"> • Spread awareness about environmental issues • Offer solutions for travellers who wish to contribute to environmental protection and conservation • Conservation of Indigenous culture 	<i>All staff</i>	<p>We are in the process of reviewing our interpretation package.</p> <p>This will now be reviewed and updated annually with the most recent and accurate information and case studies.</p>

ENVIRONMENTAL IMPROVEMENTS

Carbon emissions scheme

We will now start recording our emissions monthly and will be monitoring and graphing this data to identify where improvements could be made within our operation. We will also be investigating potential offset options within the Kimberley region dependant on our emission levels.

Solar panels

At the end of the financial year we will be investigating the possibility of installing solar panel cells to our vessels.

Green energy

In 2020, our operation will begin purchasing at least 50% of our energy consumption from a green energy provider as part of our commitment to create a more sustainable tourism operation.

REPORTING PROGRAMS

Kimberley Getaways report injured, rare or endangered wildlife and dangerous environmental incidents to the Department of Parks and Wildlife. We also work with the local government to report any damaged roads caused by erosion or water damage. This is to ensure safer roads for all visitors to the region and to help with the management of the state's roads in this remote area.

The reporting programs that we are involved with include:

- Department of Parks and Wildlife - reporting of rare and endangered species
- Kimberley Ports Authority
- The Wildcare Hotline
- Environmental Protection Authority

STAFF TRAINING AND DEVELOPMENT

We have two certified Eco Guides within our operation that have been running tours in the region for the past 15 years. These guides have been responsible for our staff induction training and in the field training. We are only a small operation with four staff members so this training has been very personalised. Staff training has consisted of the following:

Induction

- Establish clear foundations and expectations of our staff
- Provide information regarding the sites visited on the tour including site locations, the history, flora and fauna and the rules and regulations for operating in the areas
- Identify the potential environmental impacts associated with our operation
- Identify the potential environmental emergencies and the appropriate response procedures

In the field

- New staff will mainly shadow operations for the first two weeks before slowly becoming involved in activities as their confidence and knowledge grows. Once our certified guides are happy with the progress of new staff, they will be allocated more responsibilities.
- All staff by the end of their training will be able to run all aspects of the tour from booking guests to guiding a tour (excluding the Geike Gorge River Cruise).

We also have two Indigenous guides as part of our team, who run the Geikie Gorge River Cruise. These employees belong to the Bunuba people and have extensive physical and cultural knowledge of the region. Both employees obtained their boat licenses as part of their induction.

CUSTOMER AWARENESS

Operating in an amazing and pristine environment like the Kimberley, we hold great value in preserving the environment for future generations. We aim to educate our guests on the ecological significance of the areas that we visit and promote environmental conservation.

This is easy to achieve with the extensive knowledge of our staff during our walks and during the time spent on the bus. We also provide information to our guests via email once a tour is booked that highlights the environmental characteristics of the area and how they can be green travellers during their trip and before leaving home.

Our river guides are very educated on the cultural history of the areas we visit and their involvement in our operation adds an amazing element and provides invaluable knowledge. There is a constant flow of information throughout our tour which allows for further discussion and understanding of the unique areas we visit. Our website also has information and Dreamtime stories that guests are encouraged to read.

We have recently incorporated climate change interpretation into our tours, to educate guests on the direct impacts of climate change in the local areas and the efforts made by the local communities to adapt to the changing environment. We also provide tools and strategies that our guests can adopt, as travellers, to reduce their carbon footprint.

CLIMATE ACTION CERTIFICATION DOCUMENTATION REQUIREMENTS

CLIMATE CHANGE AWARENESS AND EDUCATION

Topic / Area	Action(s)	Responsibility	Timeline / Budget	Monitoring and Review
Emissions assessment, carbon footprint, offset information	<ul style="list-style-type: none"> • Include information on website and in marketing/ promotional material • Monitor and update information 	<i>Operations & Marketing Manager</i>	Ongoing	Annual
Owner/manager and employee climate change awareness training	<ul style="list-style-type: none"> • Attend industry forums, presentations and conferences • Identify training courses attended • Learn key facts and statistics about local area and impacts of climate change • Distribute resources to (new) employees 	<i>Manager</i>	Ongoing	Annual
Client/customer climate change awareness initiatives	<ul style="list-style-type: none"> • Encourage customers to support local climate change initiatives • Voluntary contributions e.g. donations to climate change funds when booking • Link to carbon offset / carbon footprint calculator included on website 	<i>All staff</i>	Ongoing	Annual
Business to business (B2B) initiatives	<ul style="list-style-type: none"> • Actively seek out linkages with ECO certified or Climate Action certified companies 	<i>Manager</i>	Ongoing	Annual
Government, state, national park or non-government organization initiatives	<ul style="list-style-type: none"> • Compliance with National Park Climate Action Plans • Involvement in marine monitoring program 	<i>Manager</i>	Ongoing	Annual
Continuous improvement	<ul style="list-style-type: none"> • Achieve Climate Action Certification • Become carbon neutral 	<i>Manager</i>	12 months	Annual

GLOSSARY

Adaptation changes: Changes made in response to the likely threats and opportunities arising from climate variability and climate change.

Adaptive capacity: Ability of a system to respond to climate change to moderate potential damages, to take advantage of opportunities, or to cope with the consequences.

Contingency plan: Any plan of action that allows an organization to respond to events should they occur. This includes all plans that deal with stabilisation, continuity of critical business functions and recovery [AS/NZS 5050:2010, Definition 1.3.8]

Level of risk: Magnitude of a risk or combination of risks, expressed in terms of the combination of consequences and their likelihood. [ISO Guide 73:2009, Definition 3.6.1.8]

Likelihood: Refers to the chance of something happening, whether defined, measured or determined objectively or subjectively, qualitatively or quantitatively, and described using general terms or mathematically (such as a probability or a frequency over a given time period). [ISO Guide 73:2009, Definition 3.6.1.1]

Risk identification: Process of finding, recognising and describing risks. [ISO Guide 73:2009, Definition 3.5.1]

- Note 1: Risk identification involves the identification of risk sources, events, their causes and their potential consequences.
- Note 2: Risk identification can involve historical data, theoretical analysis, informed and expert opinions, and stakeholder's needs.