

18 March 2020

Dear Owners and Strata Managers,

In light of the growing concerns around the spread of COVID-19, otherwise known as the novel Coronavirus, we would like to outline the procedures and practices that we have put in place across all of our Oaks Hotels, Resorts & Suites properties.

As your Building Manager, we will work in close consultation with the Owners Corporation to regularly monitor the advice provided by the Australian Government and the World Health Organisation, and to implement what we believe to be best practice measures. By doing so we confidently believe we are in a good position to continue the ongoing management and service delivery to our valued clients. Paramount in our management process is the health and wellbeing of our guests, owners and staff.

Guest Procedures:

1. Upon check in, all guests will be welcomed to the hotel and will be asked if they are currently suffering from or have recently suffered from any of the recognised symptoms of the COVID-19 Novel Coronavirus. If so, they will be advised by our reception staff to visit a local medical facility for medical assistance and will not be granted check in at the hotel.
2. If not currently suffering from or recently experiencing any recognised symptoms of COVID-19 Novel Coronavirus, guests will then be asked if they are checking in to the hotel for the purposes of 14-day self-isolation. If their intended stay is to self-isolate, they will be welcomed to the hotel and issued with the attached guidelines for their stay.
3. Should guest/s who is required to self-isolate breach the attached guidelines or attempt to check out of the Hotel earlier than 14 days, the guest/s will be reminded by Hotel staff of their obligations under law and the potential for serious fines to be imposed by Government Departments. Should the guest/s continue to be in breach, our reception staff cannot take any further action to detain the guest/s however are instructed to phone the local Health Department and/or the Police.
4. At all times during their stay, guests will be closely monitored and if verbally advised by the guest/s or physically shown to be displaying symptoms, they will be directed to a local medical facility for further assessment.
5. Upon departure, all rooms will be thoroughly cleaned following all SOPs, paying extra attention to high touch-point areas before the room will be available for let to the public.

Owner Procedures:

6. Similar to our guests, owners residing within the Hotel also have an obligation to notify the Building Manager and Owners Corporation in the event they are currently suffering from or recently experienced any recognised symptoms of COVID-19 Novel Coronavirus.
7. If an owner has recently returned from overseas, they will be expected to place themselves in 14-day self-isolation and to follow the same protocols as guests for the duration of this isolation.

8. Should owner/s who are required to self-isolate breach the attached guidelines, the owner/s will be reminded of their obligations under law and the potential for serious fines to be imposed by Government Departments. Should the owner/s continue to breach despite such notification, Hotel/Building Management staff cannot take any further action to detain the owner/s however are instructed to phone the local Health Department and/or the Police (as assessed in consultation with the Owners Corporation).
9. Upon expiry of the 14-day self-isolation period, owners are encouraged to thoroughly clean their apartment, paying extra attention to high touch-point areas.

Confirmed cases of COVID-19 Novel Coronavirus

10. In the event that a guest or owner is found to be suffering from a confirmed case of COVID-19 Novel Coronavirus the guest/owner will be immediately asked to seek medical attention.
11. Our Hotel staff will promptly report this to authorities (as required) and the apartment in question will be immediately closed and placed under quarantine.
12. Building Management will provide the Owners Corporation with notice detailing the circumstances of each individual case of confirmed COVID-19 Novel Coronavirus (with personally identifiable details excluded for privacy reasons).

Employee Policy:

13. Any employee presenting with cold/flu-like symptoms will be asked to go home, seek medical advice and not return to work until fully recovered.
14. Employees are asked to maintain a very conservative approach at this time and not come to work if they have any cold/flu-like symptoms.
15. Any employee returning from overseas as of 16/03/20 will be required to self-isolate for 14 days.

Enhanced Cleaning Policy:

16. All cleaning staff are required to wear PPE:

- Wash hands thoroughly with hot water and soap after each clean is complete
- Use hand sanitizer frequently
- Dispose of all personal protection items after each room or area is complete

17. In room cleaning:

Daily service to be conducted in rooms that are not self-isolating as normal. Upon departure all rooms are thoroughly cleaned and sanitized following all cleaning SOP's for all areas, paying extra attention to frequent touch-point areas:

- All kitchen surfaces
- All bathroom surfaces, paying attention to taps and toilet flush levers
- All rubbish bins, inside and out

- Light and air conditioner switches
- TV and radio controls
- Telephones and intercoms
- Door handles and push plates
- Tabletops, beside tables and desks
- Ensure rubbish is contained in black plastic bag, knotted at the top and disposed of immediately.

18. Common Area Cleaning: (WHERE Oaks Hotels, Resorts & Suites properties ARE ENGAGED TO DO COMMON AREA CLEANING)

Follow all cleaning SOP's for all areas

- Clean and sanitize frequently touched surfaces with disinfectant in Common Areas
- Front Office team will need to do this when Common Area cleaners are not around
- Light and air conditioner switches
- Taps and toilet flush levers
- TV and radio controls
- Telephones and computers
- Door handles and push plates
- Tabletops and reception desk
- Public bathrooms and shower facilities
- Increase frequency of scheduled cleaning of frequently touched surfaces to hourly
- Cover lift buttons inside and outside of lift with Book Contact. This will make it easier for cleaners to sanitize the surface.

19. Cleaning Chemicals used:

Application	Solution	Properties
Disinfectant	Blue Lazer 	Quaternary Ammonium Compound disinfectant that passes the TGA Disinfectant Test, Option C (Commercial Grade Disinfectant). Please see results attached.
	Cleankill 	Chlorine based disinfectant that passes the TGA Disinfectant Test, Option B (Hospital Grade Disinfectant). Please see results attached.
Hand Sanitizer	Purell hand sanitizer 	Hand sanitizer gel that contains ingredients made from natural renewable resources. Kills more than 99.99% of most common germs. Green certified. Meets EcoLogo hand sanitizer standard for environmental leadership and proven performance.

Please do not hesitate to contact Hotel/Building Management or your Strata Manager should you wish to discuss any of the contents of this correspondence in greater detail.

Kind Regards,

Graham Baskett

A handwritten signature in black ink, appearing to read 'Graham Baskett', written over a light grey rectangular background.

Group Director Bodies Corporate / Owners.

Minor Hotels