



OPERATIONS MANUAL PART ONE - Mt Wellington Walks

WORKPLACE SAFETY PROCEDURES:

1. Pre-Tour Safety Assessment and Equipment Check

- When taking bookings from Guests, remind them of the need to bring appropriate clothing and sunscreen (Spring, Summer, Autumn) for the Tour - as per Brochure. Politely ask if there is any existing injury or illness they have which may prevent them from undertaking the Tour safely. Record each Guest's name and their answers in the Tour Diary. (An individual can answer for their partner or family).
- On the evening preceding a Tour, check the Bureau of Meteorology website for any weather warnings for the region where the Tour is planned to run. Fill out Tour Diary to record the predicted conditions. If there is an Extreme Fire Weather Warning, or any other Weather Warning that is judged to pose a threat to the safety of walkers on the next day's Tour, the Tour will be cancelled, and all people who have booked will be notified and refunded.
- Check the Contacts and Things to Do Diary to see if there are any important calls that need to be made before leaving home. Tick off as done and record any outcomes/follow up action needed.
- Fully Charge Mobile Phone and Ensure at least \$15 Credit available (or move to Plan). Tick off as Actioned in Tour Diary.
- Check Tour Diary and First Aid Kit Notebook to ensure the Kit was restocked after last Tour.
- Check that Protective Clothing supplies for Guests, Water, Extra Sunscreen, Emergency Food, Tour Diary, Mt Wellington Walk Map, First Aid Kit and Supply of Bin-Ya-Butts are in Guide's Backpack and that the Backpack makes it onto the Minibus.
- Ensure Contacts and Things to Do Diary makes it into the glovebox of the Minibus so calls and important jobs can be completed in between Tours.
- Ensure the Backpack is handled according to proper OH&S Lifting Techniques at all times, ie Bend Knees when lifting, not your back. Also, ensure the Backpack is not more than 25kg in weight.
- Conduct a quick scan of the Minibus' exterior and interior to look for hazards or cleanliness problems, prior to leaving home.

- Check the Fire Extinguisher is on board the Minibus, prior to leaving home.

2. Vehicle and Road Safety Procedures

- Obey all road and traffic laws when driving and parking the Minibus.
- Notify Guests of the need to wear seatbelts when travelling in the Minibus (prior to leaving Hobart).
- Drive defensively. Drive with extra caution and care on the narrow Pinnacle Road, especially in the initial kilometre and above the Springs.
- Always park in designated parking bays on the Pinnacle Road.
- Only ever allow Guests to walk along the Pinnacle Road in an Emergency. Keep sufficient reflective sashes for maximum Guest numbers in Tour Leader's Backpack at all times.
- Some tracks necessitate crossing the Pinnacle Road. The correct procedure for guiding Guests across the Pinnacle Road is to notify Guests that a Road Crossing is approaching, move to the front of the Group as the Road is approached, Wait at the Roadside for the Guests to re-Group, ensure all Guests look for Cars before crossing, and Finally cross over after the last Guest.
- Where Guests are being met on the Mountain, the Guide will ensure that they are directed to park safely and are immediately made aware of any traffic risks.

3. Safety Briefings for Guests

The Mountain is essentially a wilderness area in close proximity to a major City. It has many of the risks attendant with true wilderness areas, albeit with far quicker Emergency responses.

- Guests will be notified initially of the need to wear suitable clothing for the conditions and to bring sun protection (sunglasses and hat) and water, by the Mt Wellington Walks Brochure.
- Guests will be reminded of these requirements when they book over the phone direct.
- Booking Agents will be provided with written advice to pass onto Guests re: clothing, sun protection and water supplies.
- A quick check of Guest's clothing, sun protection and water bottles will be made upon their arrival at the Minibus, prior to leaving Hobart. If there are any problems, given the forecast weather conditions, solutions will be found. Some spare items of protective clothing will be kept in a gear box on board the Minibus, and extra sunscreen will be carried by the Guide. Additionally, the planned walk may be varied to take account of inadequate clothing, ie Walking around the Springs area instead of on the Summit Plateau if a cold strong southwest wind is blowing and Guests are not adequately equipped.
- Guests will be asked to sign an Indemnity Form prior to leaving Hobart

- Upon arrival, before beginning the Walk, a short Briefing for Guests will be given. This briefing will be in the Tour Diary as a checklist, to be ticked off when done. The Briefing for Guests is a separate document, which the Tour Guide will have memorised, and will then use the checklist to ensure all items are covered. The Checklist will include the following: Minimum Impact Bushwalking; Ants and Snakes; Mountain Bikes; First Aid - including as appropriate the risks of Sunstroke, Dehydration, Hypothermia; Cliffs and Overhangs; Toilet Stops; and Utility of Running Water.

4. Safety while Bushwalking

The Tour Guide will take all reasonable precautions and make all reasonable effort to ensure that all Guests are safe whilst walking.

- The Guide will carry a well-charged mobile phone with at least \$15 credit on it. This phone will have emergency numbers for ambulance, fire and police in it. These contacts will also be written in the front of the Tour Diary.
- The Guide will take the Tour Diary with them, primarily so that they are completely sure of who is on the Tour, to make re-Grouping easier, ie so no-one is left behind.
- The Guide will carry a fully stocked First Aid Kit.
- The Guide will be trained in First Aid and ready to administer it.
- The Guide will look for Hazards, and help Guests avoid them.
- The Guide will keep the Group from spreading out too far on the track. Guests may be asked to wait.
- The Guide will keep Guests on formed tracks at all times.
- When visiting Sphinx Rock or other unfenced Cliffs or Overhangs, The Guide will lead the Group to the turn-off to Sphinx Rock. The Guide will wait at the turn-off for the Guests to re-Group, before explaining the dangers of the area. The Guide will then do a Head Count before leading the Group to Sphinx Rock, stopping well back from the edge and instructing guests not get any closer to the edge than the Guide.
- The Guide will observe any signs of illness or injury to Guests and to himself, and manage the situation conservatively.
- The Guide will observe changes in the weather, and seek to minimise Guests' discomfort and exposure.
- The Guide will not take Guests to Lost World, and other areas proscribed by the Wellington Park Management Trust.
- The Guide will seek to avoid Mountain Bikers, by avoiding the following tracks and fire trails: Lenah Valley Fire Trail, W40, Main Fire Trail, Middle Island Fire Trail, Inglewood Fire Trail, Rivulet Track, Finger Post Track (below junction of Bracken Lane Fire Trail and O'Grady's Falls Track), Bracken Lane Fire Trail and Reservoir Trail.
- Where a Tour route crosses one of these Mountain Bike designated Tracks and Trails, the procedure for crossing shall be the same as for a

road crossing, where there is potential for a bike to be travelling quickly downhill or where visibility is poor.

- The Guide will exercise caution in using the following Tracks that are shared with Mountain Bikers, and will only take Tour Groups on these Tracks when there are no young children, ill or elderly people present on the Tour: Old Farm Track between Myrtle Gully Track and Junction Cabin (although it is OK because of width, so some discretion is allowed here), Radfords Track, O'Gradys Falls Track, Big Bend Trail (also allowed at Guide's discretion), Pipeline Track (allowed at Guide's discretion) and tracks leading to Silver Falls.
- When on a Track used by Mountain Bikers, the Guide will walk about 10m in front of the rest of the Group and yell out if he hears or sees a Mountain Biker coming, if the Mountain Biker is going fast.
- At such time as the Wellington Park Management Trust reviews the list of Tracks and Trails available to Mountain Bikers, this policy will be reviewed.

4. Emergency Procedures for Injury/Illness or Extreme Weather/Bushfire

The Guide will be ready to implement Emergency Procedures with the intention of protecting Guests from external threats and medical emergencies.

In the event of medical emergencies, the principles of First Aid will be used to administer practical help. In the event of an emergency the Guide will:

- Assume responsibility for addressing the emergency, taking care that it is safe to do so
- Carry out primary survey (Danger, Response, Airway, Breathing, Circulation)
- Treat for shock
- Treat the injury/illness, allowing help from competent people nearby (if any)
- Contact, or arrange for someone to contact emergency services ASAP.

In the Event of Extreme Weather, the Guide will monitor the health of each member of the Group, whilst taking practical measures to ensure that any negative physical effects of the Extreme Weather are minimised. The Guide will gather the Group together and consider all possible remedies, with the greatest consideration in decision-making being the need to protect all members of the Group from Injury/Illness and above all, to prevent Death.

Some possible remedies for Extreme Cold Weather and Wind:

- Seek Nearest Good Quality Shelter or natural windbreak, opting for a return to the Minibus where possible
- Put on extra Dry, Insulating Clothing if available
- Give Hot Sweet Drinks (no caffeine)
- Share Body Heat
- Exercise or gently rub affected body parts to promote circulation
- Space Blanket

Some simple remedies for Extreme Heat:

- Seek shade, particularly wet forest gullies with streams where practical
- Rest
- Water

In the Event of Bushfire, the following Procedures will be followed:

- Re-group and establish calm
- If fire-fighting is possible, it may be an option.
- Observe the threat of fire in all directions and any possible escape routes to safe ground. Relatively safe areas in a fire situation are south-facing slopes, gullies, waterfalls, alpine meadows and boulder fields. Take the best option, being careful to keep the group together.
- If there is no immediately obvious course of action, ring the Fire Department and give the Group's position and size, and any other relevant information (such as children or elderly who cannot move quickly). Ask for information on the fire's position, direction and intensity relative to the position of the Group. Decide a course of action and take it.

As the Guide checks the Bureau of Meteorology reports the night before each Tour (noted in Tour Diary), and has the opportunity to vary the location of the walk to the lower slopes of the Mountain or cancel the Tour altogether, there is a reduced risk of encountering truly hazardous weather or bushfire.

5. Post - Tour Safety Procedures

- Fill out Tour Diary, **immediately after each trip**, indicating if there were any Incidents/Accidents/Near Misses, First Aid Equipment used, Extreme Weather Conditions encountered, problems with Equipment or Tracks or other Operational Issues.
- Check Minibus oil, water, petrol, tyre pressure and Clean the Minibus at end of day, and other times as appropriate
- Check and clean all gear loaned to Guests
- Check Tour Diary from that day and :
 - ~ If any First Aid Equipment was used, re-stock the Kit from Plastic Crate of Supplies at home office. Note the task completed in First Aid Kit Notebook;
 - ~ If any Incident/Accident/Near Miss occurred, file the Incident/Accident/Near Miss Report Form in the Incident/Accident/Near Miss Report File and record electronically in corresponding folder on C Drive on Computer, AND Send a copy of the report to your Public Liability Insurer;
 - ~ If any problems with Equipment, have them fixed before the next Tour.
 - ~ Review Operating Procedures and write a new Plan of Action in the

Operations Manual to prevent a similar Incident/Accident from occurring in the future (where appropriate)

~ Note any dangerous Weather Events and action taken to reduce hazards for Guests, and/or conclusions for the Operation or non-Operation of Tours in similar climatic conditions in the future in the Operations Manual

Safety Checks Conducted at Longer Intervals:

Vehicle:

- All maintenance work done to the Vehicle will be timely and effective, and will conform with the requirements of the Transport Department Assessors of Licensed Public Vehicles.
- Full records of all maintenance work done will be kept in the Vehicle Maintenance File.
- A Vehicle Log Book will be kept.
- The Vehicle will be Licensed as a Public Passenger Vehicle, and undergo regular documented inspection as required by the Transport Department.

Review of Diaries and Manuals:

- The Contacts and Things to Do Diary will be reviewed three or four times Daily
- The Tour Diary will be reviewed before each Tour
- The First Aid Kit Notebook and First Aid Kit will be reviewed weekly to ensure there are sufficient supplies on hand to keep the Kit fully stocked.
- The Operations Manual will be reviewed when an Incident/Accident/Near Miss Form is completed, or when new information shows potential problems with Safety or Operations. Additionally, an Annual Review of Safety and Operations will be conducted.
- Completed Indemnity Forms will be safely stored in filing cabinet in home office.

Review of Guide's First Aid Knowledge:

Guides will be asked to read their First Aid Manual quarterly, and to keep their Resuscitation and First Aid Certificates current.

WORKPLACE SAFETY PROCEDURES - Mt Wellington Walks

TOUR DIARY:

This diary keeps an actual signed and dated Record of all Tours taken. It functions as a Checklist and a Record of Events.

Information that will appear in the Diary is:

- Name, Age, Gender, Contact Details, Any Existing Illness, Allergies or Injuries of all Guests taking the Tour, and How They Paid for the Tour;
- Predicted weather conditions and any weather warnings;
- Actual weather conditions;
- Initial Record of Incident/Accident/Near Miss;
- Record of any First Aid Stock used;
- And, Briefing for Guests Checklist, which includes the following points
Minimum Impact Bushwalking; Cliffs and Overhangs; Ants and Snakes; First Aid - including as appropriate the risks of Sunstroke, Dehydration, Hypothermia; Mountain Bikes; Toilet Stops; and Utility of Running Water.

OPERATIONAL PROCEDURES - Mt Wellington Walks

CONTACTS AND THINGS TO DO DIARY:

This diary keeps a Record of all Business Contacts and Actions. The Diary will show Dates and Times for these.

Information that will appear in the Diary is:

- Name, Time, Date, Contact Details and Outcomes of All Business Contacts
- All Quotes given for Booking Enquiries and Who To
- Actions needed and a deadline for each Action
- Record of Actions performed

WORKPLACE SAFETY PROCEDURES - Mt Wellington Walks

PRE-TOUR INFORMATION FOR GUESTS:

WHO CAN COME ON OUR TOURS?

Mt Wellington Walks is able to cater to a wide range of people. We can provide an experience that balances out the needs of at times quite different groups of people and have lots of fun doing it. However, we do regret that we are not able to cater for absolutely everyone. If we are not able to cater for you or your Group, we will be happy to provide advice on good tracks to walk and which weather conditions to look out for*.

(*this advice should not be treated as a recommendation of safety - please use your own good judgement and commonsense)

At present Mt Wellington Walks is, as a rule, unable to cater for young children. We apologise to parents with young children for this inability. In order to come on a Half Day Tour, children need to be able to be carried for the duration of the walk by their parents, or else able to walk unassisted at a good pace for the duration of the walk. Children who are doing the walk themselves must be at least 12 years old and good walkers to participate. Please call and clarify any questions you may have about this. Mt Wellington Walks is happy to provide track and weather information to assist you and your family in enjoying the Mountain, even if we are not able to provide our Service.

Mt Wellington Walks regrets that it is also generally unable to cater for disabled individuals. Please call and discuss any questions you may have regarding this. Mt Wellington Walks is happy to provide track and weather information to assist you in enjoying the Mountain, even if it is not practical for us to provide a Guided Walk Service for you at this stage.

DURATION OF WALKS:

- A Half Day Tour involves a walk or walks, One to Two and a half hours in duration.
- A Full Day Tour of Mt Wellington involves a walk or walks, Four to Seven Hours in duration
- A Full Day Tour to other Parks and Reserves involves a walk or walks of between One and Three hours duration

WEATHER, CLOTHING AND FIRST AID INFORMATION

Mt Wellington is subject to highly changeable, often extreme weather, especially above 600m ASL. Guests should bring appropriate clothing to equip themselves and any children in their care in case of extreme weather.

That having been said, Mt Wellington Walks checks the Bureau of Meteorology website the night before every Tour, and will cancel any Tour that is predicted to coincide with a period of extreme weather.

Visitors to Tasmania should be aware that 15 minutes exposure to direct sunlight between about 11am and 4pm during Late Spring, Summer and Early Autumn is enough to cause sunburn!

IMPORTANT INFORMATION ABOUT SAFETY:

- Participants should wear footwear appropriate for walking on uneven tracks and rocks, and clothes that provide protection from sun exposure, cold, wind and rain or snow. For example, participants should bring a hat, sunglasses, waterproof jacket and sturdy shoes.
 - The Guide is trained in First Aid and carries a First Aid Kit. If you are aware of any medical condition that may influence your ability to complete the Tour please notify the Guide. The Guide is not able to issue prescription drugs - please bring your own supply, sufficient for the duration of the Tour.
 - If extreme weather is forecast and a Tour is cancelled full refunds apply.
 - Participants are required to sign an indemnity form.
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WORKPLACE SAFETY PROCEDURES - Mt Wellington Walks

SAFETY BRIEFING FOR GUESTS:

Guests may or may not be familiar with the requirements of safe, sustainable bushwalking on Mt Wellington, and this briefing is designed to be short, informative and fun. **It must be given to each Group immediately prior to beginning their Walk and the dot points ticked off in the Tour Diary.**

1. Minimum Impact Bushwalking

MIB does not mean Men in Black. It means Minimum Impact Bushwalking. What is it? The overarching principle is to leave the environment in the same state you found it, so that the place can continue to be enjoyed in the future. Practically this means stick to the formed tracks, don't feed the animals or birds because human food can make them sick and the best possible result is that they just become pests, no fires or litter or ciggie butts (Bin-Ya-Butts are

provided), no Yahoo behaviour running around screaming, no taking plants or rocks and no toilet stops au naturel!

2. Cliffs and Overhangs

If the Tour is visiting cliffs and overhangs, warn the Guests that this will be happening and also establish the ground rules for visiting, ie Guide leads to the turn-off point and everyone re-Groups; a Head Count takes place; and then Guide leads to the Cliff or Overhang and stops at the point where they recommend no-one should go closer to the edge.

3. Ants and Snakes

Jackjumper bites can cause nasty reactions in people. Ask the Group if anyone has an allergy, and if so, do they have an Epi-Pen with them? All three species of Tassie snakes are venomous and potentially deadly. Luckily they are also generally quite shy. If you're walking MIB along the track and paying a bit of attention, you shouldn't disturb one even if you come across one. If you see a snake, what do you do? Give them some space (back off if you need to). When you're far enough away (about 4m or 12 foot) you can stamp your feet up and down on the track and mostly they'll move off into the bush. If the snake decides not to move, it's best for the whole group to go around it. Snakes are most annoyed in Feb-March while they're breeding, so be a bit extra careful then.

4. First Aid

I'm carrying a First Aid Kit and I'm here to look after you, so if you have any problems, just let me know. The most common problems on the Tour are sunburn/windburn, dehydration, heat exhaustion and chills. The Tassie sun is very strong and you can get badly sunburnt here even on overcast days - especially if we're walking in the snow gums or on the summit. So check - has everyone got sunscreen on? Sunglasses and hats? It's a good idea to keep your fluids up, and please let me know if you're having any problems - hot, cold, dizzy, sore, having trouble breathing etc.

And the other problem here is cold. Has everyone got adequate clothing for keeping out wind, cold and rain? Above 600m rapid changes in weather can and do occur and we need to be prepared.

5. Mountain Bikes

Tours are generally scheduled to avoid Tracks and Trails taken by Mountain Bikers. Instruct the Guests if the Tour will be taking a Track also used by Mountain Bikers (only ever for O'Gradys Falls, Silver Falls, Radford Track and Big Bend). When on a Track used by Mountain Bikers, the Guide will walk about 20m in front of the rest of the Group and yell out if he hears or sees a Mountain Biker coming, if the Mountain Biker is going fast. (YEAH?)

6. Toilet Stops

Toilet Stops are provided immediately before the Walk starts, and there is generally not much opportunity for Toilet Stops along the way. Tell the Guests if there are any Loo Stops along the way or if there are not.

7. Utility of Running Water

It is not advisable to drink running water on the Mountain because of the risk of Giardia. That having been said, the water from The Chalet is generally drunk by Locals, and the Guide will drink it!

WORKPLACE SAFETY PROCEDURES - Mt Wellington Walks

FIRST AID KIT NOTEBOOK:

A small Notebook kept in the First Aid Kit to record changes in Supplies (Usage and Re-Stocking)

WORKPLACE SAFETY PROCEDURES - Mt Wellington Walks

VEHICLE LOG BOOK:

A notebook kept in the Minibus to Record all trips and whether for Personal or Business use.
Bought from Stationery Supplier.

WORKPLACE SAFETY PROCEDURES - Mt Wellington Walks

INDEMNITY, WAIVER AND RELEASE FORM:

IMPORTANT: Please take the time to read and understand the terms outlined in this Contract. The Contract is a Binding Agreement between Tour Participants and the Tour Operator, the Tour Operator's Staff, Contractors, Suppliers and Agents, all Relevant Landholders, Authorities and Providers of Facilities on Mt. Wellington. After you have read, understood and accepted this contract, it will be deemed that you agree to the terms contained herein.

DEFINITIONS:

"The Tour" is any activity carried out under the name of the Tour Operator, whether by the Tour Operator or a representative of the Tour Operator, including but not limited to Staff, Contractors and Agents.

The "Tour Operator" is Leigh Michael Craven, Sole Trader, Operating as Mt Wellington Walks.

"The Participant" is any person or persons, and any Minors in their Care, whether they have or have not paid for their attendance, undertaking any activity carried out under the name of the Tour Operator, whether by the Tour Operator or a representative of the Tour Operator, including but not limited to Staff, Contractors and Agents.

"Suppliers" include the Owners of Public Passenger Vehicles, Hired or Loaned to the Tour Operator for any and all Reasons.

"Agents" include any person or Entity deemed by the Operator to have Authority to arrange the Tour Participant's attendance and participation on the Tour, including, but not limited to Tourism South including its Staff, Volunteers and Representatives, the Tasmanian Tourism Information Centre Hobart including its Staff and Representatives.

"Relevant Landholders, Authorities and Providers of Facilities on Mt. Wellington" includes, but is not limited to The Wellington Park Management Trust, The Department of Parks, Heritage and the Arts; The Hobart City Council; The Kingborough Council; The Glenorchy Council and all Staff and Representatives of these bodies, whether paid or not.

INDEMNITY, WAIVER AND RELEASE:

In consideration of acceptance of my participation on the Tour, I, the undersigned (for myself, my heirs, executors and administrators) agree with

the Tour Operator, the Tour Operator's Staff, Contractors, Suppliers and Agents, all Relevant Landholders, Authorities and Providers of Facilities on Mt. Wellington.

I indemnify and will keep indemnified the Tour Operator, the Tour Operator's Staff, Contractors, Suppliers and Agents, all Relevant Landholders, Authorities and Providers of Facilities on Mt. Wellington, against all costs, losses, injury, illness, death, or damages arising from and in relation to my participation on the Tour.

I declare that I am physically fit and have no illnesses or injuries that would prevent me completing the Tour in safety.

In the event that an illness or injury arises before, during, or after the Tour I undertake to advise the Tour Operator, The Tour Operator's Staff, Contractors and Agents of the nature and severity of the illness or injury as quickly and as informatively as I am reasonably able to.

I consent to receive and agree to pay for any medical treatment (including evacuation and transport by ambulance or other emergency services) which is considered in the reasonable opinion of the Tour Operator, The Tour Operator's Staff, Contractors and Agents to be advisable, before, during or after the Tour.

I hereby acknowledge that I have read and understood and I accept these terms and conditions and agree to be bound by them in relation to my participation on the Tour.

I also agree give the same waiver, release and indemnity on behalf of any Minors under my effective care, binding them in the same manner as myself, with the same terms and conditions outlined above.

Signed _____ Date: _____

_____ and On Behalf Of

WORKPLACE SAFETY PROCEDURES - Mt Wellington Walks

INCIDENT/ACCIDENT/NEAR MISS FORM:

DETAILS OF WHAT HAPPENED: Time and date, location, activity being undertaken at the time, equipment or substance or environmental object involved, how injury was sustained & which body parts were injured: _____

DETAILS OF PERSON INVOLVED:

NAME: _____ M/F D.O.B.

ADDRESS: _____ PCODE _____

COUNTRY: _____

PHONE: _____ EMAIL/FAX: _____

GUEST? ___ CONTRACTOR? ___ EMPLOYEE? ___ OTHER? ___

ANY OTHER DETAILS? _____

IMMEDIATE ACTION YOU HAVE TAKEN

e.g. to make people/environment safe, first aid, contact authorities etc

office use only

Follow Up By Management: attach reports, claim forms, proof of repairs done or hazards reduced, correspondence, record of phone calls or offers made, record of staff training/meetings held etc

5.0 ENVIRONMENTAL MANAGEMENT

Environmental Management for Mt Wellington Walks

Energy consumption

The aim is to minimise the consumption of energy through specialised facilities or practices.

Simple initiatives to achieve this aim include:

- Minimise idling time associated with warming engines or waiting for customers.
- Minimise the use of air conditioning to that requested by customers.
- Minimise the carrying of any heavy items not required on the tour.

Water consumption

The aim is to minimise the consumption of water through specialised facilities or practices.

Simple initiatives to achieve this aim include:

- Hand wash vehicles and vessels and use low flow hoses.
- If vehicles need to be washed by automatic washers, try to choose one that recycles its water.

Materials consumption

The aim is to minimise the consumption of materials through recycling or reuse practices.

Simple initiatives to achieve this aim include:

- Choose re-useable containers to temporarily store customer food on tour.
- Reuse office paper for note pads.
- Purchase recycled paper for stationary and brochures.
- When possible, use email over faxes and letters.
- Establish and promote the use of an internet site over a brochure, and arm it with e-commerce capacity - this will be done as soon as the Budget allows.

Customer behaviour

The aim is to offer customers additional opportunities to behave in an environmentally friendly way.

Simple initiatives to achieve this aim include:

- At the beginning of a Tour, Tour Guides interpret minimal impact behaviour.
- Throughout the Tour, Guides impart a Natural, Environmental World View to their Guests, which works subtly on their perception of the World and potentially rebalances it towards the preservation of Natural Values, Animals and Plants.

- Interpretation during the Tour highlights the connections between Man and Nature

Staff training - (n/a at present)

The aim is to include environmental management practices in staff training programs.

Simple initiatives to achieve this aim include:

- Collect minimal impact brochures and provide to all guides.
- Train guides in how to minimise the impacts of their group's behaviour.
- Write the various minimal impact practices into the operation's overall training manual.
- Incorporate environmental initiatives and their reporting into regular staff meetings, and reward staff that offer new initiatives.

Performance monitoring

The aim is to identify a preferred level of consumption of energy or water, then monitor and review actual consumption against preferred consumption.

Simple initiatives to achieve this aim include:

- Record fuel consumption for regular trips against an average amount required - from Vehicle Log Book.
- Establish a simple table (ideally in a spreadsheet) that records annual consumption of fuel for tour vehicle - from Vehicle Log Book

Mt Wellington Walks will be a relatively low user of fuel, with approximately ten litres required to run a Half Day or Full Day Tour on the Mountain, for up to 8 guests.

The desired level of occupancy for the Tours is 50% (ie 4 guests per Tour), and the desired number of trips for the Year is

Impact management

The aim is to document the main potential impacts on the environment that the operation could cause, and how the impacts can be minimised.

Impact Management - Mt Wellington Walks

Mt Wellington Walks undertakes to Conduct Tours in a careful and mindful way that reduces impacts on the local environment and on other users of the Mountain environment.

Specific actions that will support this undertaking are detailed in the Briefing for Guests document, that the Guide will learn, deliver before the beginning of each walk, and record as done in the Tour Diary's checklist every time a Tour is run.

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