

PACIFIC HOTELS CARE POLICY

Updated: Thursday 29 October, 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.

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.

We hope you have a terrific experience with us and we look forward to welcoming you to Pacific Hotel Brisbane soon.

Pacific Partners