

| Senior Management Team  | OHS  | Operations   | Housekeeping   | Food & Beverage (F&B)   | Accommodation Maintenance   |
|---|--|--|--|---|---|
| <ul style="list-style-type: none"> <li>Remain vigilant with regards to COVID-19 trends/events and communicate with OHS and other risk management team members as required regarding updates or developments in this area</li> <li>Monitor and ensure all departments are compliant with Australian and Victorian Government Health and Safety best practice. Implement required procedures properly;</li> <li>Immediately report any suspected case to OHS and other relevant parties.</li> </ul> | <ul style="list-style-type: none"> <li>Provide safety training related to virus prevention and personal hygiene for OHS team members - ensure adequate records are kept.</li> <li>Ensure PPE equipment including masks/thermometer/hand sanitizer etc. are stocked at PHS.</li> <li>Remind all PHS team members of best practice health and hygiene measures.</li> <li>Consult Healthcare professionals for advice and treatment should a team member show signs such as a fever, sore throat, coughing, chest infection etc. PHS to monitor treatment and recovery. keep records.</li> <li>Team members are to report any suspected incidents/symptoms of others with suspected symptoms in the workplace.</li> </ul> | <ul style="list-style-type: none"> <li>Provide PPE equipment including masks and sanitation equipment for both guests and team members.</li> <li>Provide hand wash and sanitizer in public areas, including reception, changerooms and general facilities;</li> <li>Report any guests with suspected symptoms to the Duty Manager and assist the guest in receiving further medical treatment if guest is found with any suspected symptoms;</li> <li>Strictly follow PHS, Australian and Victorian sanitation and cleaning guidelines.</li> </ul> | <ul style="list-style-type: none"> <li>Spray and wipe Taskforce disinfectant and cleaner on all relevant surfaces throughout the tent during housekeeping servicing;</li> <li>Spray and wipe Taskforce disinfectant and cleaner throughout shared common areas for the tents daily;</li> <li>Clean and disinfect public areas including reception area doors, handrails, elevator buttons etc, with disinfectant every day;</li> <li>Spray Taskforce disinfectant and cleaner into drainage outlets as required</li> </ul> | <ul style="list-style-type: none"> <li>Always practice good food handling protocols and hygiene.</li> <li>Store all food and materials properly in the storage rooms; clean and disinfect the shelves regularly;</li> <li>Clean all utensils, equipment and facilities in the kitchen thoroughly on a regular basis;</li> <li>Handle all covered garbage cans and garbage rooms according to the hygiene standards;</li> <li>Disinfect surfaces as required.</li> <li>Clean all floor kitchen areas with bleach every day.</li> </ul> | <ul style="list-style-type: none"> <li>Disinfect and clean the equipment with Taskforce as required.</li> <li>Clean and disinfect in-room air system filters every month;</li> <li>Spray Taskforce disinfectant and cleaner on the air accommodation conditioning unit weekly;</li> </ul> |

## General Health & Hotel related Facilities

### Wellness and Activities

- Always limit the number of guests involved in wellness and activities to Government mandated guidelines
- Clean and disinfect all Wellness and Activity areas with Taskforce disinfectant and cleaner on a regular basis
- Increase cleaning frequency of all equipment, floor, surfaces and accessories;
- Ensure hand sanitation liquid and wipes are available at all time for guest convenience and safety

### Saunas - Hammam (wet and dry), and Changeroom areas

- Always limit the number of guests in spa and sauna and public areas to Government mandated guidelines
- Apply Taskforce and bleach as required to seating and floor areas in spa and sauna areas
- Increase the frequency in cleaning and disinfecting all toilet and shower cubicles throughout the day
- Increase the frequency of cleaning and disinfecting the vanity surfaces
- Increase the frequency of cleaning and emptying rubbish bins

### Hotel Reception Area

- Clean and disinfect all surfaces with Taskforce disinfectant
- Increase the frequency of cleaning to all surface, equipment and accessories
- Handwashing facilities and hand sanitation liquid should be provided for guests
- Increase the frequency of cleaning and emptying the rubbish bins

### Other Areas and BOH

- Increase the frequency in cleaning and disinfecting to all BOH equipment, ensure disinfectant procedures are in place
- Increase the frequency of cleaning and disinfecting floor, vanity surfaces, and other
- Clean and disinfect all utensils, serving cups/glass and tea pots as required

### Swimming Pools, Barrels, Plunge Pools

- Always limit the number of guests in pools, and other bathing facilities to Government mandated guidelines
- Drain, clean and disinfect all swimming pools, barrels, and plunge pools daily - using chlorine and other chemicals as required
- Clean pool surrounding areas including walls, floors, equipment, tables and chairs, handrails



PENINSULA  
HOT SPRINGS

Phase 2  
COVID-19 Confirmed

Trigger point :  
Confirmed case COVID-19  
outbreak at PHS

| Senior Management team  | HR   | Operations   | Housekeeping   | F&B  | Accommodation Maintenance  |
|---|--|--|--|--|--|
| <ul style="list-style-type: none"> <li>Report COVID-19 incident and communicate with OHS and other risk management team members as required regarding updates or developments in this area;</li> <li>Monitor and ensure all departments implement required sanitation and health procedures; including isolating the risk, contact tracking, decontaminating possible affected areas, and other measures as required.</li> <li>Ensure full involvement of government bodies as required.</li> </ul> | <ul style="list-style-type: none"> <li>Working with OHS track the health status of PHS team members who may enter risk areas. Follow up with team members to monitor the health of the team. Participate and lead team training on health and safety as required.</li> </ul> | <ul style="list-style-type: none"> <li>Thoroughly clean down all public facing equipment, furniture and general areas - including reception desk and entrance area.</li> <li>Provide independently packaged masks at the front desk;</li> <li>Provide hand wash sanitation packs or liquid.</li> <li>Seal and thoroughly clean all tents in the event of a confirmed case of COVID-19 (including linen, furniture, etc.);</li> <li>Replace or clean and disinfect used cleaning tools.</li> <li>Wear masks, gloves and other necessary PPE during cleaning;</li> <li>Strictly follow best practice Government guidelines including chemical handling processes.</li> </ul> | <ul style="list-style-type: none"> <li>Thoroughly clean and disinfect the activity areas of the confirmed case at PHS;</li> <li>Use Taskforce disinfectant and cleaner in and around the guest room during the housekeeping cleaning process.</li> <li>Spray Taskforce disinfectant and cleaner in public areas as required. Clean and disinfect public areas including reception area doors, handrails, elevator buttons etc.</li> <li>Spray Taskforce disinfectant and cleaner into drainage outlets daily.</li> </ul> | <ul style="list-style-type: none"> <li>Ensure crockery and cutlery is kept in sanitized closed containers.</li> <li>Clean all utensils, equipment and facilities in the kitchen thoroughly on a regular basis;</li> <li>Handle all covered garbage cans and garbage rooms according to best practice hygiene standards;</li> <li>Handle all covered garbage cans and garbage rooms according to the hygiene standards;</li> <li>Disinfect surfaces as required.</li> </ul> <p>Clean all floor kitchen areas with bleach every day.</p> | <ul style="list-style-type: none"> <li>Disinfect and clean the equipment with Taskforce immediately.</li> <li>Clean and disinfect in-room air system filters immediately; Spray Taskforce disinfectant and cleaner on the air accommodation conditioning unit immediately</li> </ul> |