

Chief Executive Officer
Mr S Mastrolembro
Shire of Broome

P.O Box 44
Broome W.A 6725

BEACH HUT TRADING LICENCE APPLICATION

1st November 2018

Licensee Name: Beach Hut WA Pty. Ltd
Business Name: Beach Hut Equipment Hire
Company Name: Beach Hut WA Pty. Ltd

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1. APPLICATION FOR TRADING LICENCE



This application is for: an existing business (holds a current Shire of Broome Trading Licence)

BUSINESS NAME: Beach Hut Equipment Hire
ABN: 44 846 730 288

APPLICANT DETAILS:

Company name: Beach Hut WA Pty Ltd
Licensee's Name/ Nominee: Beach Hut WA Pty Ltd
Persons responsible for complying with the terms and conditions of this licence:
Daryl Roberson & Angela Roberson
Residential address: 22 Kapang Drive, Cable Beach 6725
Postal Address: P.O Box 363. Broome WA 6725
Contact Numbers: phone: 08 9192 5787
mobile: 0412 087 080
email: b.hut2@bigpond.com

BUSINESS/OPERATION DETAILS

Proposed Location/s:

Park up and Hiring Point Location

The Beach Hut's vehicle and trailer are parked on Cable Beach between the Surf Club ramp and the wooden stairs (tide, beach and surf conditions may vary this location slightly). The location is more than 5 meters from the base of the sand dunes.

Approximately: South 17°55.889 East 122°12.580

Operational Area Location Beach Hut's operation area has remained the same for the duration of the beach hire equipment licence. The expanse of a 350 metre operational area is required so that our business can operate during peak times, when the spring/high tides restrict the surface area available for beach goers. Operational Area extends from:

The Zanders stairs - South 17°55.819 East 122°12.597 (130 m North of Beach Hut) to the

Dog sign - South 17°56.008 East 122°12.582 (220 m South of Beach Hut)

This area is on Cable Beach within the westerly prolongation of Murray road and a point located 500 metres north of the vehicle ramp adjacent to the Surf Club, between the high and low water marks. All surf board and SUP board hires are permitted to surf outside the swimming flags. Our customers are advised by Beach Hut staff as to the surf locations permitted, these areas are directed by the SLISA lifeguards and B.S.L.S life guards swimming and surfing flags.

Our business collaborates well with life guards, rangers, surf club and Broome Shire permitted events and general beach users that are within the same Cable Beach location.

SHIRE USE: Account number 74490

Paid	
Receipt No	
Debtors No	
Synergy No	
Notification	Registration

Office use only	FILE:	ACTION OFFICER
ACTION	Noted	Responded
RECORD NO		
FURTHER REFERRAL ACTION OFFICER		Already Received by EMAIL / FAX
ACTION REQUIRED	NOTE OR RESPOND	

Proposed Days/Dates: 7 days per week, all days of the year (weather permitting)

Proposed Hours: 7am -5.30pm

Description of stall/van/trailer: Toyota Hilux vehicle and a custom built tandem side opening trailer
Vehicle dimensions - height -2.2m / width – 1.9m / length - 5.5m
Trailer dimensions – height - 3.0m / width – 2.3m / length - 6.0m
Dimensions when trailer side door is opened – width – 4.2m

Vehicle Registration Number: Toyota Hilux vehicle - 1DNQ959
Tandem trailer - 1TIW228

Goods, Wares, Merchandises or Services: Beach Hut provides a professional service hiring umbrellas, porta shades, chairs, sun lounges, surf boards, stand up paddle boards, boogie boards and children's beach toys. For the safety and enjoyment of our customers, the umbrellas, porta shades, sun lounges and chairs are set up for customers by Beach Hut staff.

Number of Employees: 2 full time, 2 casual for the season

Public Liability


Beach Hut has a current Public Liability Cover for no less than \$10 million.

Food trader requirements:

Beach Hut is not a food trader

Payment of Fees

Beach Hut will pay its application fee upon submission of this trading application document


Daryl Roberson
Beach Hut


Angela Roberson
Beach Hut

Signature of Persons responsible for complying with terms and conditions of the trading licence.

Date: 1st November 2018

SHIRE USE: Account number 74490

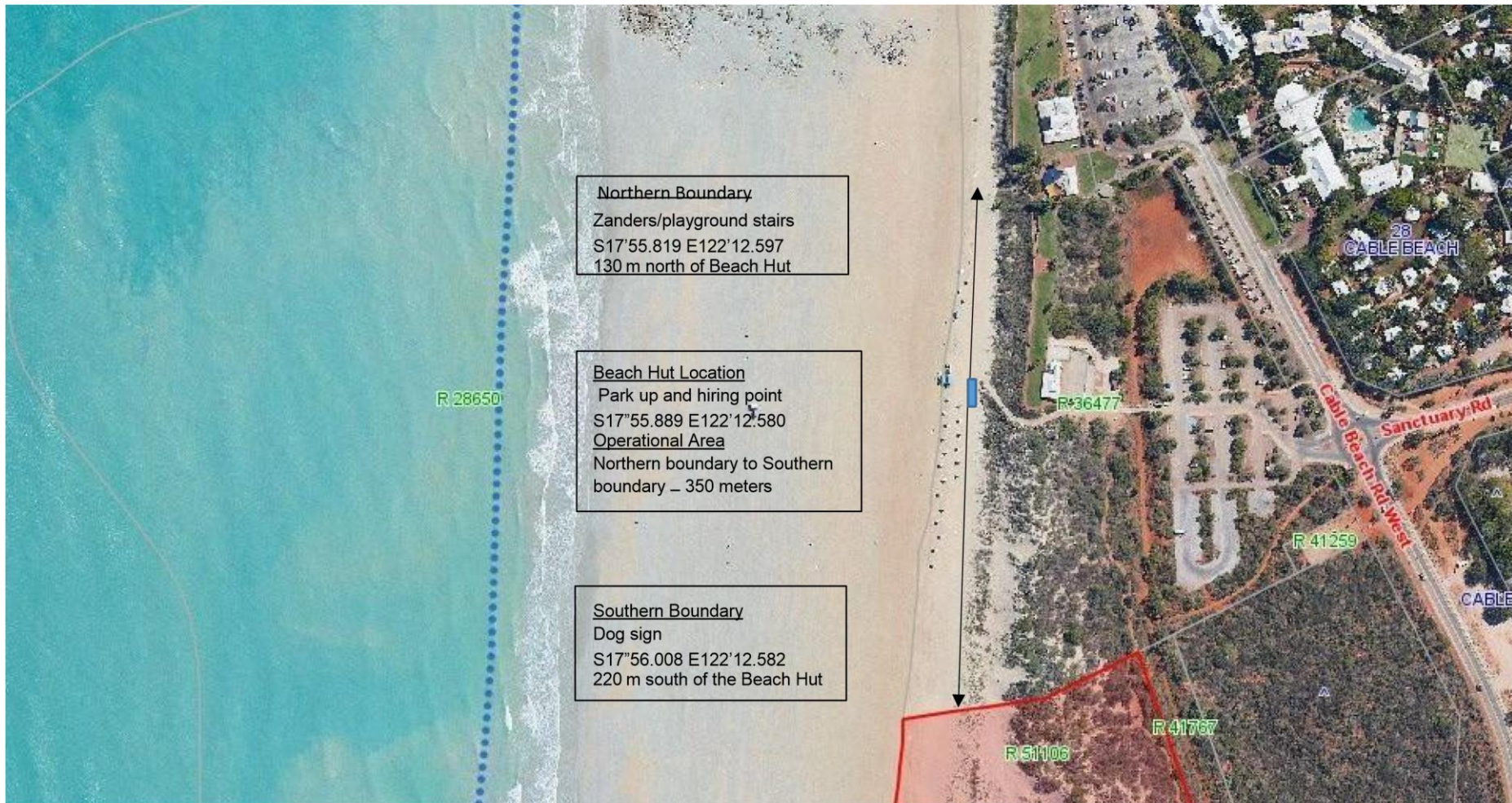
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Receipt No	
Debtors No	
Synergy No	
Notification	Registration

Office use only	FILE:	ACTION OFFICER
ACTION	Noted	Responded
RECORD NO		
FURTHER REFERRAL ACTION OFFICER		Already Received by EMAIL / FAX
ACTION REQUIRED	NOTE OR RESPOND	

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Cable Beach, Broome WA

Map of Beach Hut Park up Location & Operational Area



2. INTRODUCING *THE BEACH HUT*



2.1 Trading Activities:

The beach equipment hire business has been in operation on Cable Beach for 35 years. The Beach Hut business has been owned and operated by Daryl and Angela Roberson for the last 15 years, since 2003. Daryl had managed the beach hire business for the previous owner for 7 years prior to purchasing the business. Beach Hut is currently the only beach equipment hire service operating on Cable Beach in Broome.

Beach Hut provides the hire of beach equipment to the public, including umbrellas, porta shades, sun lounges, chairs, surfboards, stand up paddle boards and boogie boards, as well as children's beach toys throughout the season usually from March/April until November/December (depending on the weather conditions)

The Beach Hut hire business has become an iconic business providing a unique and beneficial service to the public of Broome, including tourist visitors and locals alike. This service increases the recreational enjoyment for all visitors to Cable Beach.

2.2 Business Vehicle and Trailer:

A custom-made tandem equipment trailer is towed onto Cable Beach and parked up daily by a Toyota Hilux 2009 vehicle. The vehicle and trailer act as Beach Hut's hiring point for customers. The vehicle and trailer assembly is kept neat and tidy and in good working order.



2.3 Beach Hire Equipment:

Once the vehicle and trailer are parked up at the hiring location, Beach Hut prepares their hiring equipment for customers to use during that day. An appropriate number and assortment of beach equipment is set up and put on display depending on the time of year and how many customers Beach Hut anticipates. This involves the set-up of the umbrellas and sun lounges in the positions where it will be hired within the operational area.

Beach Hut's beach hire equipment such as body boards, Stand up paddle boards, surfboards and children's play equipment (i.e. bucket and spade) are kept back in the trailer and/or neatly displayed beside the trailer, ready for use on a customer's request.

The Beach Hut hire equipment has to be of the highest quality, our stock has proved to be durable, safe and very aesthetic. All items are in high demand and need to be able to withstand the daily use. Items are all well maintained and repaired or replaced as needed.

Our equipment is continually checked for damage or faults, all equipment is stored in the trailer and upon set up and pack up and hiring the item each time, the equipment is inspected to make sure it is safe for hire. If there are safety concerns the item is immediately removed from use. Each Hire Item is numbered to keep track of the duration of the hired item and also to keep track of repairs, parts replaced and length of service.

Beach Hut keeps a store of replacement hire items. The stock is usually bought in advance of the coming season so that our business is well prepared and able to meet demand.

2.4 Inventory of Beach Hut Equipment

<u>Equipment for Hire</u>	<u>Operational Equipment</u> (Business Assets)		
100 Umbrella tops	1 2009 Toyota Hilux	100 guy ropes	1 dustpan and brush
120 Umbrella Poles	1 tandem open out trailer	100 sand pegs	1 pair of binoculars
80 Flat bed Sun lounges	1 first aid kit	2 hammers	1 box of assorted repair tools
100 Recliner Sun lounges	1 fire extinguisher	1 shovel	1 box of assorted parts for repairs
80 Boogie Boards	1 EFTPOS machine	4 Max Trax (vehicle retrieval boards)	2 storage boxes
20 Surfboards	2 24 volt power drills & batteries & chargers	1 50 lt drinking water container with tap	4 traffic cones
12 Stand Up Paddle Boards	2 stainless steel auger drill bits	2 additional water containers	8 occy straps
	4 two way radios & chargers	1 cash box	1 clock
	1 A- frame sign	1 cash lock box	10 deck chairs



2.5 Business Location & Area of operation:

Beach Hut's principal location and hiring point is where the vehicle and trailer are parked on Cable Beach between the Surf Club access ramp and the stairs adjoining the ramp. This location does vary depending on the tide, the varying beach and surf conditions and consultation with the life guard. Beach Hut will also work in with activities and events that have consulted and notified Beach Hut of their Shire of Broome approved activity or event.

Beach Hut's operational area's has remained the same for the duration of the businesses trading licence. The northern boundary is the Zanders beach access stairs (130 metres to the North of Beach Hut's Location) to a southern boundary of the Broome Shire dog sign (220 meters from the Beach Hut location) Beach Huts operational area on Cable Beach is approximately 350m from its northern boundary to its southern boundary. This allocated expanse is necessary for our beach equipment hiring operations during the peak season on spring tides and also to allow the general public enough beach space within the patrolled swimming flags.



3. CURRENT REGISTRATIONS, LICENCE & PERMIT

3.1 Business Name Registration:



ASIC
Australian Securities & Investments Commission

Record of Registration for Business Name

Business name information for:

Beach Hut Equipment Hire

This Record of Registration contains information recorded on the Australian Securities and Investments Commission's (ASIC) register under section 33(8) of the Business Names Registration Act 2011.

Date: 7 September 2016
Next renewal date: 7 September 2019

Record of registration issued by the Australian Securities and Investments Commission on 7 September 2016



Rosanne Bell
Senior Executive Leader
Registry

RECORD OF REGISTRATION

Beach Hut Equipment Hire

Page 1 of 3

3.2 Company Name

**Certificate of Registration
of a Company**

This is to certify that

BEACH HUT WA PTY LTD

Australian Company Number 151 750 882


is a registered company under the Corporations Act 2001 and
is taken to be registered in Western Australia.

The company **is limited by shares.**


The company is a **proprietary** company.

The day of commencement of registration is
the **twenty-seventh day of June 2011.**

Issued by the
Australian Securities and Investments Commission
on this twenty-seventh day of June, 2011.



Greg Medcraft
Chairman



CERTIFICATE

3.3 Current Licence to Trade on Cable Beach

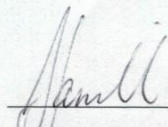
LICENCE FOR TRADING IN PUBLIC PLACES

Trading, Outdoor Dining and Street Entertainment Local Law 2016

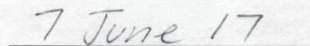
Licence Number: 006/2014
Licence Expiry Date: 31 December 2018
Business Name: Beach Hut
Company Name: Beach Hut WA Pty Ltd.
Vehicle Registration Number: Vehicle – 1BKF 982 and Trailer 1TIW 228
Licensee's Name / Nominee: Beach Hut WA Pty Ltd.
Persons Responsible for Complying with the Terms and Conditions of this Licence: Daryl Roberson and Angela Roberson
Postal Address: PO Box 363
Broome WA 6725
Number of Employees: 2
Location of Permitted Place: Cable Beach opposite Surf Club – as depicted in Attachment A.
Approved Operation Dates: All days of the year.
Approved Hours of Operation: 7:00AM – 5:30PM
Selling / Offering: Hire of Beach Equipment, and is restricted to the hire of umbrellas, sun lounges, chairs, surfboards, stand up paddle boards, boogie boards, portable shades and children's beach toys.

Note: Children's beach toys are limited to items designed and intended to be operated by a child and include: spades, buckets, balls and other equipment that is unpowered and of a type that could not reasonably be expected to interfere with the comfort or enjoyment of other beach users.

See Over for Special Conditions:



Stacey Bambrick
Acting Manager Health Emergency & Rangers



DATE



27 Weld Street, PO Box 44
Broome WA 6725
P: 9191 3456
www.broome.wa.gov.au

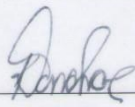
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3.4 Permit to Drive on Cable Beach

PERMIT FOR VEHICULAR ACCESS TO PROHIBITED AREAS OF CABLE BEACH

Permit Holder's Name: Darryl & Angela Roberson
Contact Telephone Number: 0412 087 080
Business Name: The Beach Hut.
Vehicle Reg. Number(s) **Toyota Hilux Utility:** 1DNQ595
Tandem Enclosed Trailer: 1TIW228
No. of Employees: 3
Validity Dates: 16th May 2014 – 31st December 2018
Postal Address: PO BOX 363 BROOME WA 6725
Location of Permitted Place: Cable Beach adjacent to Surf Club – See Attached Map
Approved Operation Dates: All days of the year
Approved Hours of Operation: 7.00 am -5.30pm
Reason For Permit: Requirement of Licence to Trade on Cable Beach - Licence No 006/2014
Special Conditions:

1. Permit holder shall comply with all relevant legislation and Shire local laws.
2. Provision of public liability insurance cover to the value of \$10,000,000 (\$10 Million) at all times.
3. The Shire of Broome reserves the right to restrict access to public areas and roads.
4. No responsibility will be taken by the Shire to recover bogged or disabled vehicles and any damages caused by any 'permit' vehicles may be chargeable to the permit holders, depending on circumstances at the time;
5. Travel is at drivers own risk and the applicant shall indemnify and keep indemnified the Shire of Broome and all their respective agents, officers, members and employees from and against all claims, demands, suits, proceedings, actions, causes of action, liabilities, losses and damage sustained, suffered or incurred by the applicant whilst travelling within the prohibited area.
6. The permit can be cancelled at any time at the discretion of the Chief Executive Officer, if circumstances warrant
7. This permit must be carried in the approved vehicle at all times and presented on demand
8. Vehicles must display headlights and hazard warning lights to increase visibility whilst in motion.
9. Vehicles are to travel the most direct route through the prohibited area and are to give way to, or maintain a safe distance from members of the public at all times.
10. Vehicles must be licensed and roadworthy
11. Vehicles are not to exceed 20km/hr


K R DONOHOE
CHIEF EXECUTIVE OFFICER

31 July 2014.
DATE



27 Weld Street, PO Box 44
Broome WA 6725
P: 9191 3456
www.broome.wa.gov.au

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3.5 Public Liability Insurance



Insurance Certificate

21/08/2018

Apollo Risk Services Pty Ltd
Unit 3 / 97 Hector Street West
Osborne Park, WA, 6916

Policy Wording

Public and Product Liability Policy Wording Berkley Insurance Australia Standard

This is to certify that in accordance with the authorisation granted under Contract No. P1L120672335 to the undersigned by Berkley Insurance Australia ABN 53 126 559 706, and in consideration of the premium specified herein, the said Insurer is hereby bound to insure in accordance with the terms and conditions contained herein or endorsed hereon.

To ensure continuity of cover please forward your remittance by the due date noted on the invoice.

Schedule

Public & Products Liability Insurance Policy

Insurance Certificate No.	EN1039870L
Insured	Beach Hut WA Pty Ltd
Address	6726
Business	Beach Equipment Hire (Hire Agreement Required) Employees - 2 0% of Insured's turnover is generated by subcontractors 0% use of heat Current annual revenue \$0 to \$250,000 Cover of Sub-Contractor: No
Period of Insurance	From 21/8/2018 to 4pm EST 17/7/2019 inclusive
Limit of Indemnity	Section 1 (Public Liability) \$10,000,000 any one occurrence or series of occurrences arising out of any one cause Section 2 (Products Liability) \$10,000,000 any one occurrence or series of occurrences arising out of any one cause and in all during the Period of Insurance
Excess	Section 1 (Public Liability) The Insured shall be responsible for the first \$500 any one occurrence or series of occurrences arising out of any one original source or cause. Section 2 (Products Liability) The Insured shall be responsible for the first \$500 any one occurrence or series of occurrences arising out of any one original source or cause.
Geographical Limit	Anywhere in the World except the United States of America, Canada and their respective protectorates and territories where this insurance will only apply in respect of the Insured's Product exported into such countries.
Conditions	The following endorsements will apply CTR032 Hire Agreement Exclusion
Date of Proposal	This insurance is based on the responses provided to those questions set out in the online Proposal
Special Terms & Conditions	Insured Name: Beach Hut WA Pty Ltd Beach Hut Equipment Hire Equipment is under constant supervision by Insured - no Hire Agreement is required
Notice of any claim or Incident is to be given to	Protecsure Pty Ltd Level 2, 151 Castlereagh Street, SYDNEY NSW 2000 Ph: 1300 692 524 Fax: 02 9249 3860

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protecsure ABN 26094 997 163 AFSL 238815

PO Box 1239 QVB Sydney NSW 1230

t 02 8251 6666

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4. APPLICATION CRITERIA

4. Part 1: Compliance with Trading in Public Places Policy (Policy 3.3.6)

The Beach Hut, under its current licence (Number: 006/2014) complies with all required and relevant Shire regulations and approvals. We have always complied with all the Shire's relevant regulations regarding our business and pride ourselves on our honesty, good business reputation and adherence to all legislation and Shire requirements. Our business has never previously been issued with a warning or fine from the Shire or any other regulatory body in our 15 Years of operations.

Our business demonstrates compliance in all areas with the required Policies and Law as per the current 2016 Trading in Public Place and the 2016 Trading Law Policy. As per the Application Process instructions:

4.1.1 Competition, Location and Suitability of Activity

As per the requirements of the policy

Clause 3.1: "The proposed trading activity does not occur within 300 m of a permanent business that it would be directly competing with"

As per the requirements of the policy, Cable Beach is deemed a Public Place. As per the definitions of the policy, our operation is deemed a "trader", as we are in the business of hiring beach services or offering to hire beach equipment to the public.

We do not operate within 300m of another business which is offering similar or identical services. There are no other businesses which operate on Cable Beach (or in Broome) with which we compete.

Clause 3.3: "The trading will not have an unreasonable impact on other traders' permanent business"

As stated above, there are no businesses that operate in a similar business to ours within a vicinity of 300 m (or within Broome).

We work at all times collaboratively with other Departments/ Businesses/ permit holders on Cable Beach

1. Surf Life Saving WA Lifeguards(SLSWA)
2. Broome Shire Rangers
3. The Broome Surf Life Saving Club Lifeguards (BSLC)
4. Shire approved permitted Events/ Sporting activities

With the SLSWA we communicate daily (in the season) in order to work together to not affect their operations and to provide a safe beach environment to the public.

Clause 3.4: "No noise disturbance"

Once Beach Hut is parked up on Cable Beach for the day's trading at approximately 7am, the vehicle or trailer does not get moved until the end of the day's trading at approximately 5pm, therefore no vehicle disturbance is made to any beach goers and no noisy equipment within our beach equipment hire operation is used.

Clause 3.5: Zoning of land

Town planning & Business Compliance

- Beach Hut does not have surveyed watercraft or operate under Department of Transport jurisdiction
- Beach Hut does not have any camels as part of its operation
- Beach Hut does not operate from a residential lot, the business only operates on Cable Beach

Therefore the only approval required is from Broome Shire to trade in a Public Place on Cable Beach.

Beach Hut currently holds a Beach Equipment Hire licence and is licenced to trade until 31st December 2018 as per the 2016 Trading in Public Place Policy, Schedule 1, activities on Cable Beach policy.

Beach Hut does not operate from a residential lot. The business only operates on Cable Beach

The residential house at 22 Kapang Drive, Sunset Park is the location where the vehicle and trailer are stored overnight and where the business's bookkeeping, storage of equipment, maintenance and minor repairs are carried out. No approvals are required for these minor ancillary business activities.

4. Part 2: Compliance with Additional Provisions for Trading in Public Places Policy (Policy 3.3.6- Schedule 1)

Schedule 1:1 "A maximum of six trading licences will be granted for trading activities on Cable Beach"

Beach Hut has continuously maintained its trading licence and currently makes up one of the 4 issued Shire of Broome trading licences on Cable Beach: (per schedule 1)

1. Beach Hut
2. Wildflower Pop up Picnics
3. Broome Fat bike Tours
4. Ultimate Water Sports

Schedule 1:2.1 "Trading activities which support and are directly related to the recreational use and enjoyment of Cable Beach and its adjacent waters"

The Beach Hut business provides an exceptional and unique service to those who choose to hire equipment on Cable Beach, to relax on a sunlounge in the shade of an umbrella or enjoy some fun in the surf hiring a board. The Beach Hut's beach equipment hire activity supports and is directly related to the recreational use and enjoyment on Cable Beach and its waters.

All equipment such as sun lounges and umbrellas are of the same make and model and in excellent condition. They are also assembled and positioned on the beach in an orderly fashion. Due to these factors and those listed above, the visual integrity of central Cable beach is not compromised as a result of Beach Hut's operation.

The success of Beach Hut's business on Cable Beach is evident from the high demand of daily customers during the season. The availability of the beach hire equipment such as umbrellas and sun lounges is therefore,

regarded as an important factor increasing the quality of a visitors experience on Cable Beach. The availability of shade, a comfortable lounge, fun water equipment, complimentary sunscreen and cold water creates benefits for those people who use our equipment and services and increases their level of enjoyment on Cable Beach

We have long term customers and repeat visit tourists who have expressed extreme satisfaction with our services provided.

We pride ourselves on our ability to meet our customers' needs in a way that minimises impact on other beach users, nearby business and within all current regulations.

Schedule 1:4 "A person must not hold more than one trading licence for a trading activity on Cable Beach at any time"

Daryl Roberson and Angela Roberson, the persons responsible for complying with the terms and conditions of the trading licence issued to Beach Hut WA Pty. Ltd. Do not hold any other trading licences in Broome.

5. REQUEST FOR A 7.5 YEAR TRADING LICENCE

Beach Hut is applying for a 7.5 year trading licence. From 01/01/2019 to 30/06/2025

Beach Hut has stood the test of time. The beach equipment hire business has been in operation now for 35 years. The Beach Hut has become a part of the beautiful Cable Beach aesthetics and is renowned for the professional and reliable service that our business offers to our customers.

The service that Beach Hut provides has become an essential part of the memorable Cable Beach experience. This service is viable due to the consistent and ongoing hard work of the owners/ operators.

We have been involved with tourism on Cable Beach for 25 years owning and operating beach businesses. In this time we have invested immense time and money into our business, we continue to hire the most durable and highest quality equipment to our customers and pride ourselves on our excellent safety record.

We believe a 7.5 year commitment will allow us to continue to maintain a professional, efficient business and continue to supply an essential service to Cable Beach visitors. New equipment is required in the near future and for Beach Hut to invest in upgrading and maintaining all of its visual appeal on Cable Beach a 7.5 year licence term will be essential. Financially we will be making a big commitment to the future success of tourism on Cable Beach. We need to operate our business with confidence and security to plan ahead for our business.

Broome is home for us and our family. We have borrowed to build our family home and have shown our commitment to tourism in Broome. We believe a 7.5 year trading licence to be a reasonable and fair request for the hard work and commitment that both of us and our small business has consistently provided each year on Cable Beach.

6. RISK MANAGEMENT PLAN

The Beach Hut prides itself on running a professional and well managed business. A lot of planning and review is done to achieve a standard of safety and to continue to run an efficient and organised business. The major part of planning occurs before the start of the tourist/dry season (in March). All Plans, procedures, policies and practices are reviewed and updated, a mid year review is completed in July and if necessary we review or update throughout the year if new risks are identified or a safety matter occurs.

Planning for busy operations is vital in maintaining such high safety standards. Beach Hut has a Safety Management Plan and a Safety Management Action Plan in place to plan and monitor, review all areas of Health & Safety.

Beach Hut has a Risk Management Plan and Risk Registers in place in order to identify and effectively manage all risks to the business operations.

Beach Hut's Risk Management Plan is attached overleaf.

BEACH HUT RISK MANAGEMENT PLAN 2018

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Beach Hut Owner's Commitment and Policy

The Beach Hut acknowledge there are risks apparent in our daily operations and the services provided to its customers. It also recognises the responsibility to manage these risks for the benefit of its customers, the public and the future of the business.

The business is exposed to many pressures, events and changes, which may prevent us from operating or achieving our business objectives. These risks come from different sources; internal, external, local, state, national and global. We believe it is in the best interest of our business that we identify, respond to, eliminate and/or mitigate the impact of these risks. We will prioritise these risks and effectively reduce the potential impact on our business' customers and other stakeholders...

To effectively manage risk, we have put in place a system to identify, assess and treat risks to ensure we

- 1. Continue to operate efficiently, safely and within legislation*
- 2. Protect our business, equipment, employees and customers*
- 3. Ensure our financial sustainability should any unexpected events occur.*
- 4. Minimise damage to the business from these risks and capitalise on opportunities to improve our operations.*

We are committed to continually improving this system is to ensure risk principles are entrenched in everyday actions. This will ensure we remain viable in the future and continue to provide services to the beach-going public of Cable Beach.



Daryl Roberson
Beach Hut



Angela Roberson
Beach Hut

Beach Hut Owners/ Operators

Risk Management – What's involved?

What is a Risk?

A risk is the effect that any situation or event will have on the achievement of the business's objectives or services; either negative or positive.

The Beach Hut is responsible for the delivery of an essential beach service on Cable Beach for local and visiting customers, however, we are affected by many different factors, local, state, federal and global and are impacted upon by many issues, some of which are in our control and some which are not.

What is Risk Management and why do we do it?

We manage risks every day as a normal part of our business practices. We often do this without thinking, but when we actively practice this, we can minimise losses or outcomes in unforeseen circumstances or we can take advantage of opportunities.

Risk Management is the process of proactively identifying any issues, which may affect Beach Hut's ability to meet objectives or continue operations, evaluating how great the risk is and deciding how we will respond to reduce the risk of its effect on the business.

This Risk Management Plan allows The Beach Hut staff to be able to make informed decisions about what risks need to be managed and what risks can be tolerated. Our Risk Tables allow us to see what level of risk the business can tolerate and manage within acceptable levels.

Risk Management System

When Beach Hut proactively manages risk it is more likely to successfully achieve its goals, by being prepared for unforeseen events, and having controls in place to lessen the negative impact or take advantage of the unexpected positive outcomes.

When management and staff follow standard risk processes and understand what risk is and how it affects the business, this allows improved strategic planning and business decisions to be made, because all relevant information is taken into consideration at the appropriate time.

To summarise, ensuring a Risk Management system is in place:

- Helps ensure goals and objectives are achieved
- Assists effective operational and strategic planning – providing a process for appropriate business decisions to be made.
- Improves service delivery to Beach Hut customers
- Plans for the management of unexpected events
- Aids compliance with regulatory requirements
- Assists with obtaining funding or insurance and may reduce insurance costs
- Reduces likelihood of investigation or litigation
- Demonstrates preparedness for business continuity or emergency management and recovery.

How do we Manage Risk

We manage risk by having standard risk management processes in place; our Risk System. These include ensuring management commitment and staff understanding, systematically identifying and assessing existing and new risks involved in all activities currently undertaken or potential new business initiatives proposed.

To achieve this Beach Hut will:

- ✦ Take a consistent approach to managing risk, including having a defined maximum acceptable level of risk
- ✦ Ensure staff understand the reasons why and the processes for managing risks
- ✦ Identify, assess and treat risks; and
- ✦ Monitor and review risks periodically.

The documents and tools which form this system are:

1. Risk Management Plan:	Demonstrating our commitment to managing risk and documenting responsibilities and the process.
2. Risk Tables:	Defining risk Consequences and Likelihood levels and illustrating defined levels of risk.
4. Risk Register:	A list of risks that have been identified, how they are managed and update regularly on their risk to the business.

Risks can be viewed as different types:

1. Strategic
2. Financial
3. Hazard-based
4. Operational

Risk Types

The risk arising from poor business policy decisions and/or implementation covering activities such as new projects, services / facilities, joint ventures
Speculative risks that could include potential profit/loss. Often undertaken willingly.

Risks arising from the use of funds including risk of investments resulting in loss, budget management, interest rate fluctuations.

Speculative risks that could include profit/loss, often undertaken willingly and can be uninsurable.



Risks arising out of daily operations and business execution.

Inadequate or failed internal systems, processes
human error.

Pure risks – risk where there is only a possibility of loss or no loss. Generally not taken on willingly and uninsurable. Personal and Property risks that could affect personal or real property or someone.
Legal/Liability with risk of being sued.

Diagram 3: Different Types of Risks

When do we manage risk?

We need to manage risks on a daily basis. It ensures we remain conscious of our operating environment as we manage our services and equipment. Formal risk management processes are undertaken by the owners each year or when any of the following occur:

- Business Planning
- Asset Management
- Planning for changes to service delivery, due to changes in legislation or policy direction
- OSH planning and review of incidents;
- Other changes in business circumstances as they arise.

A mid-year Risk Review (reviewing existing risks or identifying any new ones) will occur approximately every 6 months to account for any risks that have arisen since the previous business planning review.

By including risk management practices into our existing business planning processes, we are able to respond to our changing environment, are more likely to achieve our business objectives and are able to provide a better service to our customers.

Risk Management Responsibilities

The following responsibilities have been allocated to the various roles within the organisation and will ensure that risk is effectively managed in our business.

Owner

- Responsible for Beach Hut Risk management strategy, implementation and monitoring.
- Educate staff in the principles of risk management and how it is put in place.
- Identify and assess risks and decides on the most appropriate treatment
- Reviews risks every 6 months and when any new initiative is being considered.
- Ensure that risk is considered as part of business planning, service delivery, performance management and any other key business process.
- Oversee the effective management of all types of risk across operations.
- Promote a proactive risk awareness within the business.

Owner / Safety Officer

- Ensure that risk assessments are undertaken and documented on the Risk Register and ensure an action plan to address each identified risk is in place.
- Ensure the Beach Hut Risk Register is updated to reflect all identified risks and that the individual department registers are current and uploaded to synergy.
- Ensure that all employees understand risk management processes.

Employees

- Perform duties safely and without risk to other employees, contractors, customers and the community in general.
- Identify potential risks and report to supervisor or managers.
- Assist in the risk review process as required or directed.

Risk Management Procedure

Beach Hut has put in place risk management practices across the business. Below is our standard process followed, which is in line with AS/NZS 31000:2018, to ensure industry best practice is followed. This practice is discussed with employees to ensure they are aware of it and understand its purpose; why we do it.

1. Risks are identified having consideration of the scope and context in which we operate.
2. Risks are assessed against our Likelihood and Consequence ratings.
3. Risks Levels have been determined for each risk
4. Appropriate and relevant treatments have been decided upon and put in place as per our Risk Tables.
5. Our list of Risks is recorded on the Main Risk Register and the Board Hire Risk Register
6. Risks are monitored 6 monthly by the Owners; Annually in the Business Planning process and review and at the Mid-Year review.
7. New risks are identified periodically by management or employees which may arise in our operations, by considering accidents, near misses and other changing circumstances of the business.
8. The new Risks are rated and treated and recorded on the Risk Register.

Review and Evaluation

Ongoing review is essential to ensure that the Risk Management practices are relevant to The Beach Hut's current requirements. Risks and the effectiveness of treatments need to be monitored to ensure that changing business environmental conditions do not increase risk ratings. Owners monitor and ensure the treatments are adequate at all times, during the mid year and Annual reviews.

Risk Register

The Beach Hut risk register is the identified operational, strategic, hazard and financial risks that could potentially affect our beach equipment hire business. The outcomes of the risk analysis are recorded, the risk rating evaluated.

The register will record the identified risks with management controls and a final assessment to ensure we are minimising the risk of the risk occurring or to reduce the consequence. It is the responsibility of the owners to ensure the risks are managed and recorded

The register will be regularly reviewed every 6 months by the owners and will be altered as existing risks are managed or new risks are identified.

This may also occur as a result of any discussions or issues raised by staff with staff with management.

Step by Step – A Risk Management Example

Risk Management Process

The process for managing Beach Hut's risks is consistent with the International Risk Management Standard ISO 31000: 2018, as illustrated below in Figure 5.

It involves five key steps and also includes feedback through a monitoring and review process and appropriate communication and consultation.

Each of these steps are outlined below, together with key questions to assist staff in performing each step.



Figure 5: Australian Risk Management Standard (ISO 31000:2018)

Step 1: Establish the Context, Scope and Criteria

Firstly, we consider the context in which the business or service operates. Establishing the context requires examining the external legal, political, economic environments and factors which may affect our business operations. These may include current economic conditions, legislation or regulations we operate under, or political, social and physical environments that may affect the day to-day operations of The Beach Hut.

See Figure 6 below for an example of the context we operate in.

We also need to set the parameters that we measure and evaluate risk by. These are the Likelihood and Consequence Levels for risks which may occur. We also need to decide our tolerance for risk, and what sort of magnitude each risk level would present to our business.

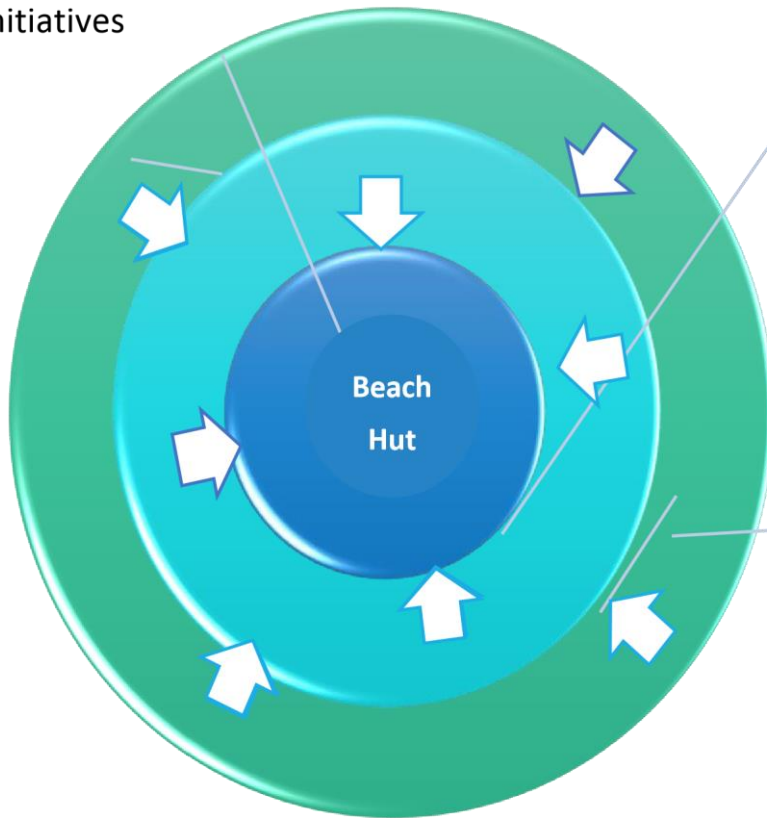
These definitions are shown in the [Risk Tables](#).

Beach Hut

(Internal Strategic/Operational)

e.g: Current services , and proposed

initiatives



External (Local, State and Federal)

e.g: Local, State and Federal

Regulations, Recruitment
Market, Supplier Prices,
Freight Costs, Tourism,
Insurance costs, Tourist data
and demographics, new beach
trends

External (Global)

eg: World Economy, Terror
Threats, Climate Change
or other world crisis or disaster,
Beach trends

Figure 6: The different contexts that Beach Hut operates within

These are the key questions in establishing the context the Beach Hut operates within:

- What is the business' function, service or activity?
- What could impact Beach Hut's strategic and operational objectives?
- What are the major outcomes expected?
- What are the major strengths, weaknesses, opportunities and threats (SWOT) of the business?
- What resources are required to achieve the aims?
- Who owns the area where the activities take place?
- Who are the internal and external stakeholders?
- What licences, approvals are required for business activities?
- What problems were identified in previous cases?
- What laws, regulations, local laws, policies or procedures may be relevant?
- What risk criteria should be established (i.e. no loss, limited impact)?

Step 2: Identify Risks

The business has examined the context in which we operate, both internal and external, and the factors which influence us through our business planning processes and staff discussions. We have used this process to identify different risks from all aspects of the business, as noted in Step 1. Unidentified risks can pose a major threat to the business and it is important to ensure that the widest range of risks are identified. These are the risks which impact the achievement of the Beach Hut's objectives, whether or not they are under Beach Hut's control.

We have summarised the range of possible risks in the table below.

Figure 7. Potential sources of risk for The Beach Hut.

<i>Risk Source category</i>	<i>Examples of risk events and issues that may impact the Business.</i>	
Asset Management	<ul style="list-style-type: none"> ▪ Severe structural failure ▪ Vandalism 	<ul style="list-style-type: none"> ▪ Premature ageing of asset ▪ Theft
Regulatory Compliance	<ul style="list-style-type: none"> ▪ Shire Local Law requirements, changes or non-issue of licence ▪ Insurance non-compliance 	<ul style="list-style-type: none"> ▪ Employment legislation noncompliance ▪ New / altered State or Federal legislation
Customers / Stakeholders	<ul style="list-style-type: none"> ▪ Excessive complaints ▪ Demand for services 	<ul style="list-style-type: none"> ▪ Inability to support new products/ services
Economic	<ul style="list-style-type: none"> ▪ Down turn in Tourism ▪ Energy price increases ▪ Fuel Prices 	<ul style="list-style-type: none"> ▪ Decrease in visitors and spend ▪ Increase in inflation costs ▪ Airfare price changes
Environmental	<ul style="list-style-type: none"> ▪ Beach / dune degradation ▪ Jellyfish stings/ crocodiles 	<ul style="list-style-type: none"> ▪ Water contamination / pollution Weather Issues
Financial	<ul style="list-style-type: none"> ▪ Rising interest rates ▪ Revenue shortfalls 	<ul style="list-style-type: none"> ▪ Significant unforeseen expenditure ▪ Reduced levels of service
Human Resources	<ul style="list-style-type: none"> ▪ Inability to attract/retain skilled employees ▪ Increase in LTI's 	<ul style="list-style-type: none"> ▪ Loss of business knowledge as a result of turnover Major staff injury/Workers Compensation Claim
Information Technology	<ul style="list-style-type: none"> ▪ Loss of Business data 	<ul style="list-style-type: none"> ▪ Misuse of data

Legal	▪ Employee actions	▪ Litigation
Emergency Management	▪ Beach Closure for extended period of time due to emergency	▪ Inadequate business continuity ▪ Poor emergency planning
Political	▪ Change in Council direction	▪ Change in State tourism initiatives.
Operational	▪ Poor business planning and implementation	▪ New competitor ▪ Incorrect operational procedures
Public Health / Safety	▪ Beach contamination	▪ Public safety risk ▪ Shark / Crocodile attack
Reputation	▪ Loss / reduction in Service ▪ quality or Range of Service ▪	Increase in complaints Drop in staff morale

In order to ensure a clear understanding of the risk identified, it is important to agree 'how and why' a risk may arise and to ensure that all owners and employees are on the same page. This is referred to as the contributing factors for that risk.

Key questions in identifying key issues contributing factors for a risk are:

- When, where, why and how are the risks likely to occur, and who might be involved?
- What are the consequences of each risk?
- Is there a need for research into specific risks?

Step 3: Analyse Risks

Once all risks have been identified, they are then analysed by determining the **likelihood** (frequency or probability) and the **consequences** (impact of the effect) of the risk occurring. The level of risk is analysed after this in relation to existing controls, if any.

Key questions in analysing risks are:

- What is the potential likelihood of the risk happening?
- What are the potential consequences of the risk if they do occur?
- What are the current controls already in place which may alter or prevent potential or undesirable risks or events?

Risks are analysed in 3 stages:

Stage 1 - Consequence

A risk can have many different consequence categories ranging from Service Delivery, Health, Compliance, Financial and Reputational. The consequence of the risk occurring is determined by referring to the [Consequence Table](#). Choose the category which is the most significant to determine the Consequence Category rating.

Stage 2 - Likelihood

Risks are then measured against established criteria for likelihood by referring to the Likelihood Table Tables (scales) developed by The Beach Hut (refer Appendix 3 – Likelihood [Tables](#)).

Determine the Likelihood of the risk occurring, by choosing a rating on the Likelihood Table. Try to consider the risk objectively and in line with the whole operation.

Stage 3 - Analysis

The Risk Rating for each risk is determined by combining the Likelihood level and the Consequence level, by referring to the Risk Rating Matrix (refer [Appendix 4](#)) to give a risk rating of “Extreme”, “High”, “Medium” or “Low”.

All risks are recorded on the Risk Register and action must be taken for extreme and high risks to treat or control them to an acceptable level for the business.

Step 4: Evaluate Risks

This step is about priorities, in the overall business context, and deciding whether risks are acceptable or unacceptable. This assessment should take account of the amount of control you have over each risk and the cost impact, benefits and opportunities presented by the risks. The risks borne by other stakeholders, which affect your service and / or objectives, should also be considered.

Determine the action required, based on the Risk Rating level. Refer to the [Risk Tolerance Table](#) for this information, for example, a risk with a High risk rating may or may not be Acceptable. It needs to have urgent management attention and will usually be acceptable, as long as there is a documented action plan with specific reviews and monitoring put in place to control the risk.

Step 5: Treat risks

This step involves identifying the options to treat the risk, evaluating the options and choosing the most appropriate risk treatments and actions required to put them in place. Any treatment chosen should ultimately reduce the risk of the risk occurring or reduce its consequence.

This follows the Risk Tolerance Table (refer to [Appendix 5](#)). A trade-off may be necessary between the cost and benefit of treating and minimising the identified risks and/or their impact.

Options for treating risks include the following hierarchy of controls:

- Elimination – can you remove or avoid the risk altogether?
- Transference – can you shift the responsibility for a risk to another party? Risks may be transferred by contract, insurance, legislation and administrative process
- Substitution – can you swap it for something else?
- Isolation – can you barricade it or screen it off?
- Engineering – can you change it by design?
- Administration – can you use policy, signage, training or process to reduce the level of the risk?
- Personal Protective Equipment – if you can't reduce the hazard or risk, you can only reduce the outcome.
- Acceptance – is the risk rated as “low” and therefore acceptable to retain, i.e. do it anyway regardless of the risk apparent?

Key questions in treating risks:

- What processes and controls exist, or are needed, to minimise the level of risk?
- What is an acceptable level of risk?
- Who has responsibility for actioning the treatments to manage the risk?
- What resources are needed (people, money, technical)?

Once the most appropriate treatment options have been determined, record on the Risk Register and reanalyse the risk to ensure that the residual risk is acceptable and in line with the Risk Tolerance Table.

Step 6: Monitor and review

The Owners monitor the identify risks and note the progress of the actions taken to treat the risk and rate the effectiveness of these actions.

The Owners are also accountable for identifying new risks as they arise and treating them accordingly to ensure Beach Hut is most likely to achieve its objectives.

The reviews involve revisiting each of the risks and updating the Beach Hut relevant Risk Registers accordingly.

Key questions in monitoring risks:

- Has the risk changed, including its causes or possible effects?
- Has the Initial Risk Rating (prior to any controls put in place) or Residual Risk Rating (after controls have been put in place) changed?
- Has the Likelihood or Consequence Level of the risk changed? Review the Likelihood and Consequence of the risk after any risk treatment plans you have implemented or from changes in circumstances regarding the risk's environment

- Has the assessed level of risk changed?
- Are there any new risks that should be recorded on the Risk Register?

The Residual Risk Rating is reviewed (after treatments have been applied to the risk) as well as the existing risk treatments.

Steps 1 – 6: Communicate and Consult

- The Owners have involved the staff in the identification of risks. Risk Management is discussed with staff and their input is important to us during the planning processes.
- The Owners will ensure that the Risk Management Plan and Register are updated regularly, and any changes are communicated to staff.

Supporting Documentation

To support this process, several tools have been developed to assist staff. These include:

1. Standard Risk Definitions
2. Risk Responsibilities and standard processes
3. Risk Tables
4. Risk Registers

Standard Definitions have been developed to ensure common meaning within the Beach hut business (refer [here](#)).

Responsibilities for Risk Management have been set and Risk Processes have been built into standard business processes. This will allow the Risk Management System to be relevant, to be used and to, most importantly, produce effective results.

Staff have been inducted and are encouraged to participate in the identification and treatment of risks in their daily duties.

A set of **Risk Tables** have been developed which shows the way the business can tolerate risk and how it will handle risk when it arises. Refer [here](#) for the Tables.

These tables also define the boundaries of the risks that business deems acceptable and unacceptable. The tables also define the Likelihood and Consequence measures for the risks identified.

Processes and procedures have been established to ensure the process is embedded into our normal business practices and will be followed. Staff understand their role to report any risks to management when they become aware of it.

The **Risk Register** is the list of the identified risks and how we manage them. The Risk Register is updated each 6 months by the owners. There are 2 types of Risk Registers that the Beach Hut maintains; the standard Risk Register and the Board Hire Risk Register.

Risk Management System Tools

Risk	“The effect of uncertainty on your objectives”. Anything which could prevent Beach Hut from achieving its objectives. A risk may arise from an event, an action, or from a lack of action. It is measured in terms of Consequences and Likelihood.
Strategic Risk	The risks that will affect the entire business and its ability to achieve its objectives, and which are most appropriately managed at Management level.
Financial Risk	The risk affecting the business by way of a monetary impact or cost.
Operational Risk	Risks that occur and affect Beach Hut at the operational level which are most appropriately managed by the Owners.
Hazard Risk	Risks that occur by chance and may cause injury, harm or loss
Risk Management	The processes and structures which guide the management of potential opportunities and adverse effects.
Risk Control	Measures which are taken to modify (usually lessen) the impact of a risk.
Risk Tolerant	The minimum and maximum level of risk that Beach Hut of Broome is prepared to accept.
Incident	Event in which a loss or damage occurred or could have occurred regardless of severity
Hazard	A source of potential harm or loss.
Likelihood	The chance of something happening
Consequence	Outcome of an incident or change in circumstances affecting the achievement of objectives. The impacts, actions resulting if the risk occurs.
Risk Rating	Risk priority based on Consequence and Likelihood assessments.
Risk Register	A list of identified organisational risks which have been officially noted, analysed, assessed and treated where applicable.

Appendix 2 - Consequence Table

Consequence Scale Measure ↓ →	MINOR	MODERATE	MAJOR	CRITICAL
SERVICE DELIVERY	Minor delays / impact, easily dealt with, still business-as-usual. 1 day to 1 week interruption	Some objectives effected or major deliverables, can continue as usual with minor controls executed. 1 week – 1 month interruption.	Some of the strategic objectives cannot be achieved, business can still deliver but not to expected level. More than 1 month interruption.	Most strategic objectives cannot be achieved and business will not operate. Interruption of 1 – 3 months.
FINANCIAL	\$0 - \$5,000	\$5,000 - \$20,000	\$20,000 - \$40,000	\$40,000 +
REPUTATION	Low impact, with low profile, low media attention, possible complaint	Moderate impact and media attention, public embarrassment, public complaint	Damage to reputation, public embarrassment, high profile media attention, several public complaints, third party intervention	Irreversible damage to reputation, very high level of public embarrassment, very high media attention, many public complaints
HEALTH	Incident requiring First aid treatment.	Lost time injury - Medical treatment required.	Major Lost time injury, disablement or death.	Multiple deaths or severe permanent disablements
ENVIRONMENT Event that has a negative impact on plants, animals, natural environment or the community's health, safety or quality of life.	Minor short-term effects but not affecting ecosystem functions that can be corrected within 1-12 months by Beach Hut, with ongoing management / monitoring required.	Environmental damage with serious medium term environment effects requiring restitution or internal cleanup which can be managed by Beach Hut. Expected recovery from 1-2 years, with ongoing management required.	(Major Breach of legislation) Very serious, long-term environment impairment of ecosystem functions. Cleanup requiring third party with expected recovery between 2-3 years, with ongoing management required.	(Severe breach of legislation) Catastrophic irreversible environmental harm or permanent negative impact of ecosystem. Cleanup will require multiple stakeholders, all levels of the community and recovery time estimated to be greater than 3 years or irrecoverable, with ongoing management required.
COMPLIANCE	Identified breach of policy or process requiring additional work or minimal damage control. Some temporary non-compliances with penalty, prosecution or fines unlikely. Low level legal issue.	Breach requiring investigation, mediation or restitution. Significant regulatory requirements imposed and/or fines likely.	Major regulatory breach or non-compliance with potential major penalty and/or termination of services involving external investigation or 3 rd party action, which results in tangible loss, likely prosecution by authority and reputation damage to Beach Hut.	Breach or non-compliance involving regulatory investigation and/or 3 rd party actions which results in litigation, criminal charges or significant damage or penalties, after investigation by authority. Very serious litigation, including class actions and very serious damage to the reputation of Beach Hut.

Appendix 3 - Likelihood Table

LEVEL	DESCRIPTION	DEFINITION	OPERATIONAL FREQUENCY EXAMPLE	PROJECT FREQUENCY EXAMPLE	CHANCE OF OCCURRENCE
4	ALMOST CERTAIN	The event is expected to occur	More than once per year	The event is expected to occur in most circumstances	90%
3	LIKELY	The event will probably occur	At least once per year	The event will probably occur in most circumstances	70%
2	POSSIBLE	The event should occur at some time	At least once in 3 years	The event should occur at some time	50%
1	UNLIKELY	Could occur at some time	At least once in 10 years	The event could occur at some time	30%

Appendix 4 – Risk Rating Table

<div> <div>CONSEQUENCE</div> <div>LIKELIHOOD</div> </div>		MINOR	MODERATE	MAJOR	CRITICAL
		1	2	3	4
ALMOST CERTAIN	A	Medium	High	Extreme	Extreme
LIKELY	B	Medium	High	High	Extreme
POSSIBLE	C	Low	Medium	High	High
UNLIKELY	D	Low	Medium	Medium	Medium

Appendix 5 - Risk Tolerance Table ‘

LEVEL OF RISK	RISK TOLERANCE	MANAGED BY	WHO IS RESPONSIBLE	ENTERED INTO RISK REGISTER
LOW	Acceptable	Periodic monitoring - via routine procedures	Staff member / Supervisor	Yes
MEDIUM	Acceptable with Regular Monitoring	Adequate controls and appropriate changes to procedures – with regular reviews	Supervisor	Yes
HIGH	May be Acceptable with Urgent Management Attention	Action plan - specific reviews and monitoring	Director	Yes
EXTREME	May be Unacceptable	Only acceptable with excellent controls if project / task / service MUST be undertaken with continuous monitoring	Director	Yes

Appendix 6 - Beach Hut Risk Register

Beach Hut Owners Names: Daryl Roberson/Angela Roberson

Signatures:

Daryl Roberson

Angela Roberson


Date: 15/06/2018

RISK ID	RISK CATEGORY	RISK DESCRIPTION	RISK RATING	RISK MANAGEMENT CONTROL	FINAL ASSESSMENT	RESPONSIBLE PERSON/S	REVIEW DATE
1.1	Operational Risk	Incident or accident during travel times to and from the beach	Medium D2	<input type="checkbox"/> Complete daily prestart vehicle check <input type="checkbox"/> Drive with care at all times regular <input type="checkbox"/> follow correct driving procedures and rules <input type="checkbox"/> maintain and service vehicle and trailer regularly	➤ Owners to ensure regular vehicle & trailer maintenance and service ➤ Driver of vehicle to drive with care and follow all road and beach permit rules ➤ Owners to ensure employee Inductions are completed annually	15/6/18 D.Roberson A.Roberson	Review 15/3/19
1.2	Operational Risk	Possible injury to employee/employer whilst working	Medium C2	<input type="checkbox"/> Employee Inductions and training <input type="checkbox"/> Safe work procedures & instructions <input type="checkbox"/> Manual Handling procedure <input type="checkbox"/> Lifeguards and first aid staff on site	➤ Owners to ensure employee Inductions are completed annually ➤ Ensure safe work practices are adhered to at all times ➤ Manual Handling Procedure -Ensure trolley and drill are used properly ➤ Maintain current workers compensation insurance	15/6/18 D.Roberson A.Roberson	Review 15/3/19
1.3	Operational Risk and Hazard Risk	Possible injury to a customer on the beach or in the water	Medium C2	<input type="checkbox"/> Duty of care to the customer & persons in the work area <input type="checkbox"/> Lifeguards and first aid staff on site <input type="checkbox"/> Customer Information Procedure explain safe use of equipment <input type="checkbox"/> Set up all beach equipment for the customer. Customers do not set up umbrellas, lounges or chairs <input type="checkbox"/> BOARD HIRE RISK REGISTER <input type="checkbox"/> All equipment numbered and inspected before and after each hire <input type="checkbox"/> Complete Stock condition Log Book weekly	➤ Ensure all employees complete Inductions before commencing employment ➤ Existing employees to complete induction before season commencement ➤ Maintain current Stock condition Log Book – remove and equipment damaged or in need of repair ➤ Ensure Safe Work procedures and practices are followed at all times ➤ Adhere to risk management controls in the BOARD HIRE RISK REGISTER ➤ Maintain current Public Liability Insurance	15/6/18 D.Roberson A.Roberson	Review 15/3/19

ID	RISK CATEGORY	RISK DESCRIPTION	RISK RATING	RISK MANAGEMENT CONTROL	FINAL ASSESSMENT	RESPONSIBLE PERSON/S	REVIEW DATE
1.4	Operational Risk and Financial Risk	Reputation Operational errors or customer service issues lack of communication on business operations and general beach issues	Low C1	<input type="checkbox"/> All employees inducted and follow safe work procedures <input type="checkbox"/> All employees to have a high standard of customer service <input type="checkbox"/> During busy times, staff to have radio communications	➤ Comply with Safety Management Plan ➤ Ensure all employees complete Inductions ➤ Maintain radios and phones and make sure fully charged daily ➤ Maintain good communications with employees and lifeguards	15/6/18 D.Roberson A.Roberson	Review 15/3/19
1.5	Hazard Risk	Damage of stock and equipment due to an accident, fire or theft Asset damage	High C3	<input type="checkbox"/> Vehicle and trailer regularly maintained and serviced <input type="checkbox"/> Vehicle and trailer parked in a secure location and locked overnight <input type="checkbox"/> fire extinguisher at work and home locations <input type="checkbox"/> Keep all Insurances current	➤ Ensure that all Business Insurances are relevant and current ➤ Keep Mechanical services up to date ➤ Annual trailer maintenance done before commencing the season ➤ Check Fire extinguishers are still in date before commencing the season	15/6/18 D.Roberson A.Roberson	Review 15/3/19 *Rating is high due to cost of vehicle & trailer
1.6	Financial Risk	Weather extremes (e.g. thunderstorms, cyclone) General weather (e.g. wind, heat, humidity) and rain)	Medium B1	<input type="checkbox"/> Monitor weather & wind forecasts regularly <input type="checkbox"/> Emergency evacuation and storm evacuation procedure <input type="checkbox"/> All umbrellas are anchored with peg and guy rope <input type="checkbox"/> free drinking water and sunscreen for customers and staff	➤ Be vigilant with checking changing weather conditions ➤ Follow the evacuation procedure ➤ Follow safe work procedures and practices for set up of all equipment ➤ Providing complimentary sunscreen and water is beneficial for all	15/6/18 D.Roberson A.Roberson	Review 15/3/19

ID	RISK CATEGORY	RISK DESCRIPTION	RISK RATING	RISK MANAGEMENT CONTROL	FINAL ASSESSMENT	RESPONSIBLE PERSON/S	REVIEW DATE
1.7	Financial Risk	Beach Closed due to stings, crocodiles or other marine life Environmental issues such as jellyfish plague, coral spawn	High A2	<input type="checkbox"/> Keeping informed- communicate regularly with life guards and rangers, DPAW <input type="checkbox"/> Emergency Response Procedure if required. All emergency numbers on site at trailer <input type="checkbox"/> Cease hiring boards when conditions unfavourable or beach is closed	➤ Follow advice issued by lifeguards, rangers and DPAW ➤ Keep customers informed ➤ Follow Emergency Response Procedure if required.	15/6/18 D.Roberson A.Roberson	Review 15/3/19
1.8	Strategic Risk	Government decisions in regards to changing trading law or policy	Low C1	<input type="checkbox"/> Monitor government proposals, strategies, development plans and decisions, keep informed <input type="checkbox"/> Monitor Shire Agenda and Minutes <input type="checkbox"/> Submit objection or appeal on changes that could affect our business	➤ Ensure understanding of government proposals, strategies, development plans and decisions, keep informed ➤ Seek clarification or support for more information on matters affecting our business future ➤ Seek transparency and good governance from government bodies	15/6/2018 D.Roberson A.Roberson	Review 15/3/19
1.9	Strategic Risk	Trading licence issues Lack of consultation and communication	High C4	<input type="checkbox"/> Comply with all licence and permit regulations <input type="checkbox"/> Monitor Shire Agenda and Minutes <input type="checkbox"/> Communicate effectively with Shire about matters of concern	➤ Ensure all licence criteria is current ➤ Ensure trading licence and permit compliance- all plans, procedures in place and adhered to and on site or on file ➤ Keep all Insurances current	15/6/2018 D.Roberson A.Roberson	Review 15/3/19

Appendix 7 - Beach Hut Board Hire Risk Register

Beach Hut Owners Names: Daryl Roberson/Angela Roberson Signatures:   Date: 15/06/2018

ID	POSSIBLE RISKS IDENTIFIED HIRING BOOGIE BOARDS, SURF BOARDS & SUP BOARDS	RISK MANAGEMENT CONTROLS	EMERGENCY CONTROLS
2.1	<ul style="list-style-type: none"> Injury by impact with hire equipment (boogie board, surf board, SUP board) Failure of leg rope/leash 	<ul style="list-style-type: none"> Give clear instructions on hire equipment use Check equipment regularly (Stock Condition log book) and prior to hiring the item Check leg ropes regularly and prior to use have spare leg ropes available 	<ul style="list-style-type: none"> Life guard services Daily Life guard rescue boards at flags First aid kits available at Beach Hut and Lifeguard Hut Emergency Contact list on site
2.2	<ul style="list-style-type: none"> Hirer impacts/ injures others, with hire equipment Hirer injured by impact on rocks/ shallow water Drowning 	<ul style="list-style-type: none"> Confirm surfing ability- if identified as lacking in confidence/ability suggest option of boogie board hire (as boogie boards are used in the patrolled swimming area) Give clear instructions on hire equipment use Give clear instructions to hirer as to the swimming/surfing flag boundaries and location of rocks to the North Life guard/BH Staff to move hirers to correct area if moved into incorrect surfing location 	<ul style="list-style-type: none"> Life guard services Daily Life guard rescue boards at flags First aid kits available at Beach Hut and Lifeguard Hut Emergency Contact list on site Staff trained/inducted in the emergency procedures
2.3	<ul style="list-style-type: none"> Hirers not following instructions issued in regards to use of board or location. 	<ul style="list-style-type: none"> Life guard/BH Staff to move hirer to correct area, if hirer has moved into incorrect surfing location Hand signal in and re-issue instructions If instructions are ignored remove hire item from water, as hirer is not cooperating 	<ul style="list-style-type: none"> Life guard services Daily Request assistance from lifeguard if required to prevent emergency situation

POSSIBLE RISKS IDENTIFIED			
ID	HIRING BOOGIE BOARDS, SURF BOARDS & SUP BOARDS	RISK MANAGEMENT CONTROLS	EMERGENCY CONTROLS
2.4	Water Hazards- Including but not restricted to: <ul style="list-style-type: none"> • Rips • Sweeping currents • Big waves • Dumping waves • Shallow water • Submerged rocks 	<ul style="list-style-type: none"> • Prior to daily hiring check land and sea conditions for any hazards • Liaise with lifeguards at start of day • If a dangerous hazard is identified alert lifeguards • Identify safest place to use varying hire equipment • Lifeguards will move flags or take a course of action if unsafe. Recall all hire equipment and cease hiring equipment if water conditions are deemed too dangerous 	<ul style="list-style-type: none"> • Lifeguards will immediately clear water if conditions become too extreme and dangerous • Beach Hut staff to cease hiring equipment if considered too dangerous.
2.5	Weather Hazards Including but not restricted to: <ul style="list-style-type: none"> • Strong winds • Weather change • Thunderstorms 	<ul style="list-style-type: none"> • Prior to hiring equipment check wind and weather report • Monitor weather conditions throughout the day • Inform hirers of any potential weather hazards predicted for the day 	<ul style="list-style-type: none"> • Beach Hut staff to cease hiring equipment if considered too dangerous. • Follow Emergency evacuation and storm evacuation procedures
2.6	Dangerous marine life Including but not restricted to: <ul style="list-style-type: none"> • Sharks • Crocodiles • Jellyfish • Sting rays • Fish 	<ul style="list-style-type: none"> • Beach Hut staff to always remain alert for any marine life that could potentially harm • Report anything sighted/ possibly sighted to Lifeguards. Lifeguards will sound the alarm if anything dangerous is sighted • Assist the lifeguards in clearing hirers from the water and checking all hirers are out of the water 	<ul style="list-style-type: none"> • Lifeguards will sound the alarm and immediately clear water if a dangerous marine animal is sighted • Beach Hut staff to cease hiring equipment if considered too dangerous. • Beach Hut staff to keep informed of situation and inform customers

