

**WELLINGTON TRAMPING and MOUNTAINEERING CLUB Inc.**

## **POLICIES**

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## **1 MEMBERSHIP**

- 1.1 The club has these categories of membership that have the following conditions:
- a) Adult: An individual aged 18 or over on the day that the current year's subscription is due.
  - b) Household: 1-2 adults and all children who live in the same household.
  - c) Junior: Individual aged under 18 on the day that the current year's subscription is due (for instance, a teenager whose parents are not members).
  - d) Veteran: A member who has been an adult financial member for 20 years or more; excluding Friend of the Club membership.
  - e) Veteran Household: A household with at least 1 person who qualifies as a Veteran member.
  - f) Friend of the Club: Members who are not currently active in the club but who want to continue their connection. Friends of the Club receive newsletters and journals, but no other membership rights.
  - g) Life Member: A select few of our members are elected Life Members (as per the requirements in the Constitution) to acknowledge outstanding service to WTMC. Membership privileges are extended to the Life Member and everyone in their household. Life Members are exempt from payment of the subscription.
- 1.2 The following conditions apply to gain membership of the WTMC:
- a) The appropriate membership fees are paid, this may include a one-off entrance fee as determined by the Committee.
  - b) Applicants should be voted in by two thirds of the committee.
  - c) Applicants for Friend of the Club membership shall be current or previous club members
- 1.3 Changes of membership category may be made as follows:
- a) Junior, to Adult – after attaining the age of 18 years.
  - b) Adult, to Household – on application.
  - c) Child members of a Household, to Adult – on application after attaining the age of 18 years.
  - d) Household or Veteran Household, to Junior or Adult – on application provided the applicant fulfils the requirements for the relevant membership category.
  - e) Household, to Veteran Household – on fulfilling the requirements of Veteran Household Membership.
  - f) Adult, to Veteran – on fulfilling the requirements of Veteran Membership.
  - g) Friend of the Club, to a previously held membership category – on application.
- 1.4 Dates of birth shall be included in membership applications for children (whether Household or Junior applications).
- 1.5 Members located overseas receive trip schedules, newsletters and journals. However, postage for the annual journal is to be paid by the recipient.
- 1.6 A list of ex-members who the committee considers would be interested in receiving information regarding Club celebrations shall be kept.
- 1.7 The contact list of club members may be made available with the approval of the Committee, taking into consideration the club's privacy statement.

## **2 TRIPS**

### **Costs**

- 2.1 The trip fee covers the cost of transport to and from a trip: this may include club or hired vehicles and/or ferries. Some transport, e.g. flights, may be additional.
- 2.2 Hut fees are not covered by the trip fee. However, in certain circumstances, the committee may agree to subsidise payment of hut fees.
- 2.3 Instructors on club instruction courses, e.g. Bushcraft and Snowcraft, may have the whole or part of their trip fees waived at the discretion of the chief guide.
- 2.4 Unless stated otherwise on the trip sign-up sheet, liability for trip payment arises:
  - a) two Wednesdays before departure, for a weekend trip in the North Island.
  - b) three Wednesdays before departure, for a weekend trip in the South Island.
  - c) For longer trips, the date is at the discretion of the Chief Guide and trip leader and will be stated on the sign-up sheet.

### **Cancelation**

- 2.5 Trip leaders have the discretion to cancel their trip, in the case of adverse weather or for other serious reasons. Prior to cancelling a trip, trip leaders:
  - a) are encouraged to consider alternative options.
  - b) are encouraged to consult with trip attendees.
  - c) should consult with the Chief Guide because refunds of the trip payment will only be given if the Chief Guide has given approval of cancellation prior to the trips planned departure.

### **Refunds**

- 2.6 A person withdrawing from a trip before the payment due date as stated on the trip sign-up sheet will receive a full refund.
- 2.7 After the payment due date, refunds may be given to individuals on compassionate grounds, with the agreement of the Chief Guide. The Chief Guide will not normally agree to refund trip fees if the cause of cancellation is short term illness.
- 2.8 In the case of a trip being cancelled, a refund will be given, subject to the trip cancellation having received prior approval from the Chief Guide (refer 2.5 c).
- 2.9 The Chief Guide may recommend other requests for refunds at their discretion.

### **Official club trips**

- 2.10 Non-members may only lead a club trip if they have received prior permission of the Chief Guide for the specific trip.
- 2.11 A group of club members wishing to have their trip officially recognised by the club must obtain approval of the Chief Guide prior to the trip running.

### **Other policies**

- 2.12 An Emergency Contact Person will be on duty each weekend that a club trip runs. They will be a club member who is contactable most or all of the weekend. The duties of the Emergency Contact Person are set out in the Emergency Contact Procedures, available on the club website.
- 2.13 Persons under the age of 14 on club trips must be accompanied by an adult and have the permission of the Chief Guide.
- 2.14 No alcohol is to be taken or consumed on club trips without the prior approval of the Chief Guide.
- 2.15 Rifles or dogs can only be taken on club trips with the permission of the Chief Guide and the trip leader.

## **3 TRANSPORT**

### **Drivers**

- 3.1 Drivers on club trips must have been approved by the transport officer or be under the supervision of an approved driver.
- 3.2 Drivers must follow the Club Driver Protocols (attached as an addendum to this policy). The Protocols apply to driving club vehicles, hired vehicles, and private vehicles when driven as part of official club trips.
- 3.3 There must be at least two authorised drivers available for trips with an anticipated journey time of more than 3 hours.

### **Club Vehicles and Hired Vehicles**

- 3.4 Club vehicles may be used for non-club trips only if there is space remaining after providing for the transport needs of official scheduled club trips.
- 3.5 The minimum number for using the club vehicle is determined by the Transport Officer, in consultation with the Chief Guide.
- 3.6 Additional vehicles may be hired for club trips if required. Vehicle hire costs are covered by the club, with trip attendees paying the standard trip rate.

### **Private Transport**

- 3.7 Private transport will only be used on club trips when authorised by the Transport Officer, following consultation with Trip Leaders and the Chief Guide.
- 3.8 If a private vehicle is used in combination with a club vehicle for a trip, then all people on the trip pay the trip transport fee to the club. Private vehicle owners will be reimbursed by the club at the jury service mileage rate (2016: 38c per km).
- 3.9 If all people on a trip are in private transport, they should agree amongst themselves on transport cost sharing. The jury service mileage rate, shared between all car occupants is a recommended option.
- 3.10 The club bears no responsibility for any other costs relating to use of private transport, e.g. insurance, damage, break-downs, thefts.

### **Lodge Transport**

- 3.11 The Lodge Subcommittee may offer a transport option for people travelling to the lodge outside a formal club trip. Booking and payment for transport will be collected using the same processes as lodge bookings and subject to the same rules and policies.
- 3.12 Lodge van drivers will adhere to the Club Driver Protocols (found in the 'Vans' section of the WTMC website).
- 3.13 The pool of lodge van drivers will be approved by the Lodge sub-committee.
- 3.14 Lodge van drivers will not be charged for the transport component of the lodge trip.
- 3.15 The lodge booking officer will be responsible for:
  - arranging the van - either a rental van, or a club van if one is available through the club transport officer;
  - liaising with the lodge van drivers;

- Liaising with the club Treasurer on any costs.
- 3.16 Lodge van pricing will be set by the Lodge Subcommittee, taking into consideration the existing WTMC club trip fees.

## **4 RUAPEHU LODGE**

- 4.1 The Lodge will always be operated in strict accordance with its DOC Licence.
- 4.2 At all times when the lodge is open, a designated Lodge Leader will be responsible for opening, closing and operating the Lodge. The Lodge Leader will be a club member and will have satisfied the Lodge Convenor or Lodge Bookings Officer that they have sufficient training to operate the lodge.
- 4.3 Bookings, accommodation, cancellation, refunds and other rules for individuals and small groups, whether club members or not, will be subject to the booking rules shown on the Lodge section of the WTMC website. These rules apply to all bookings unless noted below.

### **Lodge working parties**

- 4.4 People who are at the lodge for the purposes of repair, maintenance or improvement to the lodge will be provided free accommodation and food. Transport may be subsidised by prior arrangement and at the discretion of the Lodge Convenor.

### **Club bookings**

- 4.5 Bookings for club trips are subject to the Trips policy
- 4.6 During trip planning, the Chief Guide will pencil in club trips with the Bookings Officer (who will advise if there are clashes with pre-existing bookings).
- 4.7 Once the schedule is finalised, the Chief Guide will confirm these trips and the Bookings Officer will reserve some or all of the lodge bunks as appropriate.
- 4.8 All punters on a club trip to the lodge in winter must have confirmed and paid by two Wednesdays before the trip runs. At this point, the trip leader will provide the following information to the lodge leader for punters who have paid: names, email addresses, phone numbers, whether member or non-member.
- 4.9 From this point, other bunk spaces will be freed for booking by other members and non-members. Any punter who signs up after this deadline will need to book on a first come first served basis following the normal rules for casual bookings.
- 4.10 Cancellations and refunds are as per normal rules for casual bookings. Any refunds outside these rules, such as those allowed for by the Trip Refunds policy, will be paid for from WTMC general funds.
- 4.11 People actively involved in instruction on club training trips, such as Snowcraft and AIC, will have free food and accommodation while staying at the lodge, and their transport paid for. The price charged for the club trip will cover the instructors' expenses.

### **Group bookings – more than 15 non-club members**

- 4.12 Non WTMC group bookings of more than 15 people are to be accompanied by up to two club reps, who act as Lodge Leaders while this party uses the lodge.
- 4.13 The club reps will have free accommodation and food, and their transport paid for. The price charged for the group booking will cover the club reps' expenses. Groups who self cater are requested to allow additional food for the club reps' meals.
- 4.14 The price paid for a group booking will be set by the Lodge Bookings Officer and Lodge Convenor, based on the standard rates and the expenses of the club reps. For larger groups, exclusive use of the lodge may be offered.

## **5 CLUB GEAR**

### **Gear hire**

- 5.1 Club trips have priority for the loan of gear.
- 5.2 There will be no charge for party gear issued for club trips. A fee will be charged for gear issued for personal use, eg: crampons, packs, ice axes.
- 5.3 Gear will be issued to non-members participating in club trips, or to other clubs, with the approval of the Gear Custodian.
- 5.4 Non-members are required to pay a deposit and hire fee prior to the issue of personal gear. Fees are set out in the fee schedule.
- 5.5 Gear will be issued for a period of one week unless agreed in advance with the Gear Custodian.
- 5.6 For trips of more than one week in duration, the hire fee shall be determined by the Gear Custodian, using the schedule of fees as a basis. Gear issued for such trips must be returned by the club night after returning to Wellington.

### **Overdue gear**

- 5.7 Gear not returned by the due date will be charged at the weekly hire fee per week overdue.
- 5.8 Gear not returned by non-members by the due date will result in the forfeiture of the deposit.
- 5.9 Gear will not be issued to anyone (member or non-member) who has not returned outstanding gear by the due date or has unpaid fees.

### **Other policies**

- 5.10 The Gear Custodian shall carry out an inventory of gear annually and provide details to the Treasurer. The timing of the inventory shall be co-ordinated with the Treasurer for insurance purposes.
- 5.11 Where club gear is lost or damaged, through the fault of an individual, the club will seek to recover the cost of replacing this gear from the person involved.
- 5.12 The club will not reimburse members for loss or damage to personal gear.

## **6 JOURNAL, NEWSLETTER AND FACEBOOK**

- 6.1 The club publishes an annual journal, that will be mailed to club members before the end of the year. The annual amount to be spent on the journal shall be decided by the General Committee.
- 6.2 The club maintains a web-based newsletter blog containing trip reports and items of general club interest. The club also maintains a Facebook page with items of immediate interest to club members and non-club members.
- 6.3 The editors of the journal, newsletter and Facebook page have discretion over the articles and news items that are published. Substantial edits to contributors' articles will be discussed with the writer as a matter of courtesy these edits should be.

## **7 TRAINING**

- 7.1 The committee will allocate the Chief Guide a budget for the use of assisting members to attend courses which will benefit the club.
- 7.2 The club will pay up to half the course fees. The club will not pay travel or food expenses.
- 7.3 To utilize this assistance the person attending must have been a club member for six months and intend to use the training course for the benefit of the club.
- 7.4 Any member wishing to use this assistance must obtain the written agreement of the Chief Guide.
- 7.5 The list of courses which the club will assist with are, first aid, river crossings, navigation, avalanche and instructing snow craft training. If other courses require assistance this will be referred to the committee before agreement is given.

## **8 BULLYING**

### **8.1 Introduction**

WTMC prides itself on the relaxed and informal atmosphere in which members participate in club activities. This is an environment built on respect and trust.

The club has zero tolerance for bullying or harassing behaviour in any club-related activities, including club trips, social events, volunteer work or any other club organised activity, as well as the volunteer work involved in running the club. All members of the club and individuals who participate in club activities are expected to treat one another with respect and dignity.

This policy is designed to sit alongside the club's existing Sexual Harassment Policy.

### **8.2 Purpose**

The purpose of this policy is to outline WTMC's position on bullying and to document the processes to follow should incidents of bullying occur.

### **8.3 What is bullying?**

- Bullying is behaviour that is offensive, humiliating, intimidating, aggressive or threatening. It makes people feel unwelcome, uncomfortable, distressed or unsafe.
- Bullying can be directed at a person or group of persons.
- Bullying can be made up of a pattern of episodes that when taken in isolation do not constitute bullying but in their totality do, whether carried out by an individual or group of individuals
- Bullying can be carried out via a number of channels, including but not limited to:
  - verbal comments
  - email
  - social media
  - physical behaviour.
- The essential elements are that the victim feels intimidated and unsafe.
- Bullying can constitute “gross misconduct” as per the club Constitution.

#### **8.4 Addressing bullying behaviour within the club**

- The club seeks to create and maintain a safe and respectful environment during club-related activities. If incidents of bullying occur, the club can intervene in the interests of maintaining this environment.
- The person experiencing the behaviour is encouraged to make it clear to the person responsible that their behaviour is unacceptable.
- If this is not effective, or if the nature of the behaviour makes this kind of confrontation inappropriate, then the person should raise the matter with the club president or another committee member.
- The committee may form a subcommittee to investigate and develop a recommendation on the matter or the matter may be discussed at a Committee meeting.
- Reports of bullying will be dealt with in confidence as far as is possible and reasonable.
- All parties will be treated with respect.
- The person who has been accused of bullying will be given an opportunity to tell their side of the story.
- The committee has a range of options available for resolving concerns, including stand-down periods, restriction from certain activities and expulsion from the club.
- Where a crime has been committed, the police should be contacted by the complainant.
- The club may involve the police if there are reasonable grounds for believing the safety of members is at risk.

## **9 SEXUAL HARASSMENT**

### **9.1 Introduction**

- WTMC prides itself on the relaxed and informal atmosphere in which members participate in activities. As a participant in club activities you have the right to expect that this atmosphere should be free of any sexual harassment.
- WTMC will not tolerate behaviour amounting to sexual harassment within the Club's domain of activities.
- The Club has devised and will maintain a framework for resolving complaints of sexual harassment, within the Club where possible, that is flexible, fair and user friendly for those in need of support.

### **9.2 What is Sexual Harassment?**

- For WTMC's purposes sexual harassment is - any unsolicited behaviour of a sexual nature which a person feels is personally offensive and unwelcome, and which distresses, or makes that person feel uncomfortable.

It includes:

- sex orientated jibes or abuse;
- offensive gestures or comment;
- unwanted and unnecessary physical contact;
- requests for sexual favours.

It does not include:

- genuine compliments about appearance;
- friendly repartee.

- The essential elements are that the behaviour is unwanted and offensive to the person concerned.

### **9.3 Complaints**

- Because accusations of sexual harassment have serious consequences, WTMC encourages informal resolution of complaints where appropriate. The exception to this is where the behaviour concerned may amount to a criminal offence or involves sexual abuse (see below).
- Your first step should be to make it clear to the person responsible for the behaviour that it is unwelcome and unacceptable. If the behaviour continues, or is of such an upsetting nature that confrontation is not possible, you should contact a complaints officer.

- The Club has nominated a male and female club member as complaints officers. They may or may not be a member of the General Committee. Their role is to hear your complaint and offer you advice in strict confidence. They will be able to advise you of how your complaint will be dealt with by the Club and the range of options available for resolving the complaint.

#### **9.4 Criminal Conduct or Sexual Abuse**

- If you have been the subject of behaviour that constitutes a criminal offence (i.e. Sexual violation, assault, sexual abuse of a child) or have witnessed such behaviour on a club activity and you have decided to make a complaint, your first step should be to contact the Police.
- The Club would also appreciate being informed directly via a complaints officer if a complaint has been made to the Police. This helps ensure that others participating in club activities are not placed at further risk.

#### **9.5 Confidentiality**

- All communication between a complainant, the person subject of the complaint, complaints officers and General Committee members dealing with the complaint shall be kept in strictest confidence.
- The exception to the above is where in the event of expulsion of or restrictions on Club activities of a member as a result of a complaint the identity of that person will not be revealed except for as is necessary for the enforcement of that expulsion or restriction, and where disclosure is necessary to prevent harm coming to others.

## **10 PERSONAL LOCATOR BEACONS (PLB)**

### **10.1 Summary**

- It is compulsory to carry a personal locator beacon (PLB) on all club trips unless the trip leader has determined that mobile phone coverage is available during the time of the trip—and that a party member is carrying a working mobile phone.
- PLBs should only be activated in situations of grave and imminent danger (but refer to 3 below).
- The decision to activate a PLB will be made by the trip leader, unless he/ she is incapacitated, in which case the person who has assumed the leader's role will make the decision.
- If a PLB is activated outside the criteria in 3 below then, at the discretion of the committee, the person responsible for the activation may be held liable for any costs associated with the callout of rescue personnel.

### **10.2 Personal Locator Beacons**

- WTMC owns a number of PLBs. These are kept in the club gear lockers and are available for use on club trips along with other club gear.
- It is compulsory to carry a personal locator beacon (PLB) on all club trips, unless the trip leader has determined that mobile phone coverage is available during the time of the trip and that a party member is carrying a working mobile.
- We expect all club gear to be treated with care. PLBs may not function as intended if mistreated, and additionally they are a particularly expensive piece of equipment.
- A PLB is not a substitute for thorough trip planning and execution. The club expects all trip leaders and club trip participants to abide by the club's policies and procedures relating to club trips (these are available on the WTMC website [www.wtmc.org.nz](http://www.wtmc.org.nz)). Our policies and procedures are designed to keep trip participants safe and are consistent with the principles set out in the NZ Mountain Safety Council Outdoor Safety Code:
  - Plan your trip
  - Seek local knowledge. Plan the route you will take and the amount of time you can reasonably expect it to take
  - Tell someone your plans and leave a date for when to raise the alarm if you haven't returned (see club procedures for club contact people)
  - Be aware of the weather. NZ weather can be highly unpredictable. Check the forecast and expect sudden weather changes
  - Know your limits
  - Challenge yourself within your physical limits and experience (WTMC grades its trips to help you decide which trip is suitable for you)
  - Take sufficient supplies

- Make sure you have enough food, equipment and emergency rations for the worst case scenario. Take an appropriate means of communication. In some circumstances mobile phone coverage is available, for longer trips to remote areas hiring a mountain radio is an option  
<http://www.mountainradio.co.nz/bookings.html> (South Island)  
<http://www.wmrs.org.nz/wmrsfaq.htm> (Wellington).

### **10.3 When to activate a PLB**

- PLBs should generally be activated only in situations of grave and imminent danger. Examples would be a major injury to a party member, or a party that has become dangerously trapped by rising floodwaters.
- Before activating a PLB consider whether a mobile phone call to 111 is a practical option. If you are able to talk to the Police you will be able to provide context and receive advice.
- Notwithstanding the above it would be acceptable to activate the PLB when a person in the party has suffered a lesser injury or an illness that immobilises them to a degree that a rescue by Search and Rescue (SAR) personnel would almost certainly be required anyway. Note that this would not include a simple ‘sprain’ that may be relieved over time by rest.
- It would also be acceptable to activate the PLB if your party is overdue to the extent that a search will be certainly launched for you (usually at least more than one day overdue). Note that being late out does not, in most circumstances, constitute a life-threatening situation. We have a club contact system in place to deal with instances when a trip is overdue.

### **10.4 What to do once a PLB is activated**

- While waiting for rescue you should look after injured person(s) and attempt to make the party as safe and comfortable as possible. Give consideration to clearing a helicopter landing site if possible.
- If a PLB is inadvertently activated, or it is activated and then decided it was not necessary to do so, **do not** deactivate it. If the signal from a PLB disappears a search will still be launched and it is preferable for SAR personnel to be able to track an actively transmitting beacon than have to search a wider general area.
- If a PLB is activated the trip leader (or leader’s delegate) must inform the club contact person when the group is safe, as soon as is realistically possible, and then provide a full written account of the incident to the Chief Guide.

### **10.5 Care of PLB on club trips**

- Generally the trip leader is responsible for looking after the PLB during the trip.
- The trip leader must agree to abide by this PLB policy.

- If the PLB is activated, damaged, destroyed, lost or stolen the trip leader is responsible for notifying the Gear Custodian and the Chief Guide or Assistant Chief Guide as soon as possible. If the trip leader is unable to do so another member of the party should do so.
- If the PLB is activated in a manner consistent with this policy, the club will meet the cost of getting the PLB checked and any battery replacement.
- If the PLB is damaged, destroyed, lost or stolen, the committee has the discretion to determine whether the trip leader or other accountable person shall be responsible for paying for the PLB to be replaced by an equivalent make/model.
- If the PLB is activated or damaged, destroyed, lost or stolen and the trip leader believes there are extenuating circumstances the trip leader may ask the Committee to use its discretion to waive the trip leader's obligations, or impose them on another trip member.
- The trip leader must return the PLB on the date indicated to the Gear Custodian or their delegate. This will usually be the Wednesday evening following the end of the trip.
- If the PLB is not returned on the date specified the Committee reserves the right to charge the trip leader a late fee. This fee is to cover the cost of the club having to hire a replacement PLB to cover trips until the PLB is returned.

## **10.6 When a personal PLB is substituted for a club PLB**

- A personal PLB can only be taken instead of a club PLB if the trip leader agrees and the PLB owner:
  - agrees to abide by the WTMC PLB policy; and
  - advises the club contact person that the PLB is theirs and that it has been registered with RCCNZ; and
  - advises the club contact person of the contact person's name and contact details (you will have nominated someone when you filled out your ownership paperwork); and
  - ensures that the contact person for the personal PLB and the club contact person each have a copy of the trip plan and are advised when the trip is completed; and
  - the contact person for the personal PLB is instructed to advise the club contact person asap if they are made aware that the PLB has been activated.
- If the conditions above are satisfied and a personal PLB is activated in accordance with the WTMC PLB policy or damaged, destroyed, lost or stolen, the PLB owner may request that the Committee, at its discretion, approve the cost of having the personal PLB checked and its battery replaced or replacement cost as appropriate.

## **10.7 When a personal PLB is additional to a club PLB**

- If you are taking a personal PLB in addition to a club PLB on a club trip you must:
  - Ensure it is registered with RCCNZ; and

- advise the trip leader so they can include this fact in the trip plan; and
- advise the club contact person of your contact person's name and contact details; and
- ensure that the contact person for the personal PLB has a copy of the trip plan and are advised when the trip is completed; and
- ensure that your contact person is instructed to advise the club contact person asap if they are made aware that your PLB has been activated.
- If your PLB is activated in accordance with the WTMC PLB policy you may request that the Committee, at its discretion, approve the cost of having your personal PLB checked and its battery replaced
- The club will not meet the cost of replacing an additional PLB on club trips in circumstances where it is damaged, destroyed, lost or stolen.

## **10.8 Use of WTMC Personal Locator Beacons on Private Trips**

- club PLBs are not to be taken on private trips. This is essentially due to the additional workload that is imposed on volunteers if a club PLB is used for private trips. PLBs are available for hire from various sources including many local outdoor shops (Bivouac, or some Department of Conservation Visitor Centres (not Wellington as at June 2017)).

## **10.9 Review of PLB policy**

- This policy for use of WTMC Personal Locator Beacons on WTMC trips will be reviewed by the committee after any PLB activation.

# **11 EMERGENCY COMMUNICATION**

## **11.1 Purpose**

To coordinate our response to emergency incidents involving both club members and other outdoor users.

## **11.2 Context**

- The way that we manage both media and social media comments can have a significant impact on our reputation.
- There are many scenarios where we could be asked for comment by media or posed questions by members of the public. They could include:
  - An outdoors incident that we have no involvement in
  - An outdoors incident where our members are witnesses or responders
  - An outdoors incident where our members are at risk or victims
  - Complaints relating to the driving of club vehicles
  - An accident involving a club vehicle
- Media or concerned members of the public may try to contact the club by multiple channels that are all managed by different club members. It's important that a consistent response is provided.
- Club members who are contacted may not be sure how to respond to a situation or who on the committee they should ask or inform. In terms of media, club members may not be used to dealing with the media and unaware that anything they say to a journalist is on the record.
- The emergency contact person sits at the centre of our emergency coordination system and needs to be in the loop, as do key committee roles. It's important that the President/VP/CG have access to the emergency contact's roster so they can look up who is on it.
- Media spokespeople should hold a committee role and have received media guidance or training before doing an interview. There are several people in the club with professional media management experience who can provide advice.

## **11.3 Objective**

Our response to any crisis situation positions the club as credible, competent and caring, and has a positive effect on our reputation.

## Stakeholder analysis

<b>11.1.1.1 Stakeholder</b>	<b>11.1.1.2 Stake</b>	<b>11.1.1.3 Channel</b>
Media	<p>Want strong stories, details, facts, colour</p> <p>Have tight deadlines</p>	<p>Reactive queries</p> <p>Facebook</p> <p>Proactive media releases</p>
Public	<p>May be concerned about safety of members they have come across</p> <p>May be concerned about driving of club vehicle</p> <p>May have a personal stake in an issue that we have been asked to comment on (eg family of victim)</p> <p>Generally concerned about the safety of people in the outdoors</p>	<p>Media</p> <p>Facebook</p> <p>Emails via website</p> <p>Website forum</p>
Members	<p>Concerned for reputation of the club</p> <p>Want to be kept informed about any media/public issues</p>	<p>Newsletter</p> <p>Website</p> <p>Club night announcements</p> <p>Facebook</p>
Loved ones of members	May be concerned in the event of an incident	<p>Emergency contact system</p> <p>Media</p> <p>Facebook</p>
Club committee and people in other roles	<p>Want to effectively manage the reputation of the club</p> <p>May be unsure of what to do if an incident occurs</p>	<p>Committee meetings</p> <p>Emails</p> <p>Phone calls/texts</p>

## 11.4 Strategy

That key people know what to do:

1. ***Agree process and roles*** - see flowchart below.
2. ***Make sure everyone understands their role*** - and include this in handovers
3. ***Practice*** - run a desktop/simulation/media training session every couple of years, the first one in 2017.

## 11.5 Spokespeople

- The President is the primary spokesperson- if the President is not available, the Chief Guide or Vice President are the spokesperson. Another committee person should also be designated a backup spokesperson, in the event that none of these people are available.

### Key Roles

- President
- Chief Guide
- Vice President
- Back up spokesperson
- Facebook admin
- Webmaster
- Emergency contacts coordinator
- Club members with professional media expertise

Contact the Communications Officer ([communications@wtmc.org.nz](mailto:communications@wtmc.org.nz)) for the current contact details.

## 11.6 Basic media tips

- Remember that anything you say to a journalist is on the record. If you receive a phone call from a journalist, always say that you can't talk right now/need to check up on this, but will give them a ring back very shortly. Get their name and details.
  - At this point, It can also be useful to ask the journalist: what their deadline is, who else they are talking to, and what kinds of questions they are interested in asking. However, do not let the act of asking these questions draw you into discussion. When they ask questions, just repeat that you'll give them a ring back shortly.
  - If they keep asking questions, just repeat this politely. Never say anything to a journalist off the cuff – always take the time to prepare your thoughts and check in with others.
- Talk to other key people and agree whether you should do an interview. In some

situations, it might be better not to do an interview. However, if the club bears some responsibility for the situation, then not being visible in the media also carries a reputational risk. Talk through all these implications before you make a decision.

- If you decide to do an interview, discuss what your key messages need to be. This is a very important step.
- When you ring the journalist back and do the interview:
  - Always acknowledge the people affected/their loved ones first.
  - Don't speculate or make judgments. Immediately after an incident, the facts will be unclear. Speculation is painful for the families of those involved and detracts from the club's credibility.
  - Repeat yourself. If you don't have anything to say in response to a question, just repeat your key messages. Never say 'no comment', you sound guilty or like you have something to hide. Instead, just repeat a key message.

## 11.7 Basic key messages

### *An outdoors incident that we have no involvement in:*

- Our thoughts are with the victim/the victim's loved ones.
- At the moment it's not clear what happened.

### *An outdoors incident where our members are witnesses or responders:*

- Our thoughts are with the victims/the victims' loved ones.
- When our members came across this incident, they did everything they could to help.
- At the moment it's not clear exactly what happened.

### *An outdoors incident where our members are missing/unaccounted for:*

- We have an emergency contacts process so that we know when our trampers are overdue.
- We are in contact with SAR about next steps.
- At the moment it's not clear exactly what has happened.

***An outdoors incident where our members are victims:***

- At the moment our first priority is supporting those involved/the loved ones of those involved.
- We'd like to thank everyone involved in responding to this incident – SAR etc.
- It's not clear exactly what happened at this point. Our focus right now is on helping those involved.
- Later, when the facts are clear, there will be time for looking at policies and processes and what we can learn.

***Complaints relating to the driving of club vehicles:***

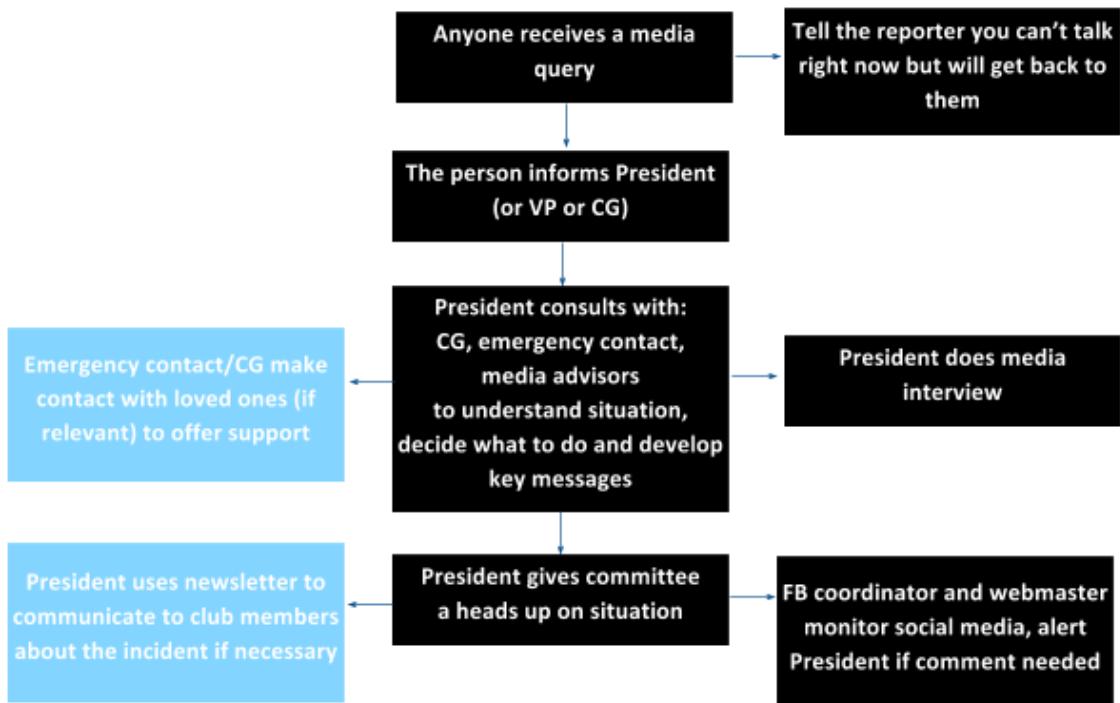
- We take feedback about our driving very seriously.
- Safety is our top priority.
- We'll be looking into what happened here and following up with those involved.

***An accident involving a club vehicle:***

- Our first priority is supporting those who have been hurt/the loved ones of those involved.
- At the moment it's not clear what happened.
- Once we know what happened, we'll be looking into what we can learn from this situation and whether any of our processes need to change.

## 11.8 Processes and Roles

### *Media queries*



### *Social media post*

