

PACIFIC HOTELS CARE POLICY

Updated: Wednesday 16 September 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.

As hospitality professionals, high standards of cleanliness and hygiene have always been imperative across our locations.

- Our rooms and public areas are cleaned with commercial grade cleaning chemicals.
- The frequency and intensity of cleaning high touch points has increased, including all public area surfaces, door handles, room keys, staff and guest entrances.
- Sanitisers are available at central points throughout the hotel.
- Social distancing markers and signage are present throughout the hotel.
- 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.
- 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 isolation 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 to access a dedicated Covid-19 Mental Wellbeing Support Service or phone 1800 512 348.

Isolation Stays:

- Showing our community support, we are working with the Queensland government to provide isolation accommodation.
- These floors are restricted and not accessible to other guests staying with us.

Please rest assured that we are and have been monitoring COVID-19 extremely carefully, following the advice and guidelines issued by the Queensland and Australian Government.

This Policy is updated as needed and has been in place since March 2020.