

PACIFIC HOTELS CARE POLICY

Updated: December 2020

The wellbeing of our guests, staff and community is essential for Pacific Hotels Australia and Senior Management 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 accommodation rooms, restaurant, event spaces and public areas are cleaned with commercial grade cleaning chemicals.
- The frequency and intensity of cleaning high touch points have 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, including the importance of maintaining extremely high standards of cleanliness.

Pacific Hotel 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 have been encouraged to download the COVIDSafe App.

Accommodation, Restaurant and Event Guests

- 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. Please visit the Queensland Government's website for the [current travel restrictions](#).
- 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.
- If you are attending a conference or event at one of our venue spaces, or dining at our restaurant, you will be asked to check-in via the QR code provided at the entrance and on menus. This is a requirement for both indoor and outdoor spaces.
- Pacific Hotel Brisbane follows the [Queensland Government's guidelines](#) for capacity at our restaurant and event venues.
- Please follow [WHO Guidelines for Hand Hygiene](#) and contact reception if any essential bathroom amenities need replenishing.
- 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 required and has been in place since March 2020.

Pacific Partners | Pacific Hotels