



# Perisher Range Resorts



Environmental Management System

Information Booklet

# Information Booklet

## Availability

Additional copies of the Perisher Range Resorts Environmental Management System Information Booklet may be obtained from the Environmental Management System Officer, NSW National Parks and Wildlife Service, Resorts Division, PO Box 2228, Jindabyne NSW 2627, telephone (02) 6450 5607 or by emailing [perisher.ems@npws.nsw.gov.au](mailto:perisher.ems@npws.nsw.gov.au).

## Version 1 2002

The Perisher Range Resorts Environmental Management System was finalised in July 2002, with the assistance of URS Australia Pty Ltd.

## Acknowledgments

The NSW National Parks and Wildlife Service would like to thank all the individuals and organisations who have worked towards the preparation of the Perisher Range Resorts Environmental Management System. Members of the Reference Committee that assisted with preparation include SLOPES, Perisher Blue Pty Ltd, Kosciusko Chamber of Commerce, Elgas, Telstra, Nature Conservation Council, National Parks Association and Fathom Consulting. The National Parks and Wildlife Service team responsible for the development of the Perisher Range Resorts Environmental Management System is Alistair Henchman and Amy Roberts.

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## Foreword

The Perisher Range Resorts is an area of outstanding natural beauty within Kosciuszko National Park, which attracts hundreds of thousands of visitors each year. Our summer and winter recreational facilities are among the best in Australia, and part of the attraction of a holiday in Perisher is the intimacy that a visitor feels with the surrounding landscape.

It is recognised that the presence of a tourism resort in a national park creates some level of stress on the environment. Tourists, tourism operators, service providers and land managers all contribute to changing the natural environment to some degree.

National Parks and Wildlife Service, the businesses and organisations involved in the Perisher Range and conservation groups have worked together to develop and implement an Environmental Management System that will help us to sustain the environment and to provide world-class recreational facilities in the Perisher Range.

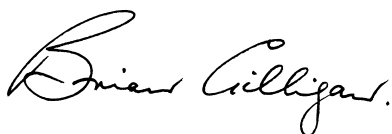
The Environmental Management System is simply a structure to help organisations reduce their impact on the environment through targeted, continuous improvement in environmental management.

The Environmental Management System is based on the international standard for environmental management: ISO14001.

The Environmental Management System represents a systematic approach to managing the environmental impacts and risks associated with the operation of a resort in one of Australia's most sensitive environments.

The Perisher Range Resorts Environment Management System has been developed with the active involvement of National Parks and Wildlife Service staff and in consultation with key stakeholders. I would like to take this opportunity to acknowledge the efforts of the Perisher Range Resorts Environmental Management System Reference Committee in their contribution to the development of the system.

We look forward to your ongoing contribution to the sustainable management of the Perisher Range Resorts.



**Brian Gilligan**  
**Director-General**  
**New South Wales National Parks & Wildlife Service**



## Contents

The Need for Environmental Management in the Perisher Range Resorts	1
Commitments for the Future	3
Environmental Policy	5
Common Issues and Objectives	6
The Four Phases of the Perisher Range Resorts Environmental Management System	10
Contact Us	16
What You Can Do	Back Cover

## Vision Statement

"The Perisher Range Resorts will be widely recognised for exemplary environmental management of the area's natural, cultural, aesthetic and social values in the national park setting, and for sustainable, recreation-related development that respects, conserves, enhances and restores those values"



## Kosciuszko and the Perisher Range Resorts

The Perisher Range Resorts is an area of 1250 hectares within Kosciuszko National Park, in New South Wales. The Perisher Range Resorts is made up of the previously separate ski areas and villages of Perisher Valley, Smiggin Holes and Guthega, as well as the Blue Cow ski area.

As well as the major skifield operator, Perisher Blue Pty Ltd, there are 87 club lodges and 34 commercial lodges and accommodation facilities. The NSW National Parks and Wildlife Service (the State Government authority responsible for managing the resorts in their National Park context) and utility providers are other significant parties.

Combined, the resorts have 52 lifts and over 100 km of cross-country ski trails – making the Perisher region a major winter snow sports destination. In summer the area is also popular; its proximity to Mt Kosciuszko being a major attraction.

### Kosciuszko National Park

At 675,000 hectares, Kosciuszko National Park is the largest national park in New South Wales. It contains the highest mountains in Australia, the famous Snowy River, and has the only snowfields in New South Wales that can sustain a ski industry. It is one of twelve Australian locations that is internationally recognised as a UNESCO biosphere reserve, with its alpine and sub-alpine areas containing unique flora and fauna. Other biosphere reserves include Uluru-Ayers Rock, Wilson's Promontory and the Fitzgerald River.

While skiing and snow sports preceded the establishment of the park in 1944, the resorts have been established and developed to their present size since the 1960s.

Today, the resort areas of Perisher, Thredbo Village, Selwyn Snowfields and Charlotte Pass Village:

- have combined assets valued at more than \$700 million;
- provide significant economic benefit through tourism employment, construction and contracted management services; and
- have a year-round population of around 1,000 people.

Some three hours from Canberra and six hours from Sydney, Kosciuszko National Park attracts around 3 million visitors per year, with a 60/40 per cent split between winter and summer. In total an estimated 600,000 visits are made to the Perisher Range Resorts each year. In the peak periods of the winter ski season as many as 20,000 people visit the resorts in a day with around 3,600 people being accommodated over night.

These numbers – especially the over night visitors – are set to increase. In May 1999 approval was granted by the NSW Government for an extra 1320 beds to be built in the Perisher Range Resorts. This includes an 800-bed village centre development on the Perisher Valley car parks and associated infrastructure improvements. **A key condition of the approval for expansion of the Perisher Range Resorts was the development of an Environmental Management System for the resorts area.**

## What is an Environmental Management System?

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An environmental management system is simply a way of organising our behaviour to make sure that our activities harm the environment as little as possible. In a sense, it's not actually about managing the environment, rather it is about managing our activities in such a way as to protect the environment from the unintended effects of our actions, and to minimise the negative effects where we do intend to impact on the environment.

It's a way of clearly thinking about what we value in the environment, about how our activities may threaten those values, and about how we can change those activities to minimise any threat they may pose.

### **The Perisher Range Resorts Environmental Management System**

The Perisher Range Resorts Environmental Management System applies to all parties that operate in the resorts area. It has been developed in accordance with the international standard for environmental management systems: ISO 14001.

The goal of the Perisher Range Resorts Environmental Management System is to ensure that all activities and development in the Perisher Range Resorts are carried out in a controlled and sustainable manner.

The Perisher Range Resorts Environmental Management System establishes a system for coordination and cooperation among the Perisher Range Resorts stakeholders to:

- collectively reduce impacts on the environment;
- identify and manage environmental risks within the Perisher Range Resorts;
- achieve and maintain compliance with legislation and other regulatory requirements;
- set environmental objectives within the resort to allow performance evaluation; and
- plan, document, measure and evaluate environmental performance.

Under recent legislation and NSW government policy, an environmental management system is recognised as a means by which organisations can demonstrate their commitment and ability to meet environmental criteria. The NSW government now requires that organisations wishing to do business with government can demonstrate their environmental performance through an environmental management system or plan.

This systematic approach helps to provide an organisation with the assurance that its performance not only meets, but will continue to meet, its legal and policy requirements.

## Commitments for the Future

The Perisher Range Resorts Environmental Management System represents a partnership for today and the future. The partnership is between the businesses and other organisations operating in the Perisher Range Resorts, conservation groups, NSW National Parks and Wildlife Service and utility providers.

Each of these parties contributed to the development of the Environmental Management System and each party is committed to the obligations it sets out. The parties recognise that an environmentally sustainable future in such a delicately balanced environment needs this level of commitment. Many small actions as well as larger ones will be essential. Only then can a sustainable future be assured for the Perisher Range Resorts.

A committee of stakeholders (known as the 'Reference Committee') oversaw the development of the Environmental Management System:

- NSW National Parks and Wildlife Service (NPWS)
- Perisher Blue Pty Ltd
- SLOPES (representing club ski lodges)
- Kosciuszko Chamber of Commerce (representing commercial operators)
- National Parks Association (NPA)
- Nature Conservation Council (NCC)
- Telstra
- Elgas

The committee worked together for 12 months contributing extensively to the development of the Environmental Management System, to make sure that it became a practical and workable tool. The committee was assisted by URS Australia Pty Limited (specialist environmental consultants) and Fathom Consulting (facilitator).

Some of the major outputs from the Committee were:

- the shared Environmental Vision (page ii)
- the *Environmental Policy* statement (page 5);
- the Common Environmental Issues List of known or potential impacts (page 6); and
- the Common Environmental Objectives (page 8).

There was also agreement:

- to work together to uphold the vision and policy, mitigate potential environmental impacts, and achieve the environmental objectives;
- to work within the Perisher Range Resorts Environmental Management System framework; and
- that all stakeholders will develop and implement appropriate and targeted operation or organisation-specific environmental management initiatives (as well as the shared objectives and responsibilities).



## Who Needs to do What

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NSW National Parks and Wildlife Service (more specifically the Resorts Division of the Southern Directorate) administers the Perisher Range Resorts Environmental Management System. National Parks and Wildlife Service has statutory obligations for the care, control and management of the park to protect and conserve its environmental values, and to allow for appropriate use. National Parks and Wildlife Service enters into concession and leasing arrangements with commercial and community groups to provide services and facilities to park visitors.

All leaseholders in the Perisher Range Resorts area of the Kosciuszko National Park (that is, the skifield operator, Perisher Blue Pty Ltd, all club and commercial lodges, and any other businesses that operate in the Perisher Range) must work towards implementing the Environmental Management System.

All activities of National Parks and Wildlife Service and utility providers within the Resorts are also covered by the Environmental Management System.

Essentially, everybody who operates a business, manages a lodge, or works in the ski resorts needs to participate in improving our environment.

If you are one of the above you will need to:

- critically evaluate your operations and activities to understand which of these have the potential to impact on the environment;
- take action before impact occurs; and
- report at fixed times on your activities and achievements – annually at the very least, and in many instances more frequently.

The aim is to focus our energy on conserving and enhancing the region's natural and cultural environment rather than on reacting when things go wrong or the environment is damaged.

An Operational Committee, with representatives from National Parks and Wildlife Service, Perisher Blue Pty Ltd, SLOPES, the Kosciuszko Chamber of Commerce and conservation groups is helping to oversee the implementation and ongoing monitoring of the Perisher Range Resorts Environmental Management System.



## Environmental Policy

The Perisher Range Resorts Environmental Policy was developed and agreed to by the Reference Committee.

'The Perisher Range Resorts are located within the Kosciuszko National Park, an area of outstanding natural beauty and environmental diversity. As resort managers, operators, natural area managers, and service providers, we recognise the potential for environmental impacts to occur as a result of our activities within and beyond the resorts. We also recognise the need for exemplary environmental management of these impacts to enhance the economic and social sustainability of our organisations and the region to which they contribute.

'Through the implementation of a tailored and effective Environmental Management System at the Perisher Range Resorts, we commit to conserving, enhancing, repairing and restoring the natural, cultural, aesthetic and social values of the area whilst recognising viable economic ventures that will provide appropriate high quality recreation.

'We commit to implementing best practice standards for ecologically sustainable tourism, natural area and threatened species management.

'We will promote the responsible development and sustainable use of the resorts for recreation, and the protection of the area's ecosystems, waterways and species. We commit to meeting or exceeding the requirements of all relevant environmental legislation and regulations. By controlling our own activities and influencing the activities of others, we commit to preventing or minimising adverse environmental effects through the:

- Establishment of environmental objectives consistent with this policy;
- Implementation of clear, effective and scientific planning, management and monitoring processes;
- Efficient use of natural resources, including water and energy, and by avoiding waste;
- Use of technologies, materials and systems in the design, construction, operation, maintenance and decommissioning of resort structures, which meet or exceed best practice environmental benchmarks;
- Use of independent auditing of performance; and
- Use of independent environmental accreditation systems for resorts.

'Openness and transparency are necessary to establishing and maintaining trust between our organisations, with resort users and the community and will enhance the reputations of our organisations and of the Perisher Range Resorts as a whole. We therefore commit to open and cooperative processes and participation in consultation programs and joint environmental initiatives.

'Communication and education are an integral part of our operational philosophy. As such, we will aim to increase the environmental awareness of all Park visitors, the community and staff, while actively seeking their ideas for enhancing our environmental performance.

We will continue to set ourselves ambitious goals for improvement in addressing significant environmental issues and will endeavour to become recognised as a leader in ecologically sustainable tourism in Australia.'

26 March 2001



*S. Decker*



*Gracie Anderson*



*Roger Lambert*



*Heather Cook*



*John Kelly*



*A. R. Blondel*

*Mt Kosciuszko Chamber of Commerce*

*Michael*

*NATURE CONSERVATION COUNCIL OF NSW INC.*

*John Pinner*

# Common Issues and Objectives

## Common Issues

Part of the purpose of the Environmental Management System is to identify the environmental risks within the Perisher Range Resorts, and develop strategies to mitigate these risks. One of the main responsibilities of the Reference Committee was to develop a list of broad environmental and other related issues that may require management under the system.

The list of issues was established by focusing on known or potential impacts that the resort has on the surrounding national park, and also by considering how the activities occurring within the resorts area may contribute to wider regional or global environmental problems (either directly or indirectly).

### Environmental Issues

#### Flora

- Vegetation loss and habitat degradation resulting from clearing for ski runs and resort facilities (ie buildings, service centres and transport related facilities), localised pollution, introduction and/or spread of feral flora and fauna, and direct visitor impact.
- Introduction and spread of feral weed species due to inappropriate landscaping in the park.

#### Fauna

- Increased stress on and/or loss of indigenous fauna species as a result of habitat degradation and direct disturbance as a result of resort-based recreational activities.
- Introduction and spread of feral pest species due to inappropriate control of non-indigenous species in the park.

#### Water

- Water quality and aquatic ecology health degradation from pollution (eg. sediments, hydrocarbons, wastewater discharge and general litter).
- Natural environmental flows altered due to changed landscapes and hydrological systems.

#### Soil

- Soil erosion and instability resulting from vegetation removal, alterations to hydrological regimes and physical disturbance.
- Soil/groundwater contamination as a result of present and past fuel and chemical storage practices (such as underground storage tanks and refuelling).

#### Greenhouse and non-renewable energy

- Contribution to local and global air pollution resulting from particulate and gaseous emissions from transportation, fuel use and prescribed burning.
- Contribution to greenhouse issues as a result of energy use.
- Use of non-renewable resources for fuels and infrastructure.

#### Noise

- Noise pollution from day and night recreational activities and the operation of heavy equipment

### **Heritage impacts**

- Degradation of archeological sites / loss of heritage values as a result of poor management practices and visitor impact.

### **Visual impacts**

- Impacts on visual amenity and sense of place (ie. alpine wilderness area) resulting from poorly planned and inappropriate (ie. insensitive) resort development and recreational activities.

### **Waste management**

- Impacts resulting from waste management practices, including littering by park visitors and poor collection, storage and disposal of domestic and building waste materials.

## **Management Issues**

### **Preserve**

- The need to preserve natural and heritage values of the national park and Perisher Range Resorts area while providing world-class skiing facilities.

### **Educate**

- The need to educate resort managers and park visitors about the ecological value of the Perisher Range Resorts area and broader national park, as well as communicate appropriate behavioural standards in the park to visitors.

### **Communicate**

- The need to develop stakeholder interfacing and management procedures to facilitate Environmental Management System implementation.

### **Manage**

- The need to develop and implement sound and appropriate management practices and procedures to avoid or mitigate environmental impacts within the Perisher Range Resorts area and national park (including construction management and planning).

### **Sustain**

- The need to develop transport strategies for the region.
- The need to acknowledge life-cycle assessment in infrastructure design and resource use.
- The need to define resource commitment from stakeholder groups (eg for monitoring).
- The need to ensure staged development of the Environmental Management System and commitment from all stakeholders.

### **Research and monitor**

- The need to develop and implement coordinated research and monitoring to enable a baseline to be established and to facilitate future trend analysis and impact assessment.

## **Legislative Obligations**

The Reference Committee also considered the legal obligations that apply to the various organisations operating in the Perisher Range Resorts area. The Environmental Management System is a tool to help keep track of these obligations, and to do what is necessary to fulfil them. A complete register of the National Parks and Wildlife Service legal requirements can be downloaded from the National Parks and Wildlife Service website ([www.npws.nsw.gov.au/parks/south/kosciuszko/resorts/ems.html](http://www.npws.nsw.gov.au/parks/south/kosciuszko/resorts/ems.html)).

(Note: While this information is provided, it does not constitute legal advice. We recommended that all organisations seek independent legal advice regarding their environmental obligations. Full copies of all NSW and Commonwealth Acts can be found at [www.austlii.edu.au](http://www.austlii.edu.au)).



## Common Objectives

Based on the identified issues, the Reference Committee agreed on twelve common objectives. These represent the shared commitments of all operators within the Perisher Range Resorts to reduce their impact on the environment.

The Environmental Management System requires all stakeholders to measure and report on progress towards achieving these common environmental objectives.

### **Objective 1**

To achieve a high quality environment for indigenous flora and fauna in the Perisher region and to preserve the biodiversity of the area.

### **Objective 2**

To improve the quality of aquatic ecosystems through improvement of water quality, maintenance of environmental flows and control of sedimentation and erosion.

### **Objective 3**

To identify and remediate all soil and groundwater contamination and to prevent future contamination of soils or groundwater.

### **Objective 4**

To improve local air quality, reduce greenhouse gas emissions, and reduce the use of ozone depleting substances.

### **Objective 5**

To reduce the consumption of renewable and non-renewable resources through water, waste, energy and materials management.

### **Objective 6**

To conserve the cultural heritage values of the Perisher region and archeological sites in the national park through increased site assessment and visitor education.

### **Objective 7**

To ensure that existing and future development and activities do not compromise the visual amenity and a sense of place of the surrounding national park.

### **Objective 8**

To ensure that the ski, summer and other recreational facilities are provided sustainably and to a world-class standard within the ecological carrying capacity of the region.

### **Objective 9**

To ensure that all persons working within, and visitors to, the national park are well educated about the region's natural and cultural environment.

### **Objective 10**

To increase the proportion of staff and park visitors who use sustainable transport systems to and within the region.

### **Objective 11**

To have effective environmental management in the Perisher Range Resorts.

### **Objective 12**

To ensure ongoing communication and cooperation amongst stakeholders on the environmental management of the Perisher Range Resorts.

There are specific targets for each of these objectives, comprising both long term goals (or 'ideal status' targets) and short term, focused goals (or 'environmental targets'). The targets are available from [www.npws.nsw.gov.au/parks/south/kosciuszko/resorts/ems.html](http://www.npws.nsw.gov.au/parks/south/kosciuszko/resorts/ems.html).



## Measuring our Performance Against Environmental Objectives

One of the main ways that we will judge our environmental performance is by assessing our activities against several key performance indicators, or 'KPIs'. A key performance indicator allows you to clearly measure how well you are tracking toward your goal.

There are a number of key performance indicators that every organisation in Perisher must report against on a regular basis. The key performance indicators are listed in the Common *Objectives and Targets Register* which can be downloaded from the National Parks and Wildlife Service website.

Some of these key performance indicators include:

- the amount of energy consumed at our facilities, including electricity, gas, heating oils and wood fires;
- the proportion of energy used from renewable sources (as opposed to energy produced from coal and oil);
- the amount of water consumed at our facilities, covering human consumption, hygiene, landscaping, maintenance and snowmaking;
- the amount of waste produced from our facilities that is disposed to landfill;
- the amount of non-biodegradable cleaning chemicals used at our facilities;
- the number of releases of chemicals (accidental spills) per year;
- the proportion of staff trained with respect to environment management.

In addition to the common key performance indicators, National Parks and Wildlife Service is responsible for measuring a wider set of parameters to keep track of the condition of Perisher's environment.

Examples of these measures include the following:

- diversity of fauna habitat;
- number and status of threatened species and the quality of their supporting ecosystem;
- number and abundance of exotic species (weeds and pests). For example, this may be conducted by estimating the populations of exotic species such as the fox or rabbit;
- visual amenity of the Perisher Range Resorts area.

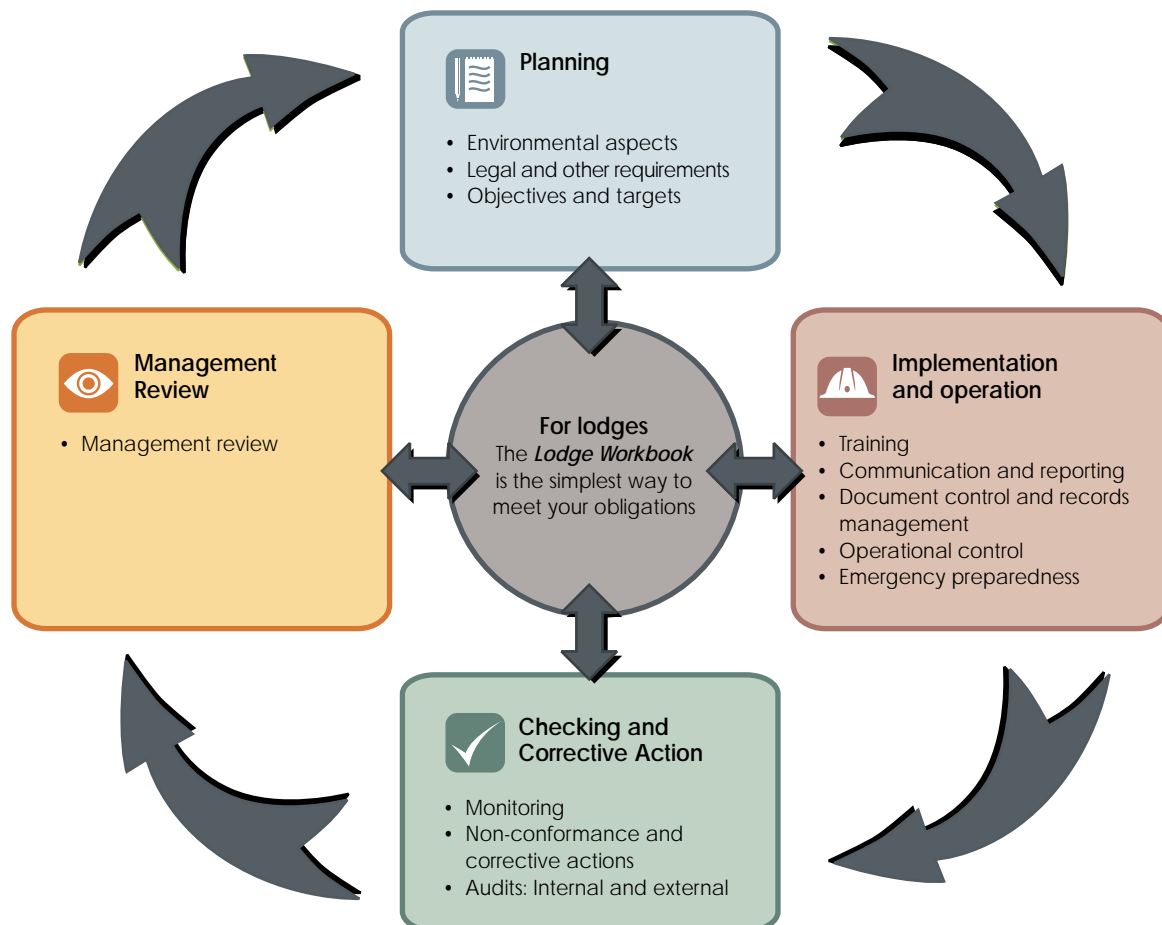
## The Four Phases of the Perisher Range Resorts Environmental Management System

The Perisher Range Resorts Environmental Management System has been designed and developed in accordance with the international standard for environmental management: ISO 14001, which is based on the philosophy of 'continuous improvement'. The following figure shows how the Perisher Range Resorts Environmental Management System relates to the four stages of the management cycle - planning, implementation and operation, checking and corrective action, and management review. How the Environmental Management System works at each of these stages is explained in the following pages.

An environmental management system is defined by the ISO as 'the part of the overall management system that includes organisation structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the environmental policy'.

The requirements of the Environmental Management System are set out in a series of procedures, forms and registers. This section explains the procedures and forms and the role they play in the four elements of the management cycle. Note that all procedures, forms and registers can be found on the National Parks and Wildlife Service website at [www.npws.nsw.gov.au](http://www.npws.nsw.gov.au).

Commercial lodges and clubs can use the *Lodge Workbook* to fulfil the requirements of the Environmental Management System.



## Planning



Each organisation needs to establish and maintain procedures to identify the environmental aspects of its activities, products or services that it can control or have influence over. This may require reviewing legislative and regulatory requirements, identifying and prioritising significant environmental aspects (ie. how an organisation's activities, products or services interact with the environment), setting goals for improvement examining existing practices and procedures and evaluating feedback from the investigation of previous incidents. This will help determine those which have or can have significant impacts on the environment and where it is most important to take responsive actions.

### Environmental Aspects Procedure

The purpose of the Environmental Aspects Procedure is to identify and assess the impacts and aspects of every existing or new activity which occurs within the Perisher Range Resorts area.



#### What you need to do:

- identify stakeholders specific environmental aspects for operations in the resorts;
- assess the significance of the aspects; and
- develop controls, environmental management.



#### Tools

- *Environmental Aspects Form.*
- *Common Environmental Issues List.*
- Commercial and club lodges can use the *Lodge Workbook* to meet programs and/or objectives to reduce impacts.

**Tip** - A starting point for identifying your issues is the common issues list (page 6).

### Legal and Other Requirements Procedure

The purpose of the Legal and Other Requirements Procedure is to ensure that all stakeholders are aware of the legal obligations that apply to their activities, products and services, and to ensure that these obligations are incorporated in the Perisher Range Resorts.



#### What you need to do:

- compile a specific register of legal and other requirements; and
- comply with all legal and other requirements



#### Tools

- *Legal and Other Requirements Form.*
- *National Parks and Wildlife Service Legal and Other Requirements Register.*
- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.

**Tip** - A starting point could be the National Parks and Wildlife Service Legal and Other Requirements Register (download it from the National Parks and Wildlife Service website).

### Objectives and Targets Procedure

The purpose of the Objectives and Targets Procedure is to establish goals which will reflect the continual improvement inherent to the Environmental Management System.

Common objectives and target have already been established to address the significant environmental issues in Perisher.



#### What you need to do:

- work towards and report on common objectives and targets;
- develop organisation-specific targets; and
- at least quarterly, measure and review performance against the common and specific targets.



#### Tools

- *Objectives and Targets Register Form.*
- *Common Objectives and Targets Register.*
- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.

**Tip** - The full list of indicators are in the Common Objectives and Targets Register (download it from the National Parks and Wildlife Service website).

## Implementation and Operation



The implementation and operation procedures have been developed to manage the process for achieving the planned environmental objectives and reducing the level of environmental risk.

These procedures include communicating and documenting the requirements of the Perisher Range Resorts Environmental Management System, and training staff to identify and meet these requirements.

The successful implementation of the Environmental Management System calls for the commitment of all employees, as well as the members and guests of each organisation. Roles, responsibilities and authorities need to be defined, documented and communicated in order to facilitate effective environmental management. Each organisation needs to identify individual people who are to have defined roles, responsibilities and authority to ensure the Environmental Management System requirements are established, implemented, maintained and reported upon.

### Training Procedure

The purpose of the training procedure is to ensure that all personnel whose work in the Perisher Range Resorts area may create a significant impact on the environment receive appropriate training.

Training is considered a key component of translating the Environmental Management System into real action on the ground.



#### What you need to do:

- conduct a training needs analysis for all staff and subcontractors, and update this regularly;
- prepare appropriate training materials;
- conduct training as required and
- keep records showing that training has been conducted.



#### Tools

- *Training Schedule Form* to track the training for each person.
- *Training Records Form* to maintain records of training
- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.

### Communication Procedure

The purpose of the Communication Procedure is to describe the methodology employed by National Parks and Wildlife Service and stakeholders for ensuring efficient and effective communication within (and between) these groups on environmental matters.

For the System to be effective, it is important that communication occurs in a clear and transparent manner.



#### What you need to do:

- establish communication methods with other parties on
  - all environmental issues, and
  - other matters related to the Environmental Management System.



#### Tools

- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.

### Document Control and Records Management Procedure

The purpose of the Document Control and Records Management Procedure is to ensure that only correct and current versions of relevant documents are being used in the management of the Perisher Range Resorts, and to manage environmental records in the Perisher Range Resorts.



#### What you need to do:

- document operational procedures and emergency procedures;
- develop systems to ensure that only current documentation is used and obsolete documents are removed from circulation;
- review System documentation at least annually; and
- keep and maintain environmental management related records.



#### Tools

- *Controlled Documents Register Form*.
- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.



### Operational Control Procedure

The purpose of the Operational Control Procedure is to ensure that all significant environmental issues that relate to a particular operation or activity are being appropriately managed.



#### What you need to do:

- identify operations and activities that contribute to or have the potential to cause environmental impacts;
- develop specific operational procedures to manage activities;
- periodically review all organisation-specific operational procedures; and
- provide copies of operational procedures to National Parks and Wildlife Service.



#### Tools

- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.

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### Emergency Preparedness and Response, Incident Investigation and Action Procedure

The purpose of this procedure is to establish appropriate processes for preparing for and responding to environmental incidents, accidents and emergencies in the Perisher Range Resorts.



#### What you need to do:

- identify potential for environmental incidents or emergencies, and identify and document responses to such situations;
- provide National Parks and Wildlife Service with emergency response procedures and plans;
- provide training in the procedures;
- periodically test and review the emergency plans and procedures; and
- record any environmental incidents using the Corrective Action Request Form



#### Tools

- *Corrective Action Request Form*.
- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.

**Tip** - *Emergency contact details are provided on the back page of this booklet for your information.*

## Checking and Corrective Action

The checking and corrective action procedures have been developed to monitor the success of the Perisher Range Resorts Environmental Management System, and to facilitate undertaking corrective action where protocols are not being followed.

### Monitoring Procedure

The purpose of the Monitoring Procedure is to prescribe the monitoring, measuring and reporting of the environmental impact of activities within the Perisher Range Resorts area, to ensure compliance with regulatory requirements and operational control procedures, and to measure performance against the environmental policy, key performance indicators and objectives and targets.



#### What you need to do:

- identify activities, operations, emissions, discharges and procedures that must be regularly monitored and measured;
- measure performance against the common objectives and targets (KPI reporting);
- measure performance against regulatory requirements; and
- establish and maintain a documented procedure for compliance evaluation.



#### Tools

- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.

### Non-conformance and Action Procedure

The purpose of the Non-conformance and Action Procedure is to prescribe how actual and potential non-conformances will be managed, and for taking corrective and preventive action for dealing with these non-conformances.

A 'non-conformance' is defined as any deviation in actual performance from the requirements of the Perisher Range Resorts Environmental Management System.



#### What you need to do:

- report on instances of non-conformance;
- plan and track corrective and preventative action;
- keep track of occurrence and recurrence of incidents; and
- report on corrective actions.



#### Tools

- *Corrective Action Request Form*.
- *Corrective Action Request Register*.
- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.

**Tip** - *Addressing complaints and suggestions for improvements is one aspect of this procedure. See the contact details on the back cover of this booklet.*

### Audit Procedure

The purpose of the Audit Procedure is to conduct a systematic and defensible assessment of the implementation of the Environmental Management System by National Parks and Wildlife Service and stakeholders.



#### What you need to do:

- develop an internal/external audit schedule and provide a copy of the schedule to National Parks and Wildlife Service;
- conduct internal audits and arrange for annual external audits;
- communicate audit findings to staff; and
- address areas of non-conformance.



#### Tools

- *Audit Schedule Form*.
- *Corrective Action Request Form*.
- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.

## Management Review



In order to maintain continual improvement, suitability and effectiveness of the environmental management system, and thereby its performance, each organisation's management should review and evaluate their environmental performance and the status of implementation of the Perisher Range Resorts Environmental Management System at defined regular intervals.

### Management Review Procedure

The purpose of the Management Review Procedure is to describe the methodology to be employed by National Parks and Wildlife Service and the Operational Committee for the periodic review by management of the Perisher Range Resorts Environmental Management System.

The management review will consider the possible need for changes to the environmental policy, objectives and other elements of the environmental management system, in the light of audit results, changing circumstances and the commitment to continual improvement.

The management review will be carried out by the Operational Committee.



#### What you need to do:

- report quarterly on aspects of the Environmental Management System and its implementation for your organisation, considering:
  - the results from internal and external audits;
  - feedback on corrective and preventive actions;
  - the extent to which objectives and targets have been met; and
  - information from internal and external parties on issues such as legislative or regulatory requirement changes.



#### Tools

- Commercial and club lodges can use the *Lodge Workbook* to meet the requirements of this procedure.

**Tip** - *The management review process is conducted by the Operational Committee. Each stakeholder organisation must nominate a person to sit on this committee.*

## Contact Us

### **NSW National Parks and Wildlife Service**

Environmental Management System Officer  
Kosciuszko Road, Jindabyne.  
PO Box 2228, Jindabyne, NSW 2627

**Telephone** (02) 6450 5607

**Facsimile** (02) 6450 5630

**Email** [perisher.ems@npws.nsw.gov.au](mailto:perisher.ems@npws.nsw.gov.au)

### **Perisher Blue Limited**

Health, Safety and Environment Officer  
PO Box 42, Perisher Valley, NSW 2624

**Telephone** (02) 6459 4495

### **Kosciuszko Chamber of Commerce**

President  
PO Box 17, Perisher Valley, NSW 2624

**Telephone** (02) 6457 5367

### **SLOPES**

Executive Officer  
44A Keldie Street, Forresterville, NSW 2087

**Email** [sheridan@ol.com.au](mailto:sheridan@ol.com.au)

## In Case of Emergency

### **General Emergency (Ambulance, Fire, Police)**

State your name, where you are and what has happened.

**Telephone** 000

### **NPWS Municipal Service Unit 24 Hour Emergency Line**

State your name, where you are and what has happened.

**Telephone** 1800 629 104

### **Poisons Information Centre**

**Telephone** 13 11 26

### **Pollution**

NSW Environment Protection Authority Pollution Line

**Telephone** 13 15 55

### **Injured Wildlife**

Looking After Our Kosciuszko Orphans (LAOKO)

**Telephone** (02) 6456 1313

## We Value Your Feedback

We value your feedback on any aspect of the environmental management of the Perisher Range Resorts. We appreciate all suggestions for improvement, and we also take compliments!

### **Please send comments to:**

National Parks and Wildlife Service, Environmental Management System Officer,  
PO Box 2228, Jindabyne, NSW 2627, Telephone (02) 6450 5555 or email [perisher.ems@npws.nsw.gov.au](mailto:perisher.ems@npws.nsw.gov.au)