



COVID Safety Plan updated Thursday 13th of January 2022

The Gerald Apartment Hotel, The Batavia Coast Conference Centre, Old Man & The Sea and Bob's Bar

Statement on Cleaning Protocols

We take standards for hygiene and cleanliness very seriously and are taking steps to ensure the safety of our guests and associates. We have been closely monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization statements regarding the coronavirus (COVID-19). We are working to ensure that we meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Specific steps include:

Associate Health, Safety and Knowledge: Hotel associates – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our team are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.
- **Training:** Ongoing training on housekeeping and hygiene protocols.
- **Information:** We are keeping up to date with the latest news and information on how to prepare for and respond to COVID-19.

Cleaning Products and Protocols: We work with our suppliers to make sure our hotel can procure and use virus-killing products. Our hotels use cleaning products and protocols which are effective against viruses, including:

Guest Rooms: Our hotel uses cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.

Public Spaces: Hotels have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, door handles, public bathrooms and even room keys.

Back of House: In the spaces where associates work "behind the scenes," we are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, bathrooms and staff offices.

Contact Registration:

The WA Government requires The Gerald and all outlets and venues to maintain mandatory contact register of all guests and employees as an additional protection measure to control the spread of COVID-19. All patrons who visit us need to check-in via the WA Government's Safe WA app to better assist public health officials with contact tracing.

Event Notification: If we are alerted to a case of COVID-19, we will immediately work with the relevant health authorities to obtain the facts and guidance on steps to take with both guests and associates. We undertake an additional cleaning and disinfecting protocol of the common areas of the hotel as well as the areas we know the guest has been during their stay. In addition, the hotel seals the guest's room (e.g., preventing entry by staff or others) and undertakes a room recovery protocol that is designed to disinfect everything in the room including sanitizing the air.

COVID Safety Plan for Food & Beverage outlets:

In addition to the above measures, we have implemented a Western Australian Government COVID Safety Plan for Food Businesses which includes:

Physical and social distancing guidelines for staff and patrons:

- 1.5m physical distancing between staff at all times
- Tables spaced minimum of 1.5m from each other
- Floor spacing markers at till
- Posters to remind patrons of physical distancing and the symptoms of COVID-19
- Contact free service, where possible
- Carefully manage waiting areas to ensure social distancing

The required hygiene standards are maintained as follows:

- Cleaning and sanitising checklist completed before and after each shift, to be signed off by hygiene officer
- Every staff member to complete COVID-19 hygiene course
- Hygiene manager always on duty
- Alcohol-based sanitiser provided for patrons
- Thorough and regular cleaning of common contact surfaces

Staff training & education is supported with the following measures:

- Every staff member to complete COVID-19 hygiene course. Certificate of participation must be submitted to Duty Manager prior to returning to work
- Daily shift briefing reminding our team of the importance of hygiene & safety
- Signage at all hand wash basins, reminding staff to wash hands frequently
- All staff to be aware of the symptoms of COVID-19, and advised not to attend work should they feel ill.

Specific steps to respond to an exposure, or suspected exposure, to COVID-19 within our premises include:

- Contact information including phone & email to be collected from all dine-in patrons and guests
- Contact patrons/guests only when there is a suspected exposure to COVID-19

- In case of suspected exposure, call COVID-19 hotline (1800 020 080) immediately and follow advice of health officials
- Ensure exposed person has safe transport to a medical facility
- Staff in contact with exposed person must monitor for COVID-19 symptoms for the next 14 days
- Affected areas used by individual great than five minutes will be closed off for cleaning.
- Clean & sanitise all contact surfaces thoroughly, open all doors and windows to facilitate air flow. Cleaners will wear appropriate Personal Protective Equipment (PPE).