

# **Victorian Board of Inquiry into the COVID-19 Hotel Quarantine Program**

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**Response to questions from the Board of Inquiry**

**Rydges Hotel on Swanston**

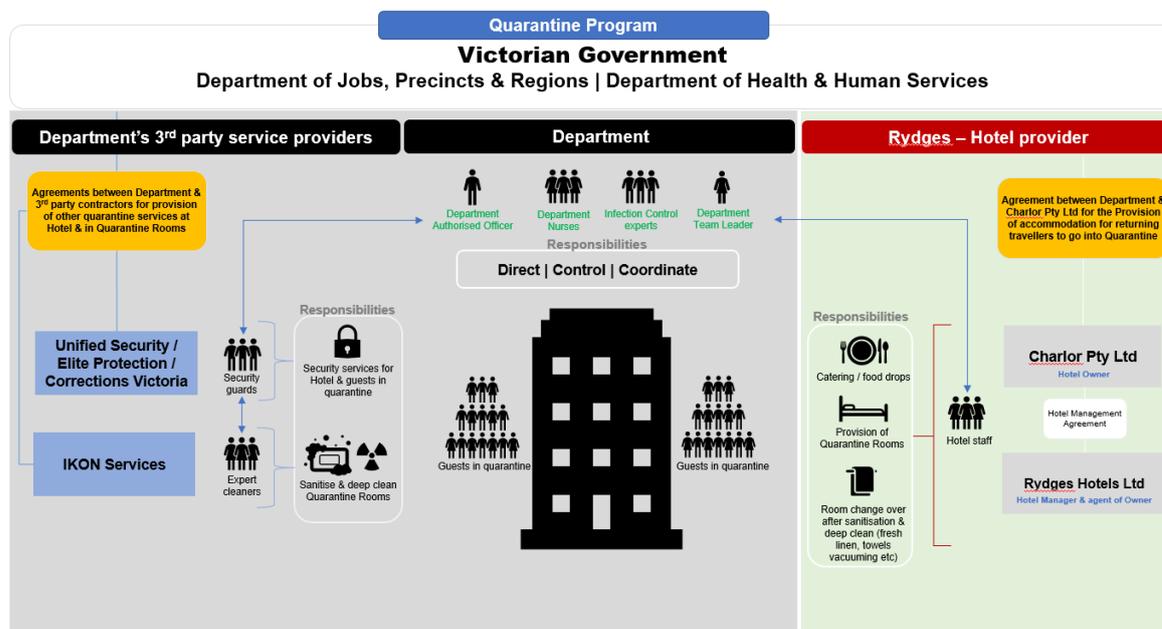
**17 July 2020**

**PART 1 | INTRODUCTION**

- 1 This is a response to the request for information dated 11 July 2020 (the **Request**), which has been issued by the Board of Inquiry into the COVID-19 Hotel Quarantine Program (the **Board**) to Mr Rosswyn Menezes in his capacity as General Manager of Rydgēs on Swanston Hotel in Melbourne (the **Hotel**). Rydgēs Hotels Limited (**Rydgēs**) operates and manages the Hotel on behalf of and as agent for Charlor Proprietary Limited (**Charlor**) who owns the Hotel. This response is provided on behalf of Rydgēs and Charlor.

**PART 2 | THE HOTEL'S ROLE IN THE QUARANTINE PROGRAM**

- 2 The Hotel was pleased to be able to participate in the Quarantine Program to support the significant and urgent need for accommodation for returning overseas travellers, particularly at a time when the Hotel was in a position to provide that assistance. While the Hotel has been operating for more than 50 years, its participation in the Quarantine Program has involved it operating in a completely different manner to its standard operations. At its core, this new manner of operation has required the Hotel building to become a Quarantine facility operated at the direction of the Victorian government.
- 3 The diagram below sets out each of the entities and persons involved in the Quarantine Program at the Hotel, and their respective roles and responsibilities as understood by the Hotel.



- 4 The Quarantine Program has been run by the Government,<sup>1</sup> and it directs, controls and coordinates its contractors, including the Hotel and other third parties, to provide services in support of the program. Those third-party contractors include entities such as security contractors, cleaners and nurses. The Hotel's core functions in the Quarantine Program have been far more confined as compared to the range of services it supplies under ordinary hotel operations. The Hotel's core functions under the Quarantine Program are as follows:

- (a) **Facilities:** to make the Hotel's rooms (**Quarantine Rooms**) and facilities available generally for the exclusive use by the Department for the purpose of placing returning overseas travellers into quarantine. This includes the provision of exclusive use of the hotel rooms to quarantine guests,

<sup>1</sup> Initially the Department of Jobs, Precincts and Regions, and then from early July the Victorian Department of Health and Human Services. Hereinafter referred to as "the **Department**".

and the Department staff and its contractors using other common areas at the Hotel such as conference rooms;

- (b) **Catering:** preparing meals in the Hotel kitchen and then delivering those meals in disposable packaging to the hallway outside of the Quarantine Rooms. The rubbish is double bagged by the quarantine guest and then collected by Hotel staff and disposed of; and
- (c) **Change-over of Quarantine Rooms (after sanitisation and deep clean):** After the Department's third-party cleaning contractor has cleaned and sanitised the Quarantine Rooms, the Hotel staff conduct room change over tasks, such as making the beds with fresh linen, vacuuming and providing fresh towels and toiletries. The change-over of the Quarantine Rooms by the Hotel staff occurs only after it has been cleaned and sanitised by the Department's third party cleaning contractor.

For convenience, we refer to these services collectively as the "**Hotel Services**". The Hotel Services are delivered by the Hotel's employed staff. The Hotel does not use contractors or sub-contractors to deliver the Hotel Services.<sup>2</sup>

- 5 How the Hotel Services are provided is (a) informed by contractual arrangements with the Department, and (b) subject to direction and advice provided by specialist independent nurses, infection control experts (appointed by the Department) and other Department experts who are located at the Hotel on a day to day basis. For example, the following tasks are performed by the Department, or Department contractors:
  - (a) the management of the arrival and departure of guests into and out of the Quarantine Rooms;
  - (b) the movement of guests to the Hotel's rooftop outdoor area for exercise;
  - (c) the sanitising of Quarantine Rooms, the corridors on which the Quarantine Rooms are located, and other public areas of the Hotel (for example, the reception area, bar and kitchen);
  - (d) any activities inside each of the Quarantine Rooms whilst guests are in attendance, for example rendering of medical attention; and
  - (e) security.
- 6 There have been Department briefings at the Hotel, generally occurring on a daily basis at 9.30am in the morning and again at 3.30pm in the afternoon. These briefings are called and coordinated by the Department's Team Leader, and are usually attended by a representative from the Hotel, along with other representatives and contractors of the Department, including the authorised officer, nursing staff, and the security officers. The daily briefings are the primary forum by which Hotel staff communicated with the Department, security personnel and other contractors in relation to operational and other matters. These matters are discussed at the briefings and if necessary, decisions are also made to seek to ensure the risks of virus transmission at the Hotel is minimised and any operational issues are resolved. The Department has final say at these briefings.
- 7 The Hotel staff have always sought to work cooperatively and productively with those involved in the Quarantine Program at the Hotel, to meet the challenging circumstances of the pandemic, and to achieve the important community-wide goal of containing the virus. While the Hotel considers it has consistently acted in this way in performing its limited role in the program, it was regrettable that a number of the Department's security contractors, one mental health nurse and one staff member of the Hotel became infected with COVID-19 in late May 2020.

<sup>2</sup> The Hotel notes that it uses some third party providers for dry cleaning clothes and washing linen, but they are not involved in the delivery of the Hotel Services on location.

**PART 3 | ANSWERS TO THE BOARD OF INQUIRY'S QUESTIONS**Question 1

Has your organisation identified any shortcomings on its part, or on the part of any of its contractors or sub-contractors, in respect of its role in the Hotel Quarantine Program?

Question 2

If so,

- a. what were those shortcomings;
- b. when were they first identified;
- c. how were they identified; and
- d. how (if at all) have their causes been addressed?.

- 8 The Hotel's employed staff deliver the Hotel Services. The Hotel has reflected (and continues to reflect) on its role in the Quarantine Program thus far, and has not identified any shortcomings on its part in the Quarantine Program. That is not to say that actions taken by the Hotel could not be modified or improved. During the life of the Quarantine Program, Hotel staff have worked with other participants to continuously enhance the Hotel's operations. This includes taking advice from the expert officers, such as the Department's nurses and infection control experts. As noted above, Hotel staff have sought to work co-operatively and productively with all those participating in the Quarantine Program at the Hotel.
- 9 As noted above, in late May 2020, a member of the Hotel's staff became infected with COVID-19. The Hotel is not in a position to conclude how he came to be infected, however it has not identified any shortcomings in its systems or non-compliance with protocols that may have resulted in this infection. The Hotel also understands that the Department was unable to trace the source of the infection. The Hotel has provided ongoing support to that staff member.
- 10 Whilst there have been incidents at the Hotel involving the Department's security contractors, those contractors were not contractors of the Hotel, and the Hotel is not in a position to provide any substantiated comment on any shortcomings in respect of their role under the Quarantine Program. On 10 May 2020, when issues regarding the inappropriate conduct of security guards towards the Hotel's staff was drawn to the attention of Hotel management, it was formally notified to the Department. The Department's security contractors were replaced on 11 May 2020.

Question 3

Irrespective of your answers to question 1 and 2, if your organisation is still involved in the Hotel Quarantine Program, has it made any, and if so what changes in its:

- a. communications;
- b. conduct; and
- c. decisions (including its processes for making decisions),

in respect of the Hotel Quarantine Program since its initial involvement?

Question 4

With reference to your answer to Question 3 (above) why has your organisation made such changes?

- 11 The Hotel continues to participate in the Quarantine Program. The Hotel has made the following changes since its initial involvement:
- (a) **Support service for Hotel staff.** After the Hotel staff member became infected with the virus (in or around late May 2020) the Hotel introduced an additional support service to all Hotel staff. This role is performed by the General Manager of People and Culture, and it allows Hotel staff to directly contact and communicate with the General Manager of People and Culture, to discuss any issues or concerns they have. The aim of the additional service is to ensure Hotel staff have a direct point of contact, for support, if required. Shortly after the new support service was implemented, the General Manager of People and Culture made direct contact with each Hotel staff member, to explain the new service and its purpose, and to gauge staff sentiment; and
  - (b) **Standard Operating Practices:** As outlined above, the Hotel's role was limited to certain aspects of the Quarantine Program and its participation in that program resulted in a significant shift in its ordinary business practices. To facilitate safety of the Hotel staff, standard operating practices were prepared to guide staff in performing their limited functions under the Program. For example, in respect of its catering function, a standard operating practice was prepared to allow for meals to be delivered to the hallway outside rooms with instructions to staff about hand sanitising, social distancing and the use of gloves and masks and their disposal.
- 12 One change in the Department's operations at the Hotel, which occurred following feedback from the Hotel, was the Department's procedure of accepting arriving quarantine guests at the Hotel. Based on information obtained by the Hotel in relation to procedures adopted at hotels in other parts of the country, and following feedback by the Hotel to the Department, the Department adopted a procedure where guests could by-pass the lift lobby and head straight from transport in the basement to the Quarantine Rooms.

## Terms and Conditions

### 1. Term

- 1.1 This Agreement is made between the Department and the Supplier and begins on the Commencement Date and continues until the later of:
- (a) the Completion Date; or
  - (b) the date by which the Supplier satisfactorily completes all its obligations under this Agreement,
- unless extended in accordance with clause 1.2 or terminated earlier in accordance with its terms (**Term**).
- 1.2 The Department may elect, by notice in writing to the Supplier to extend the Term of this Agreement for one or more further periods as specified in the Option Periods.
- 1.3 Any such further term or terms will be on the same terms and conditions as this Agreement (excluding, in respect of the final further period, this clause 1.3).

### 2. Supplier's Obligations

- 2.1 The Supplier must:
- (a) ensure the Rooms are available for the exclusive use of the Department and/or the Department's nominee/s (**Department's Nominee**) for the duration of the Term (**Booking Period**);
  - (b) not permit or allow any other bookings to be made in respect of, or permit any person other than the Department's Nominee, to stay in the Rooms during the Booking Period;
  - (c) provide the Rooms in accordance with the terms of this Agreement and any reasonable directions given by the Department from time to time;
  - (d) subject to clause 2.1 (e), ensure that each Room is thoroughly cleaned and disinfected at a minimum:
    - (i) prior to the commencement of each Department's Nominee's stay; and
    - (ii) as soon as practicable following the conclusion of each Department Nominee's stay,to a standard consistent with the most recent recommended public health standards in respect of COVID-19;
  - (e) if there is a confirmed case of COVID-19 in any of the Department's Nominees, allow the Department's representatives to enter the Supplier's premises in order to undertake specialised cleaning of the relevant Room. For the avoidance of doubt, these specialised cleaning services will be at the cost of the Department;
  - (f) provide cleaning products for each Room, on request, so that the Department's Nominee is able to clean the Room themselves during their occupation of the Room;
  - (g) provide the Rooms and all ancillary services associated with someone occupying a Room, including but not limited to cleaning services (**Services**), in a timely and efficient manner exercising due care, skill and judgement and at all times act in accordance with the highest professional principles and the

standards of a competent professional provider of services similar to the Services being provided under this Agreement;

- (h) and will be responsible for, ensuring that before its officers, employees, agents, contractors and sub-contractors perform the Services they receive:
  - (i) adequate training in security, workplace health and safety, customer service and risk management; and
  - (ii) are provided with personal protective equipment in accordance with the relevant public health standards, including but not limited to in relation to COVID- 19;
- (i) use appropriately skilled and qualified personnel to provide the Services;
- (j) cooperate with and regular liaise with the Department including but not limited to:
  - (i) immediately notifying the Department of any issues in relation to the provision of the Rooms and/or Services, including but not limited to anything which may create a risk that the accommodation service will cease to be provided such as staff unavailability, financial distress, or known exposure or infection of COVID-19; and
  - (ii) providing reports to the Department as and when requested;
- (k) have a business continuity plan that includes:
  - (i) contingency arrangements should any staff, agent, contractor, or sub-contractor become unavailable during the Booking Period; and
  - (ii) consideration of occupational and safety for staff, agents, contractors and sub-contractors if there is exposure or infection of COVID-19.
- (l) on and from the Commencement Date and for 7 years after the end of this Agreement have appropriate insurance coverage for its operation and business risks with an insurer approved under the *Insurance Act 1973* (Cth) and must provide proof of this insurance coverage upon request by the Department;
- (m) ensure that during the Booking Period the Rooms are clear of all items in the mini bar and other luxury items such as robes and slippers;
- (n) ensure that drinking water, wifi and other in room entertainment is available in the Rooms for use at no additional cost to the Department or the Department's Nominee; and
- (o) provide three reasonable meals a day to each of the Department's Nominees. The preparation and service of food must be done in accordance with recommended health standards including in relation to COVID-19;
- (p) permit any security staff arranged for by the Department to be present at the Supplier's premises as is required to ensure the Department's Nominee remains in isolation. For the avoidance of doubt the cost of the Department's security will be borne by the Department; and
- (q) make arrangements directly with the Department's Nominee in respect of any additional services such as laundry services, car parking and in-room telephone

calls and the Supplier agrees that the Department is not responsible for and will not be charged for any fees or costs associated with these additional services.

### **3. Payment of Fees**

- 3.1 In consideration of the performance by the Supplier of its obligations arising under this Agreement, and upon submission of a valid tax invoice, the Department will pay monthly in advance an amount equal to the Daily Rate times the number of days in the following calendar month.

### **4. Confidentiality**

- 4.1 The Supplier must not disclose or permit the disclosure of any of the Department's Confidential Information without written permission from the Department, except:
- (a) to the Department;
  - (b) where required under this Agreement including to the Supplier's legal and financial advisers on a confidential basis;
  - (c) where the information disclosed is already in the public domain other than due to a breach of this Agreement; or
  - (d) where the disclosure is required by Law.
- 4.2 For the purpose of clause 4.1, Confidential Information means details of the terms and conditions contained in this Agreement and all other confidential or commercially sensitive information provided by the Department to the Supplier in the context of this Agreement.

### **5. Negation of Employment**

- 5.1 The Supplier is engaged as an independent contractor and nothing in this Agreement will be deemed to constitute the Supplier as an agent or employee of the Department, and the Supplier will not have any authority to incur and must not incur any obligation or make or purport to make any representation on behalf of the Department except with the express written instructions of the Department.
- 5.2 The Supplier is responsible for all matters requisite as employer or otherwise in relation to any employees, contractors, subcontractors, agents and other third parties who are engaged by the Supplier.

### **6. Damage to Rooms**

- 6.1 The Department will be responsible for any damage done to the Rooms and/or the property of the Supplier during the Booking Period which is a direct result of the actions of the Department or the Department's Nominee, except to the extent that such damage is a result of normal wear and tear.

### **7. Indemnity and Release**

- 7.1 The Supplier releases and indemnifies, and will at all times keep the Department and each of its officers, employees, agents, contractors and sub-contractors indemnified, against any liability, loss, damages, cost or expense (including legal and settlement costs determined on a full indemnity basis) incurred by the Department arising out of, or in any way connected with:

- (a) personal injury, including sickness and death (including but not limited to in relation to exposure to or infection from COVID-19);
- (b) any threatening behaviour from the Department's Nominee;
- (c) property damage; or
- (d) third party claims (including but not limited to in relation to exposure to or infection from COVID-19);

caused, contributed to or brought about by an act or omission of the Supplier or any of its officers, employees, agents, contractors and sub-contractors, including without limitation:

- (a) wilful misconduct;
- (b) a negligent or unlawful act or omission;
- (c) fraud;
- (d) a breach of physical security;
- (e) a breach of this Agreement; or
- (f) a breach of an obligation of confidence or privacy (whether arising under this Agreement or otherwise).

7.2 The Supplier's liability to indemnify the Department under clause 7.1 is reduced to the extent that any unlawful or negligent act or omission of the Department or its officers, employees, agents, contractors and sub-contractors contributed to the liability, loss, damage, cost or expense.

## 8. Privacy

8.1 The Supplier acknowledges and agrees that it will be bound by the Information Privacy Principles, Health Privacy Principles and/or any applicable code of practice as the Department may have approved under the *Privacy and Data Protection Act 2014 (Vic)* (together the **Privacy Obligations**) with respect to any act done or practice engaged in by the Supplier for the purposes of this Agreement in the same way and to the same extent as the Department would have been bound by the Privacy Obligations in respect of that act or practice had it been directly done or engaged in by the Department.

8.2 For the purpose of clause 8.1,

- (a) **Health Privacy Principles** means the principles so identified and set out in the *Health Records Act 2001 (Vic)*; and
- (b) **Information Privacy Principles** means the principles so identified and set out in the *Privacy and Data Protection Act 2014 (Vic)*.

## 9. Termination for convenience

9.1 The Department may at any time, upon giving fourteen (14) days' notice in writing to the Supplier, terminate the Agreement or reduce the number of Rooms being provided under this Agreement.

9.2 If the Department has served a notice under clause 9.1, the Department will only be liable to pay the Supplier for:

- (a) where a notice of termination has been given, the Rooms up to the date of termination; and
- (b) where a notice to reduce the number of Rooms has been provided, the Fees on the original amount of Rooms up to the effective date of the notice and after the effective date of the notice, the Fees based on the reduced amount of Rooms as notified in the notice,

provided always that the Supplier will not be entitled to any other compensation whatsoever in respect of the termination of this Agreement or reduction in scope, including for loss of prospective profits or income foregone whether with respect to the Rooms and/or Services under this Agreement or otherwise.

- 9.3 If the Department has served a notice pursuant to clause 9.1, the Supplier must, on demand by the Department, repay to the Department such monies advanced or paid to the Supplier in respect of which at the date of such notice, the Supplier has not yet provided the Rooms and/or performed the Services.

## 10. Termination for breach

- 10.1 The Department may terminate with immediate effect by giving notice in writing to the Supplier, if the Supplier:
- (a) fails to provide any of the Rooms and/or Services in accordance with this Agreement;
  - (b) breaches any provision of the Agreement; or
  - (c) or any of its employees, contractors, subcontractors, agents and other third parties who are engaged by the Supplier commits fraud, dishonesty, or any other serious misconduct,

upon which such termination the Department will pay the Supplier for the Rooms provided in accordance with this Agreement up to the date of the termination and the Department has no other liability to the Supplier in relation to that termination.

## 11. Subcontractors

- 11.1 The Supplier must not engage subcontractors to conduct the whole or any part of the Services without the prior written approval of the Department.
- 11.2 If the Department has given written approval and the Supplier subcontracts the performance of any part of the Services, the Supplier remains fully responsible for:
- (a) all acts and omissions of its subcontractors as if they were the acts or omissions of the Supplier; and
  - (b) carrying out the Services and complying with all obligations under this Agreement.

## 12. General

- 12.1 **(Governing Law & Jurisdiction)** This Agreement will be governed by the laws of the State of Victoria and the parties submit themselves to the jurisdiction of the courts in the State of Victoria.
- 12.2 **(Survival)** Each of clauses 4, 7 and 8 survive the termination or expiry of this Agreement.

12.3 **(Counterparts)** This Agreement may be executed in one or more counterparts, each of which, once executed, will be deemed to be an original and together will constitute one and the same instrument.



Department of Jobs, Precincts and Regions

**AGREEMENT FOR THE PROVISION OF ACCOMMODATION**

**Department:** The State of Victoria (**State**) acting through its Department of Jobs, Precincts and Regions (**Department**)

**Supplier:** Name **Charlor Pty Ltd (Supplier)**

ABN **15497087324**

Address: 701 Swanston St, Carlton VIC 3053

Bank Account Details:

Confidential [Redacted]

Supplier's Representative Name:

Confidential [Redacted]

Supplier's Representative Email:

**Hotel:** **Rydges on Swanston**

**Number of Rooms:** For the period from 27 March 2020 to 29 March 2020 (2 nights) – 20 Rooms (up to 2 adults in each); and  
 For the period from 29 March to 27 April 2020 (29 nights) – 95 Rooms (up to 2 adults in each),  
 (collectively called the **Rooms**)

**Commencement Date:** 27 March 2020

**Completion Date:** 27 April 2020 (31 nights in total)

**Option Period(s):** Two (2) terms of one (1) calendar month each, at the Department's absolute discretion (**Option Periods**). The Supplier will make 95 Rooms available for each Option Period.

**Fees:** A flat rate of \$150 (GST inclusive) per Room per night (**Daily Rate**) being a total of \$419,250 (GST inclusive) (**Total Fees**) for the initial period from the Commencement Date to the Completion Date (being \$6,000 for the period 27 March 2020 to 29 March 2020 and \$413,250 for the period 29 March to 27 April 2020).

**Executed as an agreement**

**Executed by an authorised signatory for and on behalf of the State of Victoria**

.....  
 Signature of authorised representative  
 .....

Unni Menon, Executive Director,  
Department of Jobs, Precincts and Regions  
Name and title of authorised representative

Date: 30/3/20

Confidential  
[Redacted Signature]

Signature of authorised representative

**Executed by a duly authorised representative for and on behalf of Charlor Pty Ltd (Rydges On Swanston)**

In the presence of

Confidential  
[Redacted Name]

Name and title of authorised representative

[Handwritten Signature]  
Signature of witness

By signing this Agreement, the signatory warrants that the signatory is duly authorised to sign this Agreement for and on behalf of **Charlor Pty Ltd (Rydges On Swanston)**

JOSE R MENEZES  
Name of witness

Date: .....



## Department of Jobs, Precincts and Regions

GPO Box 4509  
Melbourne,  
Victoria 3001 Australia  
Telephone: +61 3 9651 9999  
DX 210074

Confidential

Ryldges on Swanston  
701 Swanston St  
Carlton VIC 3053

By email: Confidential

Dear Confidential

### **RE: EXTENSION AND VARIATION OF THE AGREEMENT FOR THE PROVISION OF ACCOMMODATION**

I refer to the Agreement for the Provision of Accommodation between Charlor Pty Ltd trading as Ryldges on Swanston and the State of Victoria through the Department of Job, Precincts and Regions dated 30 March 2020 (the Agreement).

The department proposes to extend and vary the Agreement in accordance with this letter.

Subject to Charlor Pty Ltd agreeing to the variations set out below, and in accordance with clause 1.2 of the Agreement, the department confirms that it is exercising the first Option Period under the Agreement for one calendar month. This means the Agreement will have a new end date of 27 May 2020 and there will be one Option Period of one calendar month remaining under the Agreement.

Please indicate your agreement to the variations to the Agreement by signing below and returning this letter to Personal Information at Personal Information [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au) as soon as possible.

The parties agree that the Agreement is varied as follows:

#### **Variations**

1. At the end of the Fees section of the Schedule, the following additional sentence is inserted. For the first Option Period from 27 April 2020 to 27 May 2020 the Total Fees payable will be \$427,500 (GST inclusive).
2. At the end of clause 2.1(a) insert the following additional words:  
“For the avoidance of doubt, the Department, in its sole and absolute discretion, will nominate the Department’s Nominee;”

3. At the end of clause 2.1(g) insert the following additional words:

“For the avoidance of doubt the Services will include the Supplier providing fresh linen, towels and toiletries (such as soap, shampoo and conditioner) to the Department’s Nominee on request be either the Department and/or the Department’s Nominee;”

4. After clause 2.1(j)(i) insert an additional subclause as follows (and renumber the remaining sub-clause accordingly):

“permitting any representative or contractor of the Department to access the Supplier’s premises for reasons including but not limited to the provision of support and medical care for the Department’s Nominees; and”

5. At the end of clause 2.1(o) insert the following additional words:

“The meals provided to each of the Department’s Nominees must comply with any necessary dietary requirements;”

6. At the end of clause 2.1(q) insert the following additional words:

“except that the Department will contribute the following towards a Department’s Nominee/s personal laundry costs where such costs have actually been incurred:

- (i) where a Room is occupied with 1 or 2 people, up to a maximum of \$40.00 (GST inclusive) per occupancy of that Room; and
  - (ii) where a Room is occupied with more than 2 people, a maximum of \$80.00 (GST inclusive) per occupancy of that Room,
- collectively referred to as the Department’s Laundry Contribution.

For the avoidance of doubt, the Supplier will only charge the Department’s Nominee for the cost of their personal laundry minus the Department’s Laundry Contribution.

7. Insert a new clause 3.2 as follows:

“In addition to the Fees payable under clause 3.1, the Department will reimburse the Supplier for an amount up to the Department’s Laundry Contribution in accordance with clause 2.1(q). Such costs will be payable monthly in arrears upon submission of evidence of costs incurred and a tax invoice, to the satisfaction of the Department.”

The terms used in this letter have the same meaning as the terms defined in the Agreement. Subject to the variations specified above, the Agreement will continue in full force and effect.

The variations to the Agreement in this letter are effective from the date the last party signs this letter.

I also take this opportunity to advise you, if you are not already aware, that the latest health advice is to wash linen and towels etc on the hottest wash possible for rooms where guests have been in quarantine.

I thank you for your valuable contribution to our efforts to meet the challenges we are facing. If you have any queries, please contact [Personal Information]

[Personal Information] [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)

Yours sincerely



**Unni Menon**  
Executive Director  
Department of Jobs, Precincts and Regions

22 / 04 / 2020

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**Charlor Pty Ltd, trading as Charlor Pty Ltd to the Variations set out in this letter:**

Executed by a duly authorised )  
representative )  
for and on behalf of )  
Charlor Pty Ltd, trading as Rydges on )  
Swanston (15 497 087 324) ) .....  
 ) Signature of authorised  
in the presence of ) representative  
 )

.....  
Name of authorised representative

.....  
Signature of Witness

.....  
Name of Witness

By signing this letter, the signatory warrants that the signatory is duly authorised to sign this letter for and on behalf of Charlor Pty Ltd, trading as Rydges on Swanston

Date:.....





## Department of Jobs, Precincts and Regions

GPO Box 4509  
Melbourne,  
Victoria 3001 Australia  
Telephone: +61 3 9651 9999  
DX 210074

Confidential

Rydges on Swanston  
701 Swanston Street  
CARLTON VIC 3053

By email: Confidential

Dear Confidential

### RE: EXTENSION AND VARIATION OF THE AGREEMENT FOR THE PROVISION OF ACCOMMODATION

I refer to the Agreement for the Provision of Accommodation between Charlor Pty Ltd trading as Rydges on Swanston and the State of Victoria through the Department of Job, Precincts and Regions dated 30 March 2020 and as varied by letter dated 22 April 2020 (the Agreement).

The department proposes to extend and vary the Agreement in accordance with this letter.

Subject to Charlor Pty Ltd agreeing to the variations set out below, and in accordance with clause 1.2 of the Agreement, the department confirms that it is exercising the second Option Period under the Agreement for one calendar month. This means the Agreement will have a new end date of 27 June 2020 and there will be no Option Periods remaining under the Agreement.

Please note in accordance with the new occupational health and safety clause below, please provide a copy of the hotel's OHS Policy and a Safety Management Plan to the department within 7 days from the date of this letter.

Please indicate your agreement to the variations to the Agreement by signing below and returning this letter to Donna Findlay at Personal Information [@ecodev.vic.gov.au](mailto:donna.findlay@ecodev.vic.gov.au) as soon as possible.

The parties agree that the Agreement is varied as follows:

#### Variations

1. At the end of the Fees section of the Schedule, the following additional sentence is inserted. For the second Option Period from 27 May to 27 June the Total Fees payable will be \$441,750 (GST inclusive).
2. After clause 2.1 insert a new clause 2.1A as follows:

#### “2.1A Occupation Health and Safety

The Supplier must:

- (a) ensure that safe working standards and practices are implemented at all times and ensure compliance with the requirements of the *Occupational Health and Safety*

*Act 2004* and all relevant regulations, codes, practices and Australian Standards relating to the Services;

- (b) have in place safety systems, policies and procedures for providing and maintaining a safe site and safe services without risks to the health and safety of staff, contractors and other persons;
- (c) upon request, provide an OHS Policy and a Safety Management Plan (SMP) to the Department for their business and services delivery and must incorporate any alterations or modifications as required by the Department.

The OHS policy must include:

- a clear commitment to providing for the health and safety of all employees and other persons who may be affected by the Services; and achieving legal compliance, through effective risk management;
- the means by which that commitment will be met (e.g. risk assessment, safe systems of work, training);
- the respective responsibilities and roles of stakeholders at all levels within and external to the Supplier in ensuring safety; and
- a commitment to continuous improvement and policy review, including a date or time within which the policy will be reviewed.

The SMP will be:

- in accordance with the requirements of the *Occupational Health and Safety Act 2004* and the *Occupational Health and Safety Regulations 2007*; and
  - implemented by the Supplier and re-evaluated on an on-going basis during the Term;
- (d) provide to the Department a written incident report within 24 hours for general incidents or immediately if it is a notifiable incident under the *Occupational Health and Safety Act 2004*;
  - (e) cooperate with the Department in any safety investigations and provide the Department with details of their own safety investigations;
  - (f) upon request, provide evidence of training provided to their staff and contractors that provides them with the capabilities to perform their role safely;
  - (g) provide the Department with details of all identified safety and wellbeing hazards and risks, and the action taken to manage these risks;
  - (h) provide a site safety and emergency induction to all personnel working onsite and ensure that evacuation procedures are accessible to the Department and the Department's Nominees;
  - (i) immediately report to the Department any unsafe or non-compliant issues that cannot be rectified during routine maintenance; and
  - (j) permit the Department and/or the Department's representative to conduct an audit of any aspect of the Supplier's safety performance in accordance with the *Occupational Health and Safety Act 2004* and relevant regulations, codes and standards."

The terms used in this letter have the same meaning as the terms defined in the Agreement.

Subject to the variations specified above, the Agreement will continue in full force and effect.

The variations to the Agreement in this letter are effective from the date the last party signs this letter.

I thank you for your valuable contribution to our efforts to meet the challenges we are facing. If you have any queries, please contact Donna Findlay at Personal Information Personal Information [@ecodev.vic.gov.au](mailto:donna.findlay@ecodev.vic.gov.au).

Yours sincerely



**Unni Menon**  
Executive Director  
Department of Jobs, Precincts and Regions

22 / 05 / 2020

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**CHARLOR PTY LTD AGREES to the Variations set out in this letter:**

Executed by a duly authorised )  
representative for and on behalf of )  
Charlor Pty Ltd (ABN 15 497 087 324) )  
)  
in the presence of )  
)  
)  
)  
)

.....  
Signature of authorised representative

.....  
Name of authorised representative

.....  
Signature of Witness

By signing this letter, the signatory warrants that the signatory is duly authorised to sign this letter for and on behalf of Charlor Pty Ltd

.....  
Name of Witness

Date:.....



## Department of Jobs, Precincts and Regions

### AGREEMENT FOR THE PROVISION OF ACCOMMODATION

**Department:** The State of Victoria (**State**) acting through its Department of Jobs, Precincts and Regions (**Department**)

**Supplier:** Charlor Pty Ltd as trustee for the Carlton Unit Trust (**Supplier**)  
 ABN 15497087324  
 Address: 701 Swanston St, Carlton VIC 3053  
 Bank Account Details: Confidential  
Confidential  
 Supplier's Representative Name: Confidential  
 Supplier's Representative Email: Confidential

**Hotel:** Rydges on Swanston

**Number of Rooms:** 95 rooms (**Rooms**)

**Commencement Date:** 27 June 2020

**Completion Date:** 27 July 2020 (30 nights in total)

**Option Period(s):** One (1) term of one (1) calendar month, at the Department's absolute discretion (**Option Periods**)

**Fees:** A flat rate of \$150 (GST inclusive) per Room per night (**Daily Rate**) being a total of \$427,500 (GST inclusive) (**Total Fees**) for the initial period from the Commencement Date to the Completion Date.

#### Terms and Conditions

##### 1. Term

- 1.1 This Agreement is made between the Department and the Supplier and begins on the Commencement Date and continues until the later of:
- (a) the Completion Date; or
  - (b) the date by which the Supplier satisfactorily completes all its obligations under this Agreement,
- unless extended in accordance with clause 1.2 or terminated earlier in accordance with its terms (**Term**).
- 1.2 The Department may elect, by notice in writing to the Supplier to extend the Term of this Agreement for one or more further periods as specified in the Option Periods.
- 1.3 Any such further term or terms will be on the same terms and conditions as this Agreement (excluding, in respect of the final further period, this clause 1.3).

## 2. Supplier's Obligations

### 2.1 The Supplier must:

- (a) ensure the Rooms are available for the exclusive use of the Department and/or the Department's nominee/s (**Department's Nominee**) for the duration of the Term (**Booking Period**). For the avoidance of doubt, the Department, in its sole and absolute discretion, will nominate the Department's Nominee;
- (b) not permit or allow any other bookings to be made in respect of, or permit any person other than the Department's Nominee, to stay in the Rooms during the Booking Period;
- (c) provide the Rooms in accordance with the terms of this Agreement and any reasonable directions given by the Department from time to time;
- (d) subject to clause 2.1(e), ensure that each Room is thoroughly cleaned and disinfected at a minimum:
  - (i) prior to the commencement of each Department's Nominee's stay; and
  - (ii) as soon as practicable following the conclusion of each Department Nominee's stay,
 to a standard consistent with the most recent recommended public health standards in respect of COVID-19;
- (e) if there is a confirmed case of COVID-19 in any of the Department's Nominees, allow the Department's representatives to enter the Supplier's premises in order to undertake specialised cleaning of the relevant Room. For the avoidance of doubt, these specialised cleaning services will be at the cost of the Department;
- (f) provide cleaning products for each Room, on request, so that the Department's Nominee is able to clean the Room themselves during their occupation of the Room;
- (g) provide the Rooms and all ancillary services associated with someone occupying a Room, including but not limited to cleaning services (**Services**), in a timely and efficient manner exercising due care, skill and judgement and at all times act in accordance with the highest professional principles and the standards of a competent professional provider of services similar to the Services being provided under this Agreement. For the avoidance of doubt the Services will include the Supplier providing fresh linen, towels and toiletries (such as soap, shampoo and conditioner) to the Department's Nominee on request be either the Department and/or the Department's Nominee;
- (h) and will be responsible for, ensuring that before its officers, employees, agents, contractors and sub-contractors perform the Services they receive:
  - (i) adequate training in security, workplace health and safety, customer service and risk management; and
  - (ii) are provided with personal protective equipment in accordance with the relevant public health standards,
 including but not limited to in relation to COVID- 19;
- (i) use appropriately skilled and qualified personnel to provide the Services;

- (j) cooperate with and regular liaise with the Department including but not limited to:
  - (i) immediately notifying the Department of any issues in relation to the provision of the Rooms and/or Services, including but not limited to anything which may create a risk that the accommodation service will cease to be provided such as staff unavailability, financial distress, or known exposure or infection of COVID-19;
  - (ii) permitting any representative or contractor of the Department to access the Supplier's premises for reasons including but not limited to the provision of support and medical care for the Department's Nominees; and
  - (iii) providing reports to the Department as and when requested;
- (k) have a business continuity plan that includes:
  - (i) contingency arrangements should any staff, agent, contractor, or sub-contractor become unavailable during the Booking Period; and
  - (ii) consideration of occupational and safety for staff, agents, contractors and sub-contractors if there is exposure or infection of COVID-19.
- (l) on and from the Commencement Date and for 7 years after the end of this Agreement have appropriate insurance coverage for its operation and business risks with an insurer approved under the *Insurance Act 1973* (Cth) and must provide proof of this insurance coverage upon request by the Department;
- (m) ensure that during the Booking Period the Rooms are clear of all items in the mini bar and other luxury items such as robes and slippers;
- (n) ensure that drinking water, wifi and other in room entertainment is available in the Rooms for use at no additional cost to the Department or the Department's Nominee; and
- (o) provide three reasonable meals a day to each of the Department's Nominees. The preparation and service of food must be done in accordance with recommended health standards including in relation to COVID-19. The meals provided to each of the Department's Nominees must comply with any necessary dietary requirements;
- (p) permit any security staff arranged for by the Department to be present at the Supplier's premises as is required to ensure the Department's Nominee remains in isolation. For the avoidance of doubt the cost of the Department's security will be borne by the Department; and
- (q) make arrangements directly with the Department's Nominee in respect of any additional services such as laundry services, car parking and in-room telephone calls and the Supplier agrees that the Department is not responsible for and will not be charged for any fees or costs associated with these additional services except that the Department will contribute the following towards a Department's Nominee/s personal laundry costs where such costs have actually been incurred:
  - (i) where a Room is occupied with 1 or 2 people, up to a maximum of \$40.00 (GST inclusive) per occupancy of that Room; and
  - (ii) where a Room is occupied with more than 2 people, a maximum of \$80.00 (GST inclusive) per occupancy of that Room,
 collectively referred to as the Department's Laundry Contribution.

For the avoidance of doubt, the Supplier will only charge the Department's Nominee for the cost of their personal laundry minus the Department's Laundry Contribution.

## 2A **Occupation Health and Safety**

2.1A The Supplier must:

- (a) ensure that safe working standards and practices are implemented at all times and ensure compliance with the requirements of the *Occupational Health and Safety Act 2004* and all relevant regulations, codes, practices and Australian Standards relating to the Services;
- (b) have in place safety systems, policies and procedures for providing and maintaining a safe site and safe services without risks to the health and safety of staff, contractors and other persons;
- (c) upon request, provide an OHS Policy and a Safety Management Plan (SMP) to the Department for their business and services delivery and must incorporate any alterations or modifications as required by the Department.

The OHS policy must include:

- a clear commitment to providing for the health and safety of all employees and other persons who may be affected by the Services; and achieving legal compliance, through effective risk management;
- the means by which that commitment will be met (e.g. risk assessment, safe systems of work, training);
- the respective responsibilities and roles of stakeholders at all levels within and external to the Supplier in ensuring safety; and
- a commitment to continuous improvement and policy review, including a date or time within which the policy will be reviewed.

The SMP will be:

- in accordance with the requirements of the *Occupational Health and Safety Act 2004* and the *Occupational Health and Safety Regulations 2007*; and
  - implemented by the Supplier and re-evaluated on an on-going basis during the Term;
- (d) provide to the Department a written incident report within 24 hours for general incidents or immediately if it is a notifiable incident under the *Occupational Health and Safety Act 2004*;
  - (e) cooperate with the Department in any safety investigations and provide the Department with details of their own safety investigations;
  - (f) upon request, provide evidence of training provided to their staff and contractors that provides them with the capabilities to perform their role safely;
  - (g) provide the Department with details of all identified safety and wellbeing hazards and risks, and the action taken to manage these risks;
  - (h) provide a site safety and emergency induction to all personnel working onsite and ensure that evacuation procedures are accessible to the Department and the Department's Nominees;
  - (i) immediately report to the Department any unsafe or non-compliant issues that cannot be rectified during routine maintenance; and
  - (j) permit the Department and/or the Department's representative to conduct an audit of any aspect of the Supplier's safety performance in accordance with

the *Occupational Health and Safety Act 2004* and relevant regulations, codes and standards.

### **3. Payment of Fees**

- 3.1 In consideration of the performance by the Supplier of its obligations arising under this Agreement, and upon submission of a valid tax invoice, the Department will pay monthly in advance an amount equal to the Daily Rate times the number of days in the following calendar month.
- 3.2 In addition to the Fees payable under clause 3.1, the Department will reimburse the Supplier for an amount up to the Department's Laundry Contribution in accordance with clause 2.1(q). Such costs will be payable monthly in arrears upon submission of evidence of costs incurred and a tax invoice, to the satisfaction of the Department.

### **4. Confidentiality**

- 4.1 The Supplier must not disclose or permit the disclosure of any of the Department's Confidential Information without written permission from the Department, except:
- (a) to the Department;
  - (b) where required under this Agreement including to the Supplier's legal and financial advisers on a confidential basis;
  - (c) where the information disclosed is already in the public domain other than due to a breach of this Agreement; or
  - (d) where the disclosure is required by Law.
- 4.2 For the purpose of clause 4.1, Confidential Information means details of the terms and conditions contained in this Agreement and all other confidential or commercially sensitive information provided by the Department to the Supplier in the context of this Agreement.

### **5. Negation of Employment**

- 5.1 The Supplier is engaged as an independent contractor and nothing in this Agreement will be deemed to constitute the Supplier as an agent or employee of the Department, and the Supplier will not have any authority to incur and must not incur any obligation or make or purport to make any representation on behalf of the Department except with the express written instructions of the Department.
- 5.2 The Supplier is responsible for all matters requisite as employer or otherwise in relation to any employees, contractors, subcontractors, agents and other third parties who are engaged by the Supplier.

### **6. Damage to Rooms**

- 6.1 The Department will be responsible for any damage done to the Rooms and/or the property of the Supplier during the Booking Period which is a direct result of the actions of the Department or the Department's Nominee, except to the extent that such damage is a result of normal wear and tear.

## 7. Indemnity and Release

- 7.1 The Supplier releases and indemnifies, and will at all times keep the Department and each of its officers, employees, agents, contractors and sub-contractors indemnified, against any liability, loss, damages, cost or expense (including legal and settlement costs determined on a full indemnity basis) incurred by the Department arising out of, or in any way connected with:
- (a) personal injury, including sickness and death (including but not limited to in relation to exposure to or infection from COVID-19);
  - (b) any threatening behaviour from the Department's Nominee;
  - (c) property damage; or
  - (d) third party claims (including but not limited to in relation to exposure to or infection from COVID-19);
- caused, contributed to or brought about by an act or omission of the Supplier or any of its officers, employees, agents, contractors and sub-contractors, including without limitation:
- (a) wilful misconduct;
  - (b) a negligent or unlawful act or omission;
  - (c) fraud;
  - (d) a breach of physical security;
  - (e) a breach of this Agreement; or
  - (f) a breach of an obligation of confidence or privacy (whether arising under this Agreement or otherwise).
- 7.2 The Supplier's liability to indemnify the Department under clause 7.1 is reduced to the extent that any unlawful or negligent act or omission of the Department or its officers, employees, agents, contractors and sub-contractors contributed to the liability, loss, damage, cost or expense.

## 8. Privacy

- 8.1 The Supplier acknowledges and agrees that it will be bound by the Information Privacy Principles, Health Privacy Principles and/or any applicable code of practice as the Department may have approved under the *Privacy and Data Protection Act 2014 (Vic)* (together the **Privacy Obligations**) with respect to any act done or practice engaged in by the Supplier for the purposes of this Agreement in the same way and to the same extent as the Department would have been bound by the Privacy Obligations in respect of that act or practice had it been directly done or engaged in by the Department.
- 8.2 For the purpose of clause 8.1,
- (a) **Health Privacy Principles** means the principles so identified and set out in the *Health Records Act 2001 (Vic)*; and
  - (b) **Information Privacy Principles** means the principles so identified and set out in the *Privacy and Data Protection Act 2014 (Vic)*.

## **9. Termination for convenience**

9.1 The Department may at any time, upon giving fourteen (14) days' notice in writing to the Supplier, terminate the Agreement or reduce the number of Rooms being provided under this Agreement.

9.2 If the Department has served a notice under clause 9.1, the Department will only be liable to pay the Supplier for:

- (a) where a notice of termination has been given, the Rooms up to the date of termination; and
- (b) where a notice to reduce the number of Rooms has been provided, the Fees on the original amount of Rooms up to the effective date of the notice and after the effective date of the notice, the Fees based on the reduced amount of Rooms as notified in the notice,

provided always that the Supplier will not be entitled to any other compensation whatsoever in respect of the termination of this Agreement or reduction in scope, including for loss of prospective profits or income foregone whether with respect to the Rooms and/or Services under this Agreement or otherwise.

9.3 If the Department has served a notice pursuant to clause 9.1, the Supplier must, on demand by the Department, repay to the Department such monies advanced or paid to the Supplier in respect of which at the date of such notice, the Supplier has not yet provided the Rooms and/or performed the Services.

## **10. Termination for breach**

10.1 The Department may terminate with immediate effect by giving notice in writing to the Supplier, if the Supplier:

- (a) fails to provide any of the Rooms and/or Services in accordance with this Agreement;
- (b) breaches any provision of the Agreement; or
- (c) or any of its employees, contractors, subcontractors, agents and other third parties who are engaged by the Supplier commits fraud, dishonesty, or any other serious misconduct,

upon which such termination the Department will pay the Supplier for the Rooms provided in accordance with this Agreement up to the date of the termination and the Department has no other liability to the Supplier in relation to that termination.

## **11. Subcontractors**

11.1 The Supplier must not engage subcontractors to conduct the whole or any part of the Services without the prior written approval of the Department.

11.2 If the Department has given written approval and the Supplier subcontracts the performance of any part of the Services, the Supplier remains fully responsible for:

- (a) all acts and omissions of its subcontractors as if they were the acts or omissions of the Supplier; and
- (b) carrying out the Services and complying with all obligations under this Agreement.

**12. General**

- 12.1 **(Governing Law & Jurisdiction)** This Agreement will be governed by the laws of the State of Victoria and the parties submit themselves to the jurisdiction of the courts in the State of Victoria.
- 12.2 **(Survival)** Each of clauses 4, 7 and 8 survive the termination or expiry of this Agreement.
- 12.3 **(Counterparts)** This Agreement may be executed in one or more counterparts, each of which, once executed, will be deemed to be an original and together will constitute one and the same instrument.

**Executed as an agreement**

**Executed by an authorised signatory for and on behalf of the State of Victoria**

.....  
..

Signature of authorised representative  
Unni Menon, Executive Director,  
Department of Jobs, Precincts and Regions  
Name and title of authorised representative

Date:.....

**Executed by an authorised signatory for and on behalf of Charlor Pty Ltd as trustee for the Carlton Unit Trust**

In the presence of

.....  
Signature of authorised representative

.....  
Signature of witness

.....  
.Name and title of authorised representative

.....  
Name of witness

By signing this Agreement, the signatory warrants that the signatory is duly authorised to sign this Agreement for and on behalf of Charlor Pty Ltd as trustee for the Carlton Unit Trust

Date:.....



Secretary

Department of Health and Human Services

50 Lonsdale Street  
Melbourne Victoria 3000  
Telephone: 1300 650 172  
GPO Box 4057  
Melbourne Victoria 3001  
www.dhhs.vic.gov.au  
DX 210081

Confidential  
Confidential

Rydges on Swanston  
701 Swanston Street  
CARLTON VICTORIA 3053

Dear Confidential

**RE: AGREEMENT FOR THE PROVISION OF ACCOMMODATION**

I write to advise you that due to recent administrative changes the Agreement with Charlor Pty Ltd as trustee for the Carlton Unit Trust ABN 15 497 087 324 dated 27 June 2020 for the provision of accommodation (**the Agreement**) which was being administered for the State of Victoria through the Department of Jobs, Precincts and Regions will now be administered for the State of Victoria through the Department of Health and Human Services.

It is proposed to vary the Agreement to reflect this administrative change. It is noted that the State of Victoria will continue to be the party to the Agreement although the Agreement will now be administered through a different department.

The parties agree that the Agreement is varied as follows:

**Variations**

1. Replace the words "Department of Jobs, Precincts and Regions" each time they appear in the Agreement with the words "Department of Health and Human Services".

The terms used in this letter have the same meaning as the terms defined in the Agreement.

Subject to the variations specified above, the Agreement will continue in full force and effect.

Please indicate your agreement to the variations to the Agreement by signing below and returning this letter to Mr Ewan Tosh as soon as possible.

The variations to the Agreement in this letter are effective from 1 July 2020.

If you have any queries, please contact Mr Ewan Tosh Deputy Commander, Strategy and Planning on REDACTED or REDACTED

Yours sincerely  
REDACTED

1/7/2020



OFFICIAL

**Charlor Pty Ltd as trustee for the Carlton Unit Trust AGREES to the Variations and terms set out in this letter:**

Executed by..... )  
 )  
a duly authorised representative )  
for and on behalf of )  
Charlor Pty Ltd as trustee for the )  
Carlton Unit Trust, )  
ABN 15 497 087 324 )

.....  
Signature of authorised representative

in the presence of

.....  
Name of authorised representative

.....  
Signature of Witness

By signing this letter, the signatory warrants that the signatory is duly authorised to sign this letter for and on behalf of Charlor Pty Ltd as trustee for the Carlton Unit Trust.

.....  
Name of Witness

Date:.....



**NO HOTEL STAFF TO ENTER ROOMS AT ANY TIME**

ROS to assume all guests are COVID 19 positive

Friday 10<sup>th</sup> April 2020**Arrival**

- Controlled by Vic Police and Unified Security, from bus up to the rooms.
- Bollards in place by United Security
- 15 pax per bus for social distancing.
- Buses will wait in holding pattern coming from Victoria Parade to facilitate a staggered arrival
- 4 pax off bus at a time
- All guests are will have masks

**Checkin Process**

- Approx 5 minutes from bus to room
- Guests to first check in at Swanston reception desk
- Bollard now in place and 1.5mtr markings to be indicated on the floor
- All staff to wear PPE i.e. Gloves, Mask & safety glasses
- ROS team to ask the following
  - Names & Passport number
  - Requirement single / double / twin / family room/Interconnecting rooms
  - Do you smoke (explain window that opens and fire brigade charges)
  - Do you have any dietary requirements – if yes take note of room allocated inform guest we will call the room shortly to discuss
- ROS to supply AO full list of any dietary requirements within 24 hours
- Guests then to move to the Government desk (2 x desks by lift) to complete Detention Form and Questionnaire – ROS to supply 2 desks and pens
- Guests will stay a minimum 2 weeks or longer id symptoms persist.

**Hotel Meal Procedures**

- Rooms with Dietary requirements – to be marked outside the room with name and dietary requirement
- Hotel to provide welcome bag with snacks i.e: chips / nuts etc. Some will be immediately hungry from trip.
- 3 meals a day to be delivered to rooms by ROS team
- Stickers with room number and any dietary requirement to be placed on bags
- Deliver all brown paper bags containing meals to rooms
- On return knock on doors to advise meal delivery
- There have been hotels with up to 40% dietary requests
- Any Kosher meals to be ordered from outside supplier
- ROS to provide a room service menu at an additional cost. Guests can order snacks throughout their stay along with the extended minibar list.
- Once a guest has requested room service we send Sertifi document
- If guest is unable to complete – place printed form under door for guests to complete, ROS to take photo of form on phone and return form to guest for disposal
- ROS can supply alcohol – reasonable amounts within responsible service of alcohol
- 15 additional meals to be supplied for staff (Security/Nurses and AO) and charged to Gov account
- Kitchen to be ready for food inspections

**AO – DHHS Supervisor at Hotel 24/7. – Key “Go To” Person In Charge**

- AO (Authorised Officer)from DHHS has extensive powers and is our main contact in the hotel
- AO to be supplied 2 master keys – Signed acceptance required
- 2 Nurses onsite at anytime – 3 master keys to be provided to Nurses.
- Nurses will perform swab tests in rooms
- Exercise and fresh air to be approved by AO on a case by case basis. (Pooldeck seems ideal)
- Any packages sent from Guests homes or Uber Eats to be handled by AO and delivered by security.

**Security**

- Police will check in daily – report any incidences
- Unified Security will be onsite 24/7 with 3 or 4 security guards on each floor
- Security to be supplied 4 master keys – Signed acceptance required
- Security to use Lobby Boardroom, place Coffee and Tea station.
- Exercise and fresh air to be managed by Unified Security
- Care packages and deliveries -Will be dealt received and delivered by Unified Security

**Nurses:**

- Will be doing swab tests in guest rooms.
- There will be 2-3 Nurses on shift, based in new Nurses Room.

**Emergency Procedures**

- Call 000 and inform D24 we are a COVID Hotel
- In case of fire alarms and evacuation required follow usual Hotel procedures
- In case of family violence, depression or any other issue
  - Notify the on call DHHS Supervisor
  - Call 000 and inform D24 we are a COVID Hotel
  - Inform on site security

**Additional information**

Dept aiming to provide 12 hours notice prior to arrivals – but could be 4.

Keep a log of any issues and repeated calls from same guest.

No Uber eats allowed in the hotel, if any food/package arrives, please direct to security or AO  
3000pax in Quarantine in Melbourne

Repatriation flights still coming in. India and Latin America.

DFAT involved –

Laundry to be wash at Hospital Grade heat.

Guest's laundry – at additional costs

Room linen change at 7 days, so will mostly be once per stay.

Maintenance issues – Guests to be moved to a NEW room

Red zone may be introduced for guests suspected to have virus

REDACTED

**NO HOTEL STAFF TO ENTER ROOMS AT ANY TIME**

ROS to assume all guests are COVID 19 positive

Friday 10<sup>th</sup> April 2020**Nursing and Security Preparation**

- Large ground floor Conference Room set up for Nurses Work Station, Medical Storage, Personal Hygiene products store. Separate space set up for briefings.
  - Hotel to provide and maintain complimentary Coffee and Tea making station.
- Ground floor conference room set up for Security Team Briefing and breaks. 4 Security to be located on each accommodation floor and 15 on duty for each shift.

**Guest Room Preparation**

- Room cleaning products and gloves to be placed in room for guests to clean during their stay.
- Additional Coffee, Tea and Fresh milk to be placed on the room.
- Extended mini bar list to be placed in room.
- 28 rubbish bags to be placed in room to allow for double bagging of refuse and placing outside door each evening.
- 5 bags provided for towel changes every 3 days
- 2 large bags provided for linen change every 7 days.
- Bag seal stickers provided to seal all bags.

**Pre-Arrival**

- DHHS to forward name/s and expected time of arrival.
- Advise appropriate room type for allocation.
- Other special requirements to be advised to hotel management.

**Arrival**

- Controlled by Vic Police and Unified Security, from bus up to the rooms.
- Bollards in place by United Security
- 15 pax per bus for social distancing.
- Buses will wait in holding pattern coming from Victoria Parade to facilitate a staggered arrival
- 4 pax off bus at a time
- All guests are will have masks

**Checkin Process**

- Approx 5 minutes from bus to room
- Guests to first check in at Swanston reception desk
- Bollard now in place and 1.5mtr markings to be indicated on the floor
- All staff to wear PPE i.e. Gloves, Mask & safety glasses
- Guests to complete check in online following GM welcome letter located in their room.
- Guests to be contacted by hotel team to re-confirm dietary requirements for master list.
- ROS to supply AO (Authorised Officer from DHHS) full list of any dietary requirements within 24 hours
- Guests then to move to the Government desk (2 x desks by lift) to complete Detention Form and Questionnaire – ROS to supply 2 desks and pens
- Guests will stay a minimum 2 weeks or longer if symptoms persist.

**Hotel Meal Procedures**

- Rooms with Dietary requirements – to be marked outside the room with name and dietary requirement
- Hotel to provide welcome bag with snacks i.e: chips / nuts etc. Some will be immediately hungry from trip.
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- Once a guest has requested room service we send Sertifi document
- If guest is unable to complete – place printed form under door for guests to complete, ROS to take photo of form on phone and return form to guest for disposal

- ROS can supply alcohol – reasonable amounts within responsible service of alcohol
- 15 additional meals to be supplied for staff daily (Security/Nurses and AO) and charged to Gov account

**Important : Service Procedure:** (Repeated every time staff go to guest floors)

1. Staff Member to put on Full PPE prior to entering service lift to take meals to the rooms.
2. Meals to be placed outside rooms and then knock on door and move away.
3. There will be a hygiene station next to the lift on each floor. After delivering the meals dispose of gloves and mask in the disposal bag provided and clean hands with sanitiser before entering lift.

#### **AO (Authorised Officer) – DHHS Supervisor at Hotel 24/7. – Key “Go To” Person In Charge**

- AO (Authorised Officer) from DHHS has extensive powers and is our main contact in the hotel
- AO to be supplied 2 master keys – Signed acceptance required
- 2 Nurses onsite at anytime – 3 master keys to be provided to Nurses.
- Nurses will perform swab tests in rooms
- Exercise and fresh air to be approved by AO on a case by case basis. (Pooldeck seems ideal)
- Any packages sent from Guests homes or Uber Eats to be handled by AO and delivered by security.

#### **Security**

- Police will check in daily – report any incidences
- Unified Security will be onsite 24/7 with 3 or 4 security guards on each floor
- Security to be supplied 4 master keys – Signed acceptance required
- Security to use Lobby Boardroom, place Coffee and Tea station.
- Exercise and fresh air to be managed by Unified Security
- Care packages and deliveries -Will be dealt received and delivered by Unified Security

#### **Nurses:**

- Will be doing swab tests in guest rooms.
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- Call 000 and inform D24 we are a COVID Hotel
- In case of fire alarms and evacuation required follow usual Hotel procedures
- In case of family violence, depression or any other issue
  - Notify the on call DHHS Supervisor
  - Call 000 and inform D24 we are a COVID Hotel
  - Inform on site security

#### **Additional information**

Dept aiming to provide 12 hours notice prior to arrivals – but could be 4.

Keep a log of any issues and repeated calls from same guest.

No Uber eats allowed in the hotel, if any food/package arrives, please direct to security or AO

3000pax in Quarantine in Melbourne

Repatriation flights still coming in. India and Latin America.

DFAT involved –

Laundry to be wash at Hospital Grade heat.

Guest's laundry – at additional costs. To be doubled bagged.

Room linen change at 7 days, so will mostly be once per stay.

Maintenance issues – Guests to be moved to a NEW room.

**From:** Confidential  
**Sent:** Mon, 30 Mar 2020 15:55:21 +1100  
**To:** margie.donnelley@ecodev.vic.gov.au  
**Cc:** Confidential; Rosswyn Menezes  
**Subject:** Rydges On Swanston : Property Layout and 2017 sqm of Additional Spaces.  
**Attachments:** Hotel Plans Full.pdf

Dear Margie

Further to our discussion;

**1. Other Guests:**

Presently we have two other guests in the hotel

- One is departing in the morning, (31st)
- Second is in self isolation at the moment. He is due to depart on 6th April.

**2. Control Of The Building:**

The initial proposal I provided was for all 107 rooms and total control of the building. We are happy to provide total control of the building based on the 95 rooms per night contract we have.

The building is fully locked down with the the main entry and car park entry only possible after reception identification and buzzing people in.

As the only guests in the building the additional spaces that could be utilised **equal 2017 sqm's.** Encompassing the 4th Floor, Ground Floor and Sub - Basement (open aired) Car Park. (All accommodation rooms are located on floors 1,2 and 3)

**A. 4th Floor; Skyline Events Centre and Rooftop Open Air Pool Deck: 552 sqm**

1. Pool Deck: Roof Top Open Air Space with Views over Carlton. 150sqm.

[www.thepooldeck.com.au](http://www.thepooldeck.com.au)

2. Skyline Events Centre: Open Events Centre with Large Windows and Garden + City Views. 402 sqm.

[www.skylineevents.com.au](http://www.skylineevents.com.au)

**B. Ground Floor; Conference Centre and Restaurant/Bar Area; 465 sqm**

1. Conference Centre: Orbit Room 215 sqm.

2. Restaurant and Bar: 250 sqm

**C. Sub - Basement (open aired ) Car Park : 1000 sqm**

So over 2000sqm of unoccupied spaces including the Open Air Pool Deck on the roof top that you may be able to utilise.

If the guest were able to have a schedule to leave rooms or such there is a great deal of space. I have attached some hotel plans I can talk you through.

Regards

Confidential



**From:** Rosswyn Menezes  
**Sent:** Thu, 28 May 2020 00:24:49 +1000  
**To:** Confidential  
**Cc:** [REDACTED]  
**Subject:** RE: Information  
**Attachments:** Social Distancing Memo.doc, Rydges staff letter testing.pdf

Hi Confidential

Below some points over the EVT guidelines.

- Personal hygiene is of utmost importance
- Signage in all staff areas to Sanitise/wash hands and social distance.
- Sanitiser stations in Lobby, lift, back office, Outside ground conference rooms, kitchen, clocking station, bar and level 4 near lift
- Bottle sanitiser pumps on every desk in back office, near coffee machines (for DHHS and Nurse use), in loading dock specially kept for using after disposing garbage and before entering hotel.
- Reception cleaned every 3/4 hours per EVT guidelines. High touch points sanitised too.
- Staff lift sanitised after collecting garbage and laundry – done twice each day – Full PPE including gown worn.
- Guest lift sanitised every time it is used by a guest. (only guests allowed to use main lift) Staircase considered a 'clean' zone for staff only.
- Hotel linen externally laundered – normally in-house – done to avoid contact by internal staff
- PPE station at staff lift to be used every time we go to rooms.
- Temperature checks for all staff at start of their shift. This process started on Fri 22<sup>nd</sup> May 2020. Log book maintained. (attached email)
- Upon departure, no hotel staff to enter until external cleaners have sanitised the room.

We have 2 daily briefings each day. Hotel DM, DHHS, Nurse and Security. We discuss concerns and daily movements.

I am constantly liaising with DHHS and Nurses to ensure we have a safe work environments and if we need to do anything to make P&P's more effective. DHHS have run through all our P&P's and we are compliant. The nurses have commended us multiple times on how we are managing the hotel.

For the present case Confidential they are still investigating the source of transmission. Confidential  
 REDA are all negative.

I had another staff member Confidential who got tested in clayton this morning and his result was negative.

I just received an email to get all staff tested who spent more than 30 minutes on site from 11<sup>th</sup> May 2020. Approx 40% of the staff have been tested with the rest scheduled for 28/05/20

We also have external cleaners coming in at 8am in the morning to deep clean all staff areas.

Should you have any further queries, please feel free to call.

Thank you.

Regards,

Ross

---

**From:** Confidential  
**Sent:** Wednesday, 27 May 2020 3:18 PM  
**To:** Rosswyn Menezes Confidential  
**Cc:** Confidential  
**Subject:** RE: Information

No rush Ross you have plenty on your plate. Don't stress too much about this. Let Confidential handle the media. Tomorrow will be another day.

cheers

---

**From:** Rosswyn Menezes  
**Sent:** Wednesday, 27 May 2020 3:17 PM  
**To:** Confidential  
**Cc:** Confidential  
**Subject:** RE: Information

Hi Confidential  
I'll send some more info later in the evening.  
Thanks,  
Ross

---

**From:** Confidential  
**Sent:** Wednesday, 27 May 2020 3:15 PM  
**To:** Rosswyn Menezes Confidential  
**Cc:** Confidential  
**Subject:** Information

Hi Ross

Weekly I have an update call with RED which is 12noon tomorrow. When you get a chance later today can you send me an email with a bit more detail around the COVID Safe practices in place at hotel. You mentioned in a previous email staff member was temperature tested. Can you confirm this happens for all staff at the commencement of every shift and documented. Have they been able to track the source of the transmission? What other feedback have the health services people on site provided in relation to staff member and risk to other staff / guests.

Regards

Confidential  
Group General Manager - Hotel Operations Rydges & Atura Hotels  
Confidential  
+61 419 171 262

**E V E N T**  
HOSPITALITY & ENTERTAINMENT

Cinemas | Event | BCC | GU Film House | CineStar | Moonlight  
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186 Exhibition Street, Melbourne, Vic 3041



**NO HOTEL STAFF TO ENTER ROOMS AT ANY TIME**

ROS to assume all guests are COVID 19 positive

Arrival

- Controlled by Vic Police and Unified Security
- Bollards in place by United Security
- 15 pax per bus
- Buses will wait in holding pattern coming from Victoria Parade to facilitate a staggered arrival
- 4 pax off bus at a time
- All guests are will have masks

Checkin Process

- Approx 5 minutes from bus to room
- Guests to first check in at Swanston reception desk
- Bollard now in place and 1.5mtr markings to be indicated on the floor
- All staff to wear PPE i.e. Gloves, Mask & safety glasses
- ROS team to ask the following
  - Names & Passport number
  - Requirement single / double / twin / family room/Interconnecting rooms
  - Do you smoke (explain window that opens and fire brigade charges)
  - Do you have any dietary requirements – if yes take note of room allocated inform guest we will call the room shortly to discuss
- ROS to supply AO full list of any dietary requirements within 24 hours
- Guests then to move to the Government desk to complete Detention form and Questionnaire – ROS to supply 2 desks and pens

Hotel Meal Procedures

- Rooms with Dietary requirements – to be marked outside the room with name and dietary requirement
- Hotel to provide welcome bag with snacks i.e: chips / nuts etc
- 3 meals a day to be delivered to rooms by ROS team
- Stickers with room number and any dietary requirement to be placed on bags
- Deliver all brown paper bags containing meals to rooms
- On return knock on doors to advise meal delivery
- There have been hotels with up to 40% dietary requests
- Any Kosher meals to be ordered from outside supplier
- ROS to provide a room service menu at an additional cost
- Once a guests has requested room service we send Sertifi document
- If guest is unable to complete – place printed form under door for guests to complete, ROS to take photo of form on phone and return form to guest for disposal
- ROS can supply alcohol – reasonable amounts within responsible service of alcohol
- 15 additional meals to be supplied for staff and charged to Gov account
- Kitchen to be ready for food inspections

AO – DHHS Supervisor

- AO from DHHS has extensive powers and is our main contact in the hotel
- AO to be supplied 2 master keys – Signed acceptance required
- 2 Nurses onsite at anytime – 3 master keys to be provided to Nurses and they wor
- Nurses will perform swab tests in rooms
- Exercise and fresh air to be approved by AO

Security

- Police will check in daily – report any incidences
- Unified Security will be onsite 24/7 with 3 or 4 security guards on each floor
- Security to be supplied 4 master keys – Signed acceptance required
- Security to use Lobby Boardroom
- Exercise and fresh air to be managed by Unified Security
- Care packages and deliveries -Will be dealt received and delivered by Unified Security

Emergency Procedures

- Call 000 and inform D24 we are a COVID Hotel
- In case of fire alarms and evacuation required follow usual Hotel procedures
- In case of family violence, depression or any other issue

- Notify the on call DHHS Supervisor
- Call 000 and inform D24 we are a COVID Hotel
- Inform on site security

**Additional information**

Keep a log of any issues and repeated calls from same guest.

No Uber eats allowed in the hotel, if any food/package arrives, please direct to security or AO

3000pax in Quarantine

Repatriation flights

DFAT involved –

Laundry to be wash at Hospital Grade

Guest's laundry – at additional costs

Maintenance issues – Guests to be moved to a NEW room

Red zone may be introduced for guests suspected to have virus

**REDACTED**

## DHHS OPERATION CHANGES after consultation with Infection Control

### Bathrooms:

- Corrections Vic to use bathrooms in car park next to tenancies
- DHHS/Nurses and Spotless (Alfred Hospital) to use bathrooms on the ground level
- Hotel Staff to only use bathrooms in staffroom

### Hotel Access:

- Corrections Vic to use Blues Bar for sign-on and breaks.
- DHHS/Nurses to use Restaurant as tea room
- Teams should not be accessing each other's areas.
- Hotel Staff only allowed to access to clean areas or with proper authorisation
- Nurses to temperature check EVERYONE coming into the hotel (hotel staff, Correction Vic, DHHS, Nurses, etc). Station placed in front lobby.

### Lifts:

- Spotless (Alfred Hospital) to clean lifts after each use.

### Fresh Air Walks:

- DHHS/Infection Control will advise new process shortly. Per DHHS, ideally be only mental health staff taking guests for walks

### Cleaning:

- Spotless (Alfred Hospital) to service the hotel 24hrs.
- Continuously cleaning public areas (except bathrooms) and level 4
- Cleaning:
  - High touch points throughout the hotel, including back office, restaurant, conference rooms & lobby. Once guests depart they will sanitise rooms
    - Negative room: Strip beds, wipe high touch points and vacuum
    - Positive rooms: Strip beds, wipe high touch, steam clean carpets, beds, headboards, pillows etc.

### Security:

- Corrections Vic taken over on Thurs 02/07/20.
- 1 guard on each level and 1 in lobby

### External deliveries:

- Corrections Vic to receive package
- Security to check for contraband
- Spotless (Alfred Hospital) to deliver to room

**From:** Pam Williams (DHHS)  
**Sent:** Tue, 5 May 2020 18:35:22 +1000  
**To:** Rosswyn Menezes; [Confidential]  
**Cc:** Rachaele May (DEDJTR); Braedan Hogan (DHHS) [REDACTED]  
**Subject:** Arrivals to Rydges this evening  
**Attachments:** b5 - isolation (diagnosis) direction (no 2) (signed).pdf, Factsheet confirmed case coronavirus 2 May 2020.docx

Dear Rosswyn and [Confidential]

Thank you for working with us to assist in reducing the impact of COVID19 in the Victorian community. We very much appreciate the support of your companies and staff.

As discussed with Rachaele May, we appreciate your support to check in 6 people this evening who are subject to the Isolation (diagnosis) direction (no 2) – a proforma and Factsheet are attached which provide details.

As requested, these are the measures in place for COVID-19 positive people at alternate accommodation:

- All COVID positive cases are subject to an isolation direction (attached) that restricts their movement (only for emergency, medical treatment or exercise);
- Daily checks are undertaken by DHHS for each case and these restrictions are reinforced;
- Guests have chosen to stay at the hotel to protect their families and they are required to stay there until they are cleared by an officer of DHHS;
- Victoria Police also conduct spot checks for COVID positive cases in the community and these people will be subject to the same checks;
- Guests will be provided PPE (mask and gloves) by DHHS upon arrival;
- They will arrive either by own transport or via non-emergency patient transport;
- Guests will have same meals provided as other guests and access to deliveries as per all other guests;
- Guests will be provided information if they do wish to leave their room for one of the above reasons, or are cleared to go home they are requested to:
  - Contact DHHS team leader, who will make arrangements with hotel and security staff
  - If they seek to exercise, this to occur on Level 4 – and staff will be advised so lift and common areas can be cleaned.
  - If other movement of guests does occur, staff will be advised, and cleaning will occur after.

- Security will be allocated to patrol the floor with the guests to discourage further movement around the hotel.
- Guests will be told they are not permitted guests to visit - as per the Isolation Direction.

Thank you again for your support and contact me if you wish to discuss.

**Pam Williams**

**COVID19 Accommodation Commander**

Department of Health and Human Services

m: **REDACTED** @dhhs.vic.gov.au

[www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)

*Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.*

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**From:** REDACTED  
**Sent:** Sun, 12 Apr 2020 10:01:43 +1000  
**To:** Rosswyn Menezes  
**Subject:** Information for the DHHS Food Safety Unit  
**Attachments:** Procedure for provision of food to guests with food allergies DRAFT 1.1.docx

Hi Ross,  
Thank you for your time on the phone this morning. I hope that it goes well settling the quarantined guests this morning.

As discussed, please could you provide me with a copy of your food safety program, and the report from your most recent food safety audit?

Please find attached the draft procedure I mentioned. I would be interested in your feedback on it as it is currently under review before it can be rolled out. It shows best practice controls for food supplied to those with medically diagnosed food allergies. **Please note the recommended question for arriving guests** to identify medically diagnosed food allergies, as opposed to dietary preferences.

Best regards

REDACTED

REDACTED



*The Food Safety Unit at the Department of Health & Human Services makes all reasonable efforts to ensure the accuracy of the information it provides. However, the information provided should not be relied upon as legal advice or regarded as a substitute for legal advice. You should exercise your own skill, care and judgement when relying on this information.*

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**From:** Rosswyn Menezes  
**Sent:** Thu, 30 Apr 2020 13:46:23 +1000  
**To:** REDACTED Rydges Swanston (DHHS)  
**Cc:** Confidential  
**Subject:** RE: Cleaning Schedule

Hi RED

I was just working through the schedule and cleaning from the hotel end.

With regards to getting the rooms ready for the next round of arrivals.

- IKON will sanitise clean level 2 on Thurs 30/04 and Fri 01/05
- At 17:00 on Sat 02/05/20, you should have 24 rooms available to be used.
- At 17:00 on Sun 03/05/20, you should have whole of level 2 ready to use (36 rooms)
- IKON will sanitise clean level 3 on Mon 04/05 and Tues 05/05
- At 17:00 on Wed 06/05/20, you should have whole of level 3 ready to be used (35 rooms)
- IKON will sanitise clean level 1 on Wed 06/05
- At 17:00 on Thurs 07/05/20, you should have whole of level 1 ready to use (25 rooms)

Other Info

- Level 1 presently has 4 rooms occupied with a further 7 clean ready to be used.
- IKON will sanitise each floor corridor after they have completed the last room on that level
- On Wed 06/05/20 once IKON have finished the last room on level 1, I have got IKON to fog the whole stairwell.
- The stairwell will be Out of Order for approx. 1 hour that afternoon.

Should you have any further queries, please do not hesitate to reach out.

Thanks,  
Ross

Best regards,

**Rosswyn Menezes** | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

Confidential

Confidential

| Web: [www.rydges.com/swanston](http://www.rydges.com/swanston) | [www.skylineevents.com.au](http://www.skylineevents.com.au)



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**From:** Confidential [REDACTED]  
**Sent:** Thursday, 30 April 2020 12:28 PM  
**To:** REDACTED [REDACTED]  
**Cc:** Rosswyn Menezes Confidential [REDACTED]  
**Subject:** Cleaning Schedule

**HIRED**

See cleaning schedule below – I will ensure Ross keeps you up to date regarding the number of clean rooms and if the below changes.

- 20 rooms per day to be professionally cleaned starting from Thursday, 30th April 2020 (not including weekends). Scheduled to be completed on Wednesday, 6th May 2020.
- Cleaning will commence on Level 2 of the hotel.
- As of Saturday, 2nd May Rydges will organise housekeeping staff to finish preparing and cleaning the 40 rooms that have been cleaned.
- As of Saturday evening these rooms will be available to use for any additional guests in house.
- All rooms will be cleaned and ready for use as of Thursday, 7th May 2020. This includes the corridors which will be the last area cleaned.

Warm regards,

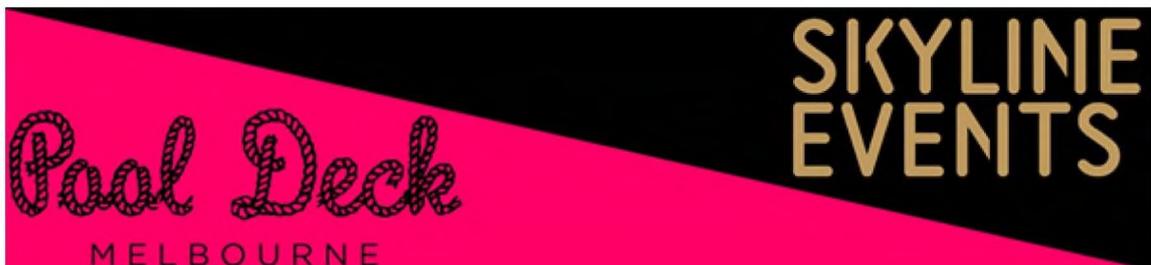
Confidential [REDACTED]

| Conference and Events Sales Manager - Rydges on Swanston Melbourne

701 Swanston Street, Melbourne, VIC 3053

Confidential [REDACTED]

[Web: Rydges on Swanston](#)



**From:** Confidential  
**Sent:** Fri, 10 Apr 2020 16:33:49 +1000  
**To:** Rosswyn Menezes; Confidential  
**Subject:** Updated DHHS Info from Todays Meeting  
**Attachments:** DHHS info 10042020.docx

REDACTED some details here we can build into our response.  
I will work on later as a draft of thoughts.

--

-----  
Confidential

**NO HOTEL STAFF TO ENTER ROOMS AT ANY TIME**

ROS to assume all guests are COVID 19 positive

Friday 10<sup>th</sup> April 2020**Arrival**

- Controlled by Vic Police and Unified Security, from bus up to the rooms.
- Bollards in place by United Security
- 15 pax per bus for social distancing.
- Buses will wait in holding pattern coming from Victoria Parade to facilitate a staggered arrival
- 4 pax off bus at a time
- All guests are will have masks

**Checkin Process**

- Approx 5 minutes from bus to room
- Guests to first check in at Swanston reception desk
- Bollard now in place and 1.5mtr markings to be indicated on the floor
- All staff to wear PPE i.e. Gloves, Mask & safety glasses
- ROS team to ask the following
  - Names & Passport number
  - Requirement single / double / twin / family room/Interconnecting rooms
  - Do you smoke (explain window that opens and fire brigade charges)
  - Do you have any dietary requirements – if yes take note of room allocated inform guest we will call the room shortly to discuss
- ROS to supply AO full list of any dietary requirements within 24 hours
- Guests then to move to the Government desk (2 x desks by lift) to complete Detention Form and Questionnaire – ROS to supply 2 desks and pens
- Guests will stay a minimum 2 weeks or longer id symptoms persist.

**Hotel Meal Procedures**

- Rooms with Dietary requirements – to be marked outside the room with name and dietary requirement
- Hotel to provide welcome bag with snacks i.e: chips / nuts etc. Some will be immediately hungry from trip.
- 3 meals a day to be delivered to rooms by ROS team
- Stickers with room number and any dietary requirement to be placed on bags
- Deliver all brown paper bags containing meals to rooms
- On return knock on doors to advise meal delivery
- There have been hotels with up to 40% dietary requests
- Any Kosher meals to be ordered from outside supplier
- ROS to provide a room service menu at an additional cost. Guests can order snacks throughout their stay along with the extended minibar list.
- Once a guest has requested room service we send Sertifi document
- If guest is unable to complete – place printed form under door for guests to complete, ROS to take photo of form on phone and return form to guest for disposal
- ROS can supply alcohol – reasonable amounts within responsible service of alcohol
- 15 additional meals to be supplied for staff (Security/Nurses and AO) and charged to Gov account
- Kitchen to be ready for food inspections

**AO – DHHS Supervisor at Hotel 24/7. – Key “Go To” Person In Charge**

- AO (Authorised Officer)from DHHS has extensive powers and is our main contact in the hotel
- AO to be supplied 2 master keys – Signed acceptance required
- 2 Nurses onsite at anytime – 3 master keys to be provided to Nurses.
- Nurses will perform swab tests in rooms
- Exercise and fresh air to be approved by AO on a case by case basis. (Pooldeck seems ideal)
- Any packages sent from Guests homes or Uber Eats to be handled by AO and delivered by security.

**Security**

- Police will check in daily – report any incidences
- Unified Security will be onsite 24/7 with 3 or 4 security guards on each floor
- Security to be supplied 4 master keys – Signed acceptance required
- Security to use Lobby Boardroom, place Coffee and Tea station.
- Exercise and fresh air to be managed by Unified Security
- Care packages and deliveries -Will be dealt received and delivered by Unified Security

**Nurses:**

- Will be doing swab tests in guest rooms.
- There will be 2-3 Nurses on shift, based in new Nurses Room.

**Emergency Procedures**

- Call 000 and inform D24 we are a COVID Hotel
- In case of fire alarms and evacuation required follow usual Hotel procedures
- In case of family violence, depression or any other issue
  - Notify the on call DHHS Supervisor
  - Call 000 and inform D24 we are a COVID Hotel
  - Inform on site security

**Additional information**

Dept aiming to provide 12 hours notice prior to arrivals – but could be 4.

Keep a log of any issues and repeated calls from same guest.

No Uber eats allowed in the hotel, if any food/package arrives, please direct to security or AO  
3000pax in Quarantine in Melbourne

Repatriation flights still coming in. India and Latin America.

DFAT involved –

Laundry to be wash at Hospital Grade heat.

Guest's laundry – at additional costs

Room linen change at 7 days, so will mostly be once per stay.

Maintenance issues – Guests to be moved to a NEW room

Red zone may be introduced for guests suspected to have virus

REDACTED

**From:** Confidential  
**Sent:** Sat, 11 Apr 2020 19:20:53 +1000  
**To:** Confidential; Rosswyn Menezes; Confidential  
**Subject:** DHHS training

Hi all,

RED ACTE has informed me that a lady will be on site tomorrow morning all day and she will be training us on what we need to know about keeping protected etc and cleaning etc.

Matt will do intro. Will probs happen after guests have gone up.

**Kind regards**

Confidential | Operations Manager

Rydges On Swanston Melbourne  
701 Swanston Street, Carlton 3053

Confidential

**Web:** [www.rydges.com](http://www.rydges.com) [Rydges on Swanston Melbourne](#)



## PROCEDURE OF GUEST ARRIVAL:

- 1: Ambulance arrives
- 2: Allow the ambulance into the basement and guide it closer to the elevator in the basement. Allow them to exit the vehicle but instruct the ambulance drivers and guest to stay near the ambulance. Security guards aren't to approach guest or ambulance drivers.
- 3: Notify the nursing staff or DHHS staff.
- 4: A senior nurse and security guard will DON PPE sequentially – gown, surgical masks, eye protection and gloves.
- 5: The security guard will notify the appropriate floor staff, who will use the master key to unlock the door and leave it ajar. The security staff will clear a path from the lift to the allocated room to avoid contamination. The security guard will then move to the opposite end of the hallway than the allocated room.
- 6: The senior security guard and senior nurse will proceed to the basement (take luggage trolley and garage token if necessary).
- 7: The security guard should remain at a distance from the guest.
- 8: The senior nurse will greet the guest and take handover from the ambulance driver.
- 9: The nurse will instruct the guest to avoid touching any walls, doors etc. and the nurse will push the buttons on the elevator.
- 10: Once in the elevator the nurse is to turn the sign to DIRTY.
- 11: The nurse will escort the guest to their room and hand them their paperwork.
- 12: During this time the senior security guard will have taken the lift to a allocated floor and DOFF PPE sequentially and dispose in yellow bins



**From:** Rosswyn Menezes  
**Sent:** Fri, 22 May 2020 18:57:06 +1000  
**To:** Confidential  
**Subject:** Re: Temperature Check

Hi Confidential  
Not Rydges.  
I feel it's a good initiative since it going to be many months before normal.

Get [Outlook for Android](#)

**From:** Confidential  
**Sent:** Friday, May 22, 2020 6:49:20 PM  
**To:** Rosswyn Menezes <Confidential>  
**Subject:** Re: Temperature Check

Thanks Ross

Is this one a Rydges initiative?

On Fri, May 22, 2020 at 5:24 PM Rosswyn Menezes <Confidential> wrote:

Hi All,

To strengthen our safety procedures during the COVID pandemic, we now need to ensure we start our shift by checking our body temperature.

We now have a temperature gun at reception.

Each day when you arrive to work, please ensure you see the DM on shift to get your temperature taken.

While this is an extra task each day, I feel it is necessary to keep the working environment safe.

Should you have any queries, please see me.

Thanks.

Best regards,

**Rosswyn Menezes** | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

Confidential

Confidential

| Web: [www.rydges.com/swanston](http://www.rydges.com/swanston) | [www.skylineevents.com.au](http://www.skylineevents.com.au)



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Confidential

**From:** Confidential  
**Sent:** Thu, 28 May 2020 13:31:51 +1000  
**To:** Confidential  
**Subject:** Fwd: 8pm DHHS Meeting

Cheers

Confidential

Operations Manager

Rydges on Swanston

701 Swanston street

Carlton, 3053

**From:** Rosswyn Menezes  
**Sent:** Thursday, May 28, 2020 12:30:24 AM  
**To:** Confidential

Confidential

**Subject:** FW: 8pm DHHS Meeting

Hi Guys,  
See below email from Confidential

I feel it is a fantastic opportunity to get this training done. I am sure it will be worthwhile since the new norm will include some training of this sort.  
Please send me a copy of your certificate once you have completed the course.

Any q's please reach out.

Thanks,  
Ross

---

**From:** Confidential  
**Sent:** Wednesday, 27 May 2020 9:00 PM  
**To:** Rosswyn Menezes Confidential  
**Subject:** 8pm DHHS Meeting

Hey Ross,

At the 8pm meeting one of the nurses suggested this hand hygiene course that everyone can do online just to ensure they are across it and you will get a certificate on completion. REDA thought it was a great idea & the certificates would be something we can store for all staff members that have completed so we know everyone is across it. I have attached the link below:

<https://www.hha.org.au/online-learning/hha-work-safe-clean>

Warm regards,

Confidential

| Conference and Events Coordinator - Rydges on Swanston Melbourne

701 Swanston Street, Melbourne, VIC 3053

Confidential

Web: [Rydges on Swanston](#)





## Department of Health and Human Services

50 Lonsdale Street  
Melbourne Victoria 3000  
GPO Box 4057  
Melbourne Victoria 3001  
www.dhhs.vic.gov.au  
DX 210081

### UPDATE: CORONAVIRUS DISEASE (COVID-19) [REDACTED]

Dear [REDACTED],

The Department of Health and Human Services (the Department) is currently investigating an outbreak of coronavirus disease (COVID-19) in [REDACTED]

[REDACTED]

[REDACTED] did not attend work while unwell and were tested quickly when they became unwell.

[REDACTED] prior to developing symptoms and while they may have been infectious. The department has contacted all identified close contacts of the cases to advise them to quarantine and to monitor for symptoms. The department is thoroughly reviewing all aspects of the infection prevention and control arrangements [REDACTED] and an outbreak investigation is current and ongoing.

If you have not been contacted directly by the department, you have not been identified as a close contact and therefore do not need to quarantine.

As an additional precaution, and to investigate the potential sources of this infection, the Department is requesting that [REDACTED]

[REDACTED] be tested for COVID-19.

If you have not already been tested, please **present to the [REDACTED] to be tested for COVID-19**. If you do not have any symptoms there is no need for you to isolate while you await your results. If you have any symptoms associated with COVID-19 please isolate at home until you have received your results.

If you have any questions or wish to discuss this information in more detail, please call 1300 651 160.

Yours sincerely

[REDACTED]

Dr Simon Crouch  
**Deputy Public Health Commander COVID-19 (Case, Contact and Outbreak Management)**  
Department of Health and Human Services

27 May 2020



## Department of Health and Human Services

50 Lonsdale Street  
Melbourne Victoria 3000  
GPO Box 4057  
Melbourne Victoria 3001  
www.dhhs.vic.gov.au  
DX 210081

Dear staff member

Re: COVID-19 outbreak associated with REDACTED

The Department of Health and Human Services (the department) is currently investigating an outbreak of coronavirus disease (COVID-19) in REDACTED. Since our last correspondence, REDACTED cases of COVID-19 have been detected REDACTED, bringing the total for this outbreak to REDACTED. The new cases were all identified as part of testing initiated after identification of the first case REDACTED.

The source of infection for new cases remains under investigation and all potential sources of transmission will be explored. Thorough cleaning of REDACTED has been undertaken, alongside contact tracing, isolation and quarantine of close contacts. A full investigation is underway to review all possible causes of transmission within the hotel, including looking into links between REDACTED.

REDACTED hotel for 30 minutes or more REDACTED is considered a **close contact** and is being asked to quarantine for a period of 14 days (from their last attendance for 30 minutes or more REDACTED).

You are receiving this letter because you have been identified as a **close contact**. Please read the close contact factsheet that accompanies this letter, which provides more information on what this means.

The Department of Health and Human Services wants to make sure we are taking actions that protect you, your family and the community. Some people who are infected with COVID-19 only have very mild or no symptoms. To ensure that you have not been infected with COVID-19, we will be asking REDACTED identified as a close contact to undergo a further test for COVID-19 before the end of your quarantine period, before returning to work. This test must be done at least 11 days after your last attendance REDACTED. We will provide you with further information regarding this in the second week of your quarantine period.

If you have any questions or wish to discuss this information in more detail, please call 1300 651 160.

REDACTED

Department of Health and Human Services

30 May 2020

**From:** Rosswyn Menezes  
**Sent:** Wed, 10 Jun 2020 17:05:32 +1000  
**To:** Nigel Coppick  
**Subject:** FW: Public Health investigation - assistance required

Hi Nigel,  
 Could you please advise on the 4<sup>th</sup> point.

Thanks.  
 Ross

---

**From:** Sarah McGuinness (DHHS) <[REDACTED]>  
**Sent:** Wednesday, 10 June 2020 4:50 PM  
**To:** Rosswyn Menezes <[REDACTED]>; [REDACTED]  
 [REDACTED]  
**Cc:** Merrin Bamert <[REDACTED]>; Pam Williams <[REDACTED]>  
 [REDACTED]  
 [REDACTED]  
**Subject:** RE: Public Health investigation - assistance required

Dear Rosswyn,

My name is Sarah and I have been working [REDACTED] on the Rydges outbreak investigation.

Thank you for providing this information about the guests – it is consistent with the information collected by the public health team & documented by the Authorised Officers working at the hotel.

We would really appreciate it if you could go through the CCTV footage when you return back to work. We are particularly interested in any footage of the hotel corridors and common areas (e.g. lobby, lifts) which might shed light on the following questions:

- Did [REDACTED] move in and out of the hotel at any point or have fresh air breaks, gardens, smoke breaks, balconies? (The notes we received from the Authorised Officers indicate that [REDACTED] went for a fresh air break/walk on the 18th of May accompanied by 2 nurses and 4 security guards, but it is unclear what time this occurred and who the people were that accompanied the [REDACTED].)
- Did [REDACTED] have any direct contact with the environment? (e.g. when [REDACTED] out of [REDACTED] room, where did [REDACTED] go and what surfaces [REDACTED] observed to touch [if any])
- What were the processes regarding changes of sheets / removal of rubbish from the room? (E.g. were people doing these jobs wearing protective equipment, how were sheets/rubbish transported?)
- What do staff movements look like on hotel floors and the lobby area, particularly during the night shift? (e.g. how often do security guards move from their stations, are there any places where staff congregate e.g. at break times or start or end of shift times)

Feel free to contact me directly on my work phone ([REDACTED]) if you'd like to discuss any of the above – I'll be in the office on Friday

Thanks and kind regards,  
 [REDACTED]

From: Rosswyn Menezes [Confidential] [REDACTED]

Sent: Tuesday, 9 June 2020 11:28 AM

To: [REDACTED]

Cc: Merrin Bamer [REDACTED] Pam Williams [REDACTED] Sarah [REDACTED]

McGuinness [REDACTED]

[REDACTED]

Simon Crouch (DHHS) [REDACTED]

[REDACTED]

**Subject:** RE: Public Health investigation - assistance required

Hi [REDACTED]

Just got a further update

- [REDACTED]
- Guest [REDACTED] and [REDACTED]
- Room was very messy
- [REDACTED]
- Nurses changed linen on 17<sup>th</sup> May (Nurses advised us on 18<sup>th</sup> May) as [REDACTED] unhappy that they had to do it themselves and the [REDACTED]
- Nurses vacuumed the floor too since it was very dirty

Thanks,

Ross

From: Rosswyn Menezes

Sent: Tuesday, 9 June 2020 11:20 AM

To: [REDACTED]

Cc: Merrin Bamer [REDACTED] Pam Williams [REDACTED] Sarah [REDACTED]

McGuinness [REDACTED]

[REDACTED]

Simon Crouch [REDACTED]

[REDACTED]

**Subject:** RE: Public Health investigation - assistance required

Hi [REDACTED]

Apologies for the delay in responding.

Thank you for reaching out and I will certainly assist in any investigation.

At the moment I do not have access to the CCTV footage as I am working from home and the CCTV is only on a fixed computer onsite. When I return back to work on Fri I will go through the footage and advise if I notice any contact.

With regards to room [REDACTED] we do not have any footage as we do not have CCTV coverage on the floors. Some information about the guests below:

- [REDACTED]
- Guest arrived [REDACTED]
- Room was very messy
- [REDACTED]
- Nurses changed linen (don't have date & time) as [REDACTED] unhappy that they had to do it themselves and the [REDACTED]

- Nurses vacuumed the floor too since it was very dirty

I don't have a contact for YNA to get details on when the room was serviced and if they followed the normal protocol with the linen and rubbish. Would appreciate if you could point me to a contact person so I can investigate further.

I'll certainly get back to you once I go through the footage.

Thank you very much and apologies once again for the delay in responding.

Best regards,

**Rosswyn Menezes** | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

Confidential  
Confidential

| Web: [www.rydges.com/swanston](http://www.rydges.com/swanston) | [www.skylineevents.com.au](http://www.skylineevents.com.au)



From: REDACTED  
 Sent: Saturday, 6 June 2020 6:41 PM  
 To: Rosswyn Menezes <[Rosswyn\\_Menezes@evt.com](mailto:Rosswyn_Menezes@evt.com)>  
 Cc: Merrin Bamert REDACTED; Pam Williams REDAC; Sarah McGuinness REDACTED; Simon Crouch REDACTED  
 REDACTED

**Subject:** Public Health investigation - assistance required

Dear Rosswyn,

As you are no doubt aware, the department is currently investigating an COVID-19 outbreak associated with Rydges on Swanston. REDACTED  
 REDACTED Thank you to the hotel for your assistance with the investigation to date.

We believe it is likely that the staff cases identified at the hotel were exposed to a common environmental exposure on the 21 May 2020. It is obviously important for us to ensure we make

every attempt to identify the cause of transmission and ensure appropriate actions are undertaken to mitigate any public health risk.

For this reason, can we please request any CCTV footage you may have of common hotel areas from 16 May to 22 May? In addition to common areas, we are particularly interested in any footage you may have relating to REDACTED We understanding there were some challenging circumstances relating to the management of REDACTED and the potential for gross environmental contamination. Furthermore, genomic testing suggests there is a likely relationship between the virus type of REDACTED

Merrin Bamert has suggested I contact you directly with this request. Please let us know if you need any further information. I am not in the office on Monday or Tuesday, but others on this email are and should be able to assist.

Kind regards

REDACTED  
C  
D  
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Follow the Chief Health Officer on Twitter [@VictorianCHO](#)



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## DHHS OPERATION CHANGES

### Bathrooms:

- ALL Security Staff to use FEMALE bathrooms (converted to unisex bathrooms)
- DHHS/Nurses to use MALE bathrooms (converted to unisex bathrooms)
- Hotel Staff to only use bathrooms in staffroom

### Hotel Access:

- Security to use Blues Bar for sign-on and breaks.
- Nurses to use Orbit Room and lounge
- Teams should not be accessing each other's areas.
- Hotel Staff only allowed to access to clean areas or with proper authorisation

### Lifts:

- DHHS/Infection Control will advise new process shortly. No guests to use lifts until new process has been put in place.
- RM advised DHHS that since its an infected 'room' hotel staff should not be cleaning it. DHHS will advise change.

### Fresh Air Walks:

- DHHS/Infection Control will advise new process shortly. Per DHHS, ideally be only mental health staff taking guests for walks

### Briefings:

- Nurses to be present for all Security staff changeovers to brief staff on PPE protocols and hygiene protocols.

### Cleaning:

- IKON /ACS to do public area and office clean each day.
- DHHS also contemplating a deep clean every 2 days and will advise shortly.

## DHHS OPERATION CHANGES

### Bathrooms:

- ALL Security Staff to use bathrooms in car park next to tenancies
- DHHS/Nurses to use bathrooms on the ground level
- Hotel Staff to only use bathrooms in staffroom

### Hotel Access:

- Security to use Blues Bar for sign-on and breaks.
- Nurses to use Orbit Room and lounge
- Teams should not be accessing each other's areas.
- Hotel Staff only allowed to access to clean areas or with proper authorisation
- Nurses to temperature check EVERYONE coming into the hotel (hotel staff, security, DHHS, Nurses, etc)

### Lifts:

- DHHS/Infection Control will advise new process shortly. No guests to use lifts until new process has been put in place.
- Nurses to clean lift each time guest use lift

### Fresh Air Walks:

- DHHS/Infection Control will advise new process shortly. Per DHHS, ideally be only mental health staff taking guests for walks

### Briefings:

- Nurses to be present for all Security staff changeovers to brief staff on PPE protocols and hygiene protocols.

### Cleaning:

- IKON /ACS to do public area and office clean each day.
- DHHS also contemplating a deep clean every 2 days and will advise shortly.

**From:** Marina Henley (DHHS)  
**Sent:** Fri, 27 Mar 2020 20:34:26 +1100  
**To:** [Confidential]  
**Cc:** Donna Findlay (DEDJTR) [Confidential]; Rosswyn Menezes  
**Subject:** Re: Donna Findlay booking - update from DHHS

Thanks Michael.

That very understanding of you and I appreciate your level of readiness.

I'll be in touch tomorrow.

Marina

Marina Henley  
Director, Precincts  
03 9096 1858 | 0427 528 838 | [marina.henley@dhhs.vic.gov.au](mailto:marina.henley@dhhs.vic.gov.au)  
Precincts | Infrastructure  
Level 23, 50 Lonsdale Street, Melbourne

**From:** [Confidential]  
**Sent:** Friday, March 27, 2020 8:20:54 PM  
**To:** Marina Henley (DHHS) <[Marina.Henley@dhhs.vic.gov.au](mailto:Marina.Henley@dhhs.vic.gov.au)>  
**Cc:** Donna Findlay (DEDJTR) [Personal Information]; [Confidential]@[ecodev.vic.gov.au](mailto:ecodev.vic.gov.au); [Confidential]  
[Confidential]; Rosswyn Menezes [Confidential]  
**Subject:** Re: Donna Findlay booking - update from DHHS

Hi Marina

Oh, ok we have them ready to go, please call me as suits tomorrow.  
We have rooms in a separate section of the 2nd floor.  
The team is in preparing food so we will continue so it is ready for tomorrow..  
No doubt this is very challenging and fluid for you, we remain on standby.

My details you have and I have added our Hotel General Manager Ross below.

[Confidential]  
Ross Menezes: [Confidential]

Regards

[Confidential]

On Fri, Mar 27, 2020 at 8:08 PM Marina Henley (DHHS)  
<[Marina.Henley@dhhs.vic.gov.au](mailto:Marina.Henley@dhhs.vic.gov.au)> wrote:  
Hi Michael,

Thank you for your readiness to accommodate 20 people tonight as requested by Donna earlier this evening.

I have just been advised by our colleagues that the rooms will not be required tonight. They may we'll be required tomorrow.

I will be in touch with you tomorrow when I know more and we can discuss properly then.

Apologies for the late notice.

Thanks again

Marina

Marina Henley  
Director, Precincts  
03 9096 1858 | 0427 528 838 | [marina.henley@dhhs.vic.gov.au](mailto:marina.henley@dhhs.vic.gov.au)  
Precincts | Infrastructure  
Level 23, 50 Lonsdale Street, Melbourne

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Confidential



**From:** DJPR COVID Accom-Lead (DJPR)  
**Sent:** Mon, 11 May 2020 16:15:27 +1000  
**To:** Confidential Donna Findlay (DJPR)  
**Cc:** Rosswyn Menezes;Gonul Serbest (DJPR);DJPR COVID Accom-Lead (DJPR);Unni Menon (DJPR)  
**Subject:** RE: Security Issues and Concerns

Hi Confidential and Rosswyn,

These issues are very serious issues and unacceptable.

DJPR have raised these issues with Unified Security, who have contracted their work at Rydges to another security company. Unified Security agrees that the issues raised are completely unacceptable. They will be standing down the entire team at Rydges on Swanston (services are currently delivered in full by a subcontractor at this site) pending a full investigation of the issues raised. The changeover of staff will occur at 1800 tonight and will be overseen by senior Unified Security staff. Replacement guards will be sourced from Unified's existing pool of high performing staff that have been deployed at our other hotel sites under this operation without incident.

Unified's Victorian State Manager will attend a meeting between DHHS and the security team tomorrow. I would like to invite the hotel management to this meeting as well, when I get the details.

Unified has asked for a few days to complete a full investigation of the issues raised. DJPR will be back in touch with you once these investigations are complete.

Regards  
Rachaele

**Rachaele May**  
Operations Soteria (COVID-19)  
DJPR Hotel Quarantine Agency Commander  
[djprcovidaccom-lead@ecodev.vic.gov.au](mailto:djprcovidaccom-lead@ecodev.vic.gov.au)

A / Executive Director Emergency Coordination and Resilience  
**Department of Jobs, Precincts and Regions**  
402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

[@agriculture.vic.gov.au](mailto:@agriculture.vic.gov.au)

[djpr.vic.gov.au](http://djpr.vic.gov.au)

**From:** Confidential  
**Sent:** Monday, 11 May 2020 4:04 PM  
**To:** Donna Findlay (DJPR) Personal Information <@ecodev.vic.gov.au>  
**Cc:** Rosswyn Menezes Confidential >; Gonul Serbest (DJPR)

Personal Information @global.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Unni Menon (DJPR) Personal Information @ecodev.vic.gov.au>  
**Subject:** Re: Security Issues and Concerns

Thanks Donna

Poor behavior from a few individuals unfortunately.

Regards

Confidential

On Mon, May 11, 2020 at 3:52 PM Donna Findlay (DJPR) Personal Information @ecodev.vic.gov.au> wrote:

Dear Rosswyn

Thank you for raising this incident. I will follow up with our team leader in DJPR immediately.

Kind regards

Donna Findlay  
Director  
DJPR

Personal Information

---

**From:** Rosswyn Menezes Confidential  
**Sent:** Monday, 11 May 2020 3:24 PM  
**To:** Donna Findlay (DJPR) Personal Information @ecodev.vic.gov.au>  
**Cc:** Confidential  
**Subject:** Security Issues and Concerns

Hi Donna,

Hope this mail finds you well.

I would like to bring to your attention an issue that's been ongoing in the last couple weeks which I was made aware last night. I have been informed that the issue has been reported via DHHS to DJPR however I felt it was necessary for you to hear directly from the hotel.

Over the last couple weeks, we have a few security guards behave unprofessionally and making inappropriate advances towards some of our female staff members. The staff members have declined the advances however it has continued. This kind of behaviour is absolutely unacceptable in any workplace and hence I am reaching out.

Find attached email from my colleague detailing some of their behaviour. Certainly not something we would like to address during these already challenging times however we need to ensure we act on this behaviour promptly.

Should you need any further information please feel free to contact me.

Thank you for your attention with this issue and look forward to your reply with the action/s taken.

Best regards,

**Rosswyn Menezes** | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

Confidential  
Confidential

| Web: [www.rydges.com/swanston](http://www.rydges.com/swanston) | [www.skylineevents.com.au](http://www.skylineevents.com.au)



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Government of Victoria, Victoria, Australia.

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**From:** Rachaele E May (DJPR)  
**Sent:** Mon, 1 Jun 2020 07:21:41 +1000  
**To:** Confidential [REDACTED] Rosswyn Menezes  
**Cc:** Gonul Serbest (DJPR);Unni Menon (DJPR);DJPR COVID Accom-Lead (DJPR)  
**Subject:** Transfer of Rydges Guests

Good morning Confidential [REDACTED] and Ross,

Thank you for continuing to work with us during a very difficult period. I hope you and your staff are well, and I thank you for your patience.

I confirm that DHHS have arranged to transfer all the current guests at Rydges to the Novotel South Wharf hotel. Guests will begin departing between 9am and 10am Monday 1 June. Pending any results from the current DHHS outbreak investigation, it is our intention to move guests back in to Rydges when your staff quarantine period ends.

Can you please confirm the date you believe staff will be back at work – by my estimate it is 14 June, but I would prefer you confirm with DHHS directly.

Unified security will maintain a presence at your hotel while it is vacant. DJPR will arrange a full bioclean of all rooms and common areas in Rydges while it is vacant. I will be in touch to confirm the dates cleaners will need to access your hotel.

Please reach out if there is anything else I can assist with.

Take care,

Rachaele

**Rachaele May**  
Operations Soteria (COVID-19)  
DJPR Hotel Quarantine Agency Commander  
[djprcovidaccom-lead@ecodev.vic.gov.au](mailto:djprcovidaccom-lead@ecodev.vic.gov.au)

A / Executive Director Emergency Coordination and Resilience  
**Department of Jobs, Precincts and Regions**  
402 Mair Street Ballarat, Victoria Australia 3350

Personal Information [REDACTED]

Personal Information [REDACTED]

[\[REDACTED\]@agriculture.vic.gov.au](mailto:[REDACTED]@agriculture.vic.gov.au)

[djpr.vic.gov.au](http://djpr.vic.gov.au)

**From:** Rachaele E May (DJPR)  
**Sent:** Sun, 14 Jun 2020 16:19:09 +1000  
**To:** Rosswyn Menezes  
**Cc:** DJPR COVID Accom-Support (DJPR)  
**Subject:** Rydges - cleaning required before reopening  
**Attachments:** COVID19IPCON\_RydgesSiteVisit- DJPR summary from DHHS report.docx

Hi Ross,

I hope you are well.

DHHS have provided us with some feedback from their site inspection by the DHHS infection specialists last week. I have attached a summary of their feedback (I am unable to forward their whole report). In summary, a number of areas appear to need a follow up clean:

- Table surfaces dirty, coffee cup milk rings still present (not stains), food marks present.
- Finger marks on many touch surfaces.
- Bathroom mirrors and other surfaces showed no signs of cleaning, still water splash marks on all glass/mirror surfaces.
- Taps show no sign of cleaning.
- Shower floors still dirty, one room with remnants of toilet paper in shower base.
- Hallway had what appeared to be coffee splatter over wall – clearly not wiped down.
- Cutlery appeared to be used/not cleaned.
- Rubbish still on floor of some rooms.

Photos are attached

DJPR understood that the rooms and general areas had been cleaned and completed as such:

- IKON services cleaned guest rooms and hallways only.
- AMC completed rest of hotel facility.

Can you confirm if this is your understanding, and if the cleaning certificates provided by the cleaning companies to you reflect this.

I have asked DHHS if another deep infectious clean is required. I will let you know their response.

In the meantime, can you please confirm if the hotel has had a general clean since the inspection last week. We will hold off sending in guests until DHHS are satisfied with the cleaning standards.

Regards  
Rachaele

**Rachaele May**  
Operations Soteria (COVID-19)  
DJPR Hotel Quarantine Agency Commander  
[djprcovidaccom-lead@ecodev.vic.gov.au](mailto:djprcovidaccom-lead@ecodev.vic.gov.au)

A / Executive Director Emergency Coordination and Resilience

**Department of Jobs, Precincts and Regions**

402 Mair Street Ballarat, Victoria Australia 3350

M: Personal Information

Personal Information [@agriculture.vic.gov.au](mailto: @agriculture.vic.gov.au)

[djpr.vic.gov.au](http://djpr.vic.gov.au)

**From:** Switch Carlton  
**Sent:** Thu, 2 Jul 2020 15:32:44 +1000  
**To:** Confidential  
**Subject:** AM Handover

- Seamless handover between security and Corrections Vic.
- Collect master key from security soon after changeover
- Collected 2 radio's from security
- Collect Car Park tag from Security
- Issued Car park tag to Corrections Vic, logged on spreadsheet.
- REDA did not receive brekkie, arranged for it.
- 2 way radio between kit-reception in use. Can do similar with F&B runner to ease communication.
- Level 4: DHHS will be getting temporary fencing to secure the pool. This will allow kids to go to the pool deck for fresh air walks.

Thanks,

Ross

**Warm Regards**

**Rydges on Swanston Melbourne**  
701 Swanston Street, Melbourne, VIC 3053

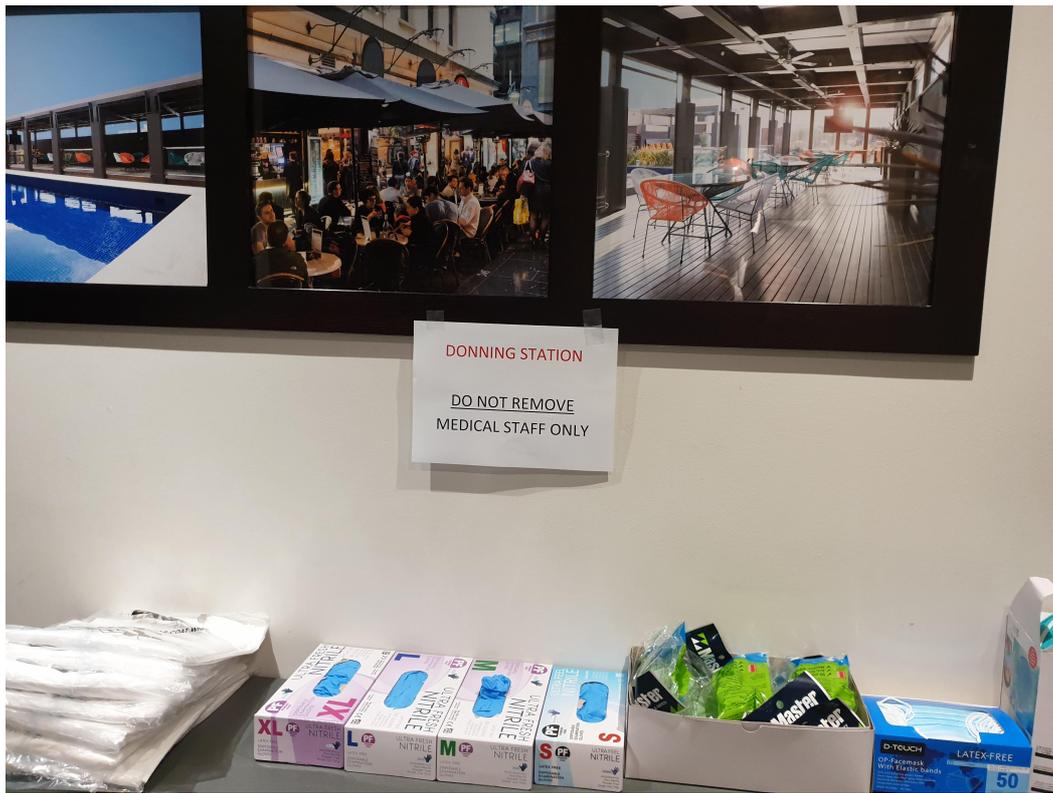
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W:[www.rydges.com/onswanston](http://www.rydges.com/onswanston)

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**Hand Hygiene Australia**  
[www.hha.org.au](http://www.hha.org.au)

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**CERTIFICATE**

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**HHA Work Safe-and-Clean**

Training Module

28-MAY-2020

Issue# ANKMY3ND



Prof. M. Lindsay Grayson  
Director, Hand Hygiene Australia



**Hand Hygiene Australia**  
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Training Module

28-MAY-2020

Issue# tWkVVS2f



Prof. M. Lindsay Grayson  
Director, Hand Hygiene Australia

REDACTED

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**From:** REDACTED  
**Sent:** Sunday, 15 March 2020 4:57 PM  
**To:** REDACTED  
**Subject:** GM Hotel Response Toolkit

Afternoon,

Please find attached current GM response toolkit for COVID-19.

There have been some questions around international arrivals / guests into our hotels checking in from tomorrow and what the process is.

I met with Norman at 6.30pm and will come back to you post, with EVT guidance on how we will manage this going forward.

If you have any questions / concerns.

Kind regards

REDACTED

REDACTED  
REDACTED  
REDACTED Group General Manager | OT Hotels & Resorts

REDACTED | Web: [www.evt.com](http://www.evt.com)

# EVENT

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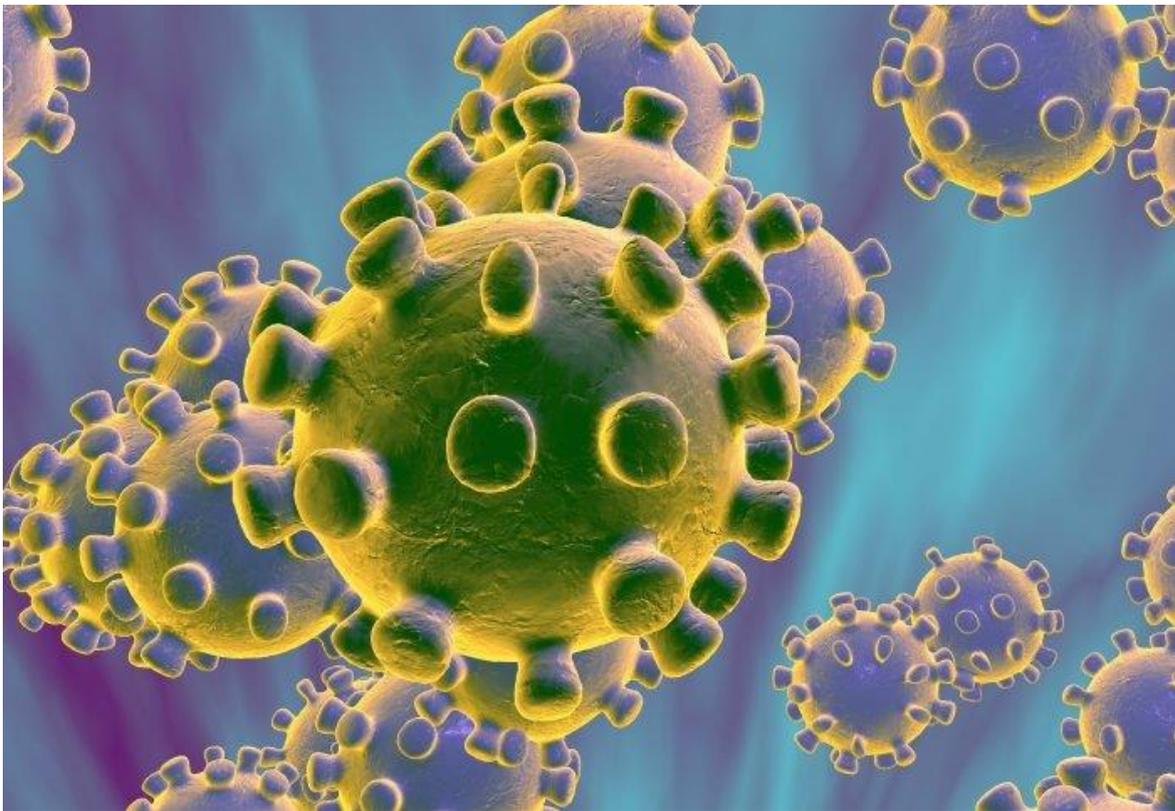
478 George Street, Sydney NSW 2000  
GPO Box 1609, Sydney NSW 2001

# EVENT

HOSPITALITY & ENTERTAINMENT



## Coronavirus (COVID-19) Toolkit Hotels (General Managers)



# EVENT

HOSPITALITY &amp; ENTERTAINMENT



## INTRODUCTION

The intent of this document is to outline and recommend effective prevention and control of infectious disease and or Coronavirus (COVID-19). This will ensure that EVENT is able to remain agile and flexible in hotels, so that they can safeguard the health of guests and employees.

This guideline is intended to provide practical information on the preventive measures of a Coronavirus (COVID-19) for those who work in hotels.

## CORONAVIRUS (COVID-19) FAQs

### What is a Coronavirus (COVID-19)?

Coronaviruses are a large family of viruses that are known to cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19.

### What is COVID-19?

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

### What are the symptoms of COVID-19?

The most common symptoms of COVID-19 are **fever, tiredness, and dry cough**. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment.

### How does COVID-19 spread?

People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets. This is why it is important to stay more than 1 meter (3 feet) away from a person who is sick.

*[World Health Organization](#) is assessing ongoing research on the ways COVID-19 is spread and will continue to share updated findings.*

### Is there a treatment for a Coronavirus (COVID-19)?

There is no specific treatment for disease caused by a Coronavirus (COVID19). However, many of the symptoms can be treated and therefore treatment based on the patient's clinical condition. Moreover, supportive care for infected persons can be highly effective.

### How can I protect myself and prevent spread of Coronavirus (COVID-19)?

Standard recommendations to reduce exposure to and transmission of a range of illnesses include maintaining basic hand and respiratory hygiene, and safe food practices and avoiding close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing.

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## Can the virus be transmitted through food?

Previous experience with outbreaks of illness due to MERS-CoV, SARS-CoV and other respiratory viruses (e.g. avian influenza) suggest that Coronavirus (COVID-19) may have been transmitted from animals to humans.

Transmission through food is unlikely and there is no evidence of this occurring with Coronavirus (COVID-19) to date, however investigations to identify the source of the outbreak, the extent of spread of the infection, and mode(s) of transmission are continuing.

## Where can I find more information about Coronavirus (COVID-19)?

- ▲ [Coronavirus \(COVID – 19\) Health Alert Updates](#) – Australian Government Department of Health
- ▲ [Coronavirus \(COVID – 19\) Health Alert and Advice](#) – Ministry of Health New Zealand
- ▲ [Coronavirus \(COVID-19\) Resources](#) – Australian Government Department of Health
- ▲ [Coronavirus \(COVID-19\) advice for the public](#) – World Health Organisation
- ▲ [Coronavirus \(COVID-19\) Food Safety Information](#) – Food Safety Information (Gourmet Guardian)
- ▲ [Coronavirus \(COVID-19\) Alternate Buffet Plating](#) – EVENT Alternate Plating Options

## Does EVENT have a Pandemic Response Plan or Business Continuity Plan to deal with an Outbreak?

EVENT has developed a Pandemic Response Plan which has been designed to enable a swift and appropriate response, led by the CEO, board of directors, executive and relevant business unit.

EVENT has also developed a Third Party response for potential companies and organisations that have potential concerns around COVID-19. ([Contact Risk Team for document](#))

## What procedures returning staff members need to undertake if they have travelled overseas?

In the following scenarios staff members cannot go to work if they have:

- ▲ left, or transited through **'Higher Risk'** countries as outlined by [Australian Government Department of Health](#) or [New Zealand Ministry of Health](#), in the last 14 days (they must isolate themselves for 14 days)
- ▲ been in close contact with a confirmed case of coronavirus in the last 14 days (they must isolate themselves for 14 days after the date of last contact with the confirmed case).

Staff members who are in isolation due to one of the above situations should alert their manager. Depending on the type of work, they may allow staff members to work from home.

Staff members that have left or transited through **'Moderate Risk'** countries as outlined by [Australian Government Department of Health](#), must monitor their health for 14 days after leaving that country.

Note, please refer to the [Australian Government Department of Health](#) and [Ministry of Health New Zealand](#).

(Please be advised information is updated daily and it is strongly recommended these sites are monitored)

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## What if a staff member has already returned to work but should have been isolated?

Staff members should inform you as soon as possible that they have recently travelled to a 'Higher Risk' or 'Moderate Risk' Country or had contact with a confirmed case and isolate themselves for the remainder of the 14-day period. If the Staff member develops symptoms, please request that they seek medical attention.

## Management of employees on leave and/or about to go on leave?

Please refer to the Coronavirus (COVID-19) Leave Planning Information. Alternatively you can contact Kerry Westwood or Lilyan Youkhanis for further information.

## Do I need to contact staff returning from annual leave?

Yes, managers are encouraged to contact staff on annual leave who are overseas and have travelled to a Country listed as '**High Risk**', and or '**Moderate Risk**'. If employees meet any of the above criteria; contact Risk Team for advice prior to them returning to work.

To ensure that you are up to speed on the most recent travel advice, please click on the links below:

<https://www.smarttraveller.gov.au/>

<https://www.safetravel.govt.nz/>

## How do I best support my staff that may be affected or concerned?

Sharing and discussing accurate and timely information in a calm and supportive manner is one of the best ways to support concerned employees. As a manager, you know your staff well and should monitor any health and wellbeing signs and symptoms in your teams. Risk Team support is also available to answer any questions or concerns.

## What should I tell my staff?

EVENT Risk Team will provide updated information to all managers and staff members where applicable, on relevant information and procedures to prevent the spread of coronavirus. Updates can be found on the [Intranet](#), and via [Workplace](#). You should inform staff who meet the isolation criteria that they should remain isolated in their home. Staff members should advise their manager if they develop symptoms during the isolation period, particularly if they have been in the workplace. Staff members should consult with their manager if their family members have been infected with the Coronavirus.

## COMMUNICATIONS AND GUIDELINES

- ▲ All enquires by the media and other third parties must be directed to EVENT Communications Team.
- ▲ All questions related to the company must be directed to EVENT Communications Team.
- ▲ Assign one contact person in the hotel to handle all guests and corporate calls. All inquiries must be forwarded to this person.
- ▲ Any potential conferencing or booking communication regarding the Company's response to COVID-19; contact the RISK Team.
- ▲ The General Manager of the hotel is the only official media spokesperson, and other employees are not allowed to accept media interviews or give any comments to the media. The General Manager may only speak with the media after consulting EVENT Communications Team.
- ▲ Do not release details or information concerning any affected guest.
- ▲ Continue communication with employees to update them on the situation. Ensure that all employees are aware of the health concerns.

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- ▲ Obtain any current fact sheets or bulletins on the disease from the RISK Team.

## Guest Guideline

- ▲ It is recommended for Hotels to post notices (including e-notice on LED screens or ipad) at front desk and other public areas. Any Government related posters or materials, at GM discretion.
- ▲ It is not appropriate for the hotel to issue or comment on official travel advice or recommendations for certain cities/regions/countries.
- ▲ It is not recommended to proactively mention this topic when communicating with any guest. If a guest asks, please reply according to the FAQ.

## FAQs - INTERNAL USE ONLY

### Is your hotel safe to stay?

- ▲ We are committed to complying with recommended health standards. We've been closely monitoring the situation and upgrading the corresponding health and pandemic prevention measures. We are working closely with local authorities for the safety and wellbeing of all our guests and employees.

### Has there been any infection cases confirmed in your hotel among guests/employees?

- ▲ **NO** infection case/s has been confirmed in the hotel:
  - *There is no guest or employee infection case confirmed in our hotel.*
- ▲ **YES**, there is/has been an infection case in the hotel:
  - There is 1 (or more) case that has (have) been confirmed by the local health authority. We have taken relevant measures to ensure the hygiene and safety of the hotel.

### What measures does your hotel take to ensure the safety of guests?

- ▲ Our hotels have been prepared on policies, procedures and preventive measures to minimise the risk, as well as the actions to take in the event of an occurrence at the hotel. Key personnel in our hotels have also undergone training to provide any immediate assistance that may be required.

### I have to cancel my room reservation/banquet/meeting because of the outbreak. How will your hotel handle it?

- ▲ In consideration of the recent Coronavirus (COVID-19) outbreak, and in order to facilitate our hotel guests to change or cancel their reservations, EVENT has put in place a cancellation policy with immediate effect.
- ▲ EVENT is monitoring the situation and will keep this policy under review.

### I am a reporter from XXX media. I want to know about this case in your hotel?

- ▲ May I have the name of your media outlet and your contact, and I will contact the management of the hotel for you to communicate with immediately (the General Manager of the hotel is the only official media spokesperson, and other employees are not allowed to accept media interviews or give any comments or comments to the media).

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## STAFF GUIDELINE

Hotel may choose to communicate with employees verbally or in written form. The main communication points are as follows:

- ▲ According to the announcement of the Australian Government Department of Health and New Zealand Ministry of Health on the Coronavirus (COVID-19), people should pay attention to personal hygiene and protection during the peak travel periods.
- ▲ If you have symptoms like a cold, cough or fever, please go to the medical provider, and report your physical condition to your line manager and the Risk Team as soon as possible.
- ▲ Pay attention to any official notices issued by the Risk Team, Government Authorities, World Health Organization, Smart Traveller, and make reasonable arrangements for personal travel and activities.
- ▲ Make reasonable use of Workplace and follow social media guidelines. Do not spread panic information or rumours.
- ▲ In case of enquiries from guests or media, please immediately forward the inquiry to the General Manager.

## HOTEL RESPONSE TO ILLNESS

### SAFETY PRECAUTIONS

- ▲ Isolate the guest, and keep separated from other guests as much as possible.
- ▲ Recommend that the ill guest contact their personal physician or local health department. Have contact information for local healthcare providers readily available for the guest as they may not be from the area.
- ▲ Do not attempt to transport the guest to a healthcare provider or any other location.
- ▲ Develop an isolation plan with assistance from the local health department. Be prepared to isolate a room or an area as instructed by the local health department.
- ▲ If an infected guest checks out, electronically key or double lock and thoroughly clean the room by following the Housekeeping Response Action Card.
- ▲ If the ill guest is transported from the property, but the room remains occupied by family or friends, recommend that the remaining guests contact their personal physician immediately, or refer them to the local health department. Room service or any other activity for that room should be discontinued and no employees should be allowed to enter the room(s) until further notice.
- ▲ Record all the details that were undertaken by the crisis management team for further action and follow up.
- ▲ Evaluate and plan for potential business interruptions.
- ▲ In some jurisdictions, Innkeeper Laws define “illness” as a reason for guest eviction. As a result, a hotel may evict a “contagiously ill” guest as long as the guest may be moved without aggravating the condition. Research the local laws in your area prior to evicting a guest based on an illness.

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## CLEANING AND DISINFECTING

### General

Clean and disinfect high-touch surfaces in guest rooms, public areas. Commonly touched surfaces (door handles, light switches, elevator buttons, faucet handles, TV remotes, phones, keyboards, gym/fitness equipment etc.) should be disinfected regularly or when visibly soiled using a disinfectant that is effective against Coronavirus (COVID-19).

### Cleaning Best Practices

Increase cleaning frequency during an outbreak. Gloves, masks and other personal protective equipment should be worn. The level of cleaning should be based upon the extent of any outbreak.

Refer to **EVENT WHS CLEANING AND DISINFECTING GUIDE**.

Be mindful to disinfect all high-touch surfaces in guest rooms, bathrooms and also in public areas.

Make disinfectant wipes, hand sanitisers, and masks available at points of entry to the lobby and in public areas. Clean and disinfect public areas frequently (**no less than every 4 hours**)

Make ready to use disinfectants or disinfectant wipes available for employees.

- ▲ Clean from high to low.
- ▲ Clean from the cleanest to dirtiest.
- ▲ Clean from dry to wet.
- ▲ Maintain a constant flow such as working in a clockwise direction around the room so no areas are missed.

### Environmental Surfaces

Third party provider (**Diversey**) recommends cleaning and disinfecting of contaminated areas more frequently in the presence of infected people, with emphasis on frequently touched surfaces.

### Hand Hygiene

Wash hands thoroughly with soap and water or sanitiser before putting on PPE. **(Refer to Hand Washing Technique)**

### Personal Protective Equipment (PPE):

- ▲ Gloves
- ▲ Eye protection (goggles or face shield)
- ▲ Respiratory protection that is at least as protective as a fit-tested NIOSH-certified disposable **N95 filtering face piece respirator**.
- ▲ If a respirator is unavailable, a facemask should be worn. In this situation respirators should be made available as quickly as possible.
- ▲ If your PPE becomes contaminated, remove and perform hand hygiene, and replace with fresh PPE.

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### Environmental Hygiene:

- ▲ Third party provider (**Diversey**) recommends increasing the frequency of cleaning and disinfection during any outbreaks.
- ▲ It is recommended cleaning is increased (**no less that every 4 hours**)
- ▲ Implement a standardized disinfection protocol for frequently touched surfaces and use disinfectants that are well certified and with the right efficacy claims, and are safe for both people and surfaces.
- ▲ Clean the rooms of unaffected guests before moving to infected guest areas.
- ▲ Focus cleaning and disinfection on high-touch surfaces, such as door handles, handrails, toilet flushes and sink handles, etc.
- ▲ After use, cleaning cloths should be placed with soiled linens for disinfection in the laundry process.



- |   |                                |
|---|--------------------------------|
| 1. Door knob                                    | 7. Bathroom door               |
| 2. Toilet flush/handle                          | 8. Phone                       |
| 3. Toilet grab bar                              | 9. Lamp toggle switch          |
| 4. Sink and faucets                             | 10. Closet/drawer pull handles |
| 5. Shower faucets                               | 11. TV remotes & keyboards     |
| 6. Soap dispenser<br>(above the shower faucets) | <b>High touch surfaces</b>     |

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## General Managers Checklist Management of Coronavirus (COVID-19)

#	Step Description	Yes	No	N/A	Comments/Action Item
Before an outbreak					
1.	Reviewed and understood requirements of EVENT Pandemic Response Plan.				*EVENT Pandemic Response Plan (Draft, Risk Team)
2.	Notification practice and response plan is in place with Duty Managers and supervisor(s).				See Communications guidelines above
3.	Identify who to alert if incident occurs: <ul style="list-style-type: none"> <li>▲ Norman Arundel/Hotel Owner</li> <li>▲ David Phillips/Ben Jones</li> </ul> <b>*Local Government Agencies</b>				*Risk Team advise next steps *CMT Possibly Activated
4.	Direct all enquires by the media and other third parties to EVENT Communications Team.				See Communications guidelines below.
5.	Training/awareness has been provided to Duty Managers, supervisor(s) and employees.				See below Activation action requirements below.
6.	Designate points of contact within your hotel responsible for communicating with state and local public health officials.				General Manager – If General Manager not available
7.	Ensure employees are made aware of the symptoms of Coronavirus (COVID-19)				See Hotel response to illness above <a href="#">Coronavirus (COVID – 19) Health Alert Updates</a> <a href="#">Coronavirus (COVID – 19) Health Alert and Advice</a> <a href="#">Coronavirus (COVID-19) advice for the public</a>
8.	Arrange at least one training session on each shift for all employees to train in protection measures.				See Activation action requirements below.
9.	Awareness materials for employees are displayed on the staff notice board, in staff rooms etc.				<a href="#">Coronavirus (COVID – 19) Health Alert Updates</a> <a href="#">Coronavirus (COVID – 19) Health Alert and Advice</a> <a href="#">Coronavirus (COVID-19) advice for the public</a>
10.	Isolation practices are available and an isolation area/room for potential use is identified.				Consult Risk Team and local public health officials.
11.	Transportation practices for a suspected or confirmed case of infectious disease outbreak are available.				Consult Risk Team and local public health officials.
12.	Cleaning and disinfection practices during outbreak are implemented, along with an identified cleaning provider.				See EVENT Cleaning and Disinfection Coronavirus (COVID-19)
13.	Outbreak management supplies (face mask, hand sanitizer, disinfectants, etc.) are procured and available.				See Activation Action requirements below.

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#	Step Description	Yes	No	N/A	Comments/Action Item
Confirmed Case					
1	Notification of Confirmed or potential Coronavirus (COVID-19) GM notifies: ▲ Confidential ▲ [REDACTED] ▲ EVENT Communications Team				See Communications guidelines above Risk Team liaise with GM in contact with public health officials and government authority contact.
2	Staff are informed of the situation, the risks and the mitigation measures that they are required to adopt; regular updates to be provided.				See Communications guidelines below.
3	Cases have been isolated or evacuated following the established guidelines.				Consult Risk Team and local public health officials.
4	Health check is in place at the point of arriving at the hotel.				Consult Risk Team and local public health officials.
5	All common surfaces/touch points have been properly cleaned using the recommended products and methods.				See EVENT Cleaning and Disinfection Coronavirus (COVID-19)
6	Supplies (hand sanitizer, face masks, etc.) have been made available to employees.				See EVENT Cleaning and Disinfection Coronavirus (COVID-19)
7	Outbreak investigation is carried out if needed in coordination with the designated team.				Consult Risk Team and local public health officials.
8	Tightened food handling practices during outbreak are implemented for food handlers				As per 'Food Safety' requirements. Contact Risk Team
9	Consult Risk Team/Communications Team safety memo/correspondence for employees/guests.				Consult Risk Team and local public health officials.
#	Step Description	Yes	No	N/A	Comments/Action Item
After an outbreak					
1	Liaise with government authorities and emergency services to determine when site will be safe to re-enter and determine any actions that may be required. (Third Party Engagement Cleaning, Sterilise work areas, change air conditioning filters, dispose of exposed stock and record as appropriate.				
2	Advise contractors of site closure including cleaners, security. Refer to contractor list with Building Manager.				
3	Advise impacted employees of leave entitlements, pay conditions for site closure period, etc.				Refer to Pandemic Response Plan
4	Communicate with employees returning to work providing detail and assurance of the process completed to ensure staff safety.				
5	Conduct post Pandemic Response debrief. (AAR After Action Review)				

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#	Step Description	Yes	No	N/A	Comments/Action Item
After an outbreak					
6	Compile AAR findings and distribute to key stakeholders. Lessons learned are shared to facilitate adoption of improved practices.				
7	Review the checklist to consider the need for improvements				

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## Environmental Hygiene Toolkit Coronavirus (COVID-19) measures

Steps	Elements	YES	NO	NA
1: Prepare for cleaning	Gather all needed supplies			
	Perform hand hygiene			
	Note Precautions signs; put on appropriate Personal Protective Equipment			
	Put cleaning notice sign near room entrance			
2: Remove	Empty waste receptacles			
	Contain and remove any soiled linen, being careful not to agitate.			
3: Dust	Dust surfaces			
4: Visible Soil Removal	Clean and remove all visibly/heavy soil, carefully containing/disposing of cloths			
5: Guest Room: Disinfect Contaminated and all High Touch Surfaces (HTS) in the bed area and room entrance. Make note of Norovirus dwell time on the disinfectant and plan accordingly	Room door knob/handle and push plates (inside and out) and door surfaces			
	Room light switch			
	Call box/button and cords			
	Bedside cabinet, other furniture and countertops/window sills			
	Telephone, TV remote control, entertainment system			
	Chairs			
	Wall mounted hand soap/sanitizer dispensers A/C controls etc (if present)			
	Remove gloves, perform hand hygiene, and re-glove before cleaning the bathroom			
	dwell while cleaning other surfaces			
	Bathroom door knob/handle			
6: Bathroom: Disinfect contaminated and all of the HTS in the restroom, doing the toilet last. Make note of dwell time for Norovirus	Bathroom light switch			
	Bathroom sink, faucet and faucet handles, mirror, vanity, and exposed plumbing			
	Dispensers for towels, soap, sanitizer, etc.			
	Shower/tub (if present)			
	Hand rails near toilet			
	Bathroom pull cord			
	Wall area behind toilet, toilet base and floor near toilet			
	Toilet flush handle			
	Toilet bedpan cleaner			
	Toilet seat and bowl			
7: Replace as Needed	Remove gloves, perform hand hygiene and re-glove			
	Refill disposables (paper towels, hand soap/sanitizer, toilet tissue) and reline trash			
	Soiled curtains and any contaminated disposables in the room			
8: Make Bed	Pillows, mattresses, pillow covers, mattress covers			
	Make bed with fresh linens, ensuring the mattress is dry			
9: Inspect	Ensure room is properly cleaned and disinfected, and no areas were missed			
	Furniture properly arranged			
	Report anything that is not working properly			
10: Clean Floor	Mop/vacuum the floor in guest room, finish at the door			
Prepare to Exit	Remove PPE before exit. Dispose/contain properly to avoid cross-contamination			
	Discard all linens and cloths to contain until they can be properly laundered.			
	Perform hand hygiene			



## Department Response Activation Action – Admin offices

General Manager	Reservations	Sales	Catering	Accounting
<ul style="list-style-type: none"> <li>• Pay close attention to the trend of events and communicate with Risk Team to get the latest information.</li> <li>• Ensure all departments are trained required procedures properly</li> <li>• Immediately report any suspected case to the Risk Team</li> <li>• Disinfect hands after each guest interaction</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect countertops</li> <li>• Evaluate and plan for potential business interruptions</li> <li>• Pay attention to reservations and adjust action plan/forecast in response to event impacts</li> </ul>	<ul style="list-style-type: none"> <li>• Pay close attention to the trend of events and communicate with xxxx</li> <li>• Pay attention to reservations and adjust action plan/forecast in response to event impacts</li> <li>• Disinfect hands after each guest interaction</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect countertops</li> <li>• Evaluate and plan for potential business interruptions</li> </ul>	<ul style="list-style-type: none"> <li>• Pay close attention to the trend of events and communicate with incoming groups</li> <li>• Pay attention to reservations and adjust action plan/forecast in response to event impacts</li> <li>• Evaluate and plan for potential business interruptions</li> <li>• Liaise with Risk Team on information on EVENTS Response Plan.</li> <li>• Disinfect hands after each guest interaction</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect countertops</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfect hands after each guest interaction</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect countertops</li> </ul>	<ul style="list-style-type: none"> <li>• Pay attention to reservations and adjust action plan/forecast in response to event impacts</li> <li>• Evaluate and plan for potential business interruptions</li> <li>• Disinfect hands after each guest interaction</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect countertops</li> </ul>



## Department Response Activation Action – Front office

Valet Parking	Door/Concierge	Front Desk
<p><b>Vehicles</b></p> <ul style="list-style-type: none"> <li>• Disinfect vehicle exterior/interior door handle(s)</li> <li>• Disinfect Turn off air conditioning (recommended)</li> <li>• Disinfect steering wheel</li> </ul> <p><b>Booth</b></p> <ul style="list-style-type: none"> <li>• Disinfect door handles and push plates</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect cabinet keys</li> <li>• Disinfect received vehicle keys</li> <li>• Disinfect walk up window</li> <li>• Disinfect walk up counter</li> </ul> <p><b>Kiosks</b></p> <ul style="list-style-type: none"> <li>• Disinfect screen</li> <li>• Disinfect stand</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfect luggage handles</li> <li>• Disinfect luggage carts</li> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect luggage storage</li> <li>• Disinfect countertops</li> <li>• Disinfect water stations</li> <li>• Minimal contact should be made with guest room items while performing room features</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfect hands after each guest interaction</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect guest room keys</li> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect countertops</li> <li>• Food and Beverage outlets should be notified.</li> </ul>



## Department Response Activation Action – F&B

Outlets	Bars	Room Service	Kitchen	Stewarding	Catering/Banquet
<ul style="list-style-type: none"> <li>Disinfect door handles, push plates, railings</li> <li>Disinfect hostess stands</li> <li>Disinfect countertops, tables,</li> <li>Disinfect chairs, stools, highchairs</li> <li>Disinfect all silverware</li> <li>Disinfect all glassware</li> <li>Disinfect serving utensils provided at buffets</li> <li>Disinfect beverage serving containers</li> <li>Disinfect menus, table collateral</li> <li>Disinfect ramekins, salt/pepper containers</li> <li>Disinfect sauces bottles</li> <li>Disinfect coffee stations</li> </ul>	<ul style="list-style-type: none"> <li>Disinfect door handles, push plates, railings</li> <li>Disinfect countertops, tables,</li> <li>Disinfect chairs, stools</li> <li>Disinfect all silverware</li> <li>Disinfect all glassware</li> <li>Disinfect beverage serving containers</li> <li>Disinfect menus, table collateral</li> <li>Disinfect ramekins, salt/pepper containers</li> <li>Disinfect sauces bottles</li> </ul>	<ul style="list-style-type: none"> <li>Disinfect door handles, push plates, railings</li> <li>Disinfect countertops, tables,</li> <li>Disinfect chairs, stools, highchairs</li> <li>Disinfect serving utensils provided at buffets</li> <li>Disinfect beverage serving containers</li> <li>Disinfect menus, table collateral</li> <li>Disinfect ramekins, salt/pepper containers</li> <li>Disinfect sauces bottles</li> <li>Disinfect coffee stations</li> </ul>	<ul style="list-style-type: none"> <li>Normal food hygiene rules apply</li> <li>Keep staff who are not involved in food preparation away from the kitchen and food stores</li> <li>Disinfect door handles, push plates, railings</li> <li>Disinfect prep stations</li> <li>Disinfect cooking/prep utensils</li> <li>Food exposed in a room where a person has been ill including dining areas must be disposed</li> <li>Keep a close watch on food staff to ensure that they are symptom free</li> <li>If food staff become ill and you are short handed in the kitchen do not be tempted to use untrained staff in the kitchen especially ones who may have been undertaking other duties such as cleaning or giving personal care to people.</li> </ul>	<ul style="list-style-type: none"> <li>Disinfect door handles, push plates, railings</li> <li>Disinfect all silverware</li> <li>Disinfect all glassware</li> <li>Disinfect beverage serving containers</li> <li>Disinfect food storage containers</li> <li>Disinfect ice machines</li> </ul>	<ul style="list-style-type: none"> <li>Disinfect door handles, push plates, railings</li> <li>Disinfect countertops, tables,</li> <li>Disinfect chairs, stools, highchairs</li> <li>Disinfect beverage serving containers</li> <li>Disinfect menus, table collateral</li> <li>Disinfect ramekins, salt/pepper containers</li> <li>Disinfect sauces bottles</li> <li>Disinfect coffee stations</li> </ul>



DEPARTMENT RESPONSE ACTION CARD – HOUSEKEEPING

Coordinator	FOH	BOH	Guestrooms	Laundry
<ul style="list-style-type: none"> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect walk up window</li> <li>• Disinfect walk up counter</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect master key cabinet</li> <li>• Disinfect master keys</li> <li>• Disinfect received master keys</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect elevators, escalators and call buttons</li> <li>• Disinfect Front Desk and Concierge surfaces</li> <li>• Disinfect writing utensils</li> <li>• Disinfect business centre, computer kiosks, keyboards, mouse and touch screens</li> <li>• Disinfect restroom door handles, counter surfaces, soap dispensers</li> <li>• Disinfect furniture</li> <li>• Disinfect public/house phones</li> <li>• Disinfect dispensers, faucets and towel dispensers</li> <li>• Bucket and trashcan handles</li> <li>• Disinfect guest corridors</li> <li>• Disinfect ice machines</li> <li>• Disinfect vending machines</li> <li>• Disinfect fitness centre and equipment</li> <li>• Disinfect meeting space doors</li> <li>• Disinfect childcare facilities</li> <li>• Disinfect housekeeping carts</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect elevators, and call buttons</li> <li>• Disinfect drainage outlets/floor drains</li> <li>• Disinfect furniture</li> <li>• Disinfect public/house phones</li> <li>• Disinfect dispensers, faucets and towel dispensers</li> <li>• Bucket and trashcan handles</li> <li>• Disinfect vending machines</li> <li>• Disinfect housekeeping carts</li> <li>• Disinfect linen closets</li> <li>• Time Clock</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfect around the guest room areas</li> <li>• Disinfect guest floor elevator lobby, elevator call buttons, house phone</li> <li>• Disinfect ice machine and area/closet</li> <li>• Disinfect guest corridor</li> <li>• Disinfect housekeeping carts</li> </ul> <p>Additional attention should be given to surfaces that are directly touched by guests</p> <ul style="list-style-type: none"> <li>• Door handles, deadbolts, night latch</li> <li>• Desk, chair, alarm clock</li> <li>• Dresser and table drawer handles</li> <li>• TV Remote</li> <li>• Light and thermostat controls</li> <li>• Telephone and guest services directory</li> <li>• Bathroom surfaces, toilets</li> <li>• Appliances, silverware, glassware</li> <li>• Safe, iron and board, coffee maker</li> <li>• PPE to be worn when handling any used linen (including towels, pillow cases, sheets etc) and clothes</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfect linen carts</li> <li>• Disinfect laundry chute</li> <li>• Disinfect clothes racks</li> <li>• Linen should be changed regularly and always after a guest has checked out.</li> <li>• Caution against sharps, blood or body fluids</li> </ul>



DEPARTMENT RESPONSE ACTION CARD – MAINTENANCE AND SECURITY

Engineering	Security
<ul style="list-style-type: none"> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect walk up window</li> <li>• Disinfect walk up counter</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect master key cabinet</li> <li>• Disinfect master keys</li> <li>• Disinfect received master keys</li> <li>• Clean and disinfect the fresh air system filters monthly</li> <li>• Spray disinfectant at the air conditioning outlet</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfect door handles, push plates, railings</li> <li>• Disinfect walk up window</li> <li>• Disinfect walk up counter</li> <li>• Disinfect computer monitor, keyboard, mouse, telephone</li> <li>• Disinfect master key cabinet</li> <li>• Disinfect master keys</li> <li>• Disinfect received master keys</li> <li>• Disinfect radios</li> <li>• Disinfect visitor badges</li> <li>• Handles lost and found items with appropriate PPE</li> </ul>

**From:** Rosswyn Menezes  
**Sent:** Sun, 29 Mar 2020 22:48:00 +1100  
**To:** RVCARLAIStaff  
**Cc:** Confidential  
**Subject:** COVID Memo  
**Attachments:** COVID.doc, EVENT-Cleaning-and-Disinfecting-Guide-Hotels.pdf

Hi All,

Please find attached memo on social distancing at the workplace.  
It is imperative to follow these guideline to safeguard yourself as well as others at the hotel.

As some of you would be aware, the hotel will be accommodating self-isolating international traveller and hence we need to follow strict protocols to ensure we protect ourselves.

Please see me if you have any questions or any further suggestions on improving our practices.

Thank you.

Best regards,

**Rosswyn Menezes** | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

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# COVID-19 Mandatory quarantine

## PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Individuals

Version 2.1

### Recommended PPE use According to Type of Activity

Setting	Activity	Security Staff	Client PPE required
<b>Hotel Lobby</b>  Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
	When accompanying clients for fresh air/exercise breaks from room to outside and able to maintain 1.5 metres  1.5 metre physical distance is <b>not feasible</b>	No PPE Hand hygiene  Surgical mask Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene Advised not to touch anything on the way out/down
<b>Hotel Lobby</b> <b>When new guests are arriving for the commencement of their quarantine</b>  Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene
	1.5 metre physical distance is <b>not feasible</b>	Surgical mask Hand hygiene	Advised not to touch anything on the way in/up
<b>Hotel quarantine floor</b>  Not entering the client/s room or having direct contact with client/s.	No direct client contact e.g. walking room hallways or stationed in room corridors	No PPE Hand hygiene	No PPE
<b>Doorway indirect contact by security</b>  Perform hand hygiene before and after every client contact	Any doorway visit: Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
	Any doorway visit: 1.5 metre physical distance is <b>not feasible</b>	Surgical mask Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene

## Hand Hygiene

Effective hand hygiene is the single most important strategy in preventing infection.

Hands should be washed with soap and water if they are visibly soiled, otherwise alcohol-based hand rub can be used continuously.

Hand hygiene should be frequently performed, including

## PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Clients

- Before and after contact with client
- After touching a client's items or surroundings
- Before putting on and after taking off personal protective equipment (e.g. surgical mask).
- Before and after eating
- After going to the toilet

Gloves are NOT a substitute for hand hygiene and gloves are NOT recommended for **any security staff or AO staff member at any time**

**Alcohol-based hand rub is NEVER applied to gloved hands.**

(Separate advice is available for those involved with care of clients or cleaning practices)

Respiratory hygiene and cough etiquette must be applied as a standard infection control precaution at all times and perform hand hygiene each time you use a tissue or cough or sneeze into your inner elbow. Discard use tissues immediately.

### **ALWAYS AVOID TOUCHING YOUR FACE**

#### Correct use of PPE (Mask only)

##### PROCEDURE FOR PUTTING ON A MASK

1. Perform hand hygiene using the alcohol-based hand rub
2. Put on the mask handling the side tapes only
  - a. If your mask has ear loops, place them over both ears at the same time.
  - b. If your mask has to be tied, tie the bottom first and then the top tie to secure on your face
  - c. Ensure the mask is secured across the bridge of your nose (moulding the metal clip over bridge your nose) and ensure the masks sits snugly under your chin
3. Perform hand hygiene
4. After mask is in place never touch the front of your mask

##### PROCEDURE FOR TAKING OFF MASK

1. Perform hand hygiene using the alcohol-based hand rub
2. Do not touch the front of the mask
3. If your mask has ear loops, remove the loops and place straight into yellow bin.
4. Undo the bottom tie of your mask and then the top tie, handling the mask only by the top ties, drop mask straight into the yellow bin.
5. Perform hand hygiene using the alcohol-based hand rub

### NOTES

- Hand hygiene should be performed when you feel that you may have contaminated your hands from touching the mask if wearing one or your face
- Single-use masks should not be reused, but discarded appropriately immediately after use
- Masks must not be pulled down or removed to consume food or drink. Masks should be removed using above procedure and replaced with a fresh mask.
- Masks will be less effective if they become damp or damaged

**From:** Rosswyn Menezes  
**Sent:** Mon, 15 Jun 2020 15:26:56 +1000  
**To:** REDACTED  
**Cc:** Confidential  
**Subject:** Observations

REDACTED

Hope you are well.

Further to interactions from DHHS to investigate the outbreak at the hotel, we have observed a few concerns that we would like addressed by the security team.

- Guards sit together and have meals. Social distancing protocols not followed.
- Need to sanitise hands prior to making a coffee.
- In lobby, I've noticed guards gather to watch videos. Social distancing protocols not followed

On another note, when I got in on Fri I was a little disappointed to see the amount of rubbish kept in the car park and the floors. I found meal wrapper and a stack of coffee cups in the car park as well as more coffee cups on the floors next to the chair where the security seat.

Would appreciate a little co-operation from the team to use the bins provided. We will certainly clean the areas regularly.

Yesterday we had the nurses visit the hotel and ask for a floor plan of the lobby. They said that they are working on chart where guards need to stand to ensure social distancing protocols are followed.

Thanks.

Best regards,

**Rosswyn Menezes** | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

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**From:** Rosswyn Menezes  
**Sent:** Tue, 12 May 2020 16:14:59 +1000  
**To:** Confidential  
**Cc:** [REDACTED]  
**Subject:** Re: FYI

Dhhs aware of the breach and SOP being made for security by DHHS.  
Get [Outlook for Android](#)

**From:** Confidential  
**Sent:** Tuesday, May 12, 2020 3:56:52 PM  
**To:** Rosswyn Menezes Confidential

Confidential

**Cc:** Confidential  
**Subject:** Re: FYI

Ok well as long as they are doing now. The glen20 will get the lobby clean eaiser

Cheers

Confidential

Operations Manager

Rydges on Swanston

701 Swanston street

Carlton, 3053

**From:** Switch Carlton <switch\_rydgesswanston@evt.com>  
**Sent:** Tuesday, May 12, 2020 3:55:50 PM

**To:** Confidential  
Confidential Rosswyn Menezes

Confidei

**Cc:** Confidential  
**Subject:** RE: FYI

DHHS + AO are onto it now. Not sure why they hadn't passed this on yet.

Thanks,

Confidential

---

**From:** Confidential  
**Sent:** Tuesday, May 12, 2020 3:52 PM

To: Rosswyn Menezes Confidential

Confidential

Cc: Confidential

Subject: Re: FYI

Dhhs need to go through proper procedure asap with new security team. They wont know correct procedures until it is passed onto supervisor/ops manager to brief all of their team.

Who is AO today?

Ross can you email dhhs to get this done?

Cheers

Confidential

Operations Manager

Rydges on Swanston

701 Swanston street

Carlton, 3053

**From:** Rydges Swanston (DHHS)  
**Sent:** Tue, 12 May 2020 16:25:22 +1000  
**To:** Switch Carlton  
**Subject:** procedure for guest arrival  
**Attachments:** PROCEDURE OF GUEST ARRIVAL FOR SECURITY.docx

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This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. The Department provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify [Postmaster@dhhs.vic.gov.au](mailto:Postmaster@dhhs.vic.gov.au)

---

**From:** Rosswyn Menezes  
**Sent:** Tue, 12 May 2020 19:38:41 +1000  
**To:** Confidential  
**Subject:** Re: Update

Thanks Confidential  
Yes I will..

Get [Outlook for Android](#)

**From:** Switch Carlton <switch\_rydgresswanston@evt.com>

**Sent:** Tuesday, May 12, 2020 7:06:23 PM

**To:** Confidential Rosswyn Menezes

Confidential

**Subject:** RE: Update

Ross – I think you are going to need to chat to security tomorrow and DHHS. Security were just about to let a paramedic and patient through our front doors AGAIN! I stopped it but they are very clueless - even after RED from DHHS printed a "how to" hours ago and made them read through it. If I hadn't of been at front desk they would have let her walk right through.

We've had two new guests arrive today 328 +112

---

**From:** Switch Carlton

**Sent:** Tuesday, May 12, 2020 6:06 PM

**To:** Confidential Rosswyn Menezes

Confidential

**Subject:** RE: Update

Another update.

Nurses no longer need to use 302.

REDACTED

REDACTED

They are unsure how long this arrangement will be for, REDACTED Once the REDACTED

Thanks,

Confidential

---

**From:** Confidential

**Sent:** Tuesday, May 12, 2020 5:53 PM

**To:** Rosswyn Menezes Confidential

Confidential

Switch Carlton <[switch\\_rydgeswanston@evt.com](mailto:switch_rydgeswanston@evt.com)>

**Subject:** Re: Update

Cots are 3yrs and under

Cheers

Confidential

Operations Manager

Rydges on Swanston

701 Swanston street

Carlton, 3053

---

**From:** Switch Carlton <[switch\\_rydgeswanston@evt.com](mailto:switch_rydgeswanston@evt.com)>

**Sent:** Tuesday, May 12, 2020 5:52:23 PM

**To:** Rosswyn Menezes <Confidential>

Confidential

**Subject:** RE: Update

Also do we have age limits on the cots we have?

---

**From:** Switch Carlton

**Sent:** Tuesday, May 12, 2020 5:50 PM

**To:** Rosswyn Menezes <Confidential>

Confidential

**Cc:** Switch Carlton <[switch\\_rydgeswanston@evt.com](mailto:switch_rydgeswanston@evt.com)>

**Subject:** Update

Hi Team,

Please see update below:

REDACTED

Also they are expecting a potential influx of babies. DHHS have asked how many cots we have. They don't think 4 will be enough. Do we purchase more or borrow? Not sure of the protocol for cleaning etc.

**Warm Regards**

Confidential

**Rydges on Swanston Melbourne**  
701 Swanston Street, Melbourne, VIC 3053

Confidential

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W: [www.rydges.com/onswanston](http://www.rydges.com/onswanston)

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**From:** Switch Carlton  
**Sent:** Wed, 13 May 2020 01:22:37 +1000  
**To:** Rosswyn Menezes; [Confidential]  
**Subject:** Security in the lobby and on the floors.

Good Morning guys.

Hope you are well rested. I just wanted to bring to your attention a few things I noticed with the new security.

1. Lack of knowledge when it comes to the right procedures on how to receive/ transfer a patient from the transport, to the their room.
2. The lack of equipment. They did not have any safety glasses nor did they have any safety overall gowns.
3. The lack of id check for people entering into the hotel from the front door.
4. The absence of stopping people ( security staff or other staff), form entering the property without proper sanitation of hands.

Can you please speak to the manager of the security company to get this sorted as soon as possible. So that we are all safe to do our work and go home when our work has concluded.

#### Warm Regards

[Confidential]

**Rydges on Swanston Melbourne**  
701 Swanston Street, Melbourne, VIC 3053

[Confidential]

E: [switch\\_rydgesswanston@evt.com](mailto:switch_rydgesswanston@evt.com)

W: [www.rydges.com/onswanston](http://www.rydges.com/onswanston)

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**From:** Rosswyn Menezes  
**Sent:** Mon, 11 May 2020 12:00:14 +1000  
**To:** REDACTED  
**Subject:** FW: security issues

Hi REDA,

I had a conversation with Confidential this morning about the below email as it's the first I've heard of it. I'm told that it's been going on for at least couple weeks now and its happening to many of the female staff here; Hotel staff and Healthcare.

From my conversation with Confidential I am told that the nurses have reported it previously and hoping it has reached you. Please advise if you have the report and if you have communicated to REDACTED. Certainly not something we would like to address during these already challenging times however we need to ensure we act on this behaviour promptly.

Please reach out if you require any further information.

Thanks,  
Ross

Best regards,

**Rosswyn Menezes** | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

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**From:** Confidential  
**Sent:** Sunday, 10 May 2020 11:19 PM  
**To:** Rosswyn Menezes - Confidential  
**Subject:** security

Hi Ross,

Over the past few weeks I have noticed and been made aware of several instances where security have been inappropriate towards female staff AND nursing staff.

I have had a meeting with REDA who was AO tonight and a few female nurses who wanted it to be made aware that they felt uncomfortable coming to work because of particular security. REDA has also been made aware of a previous issue that a nurse had brought to RE attention last week. The guards in the lobby talk all day about the nurses in a disrespectful manner and come across that they are in charge of us all, they are very argumentative even over small things.

Yesterday I had a couple times where I was spoken down too and made to feel like me saying 'no' to simple things (I didn't want a packet of chips, I didn't want to watch a youtube video and when I reminded them of their own policy about PPE when accepting deliveries) meant I was being difficult and that I was a 'bitten woman' and that I have 'trust issues' and I liked control.

I had said NO a dozen times but they would just keep at me. I tried to explain about the PPE situation and the 'bitten woman' and trust issues response is what I received. I was also told that 'because they were a wog when they say that you are to eat, you eat!' And that I was too skinny. This is completely unacceptable and I shouldn't be made to feel inadequate and like a second class citizen in my own workplace. At these times I was calm and stated quite simply that No means No. I did not raise my voice nor was i angry. I was annoyed yes and this is when I walked away.

Tonight- I was doing rubbish run and as usual someone had taken our staff lift sanitizer. I went around to the front an grabbed one off nursing table where there were 3 bottles. I was going to bring more up to replace. A security guard proceeded to tell me off saying I had no right to take it. I explained why and that there were still bottles there and that I will replace. He then started raising his voice at me and arguing. I then repeated myself and walked away.

I am absolutely tired of male security speaking in a manner that is condescending and rude to females here.

I have been told by some female staff directly that they have been asked rude and inappropriate questions and felt harassed. Questions like asking repeatedly what our instagram names are, comments like- you have a nice voice, are attractive and being suggestive in the way they speak, calling someone a princess when we tell them we have a boyfriend, being intimidating demanding who we are and blocking us when we are just trying to enter our own work place.

At this time as females alone and surrounded by males that act in this way we don't feel safe. If this continues I will take this further. This behaviour is unacceptable, and none of us should come to work expecting to be harassed.

**Kind regards**

Confidential

| Operations Manager

Rydges On Swanston Melbourne  
701 Swanston Street, Carlton 3053

Confidential

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**DANS LE NOIR?**  
**RYDGES**  
ON SWANSTON

**CLICK HERE**

DINING IN THE DARK • MELBOURNE

**From:** Rosswyn Menezes  
**Sent:** Mon, 11 May 2020 15:24:19 +1000  
**To:** Donna Findlay (DEDJTR)  
**Cc:** Confidential  
**Subject:** Security Issues and Concerns

Hi Donna,

Hope this mail finds you well.

I would like to bring to your attention an issue that's been ongoing in the last couple weeks which I was made aware last night. I have been informed that the issue has been reported via DHHS to DJPR however I felt it was necessary for you to hear directly from the hotel. Over the last couple weeks, we have a few security guards behave unprofessionally and making inappropriate advances towards some of our female staff members. The staff members have declined the advances however it has continued. This kind of behaviour is absolutely unacceptable in any workplace and hence I am reaching out.

Find attached email from my colleague detailing some of their behaviour. Certainly not something we would like to address during these already challenging times however we need to ensure we act on this behaviour promptly.

Should you need any further information please feel free to contact me.

Thank you for your attention with this issue and look forward to your reply with the action/s taken.

Best regards,

**Rosswyn Menezes** | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

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# Meeting Minutes

## Health Safety Incidents - Rydges Hotel (Swanston St, Carlton)

**Subject:** Health Safety Incidents - Rydges Hotel

**Date:** 12 May 2020 **Time:** 1.30 pm to 2.30pm

**Location:** Rydges Hotel, Swanston Street, Carlton

**Meeting number:** 1

**Chair:** Personal Information (Operational Safety Advisor / Project Hotel Soteria)

**Minute-taker:** Personal Information

**DJPR file no.:** [Click or tap here to enter text.](#)

### Attendees (Name, Organisation)

### Apologies (Name, Organisation)

Confidential

Personal Information D Ward (Safety/DHHS), M Bush (Dir EMHP-DHHS), F Micallef (DHHS), R Menezes (GM Rydges Hotel), N Coppick (Unified Security Manager), S Austin (DHHS)

M Chamberlain (DHHS), T Fry (DHHS)

CFI: A Jarvis (DJPR/ Safety Officer), F Mistretta (Safety Lead- DHHS), Personal Information (DJPR / Regional team lead), R May (DJPR Hotel Quarantine Agency Commander), L Bourke (DHHS)

### Key discussion points /decisions

#### Who

#### Description

1. Melody Bush: To provide a brief overview of what had occurred of the behaviours of the security guards, to the nursing and hotel staff  
  
Response: Melody advised that, she received a call on Sunday evening, 10 May from one of the nurses, raising concerns of the security staffs' behaviour. Hotel staff and overnight nurses had spoken to an AO about the concerns. There were no immediate issues. Email was sent on Sunday night 10 May advising of the situation at the hotel.
2. Nigel Coppick Update of the interim Health Safety (HS) risk controls implemented by Unified Security and investigation .  
  
Response: One guard has been terminated and other guards have been stood down. Interviews to be conducted with all guards. New guards have started at Rydges.

## Key discussion points /decisions

Who	Description
3.DHHS staff	Statements to be provided from nursing and hotel staff. Support to be provided from <b>Personal Information</b> as required. De identified, information of each statement to be put into Sims incident database system by <b>Personal Information</b>
4. Rosswyn	Security guards have been entering commercial kitchen. Hotel staff member had sent numerous emails, signs erected, blocking the door with a table, to cease entering the kitchen. This put the hotel at risk in relation to food safety protocols.
5. PPE	Security guards had been accessing the personal protective equipment from the nurses. Supply's have then been depleted.
6. Final comments	Reinforced to the team at the meeting for the hotel staff and nurses to advise their managers / team leaders on the day, if any incidents occur again. This is important to have the incidents addressed on the day / asap. Importance of offering EAP and also now follow up of the nurses / hotel staff.

## Actions – new

#	Action	Owner	Due	Status	Update
1.	Investigation and actions as required	N Coppick	13/5/20	Completed	19/5/20
2.	Statements hotel and nursing hotel staff	M Bush	15/5/20	Open	19/5/20
3.	To de identified statements to enable to be put into sims by <b>Personal Information</b> Note: this action was following the meeting, as discussed with Melody and Frank Separate incidents need to put into sims to identify the number of incidents and be reported	L Bourke	15/5/20	Open	19/5/20
4.	Nigel notified, who has advised all security guards not to enter the commercial kitchens.	N Coppick	11/5/20	Closed	Need to review at meeting
5.	Audit of the stock, completed Access of stock by nurses only. A register is being kept	Nursing staff	11/5/20	Closed	N/A
	All PPE for security guards, Is supplied by Unified	N Coppick	12/5/20	Closed	N/A
6.	Importance of offering EAP and reporting incidents on the day				

Next meeting: 19/5/20 - Venue: Rydges on Swanston - Time: 1.30pm to 2.30pm -

**From:** Rosswyn Menezes  
**Sent:** Thu, 18 Jun 2020 15:04:41 +1000  
**To:** Confidential  
**Subject:** RE: any update on first arrival?  
**Attachments:** DHHS OPERATION CHANGES.docx

Hi Confidential

Attached some processes in place. Still waiting on DHHS for some more.

Thanks.

---

**From:** Rosswyn Menezes  
**Sent:** Thursday, 18 June 2020 1:24 PM

**To:** Confidential

Confidential

**Subject:** RE: any update on first arrival?

Hi Gents,

DHHS have just been in for an inspection and the hotel is ready to accept guests.

New processes are being put in place. Will send you an update soon.

Thanks.

---

**From:** Rosswyn Menezes  
**Sent:** Thursday, 18 June 2020 10:07 AM

**To:** Confidential

**Subject:** RE: any update on first arrival?

Hi Confidential

Not yet.

We have infection control coming in again today since they dint feel the hotel was ready when they came in on Tues.

I'll advise after the visit today.

Thanks.

---

**From:** Confidential  
**Sent:** Thursday, 18 June 2020 10:05 AM

**To:** Rosswyn Menezes Confidential

**Subject:** any update on first arrival?

Regards

Confidential

Group General Manager - Hotel Operations Rydges & Atura Hotels

Confidential

**E V E N T**

HOSPITALITY & ENTERTAINMENT

Cinemas | Event | BCC | GU Film House | CineStar | Moonlight  
Hotels & Resorts | Rydges | QT | Atura | Eventhouse | Thredbo  
State Theatre | Edge Digital | Edge Serviced Offices | ExperienceThis

186 Exhibition Street, Melbourne, Vic 3041

**From:** Ewan Tosh (DHHS)  
**Sent:** Fri, 10 Jul 2020 15:51:23 +1000  
**Subject:** OFFICIAL - Sensitive: Operation Soteria - Hotel Quarantine - Upgrade to Security Processes

Good Afternoon Hotel Partners

As you know, we are refining our operating model, including progressively deploying Alfred Health and Corrections Victoria to all our quarantine hotel sites across Melbourne.

The roll-out of these changes continues to occur site by site and we will keep you informed of relevant activities schedule for your hotel. In due course we will also be providing you with further communication resources regarding the roles and responsibilities of all parties. I thank you for your patience and cooperation during this transitional period.

One issue that has been identified since the commencement of Corrections Victoria at the initial sites is concern about the number of attendees on hotel premises without appropriate identification, particularly those without photo identification. This has been deemed a security risk for the program.

In response, a site access pass process has been developed to enable the efficient issuing of an authorised pass for those site attendees that do not have photo identification as part of their organisation identification/pass, but are required to move through the site.

For most hotels, your staff may already have hotel photo identification, and if so they are not impacted by these changes.

Corrections Victoria will administer the issuing of passes, and once issued they can be retained by the recipient until they are no longer required. All passes are registered locally, and are specific to each site. Photo identification will need to be sighted to issue them and when on site, photo identification will also need to be carried.

A sample card is depicted below.

As always, please don't hesitate to reach out and contact me directly with any queries or questions you might have.

Thanks again for your ongoing support and dedicated hard work towards ensuring the success of the hotel quarantine program.

Regards

Ewan

**Ewan Tosh**

Deputy Commander, Strategy and Planning

[Operation Soteria](#) | [Emergency Operations Centre](#)

*Pronouns: he, him, his*

T - REDACTED  
M - REDACTED

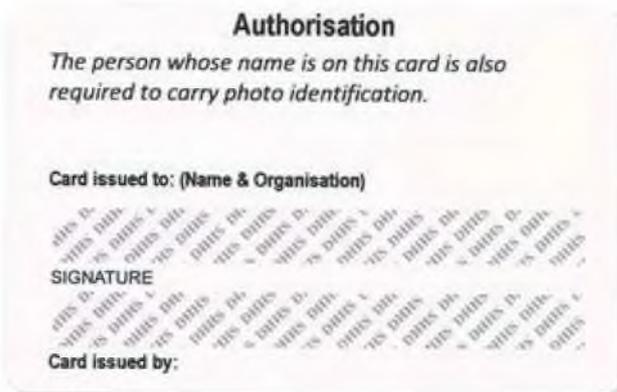
E REDACTED

Department of Health and Human Services  
50 Lonsdale Street  
Melbourne, Victoria 3000

**Example Front:**



**Example Back:**



**OFFICIAL: Sensitive**