



COVIDSAFE HOUSE POLICY

Our focus and commitment are on the health and safety of our guests and providing a safe environment to ensure the best protection of our guests, staff, and suppliers from COVID-19 transmission.

We actively monitor and evolve our health and safety solutions and associated cleaning protocols. A summary of The Glen Hotel & Suites CovidSAFE cleaning and biosecurity protocols are set out here.

These protocols include:

- Adoption of the Qld Tourism and Accommodation Industry CovidSAFE Plan.
- Accommodation Managers oversee and ensure all front of house and back of house Clean Safe House Policies are carried out.
- CovidSAFE training for each staff member prior to returning to work. A training refresher session is carried out each month with every staff member.
- Daily reporting of staff attendance, guest contact details and attendance, cleaning checks, and visitor register.
- Regular monitoring of Australian Govt Health websites to ensure the latest advice is taken into consideration.

Heightened Hygiene practices as follows:

Entry Conditions

- Guests, staff, and suppliers are permitted entry if COVID-19 symptoms are evident.
- Guests are required on booking and check in to complete a pre-screening registration.
- Recording of guest, staff and suppliers' name, phone number and email address, held for 56 days for the purpose of contact tracing.

Reception & Waiting Areas

- Signs at entry points instruct guests not to enter the venue if they are unwell or have COVID 19 symptoms, which includes advice that the Hotel will refuse entry to any guests with these symptoms.
- Limit of walk in guests with the use of online and phone bookings systems.
- Minimisation of crossover of traffic flows wherever possible, with the staggering of check in and check out times.
- Ensure social distancing by placing signs to identify 1.5 metres distance between persons for queues and waiting areas.
- Removal of promotional material holders and self-service items.
- Waiting area with singular seating spaced at least 1.5 metres apart and signage stating one guest per lounge only.
- Contactless payment and online payment for guest services where possible.
- Strict toilet and baby change rooms cleaning processes with a cleaning schedule in the area as a check and measure to ensure protocols are followed.

- Recording of contact information guests, contractors, and staff, including name, address and mobile phone number, and retention of details for a period of at least 56 days.
- The Glen Hotel & Suites actively encourages all patrons to download the COVID Safe App.

Rooms & Suites

- Enhanced cleaning protocols with all surfaces cleaned with increased frequency and using recommended cleaning agent.
- Guest rooms undergo an elevated and rigorous cleaning protocols with all surfaces cleaned with hospital-grade disinfectants. The final step is finishing with a bactericidal sprayer to sanitize the room.
- Complimentary antibacterial wipes for guest use in each room.
- Removal of in room compendiums.
- Sanitiser dispensers available throughout the Suites.
- Electronic payment only.

Conditions of Entry to Dining

- Guests, staff, and suppliers will not be permitted entry if COVID-19 symptoms are evident.
- Recording of all guest, staff and suppliers' name, phone number and email address, held for 56 days for the purpose of contact tracing.
- Guests must stay in their own "group bubble" and maintain social distance with other groups in the Hotel.
- A maximum of 2 people in the bathroom facilities at one time.
- Social distancing of 1.5 metres is required when waiting for or using the toilet facilities.

Hotel Dining Areas

- Social distancing & patron control requires interaction is only within customers own group.
- Preferred use of outdoor dining areas.
- 4m² space for each person throughout all indoor spaces in the Hotel with 1.5m required between the back of each chair.
- 2m² space for each person throughout all outdoor spaces in the Hotel with 1.5m required between the back of each chair.
- Single use disposable food menus.
- Single use disposable beverage menus.
- Cutlery provided upon service of meal with single use napkins.
- Electronic payment only.
- Touchless sanitiser dispensers throughout the venue.
- Daily professional deep cleaning of the entire venue.
- Cleaning of the restaurant high touch points after each sitting session.
- Commercial dish and glass washers sanitize cycle at 82-degree cycles.
- COVID Safe House Policy and other relevant H&S information displayed throughout the venue.

Staff Wellbeing

- Implementation of measures to maximise the distancing between staff to the extent it is safe and practical and minimise the time that staff are in close contact.
- Processes in place to limit staff having to be in close contact, as much as possible.
- Staff are assigned to specific workstations to minimise the need to go into other spaces.
- Requirement that staff stay at home if they are sick, and to go home if they become unwell.
- Staff are provided with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.
- Instruction to all staff to practice good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, provide an appropriate had

sanitiser. (Alcohol-based hand sanitiser containing at least 60% ethanol, or 70% iso-propanol is recommended.

- Reduction of the sharing of equipment and tools.
- Regular cleaning of frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, computers and associated equipment, cash registers, electronic sign in devices, EFTPOS, tables, counter tops).

On behalf of The Glen Hotel & Suites team, we thank you for your support and compliance with our COVID Safe House Policy. The world may have changed a little, but we are here to welcome you with the same warm and safe hospitality. We look forward to having you stay with us again soon.

Brian Fitzgibbons

The Glen Hotel & Suites