

## COMMERCIAL VISITOR SERVICES (CVS)

### Operations Manual

Commercial Tourism Operators are required to provide with their CVS application an Operations Manual. It should, as a minimum, incorporate the following:

- A summary of the business, its history, aims, ideals, ethics, structure, future directions.
- An outline of the proposed operation as it is intended to occur on a daily basis.
- A summary of all perceived risks and threats to the physical safety of clients, guides and any other person who may be affected by the business.
- Actions which are taken to protect all parties. This would normally incorporate such things as:
  - equipment check and maintenance including first aid kit,
  - pre trip briefings to clients, transport arrangements,
  - staff recruitment, training, experience and qualifications,
  - weather forecasting and decisions in inclement weather,
  - capacity of the clients to undertake the walks,
  - accident management plan, search procedures, role of 24HR response person, evacuation procedures, incident reporting
  - communications plan,
  - procedures in the event of an incident,
  - food handling.
  - Environmental risks and actions taken to mitigate.
  - Social impacts of the business on other users of the land and actions taken to mitigate.

Under some circumstances it may be necessary to have the Operations Manual checked through and approved by a qualified person.

