

TTNQ CORPORATE SOCIAL RESPONSIBILITY STATEMENT

Our Organisation

TTNQ is one of Australia's largest and oldest regional tourism organisations. Founded in the 1960's, TTNQ has driven the development of a sustainable tourism industry in the tropical north which is now world renowned for the quality and diversity of nature-based experiences.

Our Purpose

TTNQ exists to deliver valued benefits to our members by informing and advising them, representing their interests, delivering excellent products and services in our fields of responsible tourism and presenting these products and services to the World.

Our Vision

To be the World's best Tropical tourism destination

Our Mission

To grow sustainable tourism

Our Values

We believe in

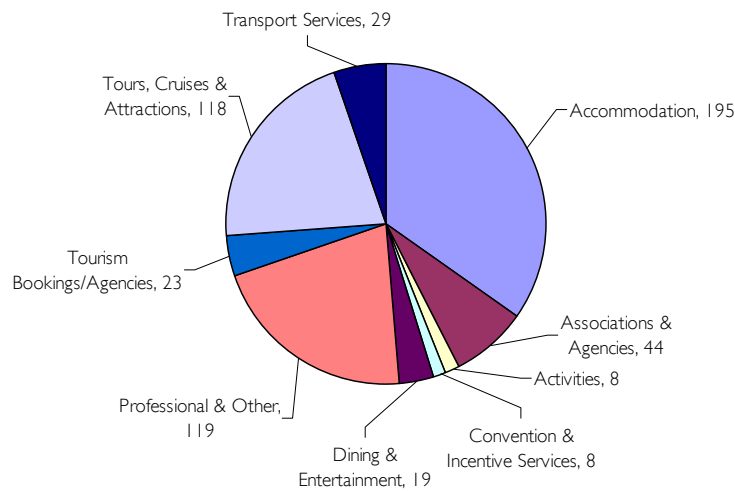
- maintaining trusted relationships with all members and stakeholders;
- delivering excellent service;
- enhancing the value and benefits of memberships;
- acting with honesty and integrity and treating everyone with respect;
- including, empowering, supporting and developing our employees;
- encouraging continuous improvement and innovation;
- supporting and contributing to the TNQ community; and
- working with all community, corporate and government stakeholders to ensure the long term sustainability of our environment

The organisation embraces corporate citizenship. It devotes significant resources to non-commercial activities to demonstrating the Board's commitment.

Our Members

Tourism is the key regional industry and TTNQ members represent all facets of the business community. TTNQ is recognised as one of the largest and most effective Regional Tourism Organisations in Australia.

TTNQ has over 500 members across nine main membership categories and five membership levels. The number of members in each of the membership categories (as at March 2008) is shown below



TTNQ represents the interests of members on a range of tourism and related issues, and ensures that its statements are relevant, well-researched, independent and apolitical. It seeks members' views when developing advocacy positions, and regularly publishes a comprehensive review of issues that are important to members.

Our Community

TTNQ demonstrates a strong commitment to engage with and support the community.

TTNQ takes a proactive role in developing employment and business opportunities for Indigenous peoples. This includes:

- providing tourism development and marketing assist to Indigenous tourism operators in Cape York and the Torres Strait
- working with the Cape York institute and Balkanu on the implementation of the Cape York Reform program
- assisting the community of Yarrabah on employment issues
- playing a lead role in the creation of the Mamu Canopy Walk
- providing expert advise to the Kuku Yalanji people on the development of the Mossman Gorge Gateway project

The staff at TTNQ has an annual 'giving' program for direct wages contribution. The charities that have benefited from this program have included:

- Couch
- Harald's House
- Queensland Cancer Council
- Cairns Base Hospital Fund

Our Environment

TTNQ has adopted an Environmental Management Framework (The Planet Safe Partnership) which:

- advocates and encourages our members to be more environmentally sustainable
- assists members and visitors to reduce their environmental impact
- ensures that TTNQ is environmentally responsible in the conduct of its business
- assists the wider community to help the environment
- actively engages with land and marine managers and research bodies to ensure that world's best management and research is used to ensure the future survival of our outstanding natural environment

More information on sustainable products available in the region is available at www.planetsafepartnership.com

More information on environmental research supported by TTNQ can be found at www.planetsaferesearch.com.au

TTNQ has joined the Australian Government's Greenhouse Challenge Plus program. It carried out an audit of resources and energy use and reports annually. The corporate objective is to maintain its current low carbon emission profile.

Our People

TTNQ is committed to providing a safe, fair and stimulating work environment that empowers employees to make a meaningful contribution to the organisation's performance and development, and offers challenging and rewarding opportunities for personal and professional growth. It recognises the importance of attracting and retaining the best staff. The organisation operates under an agreed set of values which include an expectation that employees act with honesty and integrity and treat everyone with respect. A key focus is the commitment to achieving high standards in Occupational Health and Safety (OH&S). TTNQ has implemented systems that promote safety in the workplace and have contributed to reductions in lost time injuries. It provides effective rehabilitation programs for employees who are injured or become ill at work to enable them to return to work safely and with confidence.

TTNQ has a comprehensive training and development program for employees at all levels. TTNQ recognises that continuity of employment is important to its employees, and provides a dedicated career transition support program to assist employees to effectively manage their careers. As part of this program TTNQ actively supports the personal development of our people by supporting tertiary study during work time.

TTNQ has a strong commitment to non-discriminatory work practices and has an equal opportunity program in place.

TTNQ has other appropriate policies and processes covering a range of topics including recruitment and selection, education assistance, performance feedback and review, Code of Conduct, confidentiality, safe driving, and drugs and alcohol. The organisation has a whistle blowing policy which protects employees who report, in good faith, any breach of the law or improper practice.

Our Member Service

Member service and delivering member value is integral to TTNQ's activities. The organisation is committed to achieving service levels that meet the expectations of our members. It undertakes market research to measure levels of member satisfaction. Programs are in place to ensure that members receive consistent, convenient, reliable and accurate service. Processes have been implemented to manage member complaints and feedback promptly and sensitively.

Our Financial Accountability

Members have benefited from TTNQ's stewardship for close to 50 years. As a not-for-profit company TTNQ remains committed to sound financial management in order to ensure the organisation's growth and ability to provide long term member value. It manages its financial position prudently so that sufficient funds are available to implement business plans and initiatives and assets generate an acceptable return for the level of risk. The policies are regularly reviewed by the Finance and Risk Management Committee in response to business and legislative changes. TTNQ keeps members informed about its financial and operational performance and business initiatives through e-newsletters In Touch and Industry News, and through its website. TTNQ regularly reviews technology available to enhance member communications. It encourages member participation in Board elections and annual general meetings.

Privacy and Use of Confidential Information

TTNQ complies with the National Privacy Principles contained in the Privacy Act. The charter is published on TTNQ's website. TTNQ ensures that all business-related information of a confidential, sensitive or private nature is kept confidential and access is restricted to relevant employees and approved contractors or third party providers.

Fair Trading

TTNQ competes fairly for business, respecting the rights of other parties. It ensures proper processes for tendering of services are conducted. Employees are educated about the laws protecting and promoting competition. They are required to deal with stakeholders honestly and fairly.

Compliance

TTNQ complies with its obligations regarding all relevant legislation affecting its operations. It has implemented compliance policies, procedures and programs, including an education and training program for employees on areas of law relevant to their business. All other compliance matters are reported to and monitored by the Finance and Risk Management Committee.