

# Access and Inclusion Statement – Explore Group Hamilton Island

## Internal Culture

Operating an inclusive and accessible business is important to us as a responsible tourism operator. This begins with our culture and we have a number of inclusive practices across the business to ensure we build a culture of inclusivity for our own team.

### **Inclusive Employment Policy**

Explore is committed to providing an equitable, diverse and inclusive workplace to create a culture of equity and belonging. While this has been innately part of our culture at Explore we have recently reviewed our employment policies and updated them to ensure this recorded and put into practice:

- Unbiased recruitment and selection process
- Flexible working policy
- Code of conduct
- Harassment & Discrimination policy

## Customer Experience

At Explore we pride ourselves on delivering once in a lifetime experiences in amazing places with an exceptional level of customer service, and we don't believe that anyone should miss out on the opportunity to experience this based on their diverse needs. While in some instances there are limitations to the experience we can offer based on a passenger's mobility, we endeavour to make our experiences accessible for everyone to participate in.

We actively encourage guests to contact us regarding their needs in advance of travelling with us to allow us to prepare and adjust our experience based on their requirements. Most frequently this involves assistance with mobility accessing our vessels and adapting our catering inclusions for a range of dietary requirements.

As an established operator our products evolve over time to reflect customer needs and demand. We take into consideration learnings from the diverse range of customer needs we encounter and put in place processes to address these on an ongoing basis to ensure ongoing improvement in this area.

### **Dietary Requirements/Food Allergies**

We request information for any dietary requirements or food allergies at the time of booking. This information is then passed onto our inhouse catering team to ensure that all food is prepared to *meet* specific requirements and any cross contamination is minimised where applicable. On the day of travel the tour host is made aware before the guest's board of these dietary requests and they will discuss with the guest(s) individually to manage their needs and delivery of any meals.

### **Physical Assistance**

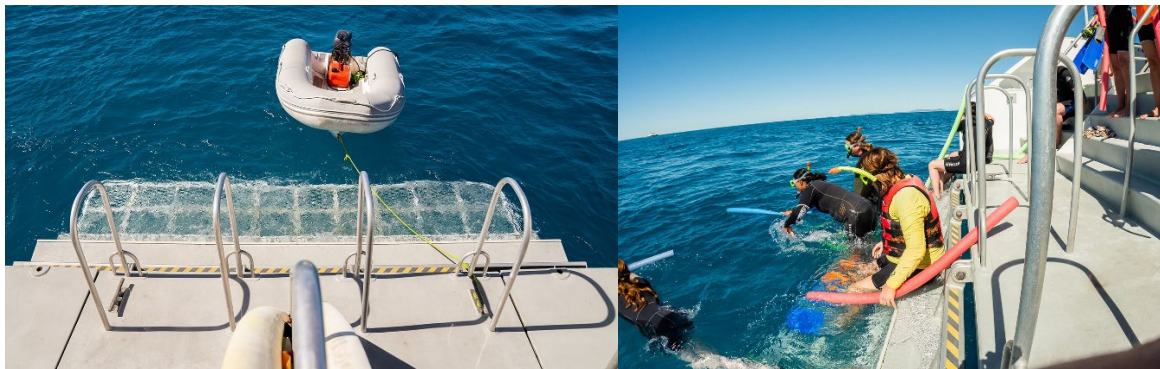
All experiences with a snorkelling inclusion have the staff, equipment and processes in place to accommodate a range of physical abilities and water confidence. This includes highly trained snorkel guides with the skills to assess each individual guest's physical ability and confidence in the water. Guides are trained to manage these assessments discreetly allowing guests to discuss their swimming ability, confidence or any relevant medical conditions individually. In the event that a guest requires assistance in the water such as a flotation device full instruction is provided on safe use of the equipment. The plan is also discreetly relayed to the Master who will be on snorkel watch. Furthermore, on our snorkel/dive vessels the back stairs submerge into the water allowing easy access to the water. We have found this to be a great

relief for guests particularly those that have concerns with knee or hip issues knowing they do not have to lift themselves up into tenders.

### **Mobility Access**

We can accommodate wheelchairs on most of our tours and provide details on any elements of an experience not suitable for those with limited mobility. Accessibility varies depending on the vessel and we provide an opportunity for guests to view the vessel prior to departure to answer any questions or concerns they may have. We also roster additional staff to assist with embarking/disembarking and for in water activities.

Our powerboats have dive platforms that lower into the water to provide easy access in and out of the water. We go to all lengths to make them feel comfortable, confident and most importantly safe to enjoy our experiences.



### **Language**

We currently have the resources in place to cater to the English and Chinese language. We have a Chinese and English version of our website, as well as on board resources such as safety instruction cards.