

Updated: Tuesday 04 August 2020

The wellbeing of our guests, staff and community is essential for Pacific Hotels Australia and we have implemented the following policy in response to COVID-19.

#### Commercial Grade Cleaning Procedures:

- Our rooms, restaurants and public areas are cleaned with commercial grade cleaning chemicals.
- Food preparation areas are sanitised before and after use. Only items/food required for preparation are allowed on this food station.

#### Increased Cleaning Procedures:

- Sanitisers are available at central points throughout the hotel as well as distancing markers.
- The frequency and intensity of cleaning high touch points have increased, including all public area surfaces, door handles, room keys, staff entrances and guest entrances.
- Detailed cleaning of bedding has increased on departure, including mattress protectors and all bed surfaces.
- Alongside our Standard Operating Procedures for commercial cleaning in our kitchen, we have increased sanitation of public and food storage areas with high touch rates.
- Strict protocols are followed for room service, including detailed tray sanitation and disposable tray liners.
- During daily briefings, staff are provided with the most up to date information as well as the importance of maintaining extremely high standards of cleanliness.

#### Our Staff:

- Any staff member feeling unwell or presenting symptoms must notify their manager and leave work. The Group Human Resources Manager is informed of all absentees.
- Staff temperatures are tested before the start of each shift.
- All staff are advised to maintain a safe distance from other staff and guests where possible and have been encouraged to download the COVIDSafe App.
- Pacific Hotels have signed up to the JobKeeper subsidy to help keep our team together.

#### Our Guests:

- If you start to feel unwell or present symptoms during your stay, please phone the front desk and we will arrange a doctor's appointment. Please follow the advice provided by medical professionals.
- Please follow [WHO Guidelines for Hand Hygiene](#) and contact reception if you need a top up of essential bathroom amenities.
- Guests will be asked if they have recently travelled to a declared Covid-19 hotspot and if they have completed mandatory quarantine before being checked-in. We have the right to decline service and contact authorities if required.
- Funded by the Australian government, visit [coronavirus.beyondblue.org.au/covid](https://coronavirus.beyondblue.org.au/covid) to access a dedicated Covid-19 Mental Wellbeing Support Service or phone 1800 512 348.

Please rest assured that we are and have been monitoring COVID-19 extremely carefully, following advice issued by the Australian Government. This Policy is updated and adapted as advised. Thank you for supporting our Australian business and understanding as we adapt our procedures.