



I wanted to reach out to you all personally to inform you about the additional measures we are taking at Laundry Hotels and its associated venues regarding the outbreak of Novel Coronavirus (COVID-19).

The safety and security of our patrons and team members is, and will always be, our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the Coronavirus, we have taken additional steps to ensure our cleaning and hygiene protocols are even more rigorous:

- Our contracted cleaners, as well as our staff, vigorously clean all surfaces regularly.
- We have implemented a vigorous cleaning schedule, particularly in our high traffic areas such as gaming floors, bars, restaurants, outdoor areas and bathrooms. These areas are wiped down hourly with clean cloths, soap and water.
- We have installed automatic hand sanitisers throughout our Hotels – particularly in the bathrooms and entry/exits to the bathrooms.
- As well as our staff being instructed to personally use hand sanitisers regularly, staff have been issued with pump hand sanitisers and are encouraging our patrons to use them as they enter our premises, in particular when entering our restaurants.
- Staff who have travelled overseas are not permitted to return to work until they have been assessed by our Human Resource Department including, where necessary, obtaining the appropriate health clearances.
- All produce for our restaurants, are supplied with the strictest food safety handling procedures.

You can be assured we are doing everything possible to ensure the safety of our patrons and staff. If you have any concerns, please feel free to contact us via our website.

Regards,

Rod Lawson
Group General Manager

Laundry Hotel Group.
www.laundryhotels.com.au