



METRO HOTEL PERTH COVID – 19 POLICY STATEMENTS

Workplace Hygiene Best Practices and Hygiene Guidelines

Metro Hotel Perth recognises the ongoing uncertainty that COVID-19 is causing both around the world including Australia and the City of Perth, Western Australia. We understand that our highest priority is the health and wellbeing of our guests and employees

Our Guests Health, Safety and Well-Being

Keeping Informed

We are closely monitoring developments around the world and Australia and specifically in Perth and the State of Western Australia.

We are reviewing daily the information provided on the West Australian Department of Health website to ensure that the actions we take are comprehensive and suitable on the day.

Compliance

Management and employees are required to adhere to our own comprehensive health and safety procedures that have been specifically written in response to COVID-19 outbreak. In addition, the hotel is meeting State and Federal government recommendations, regulations and laws that apply to the management of COVID-19 within a hotel setting.

Our Procedures & Actions

The hotel recognises that it operates in a community setting visited by members of the public and provides accommodation to guests therefore the risk of transmission is possible.

Reducing Risk

- Implemented guidance across all areas of our operation providing instruction and recommendation to employees in the carrying out of routine work practices including:

Reception / Lobby

- Enforced social distancing requirements in our lobby area including a waiting lounge for new arriving guests.
- Regular routine cleaning and disinfection practices of all hard surfaces that come into contact with guests with increased frequency.
- Regular routine cleaning of all EFTPOS machines, one use policy for room key cards (then sanitised)



Reception / Lobby cont.

- Regular cleaning and disinfection practices for public toilets lift keys pads with increased frequency.
- Installed Sanitiser wipe dispenser in foyer for access to all guests
- Made available to all reception employees hand sanitiser.
- Promotional advertising installed in foyers areas, passages, toilets and at reception to promote regular washing of hands.

Food & Beverage Outlets - Restaurant & Bar now closed

- Regular routine cleaning and disinfection practices of all hard surfaces that comes into contact with guests with increased frequency.
- Enforced social distancing requirements in our seating area.
- Instruction to all wait staff in washing of hands consistently, with relevant promotional signage installed into the kitchen department.
- Removal of food display items from breakfast buffets and moved to sealed packaged items.

Room Service Delivery

- Revised the preparation and delivery of room service food, temporary change from crockery/cutlery/glassware/utensils usage to one use containers/items.
- Removed the use of room service trays and introduced bagging for the delivery of room service items to guests.
- Room Service food attendants required to wear gloves when delivering to rooms.

Kitchen – Remains operational for room service catering

- Regular routine cleaning and disinfection practices of all hard surfaces with increased frequency.
- Reinforcement of 100% compliance with the use of gloves
- Instruction to all catering staff in washing of hands consistently, with relevant promotional signage installed into the kitchen department.

Guests Rooms



- Added to the cleaning process a final disinfection procedure for all hard surfaces and including telephone, remote controls, television edges, door handles, door faces, fridge handles, headboards, light switches, power points, cabinet handles, chairs, irons, hair dryers kettles.

Revision Responsibility:

The responsibility for revision to ensure the policy remains relevant and accurate is undertaken by the General Manager of the Hotel.

Policy Updated
Version 3
11/09/2020.