MAGNETIC GLAMPING

MAGNETICGLAMPING.COM.AU



MAGNETIC GLAMPING OPERATIONAL MANAGEMENT PLAN NOV.2026

4	DATE	SIGNED
Plan Prepared by		
Barbara Wilkinson	November 2026	B J WILKINSON
Plan Reviewed by	Annual Update / Review	D WILKINSON CIV.ENG.

Business Sustainability Planning Template

CONTENT

HUMAN RESOURCES 4

Roles and responsibilities 4

Staff rosters and organisational chart 8

Recruitment, induction and appraisal systems 11

Training and ongoing professional development 11

Personnel records 11

Communication with staff 12

Appropriate workplace behaviour policy 12

OPERATIONAL MANAGEMENT AND BUSINESS SYSTEMS 12

Details of financial management system 12

Ordering and Purchasing Procedures 13

Suppliers and Business Partners 13

Managing and Storing Goods 14

Cleaning and Daily Maintenance Program 15

Scheduled Maintenance of Equipment, Buildings, Transport and Signage 15

Details of an Ongoing Improvement Process 16

Service Delivery and Customer Service 18

Customer Greeting Procedure 18

Customer Complaints Management and Feedback process 20

Bookings Confirmation and Cancellations Policy 21

Signage, Access and Parking Details 22

RISK MANAGEMENT 22

Health and Safety Requirements AND POLICIES 22

Risk Management Plan See Risk register report attached separately 25

Emergency Procedures and Evacuation Plan 26

Information technology 27

Location of First Aid Kit and First Aid Qualified Staff 28

HAZCHEM Plan for Hazardous Chemicals 29

Incident Report Forms 30

Fire Risk Minimisation Plan.....30

SOCIAL AND CULTURAL RESPONSIBILITY 30

Local Community Engagement and Support.....31

Social and Cultural Sustainability Plan 32

HUMAN RESOURCES

Barbara Wilkinson has responsibility for human resource management and workforce coordination at Magnetic Glamping.

This includes:

- Recruitment and selection of employees and contractors.
- Staff inductions and familiarisation with operational procedures.
- Ensuring workers and contractors understand their roles, responsibilities and workplace expectations.
- Coordinating professional development and relevant training.
- Monitoring qualifications, certifications and required renewals.
- Maintaining workplace health and safety procedures.
- Ensuring appropriate employment records and documentation are maintained.
- Supporting a positive, respectful and safe working environment.
- Reviewing staffing requirements as the business grows and develops.

David provides support where required, particularly in relation to contractor coordination, property works, infrastructure and technical operations.

Our approach is to ensure that everyone working with Magnetic Glamping understands our operational standards, environmental commitments, customer service expectations and responsibilities towards workplace safety.

ROLES AND RESPONSIBILITIES

Magnetic Glamping is privately owned and operated by Barbara and David Wilkinson, who provide direct senior management, professional oversight and operational direction.

BARBARA WILKINSON

Owner, Operator and Senior Management

Responsible for the overall management, administration and coordination of Magnetic Glamping.

Key responsibilities include:

- Financial management, budgeting and business administration.

- Business operations management and oversight.
- Human resources and workforce management.
- Recruitment and contractor engagement.
- Staff inductions, training and professional development.
- Marketing, promotions and business development.
- Guest relations, customer service and communications.
- Booking systems and distribution channel management.
- Management of business certifications, accreditations and compliance documentation.
- Workplace health and safety coordination.
- First aid qualifications, training and renewal coordination.
- Monitoring operational performance and continuous improvement.

DAVID WILKINSON. F RMIT, Civil Engineer

Owner – Planning, Infrastructure and Professional Oversight

Provides professional oversight of property planning, infrastructure, maintenance and technical operations, drawing on his Civil Engineering background.

Key responsibilities include:

- Property planning and development oversight.
- Civil engineering and technical assessment of property works.
- Infrastructure, building and grounds maintenance.
- Coordination and supervision of contractors undertaking property works.
- Maintenance schedules and asset management.
- Vehicle operations, servicing and maintenance.
- Technical compliance and development approval requirements.
- Environmental infrastructure and sustainability improvements.
- Solar energy, water management and wastewater infrastructure oversight.
- Risk management relating to physical assets and property operations.
- Supporting long-term business planning and development.

SHARED OWNERSHIP AND MANAGEMENT RESPONSIBILITIES

Barbara and David jointly oversee:

- Strategic business planning and financial sustainability.
- Major capital investments and property improvements.
- Environmental management and sustainability commitments.
- Regulatory compliance and accreditation requirements.
- Workplace health, safety and risk management.
- Community engagement and local industry participation.
- Continuous improvement across all areas of the business.

As owner-operators, Barbara and David maintain direct responsibility for the management and performance of Magnetic Glamping. Their complementary business management and professional engineering experience provides a strong foundation for the responsible operation, ongoing development and long-term sustainability of the resort.

STAFF ROSTERS AND ORGANISATIONAL CHART

1. Staff roster and operational arrangements

Magnetic Glamping – Staffing and Contractor Roster

Magnetic Glamping operates under an owner-managed business model, with specialist contractors engaged to undertake property maintenance, guest support and professional cleaning services.

Position / Service	Person / Business	Responsibilities
Owners & Operators	Barbara and David	Overall business management, strategic direction, guest experience, bookings, financial administration, compliance and sustainability.
Property & Guest Services	Kyle Zdenek	Property maintenance, guest requirements and liaison, property presentation, safety inspections, removal of debris and trip hazards, path and outdoor area maintenance, pool water testing and pool
Professional Cleaning	Magnetic Island Cleaning	Professional cleaning and presentation of accommodation suites, ensuites and associated guest facilities, ensuring accommodation is ready for arriving guests.

Roster arrangements

- Owners provide ongoing management and oversight of resort operations.
- Property maintenance and guest support are undertaken by the appointed contractor as required.
- Pool testing and maintenance are scheduled twice weekly.
- Professional cleaning is scheduled around guest departures and arrivals.
- Additional contractor services are arranged when operational requirements arise.

2. Organisational chart

Barbara & David Wilkinson

Owners & Operators

Overall management, governance, administration and operational oversight

Property & Guest Services

Kyle Zdenek

Independent contractor

Maintenance, guest liaison, safety, grounds and pool maintenance

Professional Cleaning

Magnetic Island Cleaning Enterprise

Independent contractor

Accommodation cleaning, hygiene and presentation

Staffing structure statement

Magnetic Glamping maintains a lean and flexible operating structure, utilising experienced independent contractors rather than permanent employees. This allows the owners to maintain direct oversight of the guest experience, property standards, safety and environmental commitments while engaging specialist services when required.

Management Structure and Allocation of Responsibilities

Magnetic Glamping

Magnetic Glamping is owned and operated by Barbara and David Wilkinson, who retain overall responsibility for the management, operation, compliance and ongoing development of the business.

The owners engage independent contractors to assist with day-to-day property maintenance, guest support and accommodation cleaning. Responsibilities are allocated as follows.

1. Owners and Operators – Barbara and David Wilkinson

Barbara and David Wilkinson are responsible for the overall management and operation of Magnetic Glamping, including:

- Business management, administration and financial oversight.
- Strategic planning and business development.
- Guest experience, service standards and customer satisfaction.
- Contractor engagement, coordination and oversight.
- Workplace health and safety, risk management and compliance.
- Environmental management and sustainability initiatives.
- Accreditation, certification and continuous improvement.
- Property development, maintenance planning and infrastructure oversight.
- Ensuring the property is maintained to an appropriate standard for guest safety, comfort and enjoyment.

2. Property Manager – Kyle Zdenek (Independent Contractor)

Kyle Zdenek is engaged as an independent contractor to assist with the day-to-day presentation, maintenance and operation of the property.

His responsibilities include:

- General property maintenance and presentation.
- Monitoring the condition of guest areas, pathways, outdoor spaces and facilities.
- Identifying and removing potential hazards, including trip hazards, debris and obstructions.

RECRUITMENT, INDUCTION AND APPRAISAL SYSTEMS

Magnetic Glamping engages only Contractors, who have their own Public Liability insurance, and are trained in our policies.

Description of procedures
As the business grows, it may be necessary to recruit new staff.

We ensure that any of their staff that work on our property, are treated with respect, and will include equal employment opportunity and anti-discrimination in the recruitment process.

New staff will always be provided with a detailed induction and on the job training prior to commencing and/or during work,

An inducton will involve:

- Our business philosophy and values
  Highly related to Eco Tourism and Nature as Medicine
- Inspection on site
- greeting guests
- Done simply and will put staff at ease.

TRAINING AND ONGOING PROFESSIONAL DEVELOPMENT

Our Manager and Clean Team, have over 20 years experience in Tourism and understanding the needs of disability guests. We have an amazing team, who are happy working with us Well trained Experienced people make a big difference to the business and provide customers with much better experiences.

Training is informal, and staff are highly valued. Training is in-house, and we offer occasional courses as they become required by relevant legislation

PERSONNEL RECORDS

COMMUNICATION WITH STAFF

Communication is vital, between us as Directors, , and we have the systems in place for weekly meetings, and daily contact with the Manager, and the Clean Team. We ourselves ensure the contractors are well informed.

APPROPRIATE WORKPLACE BEHAVIOUR POLICY

See Attached Workplace Behaviour Policy

OPERATIONAL MANAGEMENT AND BUSINESS SYSTEMS

DETAILS OF FINANCIAL MANAGEMENT SYSTEM

We keep daily records of the bank account, and payments out, and meticulous auditing of the rentals coming in. .Our business has a sophisticated financial system in place to track income and expenses for the purpose of completing BAS returns.
We use Xero Accounting system, and our Accountant oversees this together with the financial reporting.

ORDERING AND PURCHASING PROCEDURES

Operational Management is coordinated through our Accountants, Upside Accounting, and Update247 our Channel Managers, who maintain their own systems. The booking system is the Update 247 system which controls the rentals income and outgoings in coordination with the Stripe payments and various channels,.
We, as the Directors, handle all accounting procedures .
“Sustainable procurement looks beyond the up-front cost to make purchasing decisions based on the entire life cycle of the goods and services, taking into account associated costs, environmental and social risks and benefits, and broader social and environmental implications.” (source: Sustainable Procurement Guide, Australian Government)

SUPPLIERS AND BUSINESS PARTNERS

Sustainable Purchasing and Supplier Selection

Every purchasing decision we make at Magnetic Glamping is carefully considered, with sustainability forming an important part of our selection process.

We prioritise sourcing locally wherever possible, followed by suppliers and manufacturers within the wider Australian market. Supporting local businesses and Australian suppliers helps strengthen our regional economy, reduce transport-related emissions, minimise unnecessary packaging and support companies that demonstrate ethical and responsible business practices.

We give preference to suppliers whose operations, products and services demonstrate a commitment to reducing energy consumption, waste and greenhouse gas emissions. This also extends to the selection of business partners and providers when developing collaborative packages and guest experiences.

We take a proactive approach to investigating and assessing our suppliers. This includes examining their environmental credentials, sustainability policies, business practices and overall performance. Wherever practical, we favour products made from recycled or responsibly sourced materials, products with a longer useful life and suppliers who actively minimise packaging and waste.

Environmental labels and certifications are also important tools in our purchasing decisions. We look for independently verified ecolabels supported by credible third-party accreditation and transparent assessment processes, rather than relying solely on environmental claims made by manufacturers or suppliers. We use global ecolabel directories to help identify and verify credible environmental certifications.

We also consider recognised management and social responsibility standards, including ISO 14001 for environmental management and SA8000 for social accountability, as indicators of a supplier's commitment to responsible business practices.

Where available, we review suppliers' environmental reports, sustainability commitments and published policies to better understand their actual performance.

Our aim is to ensure that the products and services we purchase reflect the same values we promote at Magnetic Glamping: responsible resource use, reduced environmental impact, ethical business practices and a commitment to continuous improvement.

MANAGING AND STORING GOODS

Stores and supplies are managed effectively by establishing a system to ensure items are stored securely, safely and with minimal waste. We have a dedicated storage building, away from the resort area, with a concrete floor, and wash down facilities.

CLEANING AND DAILY MAINTENANCE PROGRAM

Checklist
A daily cleaning and maintenance by our Manager who is responsible for tasks and when they need to be done, and cleaning runs within our booking calendar The visitor experience is important to us, and all vehicle, building, walking tracks, natural area, etc., are maintained, and clean

SCHEDULED MAINTENANCE OF EQUIPMENT, BUILDINGS, TRANSPORT AND SIGNAGE

Maintenance and Risk Management

A comprehensive maintenance schedule is in place covering all aspects of Magnetic Glamping's operations and facilities. This supports a proactive approach to property and equipment maintenance, helping to prevent avoidable breakdowns, minimise operational disruptions and reduce the risk of accidents or safety incidents.

Maintenance activities are scheduled, monitored and carried out in accordance with relevant requirements and supplier recommendations.

For example, our on-site wastewater treatment system and associated pumps are serviced every three months by a certified service provider. Following each service, a report is prepared and submitted by the servicing company to Townsville City Council, ensuring ongoing monitoring and compliance with regulatory requirements.

Our magnesium mineral-enhanced wellness pool is also maintained under strict operating and water-quality protocols, following the recommendations of our pool suppliers in Townsville. Professional testing and oversight are undertaken to monitor water quality and ensure appropriate chemical and mineral balance. These checks are supported by our own routine testing and monitoring.

This scheduled approach to maintenance helps protect our guests, our infrastructure and the surrounding environment, while ensuring our facilities remain safe, reliable and well maintained.

DETAILS OF AN ONGOING IMPROVEMENT PROCESS

Continuous Improvement – Magnetic Glamping

At Magnetic Glamping, we are committed to continually improving our property, our environmental performance and the experience we provide to our guests.

We welcome suggestions and feedback from customers, staff, suppliers, community members and industry partners across all areas of our business. This includes environmental and social impacts, health and safety, operational management, customer service and opportunities to improve the way we operate.

We maintain our own schedule of Operational Works in accordance with Townsville City Council requirements and are fully compliant with our Development Approval.

Major Improvements in 2026

1. Renewable Energy – Solar and Battery Installation

One of our most significant environmental investments in 2026 has been the installation of 30 solar panels and a substantial lithium battery storage system.

This investment significantly reduces our reliance on electricity from the grid, increases our use of renewable energy and provides greater energy resilience during Ergon network interruptions.

It is an important step towards reducing our environmental footprint and operating a more sustainable island retreat.

2. Freedom by Design – A New Approach to Resort Operations

Another major improvement has been the development and implementation of our *Freedom by Design* operating system.

This involved a complete redevelopment of our website, incorporating AI-enabled technology and a more streamlined digital guest experience.

The objective was to rethink how a boutique accommodation business can operate efficiently while maintaining a high standard of personalised guest service.

The new system brings together improved online information, booking pathways, guest communication and digital support, allowing guests to manage much of their stay independently, while still having assistance available when required.

Freedom by Design reduces unnecessary administration, improves operational efficiency and allows us to focus more attention on the property, the natural environment and the quality of the guest experience.

Importantly, it demonstrates that sustainability is not just about energy and resources. It is also about designing smarter, more efficient ways of operating a tourism business.

SERVICE DELIVERY AND CUSTOMER SERVICE

Service Delivery and Customer Service

At Magnetic Glamping, we have developed a streamlined, contactless operating system designed to make the guest experience seamless, convenient and welcoming from the initial enquiry through to departure.

Our digital communication and guest management systems provide clear information, timely communication and easy access to assistance throughout each stage of the stay. While our model is contactless, we remain committed to providing responsive, helpful and personalised customer service whenever it is needed.

We have received excellent feedback from guests about the ease of our arrival process, the quality of our communication and the overall experience of staying with us. This feedback helps us continually review and improve our service delivery.

We recognise that customer service extends beyond our overnight guests. Every person and organisation we interact with is a customer in some capacity, including suppliers, contractors, business partners and community members.

We therefore expect everyone representing Magnetic Glamping to uphold our customer service standards. All contractors are provided with ongoing access to our customer service guidelines, helping ensure that our values, standards and expectations are consistently reflected in every interaction.

Our objective is to deliver a high-quality, low-intervention guest experience that combines operational efficiency with genuine care, clear communication and attention to detail.

CUSTOMER GREETING PROCEDURE

Visitor Feedback and Complaints Management

We recognise that not all dissatisfied customers will raise their concerns directly with a business. Often, unhappy customers simply choose not to return, and may share their negative experience with others. For this reason, we consider all feedback and complaints an important opportunity to improve our business and strengthen customer relationships.

We are committed to responding promptly, professionally and effectively to all customer concerns, whether received directly, by email, telephone, written correspondence or through external organisations and review platforms.

Our approach is to address concerns personally and directly wherever possible. We make contact with the visitor, listen carefully to their experience, establish what has gone wrong and work towards a practical and appropriate resolution. Depending on the circumstances, this is managed by telephone or email, ensuring the visitor feels heard and that their concerns are taken seriously.

We believe that a complaint handled well can restore confidence, demonstrate our commitment to customer care and turn a disappointing experience into a positive outcome.

We also review feedback and complaints to identify recurring issues and opportunities for improvement, ensuring that lessons learned contribute to better service delivery and operational practices.

Our approach is simple:

- **Listen** – Take every concern seriously and understand the visitor's experience.
- **Follow up** – Make direct contact, respond promptly and work towards a satisfactory resolution.
- **Review** – Learn from the feedback and implement improvements where necessary.

Our objective is not simply to resolve individual complaints, but to continually improve the overall guest experience at Magnetic Glamping.

CUSTOMER COMPLAINTS MANAGEMENT AND FEEDBACK PROCESS

Visitor Feedback and Complaints Management

Visitor Feedback and Complaints Management

We recognise that not all dissatisfied customers will raise their concerns directly with a business. Often, unhappy customers simply choose not to return, and may share their negative experience with others. For this reason, we consider all feedback and complaints an important opportunity to improve our business and strengthen customer relationships.

We are committed to responding promptly, professionally and effectively to all customer concerns, whether received directly, by email, telephone, written correspondence or through external organisations and review platforms.

Our approach is to address concerns personally and directly wherever possible. We make contact with the visitor, listen carefully to their experience, establish what has gone wrong and work towards a practical and appropriate resolution. Depending on the circumstances, this is managed by telephone or email, ensuring the visitor feels heard and that their concerns are taken seriously.

We believe that a complaint handled well can restore confidence, demonstrate our commitment to customer care and turn a disappointing experience into a positive outcome.

We also review feedback and complaints to identify recurring issues and opportunities for improvement, ensuring that lessons learned contribute to better service delivery and operational practices.

Our approach is simple:

- **Listen** – Take every concern seriously and understand the visitor's experience.
- **Follow up** – Make direct contact, respond promptly and work towards a satisfactory resolution.
- **Review** – Learn from the feedback and implement improvements where necessary.

Our objective is not simply to resolve individual complaints, but to continually improve the overall guest experience at Magnetic Glamping.

BOOKINGS CONFIRMATION AND CANCELLATIONS POLICY

Booking, Payment, Confirmation and Cancellation Procedures

Magnetic Glamping uses Update247 as its central booking management system. Our booking procedures are designed to ensure that reservations, payments, confirmations, amendments and cancellations are handled consistently, accurately and transparently.

Our booking terms and conditions, including payment requirements, confirmation procedures, cancellation policies and applicable refund arrangements, are communicated through our booking channels and made available to guests before they complete their reservation.

Our procedures ensure that:

- **Taking bookings:** All reservations received through our direct booking website and connected booking channels are managed through Update247.
- **Payment processing:** Guests are required to provide payment details and meet the applicable payment requirements at the time of booking.
- **Booking confirmation:** A reservation is confirmed only when the required payment has been successfully processed and a booking confirmation has been issued.(or the specific conditions of each Channel booking where that applies)
- **Payment failures:** If a payment is declined, unsuccessful or unable to be processed, the guest is advised promptly that their booking has not yet been confirmed. They are provided with instructions to arrange payment or update their payment details. The reservation remains unconfirmed until payment is successfully completed and confirmation is issued.
- **Booking amendments:** Requests to change booking dates or other reservation details are managed in accordance with our published booking conditions and availability.
- **Cancellations and refunds:** Cancellation requests and refund arrangements are processed in accordance with our published cancellation and refund policies.
- **Record keeping:** Booking details, payment status and relevant guest correspondence are maintained within our booking management system for operational and administrative reference.

These procedures form part of our operational guidelines and are followed when managing guest reservations and enquiries.

Our objective is to provide a straightforward, transparent and reliable booking experience, ensuring every guest understands when their reservation is confirmed, what happens if a payment fails and what conditions apply if their travel plans change.

SIGNAGE, ACCESS AND PARKING DETAILS

Our guests are given a map as to how to arrive at the island and how to make their way on foot to our resort, only 150m away from the ferry terminal. The messages on our signs are positive, and welcoming eg" please park here"

RISK MANAGEMENT

HEALTH AND SAFETY REQUIREMENTS AND POLICIES

Included below

Workplace Health, Safety and Risk Management

At Magnetic Glamping, the safety and wellbeing of our guests, workers, contractors and visitors is a priority. We recognise that our responsibility extends to everyone entering or working on the property, not just our employees.

We have established health and safety procedures and practical measures to provide a safe and healthy environment for everyone.

Regulatory Compliance and Independent Certification

Our property has undergone the relevant approval processes with Townsville City Council. GMA Certifiers have also undertaken measurements and assessments of key safety and accessibility features throughout the property. This includes specific requirements such as the height and positioning of fire extinguishers, railing heights and the dimensions of access paths.

We have also provided a designated accessible parking area, clearly signposted and protected by bollards, to assist visitors with mobility requirements.

Workplace Safety Procedures

Our approach to workplace safety includes:

- Maintaining a visible WorkSafe information poster and displaying relevant emergency and safety contact numbers at our reception container.
- Allowing adequate time for pre-operational safety checks and reviewing procedures.
- Ensuring relevant safety equipment is available, suitable and properly maintained.
- Establishing and communicating health and safety procedures for workers and contractors.
- Making relevant safety information visible and accessible to visitors.
- Taking appropriate precautions to identify and minimise potential hazards across the property.
- Ensuring contractors understand their responsibilities and follow applicable site safety requirements.

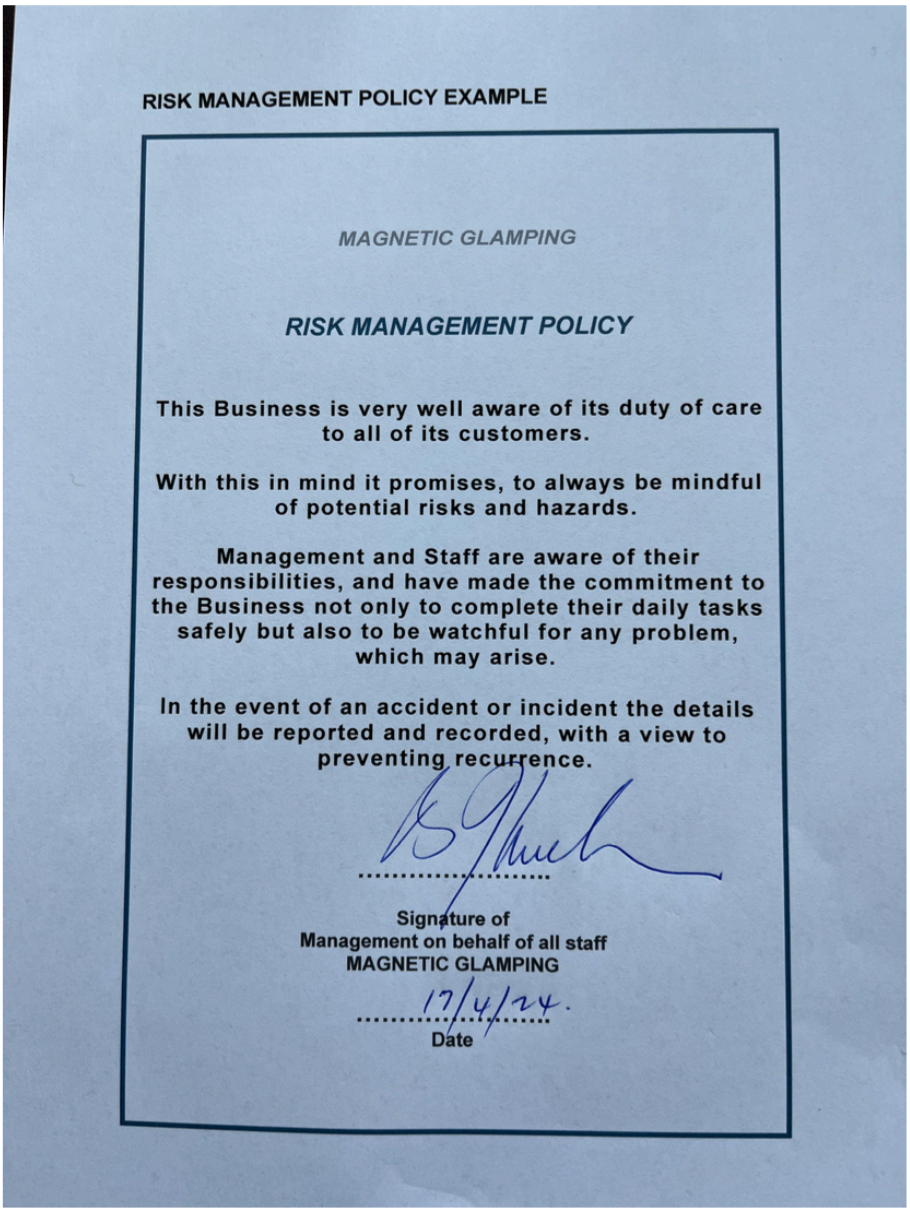
Worker and Visitor Protection

We recognise that workplace health and safety responsibilities extend beyond employees to include contractors, suppliers, guests and other visitors to the property.

We maintain the relevant workers' compensation insurance arrangements for our workplace and take our responsibilities for providing a safe working environment seriously.

Through regular maintenance, risk awareness, appropriate equipment, documented procedures and ongoing attention to safety, we aim to protect everyone who visits, works at or operates

RISK MANAGEMENT PLAN SEE RISK REGISTER REPORT ATTACHED SEPARATELY



RISK MANAGEMENT POLICY EXAMPLE

MAGNETIC GLAMPING

RISK MANAGEMENT POLICY

This Business is very well aware of its duty of care to all of its customers.

With this in mind it promises, to always be mindful of potential risks and hazards.

Management and Staff are aware of their responsibilities, and have made the commitment to the Business not only to complete their daily tasks safely but also to be watchful for any problem, which may arise.

In the event of an accident or incident the details will be reported and recorded, with a view to preventing recurrence.

.....

Signature of
Management on behalf of all staff
MAGNETIC GLAMPING

17/4/24.

Date

EMERGENCY PROCEDURES AND EVACUATION PLAN

Emergency Procedures and Preparedness

At Magnetic Glamping, we recognise that despite careful planning, preventative maintenance and appropriate risk management, emergencies and accidents can still occur. Some situations are beyond the control of the business, including medical emergencies such as heart attacks, bushfires, flooding, tropical storms, and incidents involving wildlife bites or stings.

We therefore have emergency procedures in place to ensure guests, workers, contractors and other visitors know how to respond should an emergency arise.

Guest Emergency Information

An Emergency Procedures Statement is prominently displayed on the front window of our reception container, where it is clearly visible to visitors. The same information is also incorporated into our Guest Welcome Book, ensuring guests have access to emergency instructions throughout their stay.

The procedures provide clear guidance on what to do in an emergency, including how to seek assistance and where to find important contact information.

Emergency Contacts and Equipment

Emergency contact numbers are displayed on the reception window and are readily accessible to guests and other visitors.

Appropriate emergency and safety equipment is also provided on the property, including:

- Fire extinguishers in designated locations.(including outside every tent)
- First aid kits readily available for use.
- Clearly displayed emergency contact information.
- Written emergency procedures accessible to guests.

We aim to ensure that everyone staying at or visiting Magnetic Glamping is aware of the emergency arrangements and knows where to find assistance if required.

Our approach is to be prepared, communicate clearly and provide accessible information and appropriate equipment to help protect the safety and wellbeing of everyone on the property.

INFORMATION TECHNOLOGY

Information Technology, Data Security and Privacy

Magnetic Glamping relies on information technology to manage its daily operations, including online bookings, payment processing, guest communications, website management and digital administration.

We recognise our responsibility to protect the personal information entrusted to us by guests, suppliers and business partners.

Our approach to information technology security and privacy includes:

- **Booking system security:** Guest reservations and associated booking information are managed through Update247 and our connected booking channels.
- **Payment security:** Payment transactions are processed through established payment platforms, with appropriate security measures in place.
- **Data protection:** Access to business systems and confidential information is restricted to authorised users.
- **Data backups:** Important business information is subject to appropriate backup and recovery arrangements to minimise the risk of data loss.
- **Online security:** We take precautions to protect our website, computers and digital systems against viruses, malicious software and unauthorised access.
- **Privacy:** We handle guest and business information responsibly and in accordance with applicable Australian privacy legislation and our privacy policy.
- **Ongoing review:** We review our digital systems and security practices as technology, business requirements and potential risks evolve.

Our investment in digital systems, including our Freedom by Design operating model, is intended to improve operational efficiency while maintaining appropriate safeguards for the security, confidentiality and privacy of information.

LOCATION OF FIRST AID KIT AND FIRST AID QUALIFIED STAFF

First Aid and Emergency Assistance

A fully stocked first aid kit is maintained at the reception office and is readily accessible when required.

Kyle holds a current First Aid qualification and is able to provide initial first aid assistance in the event of an injury, illness or medical emergency.

Guests are clearly advised through our Emergency Procedures Statement displayed at reception and in the Guest Welcome Book to **dial 000 immediately in the event of a life-threatening emergency** and request the appropriate emergency service (Police, Fire or Ambulance).

Emergency contact numbers and procedures are clearly displayed at reception so that guests, workers and contractors know how to seek assistance.

These arrangements form part of our commitment to maintaining a safe and well-managed environment for everyone at Magnetic Glamping.

First Aid and Emergency Assistance

A fully stocked first aid kit is maintained at the reception office and is readily accessible when required.

Kyle holds a current First Aid qualification and is able to provide initial first aid assistance in the event of an injury, illness or medical emergency.

Guests are clearly advised through our Emergency Procedures Statement displayed at reception and in the Guest Welcome Book to **dial 000 immediately in the event of a life-threatening emergency** and request the appropriate emergency service (Police, Fire or Ambulance).

Emergency contact numbers and procedures are clearly displayed at reception so that guests, workers and contractors know how to seek assistance.

These arrangements form part of our commitment to maintaining a safe and well-managed environment for everyone at Magnetic Glamping.

HAZCHEM PLAN FOR HAZARDOUS CHEMICALS

Hazardous Chemicals and Substance Management

Magnetic Glamping does not normally store or use significant quantities of hazardous chemicals on site. We aim to minimise the use of chemicals wherever practical and favour low-impact products that are appropriate for our environmental setting.

Where hazardous chemicals or substances are required for maintenance, cleaning or pool operations, they are stored securely in a locked, designated area within the reception container, away from guest access.

We take care to ensure that any chemicals used are handled, stored and managed appropriately, in accordance with relevant safety instructions and manufacturer recommendations.

Our approach is to minimise chemical use, prevent unauthorised access and protect the health and safety of guests, workers, contractors and the surrounding environment.

INCIDENT REPORT FORMS

Incident Reporting and Management

Any incident occurring at Magnetic Glamping that results in, or has the potential to result in, injury or harm to a guest, worker, contractor or visitor is to be recorded in an Incident Report.

This includes actual injuries, accidents, near misses and other safety-related events.

Our incident management procedures include:

- Recording the details of the incident, including the date, time, location and people involved.
- Documenting the nature of the injury, hazard or potential risk.
- Recording any immediate action taken and assistance provided.
- Identifying contributing factors and any corrective action required.
- Reviewing incidents to identify opportunities to prevent similar occurrences.
- Maintaining incident records for future reference and ongoing risk management.

Where required, incidents are reported to the relevant authorities in accordance with applicable workplace health and safety requirements.

We believe that recording and reviewing incidents, including near misses, is an important part of our commitment to continuous improvement and maintaining a safe environment for everyone at Magnetic Glamping.

FIRE RISK MINIMISATION PLAN

SOCIAL AND CULTURAL RESPONSIBILITY

LOCAL COMMUNITY ENGAGEMENT AND SUPPORT

Supporting the Local Community and Regional Economy

Magnetic Glamping recognises the importance of supporting the local community in which we operate. As an established tourism business on Yunbenun (Magnetic Island), we believe responsible tourism should contribute positively to the island's economy, community wellbeing and local identity.

Our commitment includes:

- **Supporting local businesses and suppliers:** We prioritise local businesses and suppliers wherever practical, helping keep tourism expenditure within the local economy and supporting regional employment.
- **Working with local tourism organisations:** We support and engage with the Magnetic Island Tourism Group (MI Tourism), recognising the importance of collaboration, destination promotion and a strong, connected local tourism industry.
- **Supporting local transport:** We recognise the importance of reliable local transport to the visitor experience and support Magnetic Island Transport as part of our commitment to the island's tourism infrastructure and local businesses.
- **Promoting local food and experiences:** Wherever possible, we incorporate locally sourced food, beverages and products into our guest experiences. We also explore opportunities to collaborate with local providers to develop packages and experiences that showcase the region.
- **Supporting community organisations:** We support local organisations and events that contribute to the welfare, safety and wellbeing of the Magnetic Island community, including the Magnetic Island Life Saving Club.
- **Encouraging local partnerships:** We seek opportunities to work collaboratively with island businesses, tourism operators and community organisations to create shared benefits and strengthen the visitor experience.
- **Showcasing our destination:** We encourage guests to explore Magnetic Island, support local businesses and experience the island's natural environment, local culture and community offerings.

We believe tourism should deliver benefits beyond the individual accommodation business. By supporting local suppliers, participating in tourism networks, building partnerships and contributing to community organisations, we aim to ensure Magnetic Glamping plays a positive role in the long-term social and economic sustainability of Magnetic Island.

SOCIAL AND CULTURAL SUSTAINABILITY PLAN

Active Community Participation and Island Planning

Magnetic Glamping takes an active interest in the future of Magnetic Island and recognises that the long-term success of tourism is closely connected to the wellbeing, sustainability and resilience of the local community.

We are members of several local planning committees and actively participate in community initiatives addressing important issues affecting the island's future. This includes involvement in the newly established **Sustainable Destination** and **Solar Planning** groups, as well as contributing to discussions around local traffic challenges and transport infrastructure.

Our involvement reflects our belief that tourism operators have a responsibility to participate in conversations and planning processes that extend beyond their own business interests.

We take an ongoing interest in community concerns, environmental issues, infrastructure planning, renewable energy opportunities and the pressures associated with increasing visitor numbers. We recognise that Magnetic Island is first and foremost a living community, and that tourism needs to operate in a way that respects residents, protects the natural environment and contributes positively to the island.

Through our participation in local committees, community discussions and industry networks, we seek to:

- Contribute practical ideas and business experience to local planning initiatives.
- Support sustainable tourism development that balances visitor experiences with community needs.
- Encourage renewable energy adoption and more sustainable infrastructure.
- Participate in discussions about local traffic, transport access and visitor movement.
- Support initiatives that protect the island's natural environment and community character.
- Build constructive relationships between tourism operators, residents, local organisations and government.(Particularly Transport Dept)

We continually monitor community issues and emerging challenges so that we can assess how our own business decisions and operations can contribute positively.

Our objective is to ensure that Magnetic Glamping is not simply a tourism business operating on Magnetic Island, but an active and responsible member of the community, working towards a **net positive contribution to the island's social, environmental and economic future.**