

| Section | Description |
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| 1 | <p>BUSINESS DETAILS</p> <p>History & background of the business,</p> <ul style="list-style-type: none"> a) Business Registration b) Tourism Sector c) Business Description d) Type of business |
| 2 | <p>LICENCES AND PERMITS</p> <p>Submit details of Business Registration and all other relevant licences required to operate</p> <ul style="list-style-type: none"> a) Shire Approval b) DEC c) Transport d) Other |
| 3 | <p>INSURANCE DETAILS</p> <p>Submit details of all relevant business insurances</p> <ul style="list-style-type: none"> a) Public Liability – Minimum of 10million b) Workers Compensation – If necessary c) Building & Equipment Insurance d) Other |
| 4 | <p>BUSINESS PLAN BUILDER</p> <p>Overview of future objectives and priorities, with documented strategies and actions to achieve those objectives</p> <ul style="list-style-type: none"> a) Business History and Background b) Business Description c) Mission Statement d) Goals/Action Plans e) Strategies |
| 5 | <p>MARKETING PLAN BUILDER</p> <p>A marketing plan, supported by market research and appropriate actions and budget allocations</p> <ul style="list-style-type: none"> a) Marketing Analysis b) Competitor Analysis and Competitor Advantage c) Marketing Goals d) Marketing Strategy e) Marketing Budget f) Truth in Advertising |

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| <p>6</p> | <p>CUSTOMER SERVICE</p> <p>Customer service procedures and policies which staff are trained in</p> <ul style="list-style-type: none"> a) Customer Service Policy b) Procedure for answering correspondence and/or enquiries c) Bookings Procedures and Cancellation Policies d) Signage, Access and parking e) Customer Feedback and Complaints f) Catering for people with special needs |
| <p>7</p> | <p>BUSINESS OPERATING SYSTEMS</p> <p>Operational procedures and policies, including written instructions on how to carry out day to day operations</p> <ul style="list-style-type: none"> a) Business Operating Systems Policies and Procedures b) Procedures for Ordering and Purchasing c) Procedures for Goods and Services Management d) Cleaning and Daily Maintenance e) Preferred Contractor Checklists |
| <p>8</p> | <p>HUMAN RESOURCE MANAGEMENT</p> <p>The way your business manages its employees, contract staff, or volunteers</p> <p><i>This section is not applicable if you do not have any staff, however if you were to employ staff you would need to implement the requirements</i></p> <ul style="list-style-type: none"> a) Recruitment and selection b) Induction c) Position Descriptions for each role d) Communication with Staff e) Training and Development Program f) Staff Appraisals g) Personnel Records h) Roster Maintenance i) Organisation Chart |
| <p>9</p> | <p>RISK MANAGEMENT</p> <p>Documented risk management policy and procedures that assess the businesses duty of care to staff and customers</p> <ul style="list-style-type: none"> a) Risk Management Policies b) Risk Management Plan c) Emergency and Evacuation Procedures d) Emergency Contact Numbers e) Incident Report Form f) Scheduled Equipment Maintenance Records g) Procedure for handling and storing hazardous chemicals h) The business has First Aid Kits Appropriate to the Size/Type of Business |
| <p>10</p> | <p>ECONOMIC SUSTAINABILITY AND FINANCIAL SYSTEMS</p> <p>Evidence of financial management procedures, banking, invoicing and record keeping. <i>Figures not required</i></p> <ul style="list-style-type: none"> a) Budgeting and Cash Management b) Profit and Loss Statement c) Balance Sheet |

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| <p>11</p> | <p>ENVIRONMENTAL MANAGEMENT</p> <p>Policy and practices for sustainable environmental protection, what does your business have in place to reduce your impact on the environment?</p> <ul style="list-style-type: none"> a) Contributing to Conservation and Sustainability b) Sustainable Energy Use c) Environmental Monitoring and Reporting d) Fire Management e) Interpretation f) Compliance g) Water Use h) Wildlife Issues |
| <p>12</p> | <p>SOCIAL AND CULTURAL SUSTAINABILITY</p> <p>How does your business contribute to the local community through its business operations, donations and sponsorship? How are customers made aware of country and culture?</p> <ul style="list-style-type: none"> a) How the Business Benefits and Respects the Local Community b) Country and Culture |
| <p>13</p> | <p>CONTINUOUS IMPROVEMENT</p> <p>Document past and proposed achievements of your business</p> <ul style="list-style-type: none"> a) Continuous Improvement - Achievements b) Continuous Improvement – Proposed Actions |
| <p>14</p> | <p>CODE OF PRACTICE, FEES & FINAL CHECKLIST</p> <p>Read information and complete check boxes</p> <ul style="list-style-type: none"> a) Code of Practice Compliance b) Declaration c) Payment of Fees |