

# BUSINESS STANDARDS CHECKLIST

## Insurance

- ✓ Copy of your Public Liability Insurance (PLI)
- ✓ Copy of workers compensation coverage (if applicable)
- ✓ Copy of other insurance policies (where applicable)

## Compliance

- ✓ Copy of relevant licences and permits to operate
- ✓ Confirmation that the business has reliable and valid financial systems and meets all legal Australian Taxation Office business financial reporting requirements.

## Business and Marketing Planning

- ✓ Short overview of your business
- ✓ A copy of your Business and Marketing Plan
  - If you do not have a Business and Marketing Plan, then a template is available for download.
  - Alternatively, you can opt to answer base Business and Marketing questions
- ✓ Understanding of what online marketing is undertaken
- ✓ Understanding of what consumer review sites are used
- ✓ Continuous Improvements efforts over last 12 month
- ✓ Continuous Improvement plans in the next 12 months

## Human Resource Management

- ✓ Understanding of Staff training undertaken

## Customer Service

- ✓ Copy of a Customer Service Procedures Manual?
  - If you do not have a Customer Service Procedures Manual, then a template is available for download.
  - Alternatively, you can opt to answer base Customer Service Procedures questions
- ✓ Understanding of how do you cater to those with Specific Needs
- ✓ Understanding of assessment of site/activity/grounds for suitability and accessibility for people with disabilities?

## Business Operating Systems

- ✓ Copy of a Business Operations Manual
  - If you do not have a Business Operations Manual, then a template is available for download.
  - Alternatively, you can opt to answer base Business Operations questions
- ✓ Understanding of cleaning and maintenance procedures
- ✓ Understanding of any food handling processes (where relevant)

## Risk Management

- ✓ Copy of a Risk Management Plan
  - If you do not have a Risk Management Plan, then a template is available for download.
  - Alternatively, you can opt to answer base Risk Management Plan questions
- ✓ Understating of emergency evacuation procedure guides
- ✓ Understating of emergency management fighting appliance requirements
- ✓ Copy of emergency contact numbers
- ✓ Copy of incident response form
- ✓ Understanding of First Aid Kits and training

## Environmental, Social & Cultural Responsibility

- ✓ Commitment to reducing the environmental impact of our business