

From: [REDACTED] s 9(2)(a) [REDACTED]@stamford.com.au>
Sent: Wednesday, 10 June 2020 4:52 PM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Subject: RE: Accommodation Assistance - Stamford Plaza Auckland

Hi Rachael,

Hope this finds you well.

Just following up from the below. I have had an opportunity to share with my GM about the opportunity and what it entails which seems to be something we can offer.

With that said is it at all possible to arrange a face to face meeting this Friday here at the hotel?

I tried calling through and am just following through with a short email.

Look forward to your feedback on a possible meeting this week.

Thank you.

Best regards,

[REDACTED] s 9(2)(a) **Director of Sales & Marketing**
Stamford Plaza Auckland | Private Bag 92125, Auckland 1142 | New Zealand
Albert Street | AUCKLAND | New Zealand

[REDACTED] s 9(2)(a)
Web www.stamford.com.au/spak/ | [Facebook](#)
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From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Sent: Thursday, 4 June 2020 8:50 PM
To: [REDACTED] s 9(2)(a) [REDACTED]@stamford.com.au>
Subject: FW: Accommodation Assistance - Stamford Plaza Auckland

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[UNCLASSIFIED]

s 9(2)(

Thanks for taking my call today to discuss what a Managed Isolation Facility is.

As discussed we currently have 15 hotels in Auckland operating as Managed Isolation Facilities and dependent on demand may have a need for more in the future.

Please find attached the 'Establishing a Managed Isolation Facility' Handbook – which, while not absolutely specific to hotels, will give you a good idea of what it takes to operate as a managed isolation facility. If you have any contacts in any of the hotels around Auckland who are currently operating as a Managed Isolation Facility, can I suggest you contact them and ask them how it actually works in real life.

Please do not hesitate to contact me if anything needs further clarification.

Rachael

Rachael Shadbolt

s 9(2)(a)

From: Lynne.Ellims@health.govt.nz [<mailto:Lynne.Ellims@health.govt.nz>]

Sent: Thursday, 4 June 2020 11:36 AM

To: s 9(2)(a)

Subject: Re: Accommodation Assistance - Stamford Plaza Auckland

Mōrena s 9(2)(

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I am not part of the team that reviews the hotels and makes any movements around selection.

I will refer your email and they may be in contact.

Thank you.

He ra nui

Lynne Ellims

s 9(2)(a)

From: s 9(2)(a) @stamford.com.au>

To: "lynne.ellims@health.govt.nz" <lynne.ellims@health.govt.nz>

Hi Lynne,

Hope this finds you well.

By way of introduction my name is s 9(2)(a) and I oversee the sales and marketing here at the Stamford Plaza Auckland.

I wanted to reach out to understand if there was any accommodation requirements for MOH that we could potentially assist with.

At the initial start of the lockdown the Stamford Plaza had actually gone into a temporary closure scheduled till the end of June however a decision has been made to re-open on the 15th of June and I wanted to reach out to gauge if there was any accommodation requirements you may have that I can assist with.

Happy to get on a call if you would like to discuss further and I look forward to your feedback.

Wishing you a good day ahead.

Best regards,

s 9(2)(a) **Director of Sales & Marketing**
Stamford Plaza Auckland | Private Bag 92125, Auckland 1142 | New Zealand
Albert Street | AUCKLAND | New Zealand

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From: s 9(2)(a) @stamford.com.au>
Sent: Wednesday, 17 June 2020 4:00 PM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Cc: 'Mark Buchanan' <mark.buchanan@aucklandcouncil.govt.nz>; s 9(2)(g)(ii) SSQLDR
s 9(2)(g)(ii) NZDF.mil.nz>
Subject: RE: Stamford Plaza Auckland - Standup as a Managed Isolation Facility

Hi Rach,

Thank you for your email and sharing of further information and points of contact.

As mentioned we are most certainly gearing up to be able to meet the expectation of being a Managed Isolation Facility here at the Stamford Plaza Auckland.

I have had the pleasure of talking to Keith a couple of times today which is great.

Hi Mark, it is lovely to e-meet you and look forward to talking further regarding next steps.

From the hotel point of view I will remain the main point of contact. This ensures the streamlining of the communication and as the requirements extend there will be different areas involved and touch points/people who will com into the picture to assist.

As of this point I am still waiting for the contracting team to send through the contract. If there is anything that can be done to expedite this at the teams soonest will be greatly appreciated and thank you for the confirmation that we are definitely getting the business. I just need to satisfy the powers to be from my end which will only be met once we have the signed contract.

I do appreciate your assistance on this front.

Look forward to hearing from the team and if there is anything further I can be of assistance with please do not hesitate to let me know.

Best regards,

s 9(2)(a) **Director of Sales & Marketing**
Stamford Plaza Auckland | Private Bag 92125, Auckland 1142 | New Zealand
Albert Street | AUCKLAND | New Zealand

s 9(2)(a)
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From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Sent: Wednesday, 17 June 2020 12:25 PM
To: s 9(2)(a) <[REDACTED]> <[\[REDACTED\]@stamford.com.au](mailto:[REDACTED]@stamford.com.au)>
Cc: 'Mark Buchanan' <mark.buchanan@aucklandcouncil.govt.nz>; SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>; s 9(2)(g)(ii) <[REDACTED]> <[\[REDACTED\]@NZDF.mil.nz](mailto:[REDACTED]@NZDF.mil.nz)>
Subject: Stamford Plaza Auckland - Standup as a Managed Isolation Facility

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s 9(2)(a) ,

Thank you are for the speed with which you have moved to stand up a Managed Isolation Facility at Stamford Plaza Auckland.

As discussed we will start putting managed isolation guests into the Stamford Plaza Auckland from 0800 (8 am) on Friday 19 June 2020.

Your contact regarding the logistics of setting the hotel up, numbers that you can expect to receive from Friday is Mark Buchanan s 9(2)(a) - he will give you a call to introduce himself.

The managed isolation team who will be attached to your hotel will move into the hotel mid-afternoon on Thursday 18 June 2020. Someone will be in touch re staff accommodation rooms that will be required from Thursday.

The contracting is under way also. The contact person is Lynne Ellims or Lea Patrick who will be in contact today.

Thanks

Rach

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From: s 9(2)(a) @stamfordland.com>
Sent: Saturday, 20 June 2020 8:19 PM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Subject: Thank You

Dear Rachael,

This just a short note to thank you for your support of Stamford Plaza Auckland. I am been kept closely informed by my Ag GM, s 9(2)(a) on the unfortunate on-going issues raised by certain elements from Stamford Residences (TSR) which is a separate and independent residential tower.

I am aware both our teams had worked hard and by your fair and equitable leadership we had concluded the accommodation arrangements for returned New Zealanders. Our hard work now are at risk of being derailed by certain recalcitrants, in particular the maintenance manager of TSR who has been distorting the facts and creating fear among certain uninformed residents.

s 9(2)(a)

With your continued support, we will find an amicable resolution with the more responsible members of the Body Corporate to reach a successful conclusion. Meantime, I apologise for all the disruptions and problems that both our teams are undergoing.

I hope to have the opportunity to meet you in the not too distant future and to have the pleasure of thanking you in person. With kind wishes,

s 9(2)(a)

BBM, AO, FICS Chairman | 200 Cantonment Road, #09-01 Southpoint, Singapore 089763



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Subject: FW: Petition from Stamford employees [UNCLASSIFIED]
Attachments: image001.jpg; 3109_001.pdf

From: s 9(2)(a) @spak.stamford.com.au>
Sent: Thursday, 25 June 2020 7:26 PM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Subject: Fwd: Petition from Stamford employees

FYI

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From: s 9(2)(a) @spak.stamford.com.au>
Sent: Thursday, June 25, 2020 7:25:17 PM
To: megan.woodsmp@parliament.govt.nz <megan.woodsmp@parliament.govt.nz>;
megan.woods@parliament.govt.nz <megan.woods@parliament.govt.nz>; Amy Harrison
<Amy.Harrison@parliament.govt.nz>
Subject: Re: Petition from Stamford employees

Dear Hon Minister Megan Woods,

Please find enclosed an appeal signed by our staff to you, seeking your help. If there is some message that you would like to convey to our staff, I would be most happy to assist.

Kindly note there are more staff who will be signing the appeal as they come to the hotel for shifts over the next few days.

Thanks,
s 9(2)

TO: MINISTER Hon MEGAN WOODS,

**HELP!!! This is an desperate and urgent plea to Your Excellency for HELP.
PLEASE SAVE OUR JOBS!!!**

We are long serving poor hotel employees at Stamford Plaza Auckland.

For months since the lockdown, we have been out of work – BUT for NZ Govt's wage subsidy, our employers were able to continue keeping us on the payroll. Nevertheless, it is still demoralising and depressing as we despair over how long this situation can last.

It has been about 12 days since Stamford re-opened. Sadly, there has been no guests.

During this period and on most nights, we fret about the owners' imminent closure of the hotel. **How are we to survive? No job, no subsidy for workers. We are merely subsisting from hand to mouth!!**

While we were at the end of our tethers, last weekend we got unbelievable news that Stamford was selected to be an 'isolation facility' by the Ministry of Health. This was the incredible life saver that we had prayed so hard for. We were ecstatic and shed tears of joy.

Despite our possible exposure to Virus risks, we were willing to sacrifice, so that we endure this pandemic with some food on our table for the family. Working closely with management and the Ministry of Health, we slogged hard and within a few days erected all segregation/barriers in accordance to the safety measures guidelines to change Stamford into a managed isolation facility. These segregation/barriers had the safety of the The Stamford Residences residents in mind. We also prepared all necessary spaces so that the isolated residents could have their required out-door exercises. We believe your Ministry Officials were impressed with our swift turnaround for all these facilities.

We were in high spirits eagerly waiting at our door-way to welcome the bus loads of guests said to be minutes away on 20 June. But tragically and at the 11th hour, informed that the said buses had to turn around and head for Rotorua, hours away for alternative accommodations instead of Stamford Plaza. All of us were in a state of shock! It seems certain mischievous activists who are residents of the adjacent block (The Stamford Residences) had instigated the press, media and radio stations to propagate lies causing a media frenzy, thus making it sensitive for MOH to utilise Stamford Plaza as planned. The world just collapsed on us. Most of us just cried spontaneously and uncontrollably.

Dearest Minister, just consider this. The Stamford Residences is a world-class luxury development where the rich and famous resides. Their decadent penthouses are shielded and inaccessible to the hotel. The few limited common spaces, i.e. the car park, gym and swimming pool access are barricaded and out of bounds to the "managed isolated facility residents". These are for the exclusive use of The Stamford Residences. We the staff had toiled hard and long to make certain this was the case. While these well-heeled Residents are ensconced in their luxurious penthouses, they have

showed no compassion for us, the working class. We suspect this lack of compassion does not apply to the majority of the Residents. We are aware only a small handful of activists are indulging in this evil work.

Dearest Minister, we apologise that these bourgeois and wealthy residents created all the media hype and frenzy to embarrass and pressure the Ministry to move the managed isolated facility away from close proximity to their coveted home to Rotorua, citing made belief risks of infections. But we the poor workers will not use the media to pressure you. Instead, we appeal for your compassion to give a thought that we need work to put bread on the table for our family. If anyone can ever be in closer proximity and be at high risk of co-mingling with the residents of this 'managed isolation facility', it is all of us, the signatures in this Petition.

Once again, we appeal to your sense of justice to prevail over this decision and to not divert the business away from Stamford Plaza. We crave your compassion which is never more badly needed than at a time such as this.

PS: At this time of writing, we understand that our owners have managed to prevail over The Stamford Residences Corporate Body and that they are now sheepishly withdrawing all their misguided objections to Stamford Plaza being used as a 'managed isolation facility'.

PLEASE SAVE OUR JOBS!!!!!!

Sincerely yours,

The undersigned employees of Stamford Plaza Auckland

Our lives matters too!!!

Signatory List

| Name and Designation | Signature |
|-------------------------------------|--------------|
| Out of Scope | Out of Scope |
| <i>Housekeeping</i> Out of Scope | |
| <i>kitchen</i> Out of Scope | |
| <i>Housekeeping</i> Out of Scope | |
| Out of Scope | |
| HOUSEKEEPING | |

| Name and Designation | Signature |
|----------------------------|--------------|
| Out of Scope | Out of Scope |
| Room Attendant (HR) | |
| Out of Scope | |
| Out of Scope (HSK) | |
| Out of Scope (HSK) | |
| Out of Scope | |
| Out of Scope (HSK) | |
| Out of Scope (HSK) | |
| Out of Scope | |
| (House Keeping Department) | |
| Out of Scope | |
| Asst. Exec. HSK | |
| Out of Scope | |
| G.M | |
| Out of Scope | |
| Out of Scope | |
| (HR Coordinator) | |
| Out of Scope | |

OFFICIAL INFORMATION ACT

| Name and Designation | Signature |
|----------------------|-----------|
|----------------------|-----------|

Out of Scope



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| <p>Out of Scope (FA B department)</p> |
| <p>Out of Scope (F8B)</p> |

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|---------------------|
| <p>Out of Scope</p> |
|---------------------|

| Name and Designation | Signature |
|----------------------------------|--------------|
| Out of Scope (CF&B) | Out of Scope |
| Out of Scope TTD | |
| Out of Scope Engineering Dept | |
| ENGINEERING DEPT | |
| Out of Scope Housekeeping | |
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Out of Scope

Subject: FW: Stamford Plaza Hotel [DC-Documents.FID2956549] [UNCLASSIFIED]
Attachments: Letter re Stamford Plaza Hotel (_11675547_1).PDF

From: s 9(2)(a) @spak.stamford.com.au>
Sent: Thursday, 25 June 2020 12:55 PM
To: s 9(2)(a); SHADBOLT, Rachael (APEC21 OPS)
<Rachael.Shadbolt@mfat.govt.nz>
Cc: s 9(2)(a) >
Subject: RE: Stamford Plaza Hotel [DC-Documents.FID2956549]

Hi Rachael,

Further to s 9(2)(a) email, please note that s 9(2)(a) from NZ Occupational Health and Safety, BC health and safety person is coming tomorrow at 11 am to inspect.

Thanks,
s 9(2)(a)

From: s 9(2)(a)
Sent: Thursday, 25 June 2020 11:38 AM
To: rachael.shadbolt@mfat.govt.nz
Cc: s 9(2)(a) @spak.stamford.com.au>; s 9(2)(a)
Subject: Stamford Plaza Hotel [DC-Documents.FID2956549]

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Dear Ms Shadbolt

Please find **attached** letter in relation to the above matter.

Kind regards

s 9(2)(a)

d s 9(2)(a)

s 9(2)(a)

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OFFICIAL INFORMATION ACT

s 9(2)(a)

25 June 2020

Rachael Shadbolt
Ministry of Foreign Affairs and Trade

By Email: rachael.shadbolt@mfat.govt.nz

Dear Ms Shadblolt

Stamford Plaza Hotel

- 1 I act for Stamford Plaza Hotel and I have been instructed to assist with resolving issues surrounding the Hotel's contract with the Ministry to provide managed isolation.
- 2 I refer to your email to the Hotel General Manager, s 9(2)(a) of last night.
- 3 You will be aware that there has been some media reporting of issues raised by residents of the Stamford Residences, a separate apartment complex sitting atop the Hotel, but with separate ingress and egress albeit with some limited shared spaces (prior to the separation needed for the Hotel to perform the managed isolation contract).
- 4 The separate apartment residents, through their Body Corporate, have engaged s 9(2)(i) to represent them on the resolution of these issues. s 9(2)(i) and I have discussed matters at length and I have copied s 9(2)(i) in to this email. s 9(2)(a) clients do not assert that they need to provide their agreement or consent to the Hotel's contract with the Ministry. They seek only to ensure consultation, the Hotel with the Body Corporate, as persons conducting a business or undertaking (PCBU's) with duties in respect of the shared spaces in terms of the duty to cooperate under section 34 Health & Safety at Work Act 2015.
- 5 s 9(2)(a) in an email to me yesterday, said:

"They [the Body Corporate] have confirmed previous verbal requests for a copy of the health and safety plan relating to issues of shared use if the hotel is used as a site for managed self-isolation for people from overseas. They have asked me to express that on the issue of health and safety they have no particular concerns which they wish to raise as they are not experts, and will instead ask for the plan to be reviewed by their health and safety expert, and feedback any issues raised.

The Body Corporate's only concern is in relation to health and safety matters and fulfilling its duty under the Health and Safety in Employment Act 2015 [sic], and to do this they will engage an expert to review the plan."

6 The consultation required under the Act has occurred through meetings and site inspections with the Body Corporate chairman, s 9(2)(a) on 20 and 21 June 2000, with s 9(2)(a) on 25 June 2020 and with an independent consultant scheduled for 29 June 2020. Obligations under the HSWA are ongoing and the consultation will continue throughout the performance of the contract.

7 We request that you provide the Health and Safety Plan and authorise its release to s 9(2)(a)

8 Please proceed to exchange the contract. The Hotel has established separation for its isolation guests and the separate apartment residents in respect of the limited shared space areas; it has developed the necessary protocols for distancing, cleaning and tracking – all of which have been reviewed and approved by Ministry appointed personnel; it provides an exceptional amenity for isolation guests in terms of room size and outdoor space for isolation guests to exercise; and it has expended considerable resource in undertaking preparations for its isolation guests including provisioning of separation/PPE/hospital grade cleaning resources and training of staff.

9 The Hotel urgently seeks to progress the contract and the General Manager, s 9(2)(a), will contact you as to the next steps.

s 9(2)(a)

From: [REDACTED] s 9(2)(a) @stamfordland.com>
Sent: Thursday, 25 June 2020 9:44 PM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Cc: [REDACTED] s 9(2)(a) @spak.stamford.com.au>
Subject: RE: Stamford Plaza Auckland (URGENT)

Dear Rachael,

Allow me to introduce myself. I am [REDACTED] s 9(2)(a) the Senior Director, Business Development with the Stamford Group. Stamford Plaza Auckland is one of our hotels within the Group. I understand that you have been communicating with [REDACTED] s 9(2)(a) in connection with the appointment of Stamford Plaza Auckland as a managed isolation facility.

Set out below is an email to Her Honour Minister Megan Woods for your information.

Please do not hesitate to contact [REDACTED] s 9(2)(a) if there are any queries. Thanks.

Regards

[REDACTED] s 9(2)(a)

[REDACTED] s 9(2)(a) | Senior Director, Business Development
200 Cantonment Road, #09-01 Southpoint, Singapore 089763

[REDACTED] s 9(2)(a)


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From: [REDACTED] s 9(2)(a)
Sent: Thursday, 25 June 2020 5:06 PM
To: 'megan.woodsmp@parliament.govt.nz' <megan.woodsmp@parliament.govt.nz>;

'megan.woods@parliament.govt.nz' <megan.woods@parliament.govt.nz>

Cc: s 9(2)(a) @spak.stamford.com.au>; 'Amy.Harrison@parliament.govt.nz'

<Amy.Harrison@parliament.govt.nz>

Subject: Stamford Plaza Auckland (URGENT)

Your Honour Minister Megan Woods,

1. If I may introduce myself. I am s 9(2)(a) the Senior Director, Business Development with the Stamford Group. Stamford Plaza Auckland is one of our hotels within the Group.
2. It was brought to my attention the ongoing communications between our General Manager, s 9(2)(a) and your goodself, over the appointment of Stamford Plaza Auckland as a managed isolated facility.
3. I was ecstatic when I first heard that Stamford Plaza Auckland was given this opportunity to do their part to serve New Zealand. More important, this business would go a long to assist us, to continue to support our loyal and dedicated workers at Stamford Plaza Auckland, if not retrenchment will be imminent.
4. Clearly due to the recent media frenzy caused by the Residents and the Building Corporation (BC) of The Stamford Residences, resulting in the last minute diversion of the buses to Rotorua, an action that was most unfortunate, and now regretted by the perpetrators.
5. The email from, s 9(2)(a) Legal Counsel of the BC, now confirms that the BC have no particular concern. The email is set out at the end of this email for your reference.
6. So far the Ministry of Health has not reversed its earlier decision on 20 June 2020 diverting the busloads of guest to Rotorua.
7. Stamford Plaza Auckland is desperately waiting to serve you and the Ministry of Health, as a managed isolation facility. I implore you to give us an expeditious confirmation.
8. Finally, Stamford Plaza Auckland has been restraining it's employees from making any public statements, as they were even contemplating picketing to elicit public sympathy for the plight that they are now in.

Regards

s 9(2)(a)

Senior Director, Business Development

s 9(2)(a)

Senior Director, Business Development

200 Cantonment Road, #09-01 Southpoint, Singapore 089763

s 9(2)(a)



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From: [redacted] s 9(2)(a)
Sent: Wednesday, June 24, 2020 1:53 PM
To: [redacted] s 9(2)(a)
Cc: [redacted] s 9(2)(a) <[\[redacted\]@stamfordland.com](mailto:[redacted]@stamfordland.com)>
Subject: RE: Stamford Plaza - Body Corporate 407404 P308A(BOD10084.06)M

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[redacted] s 9(2)(a)

Thank you for your emails and calls. I joined part of the Body Corporate Committee’s meeting by telephone, and can respond now that I have instructions.

As intimated earlier, [redacted] s 9(2)(a) is not authorised to ring [redacted] s 9(2)(a) (who I note is also the hotel group’s chief legal officer and is not an appropriate person to be talking with [redacted] s 9(2)(a) given the notice which he has sent him), and that [redacted] s 9(2)(a) is not the point of contact for the Committee on this issue with the hotel. Given that an individual committee member received that notice, the other committee members are reluctant to raise their heads above the parapet on the issue, and so have asked me to represent them at a meeting with you and the hotel, and to be their point of contact for the time being.

They have confirmed previous verbal requests for a copy of the health and safety plan relating to issues of shared use if the hotel is used as a site for managed self-isolation for people from overseas. They have asked me to express that on the issue of health and safety they have no particular concerns which they wish to raise as they are not experts, and will instead ask for the plan to be reviewed by their health and safety expert, and feedback any issues raised.

The Body Corporate is not responsible for individual residents expressing personal opinions about the use of the hotel for managed self-isolation. The Body Corporate’s only concern is in relation to health and safety matters and fulfilling its duty under the Health and Safety in Employment Act 2015, and to do this they will engage an expert to review the plan.

I am available to meet tomorrow until 3.30 pm. As suggested, I am happy to meet at the Stamford Hotel.

Please advise what time suits.

Regards

[redacted] s 9(2)(a)
[redacted]
[redacted]
[redacted]
[redacted]

From: [REDACTED] s 9(2)(a) >
Sent: Friday, 26 June 2020 9:05 AM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Cc: [REDACTED] s 9(2)(a) @spak.stamford.com.au>
Subject: RE: Stamford Plaza [DC-Documents.FID2956549]

Thank Rachael

The independent health & safety expert appointed by the Body Corporate for the separate apartment owners is have a walk through of the shared spaces at the Hotel and a discussion of the Hotel's health and safety planning for the managed isolation, at 11 am this morning.

The Hotel is mindful of the confidentiality provisions of the contract with the Ministry and some of its planning is, of course, informed by the Ministry's requirements of it. Moreover, they would like to have the Health & Safety Plan to share with the Body Corporate as part of the consultation etc.

Please may I hear from legal as a matter of urgency?

Regards

[REDACTED] s 9(2)(a)
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] s 9(2)(a)

From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Sent: Friday, 26 June 2020 8:54 AM
To: [REDACTED] s 9(2)(a) >
Subject: RE: Stamford Plaza [DC-Documents.FID2956549]

[UNCLASSIFIED]

[REDACTED] s 9(2)(a)

I have passed your letter onto our legal team and they will be in touch.

[UNCLASSIFIED]

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From: [REDACTED] s 9(2)(a) @spak.stamford.com.au>
Sent: Friday, 26 June 2020 3:45 PM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Subject: Re: Stamford Plaza Auckland

Dear Rachael,

I called earlier to update you on the progress with the BC. My staff and I have been working tirelessly to engage the BC. The BC have no objections.

We are waiting to receive the buses.

Appreciate if you could let us have an indication of when the buses will arrive.

Kind Regards,

[REDACTED] s 9(2)(a)

[REDACTED] s 9(2)(a) | **General Manager**
Stamford Plaza Auckland | Private Bag 92125, Auckland 1, New Zealand
Albert Street | Auckland | New Zealand

[REDACTED] s 9(2)(a)

Attachments: Fwd: Stamford Plaza P308A(BOD10084.06)M; Log of Request by BC (26 Jun 2020).docx

This Log of Request is the same log as attached in two of the following emails herein.

From: s 9(2)(a) @spak.stamford.com.au>
Sent: Friday, 26 June 2020 9:37 PM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Subject: RE: Stamford Plaza Auckland

Dear Rachael,

We really appreciate your assistance to date.

Enclosed is an email from the BC's lawyers, which provide an update on the ongoing consultation between the BC and us, which includes an exhaustive list of requests from them, for our confirmation.

We have put together a log of the request and our response. As you can see from our response, we have met most of the request by the BC. For the few outstanding points, we confirm that we will be meeting those. Rest assured that as part of our responsibility, we will ensure that all concerns of the BC and its Residents are addressed. It has been, and continues to be, our intent to keep the Residents safe always. Please extend this assurance to your team.

We look forward to hearing from you soon.

Thanks,

s 9(2)(a)

From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Sent: Friday, 26 June 2020 3:51 PM
To: s 9(2)(a) @spak.stamford.com.au>
Subject: RE: Stamford Plaza Auckland

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[UNCLASSIFIED]

s 9(2)(a)

I forwarded the lawyers letter on to our legal team and this is being worked through.

I can't give a time line on this sorry but please know I am working on it for you.

Rachael

From: [REDACTED] s 9(2)(a) [REDACTED]@spak.stamford.com.au]

Sent: Friday, 26 June 2020 3:45 PM

To: SHADBOLT, Rachael (APEC21 OPS)

Subject: Re: Stamford Plaza Auckland

Dear Rachael,

I called earlier to update you on the progress with the BC. My staff and I have been working tirelessly to engage the BC. The BC have no objections.

We are waiting to receive the buses.

Appreciate if you could let us have an indication of when the buses will arrive.

Kind Regards,

[REDACTED] s 9(2)(a)

[REDACTED] s 9(2)(a) | **General Manager**

Stamford Plaza Auckland | Private Bag 92125, Auckland 1, New Zealand

Albert Street | Auckland | New Zealand

[REDACTED] s 9(2)(a)

[UNCLASSIFIED]

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From: s 9(2)(a)
Sent: Friday, 26 June 2020 6:53 PM
To: s 9(2)(a)
Cc: s 9(2)(a)
Subject: Fwd: Stamford Plaza P308A(BOD10084.06)M
Attachments: BOD10084_BOD10084.06_004.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

See below and attachment

From: s 9(2)(a)
Sent: Friday, June 26, 2020 6:38 PM
To: s 9(2)(a)
Cc: s 9(2)(a) spak.stamford.com.au; s 9(2)(a)
Subject: Stamford Plaza P308A(BOD10084.06)M

s 9(2)(a)

On behalf of s 9(2)(a) please see the attached and below.

Please see the attached feedback from our client's health and safety adviser from the walk through and discussions earlier today.

As stated, neither he nor the body corporate have received a copy of the health and safety plan so the attached is feedback based on what was seen and discussed today, rather than on the plan itself.

One of the key pieces of advice my clients need to know is if the hotel is in lockdown what the impacts are on the residents. Their expectation is that they would not be locked down too but they are seeking confirmation from MOH on that as well as the impacts of any hotel lockdown. I have not received any feedback from the Body Corporate on the adviser's comments, and they will need the opportunity to review, consult and consider as part of the process but they wanted the feedback to be promptly circulated to you as requested, as we understand receipt of the feedback is necessary for the process.

The Body Corporate looks forward to receiving a copy of the plan as previously requested so that they can comply with their obligations in relation to consultation and collaboration on the plan with the hotel, and will of course forward that to their expert for review. As discussed previously, this is an ongoing process.

We look forward to receiving answers to the questions raised and a copy of the health and safety plan.

s 9(2)(a)

s 9(2)(a)

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s 9(2)(a)

Feedback on Visual Inspection of Measures Undertaken by Stamford Plaza Hotel on 26 June 2020

A visual inspection was made primarily of the shared areas where Residents from Body Corporate 407404 with hotel staff and lawyers. A copy of the Stamford Plaza hotel health and safety plan has not been provided at the time of writing this feedback but aspects of it have been discussed.

The following terminology is used

Guests means self-isolating hotel guests

Residents means body corporate residents

Key areas of current shared use between the hotel and the residents are as follows:

- Gym and pool complex
- Level 3 and 4 skybridge to carparks
- Lift 5 goods lift
- Fire escape egress
- Level 3 carparks

Record of Advice from Stamford Plaza Hotel

- Only the residents will be allowed to use the pool and gym while Stamford Plaza is being used for managed self-isolation
- Levels 3 and 4 of the hotel will only be used for MOH and air force staff to reside
- The rooms adjoining the residents' door on level 3 and level 4 will not be used
- A wall has been built with a code to prevent residents from accessing the lifts on the level 3 and 4 skybridge so that residents cannot access the lifts and the hotel foyer
- Gloves and masks will be provided to guests and residents for use in case of fire egress by the hotel
- Guests will in case of a fire evacuation assemble on the forecourt, residents will assemble away from the property
- All hotel staff, guests, MOH and air force staff will wear masks at all times when circulating in the common areas of the hotel
- Outdoor exercise for guests is the forecourt and outdoor roof area on level 5
- The hotel won't be open to the public while being a managed self-isolation facility

Lift 5 Goods service Lift

Up until now lift 5 has had joint use between the hotel and residents. The residents use this lift currently for the following purposes:

- Removing rubbish 4 times a week
- Cleaners use this lift
- Residents when moving apartments
- Some residents load the resident's trolley with shopping to take to their apartments
- It is used by workman for the panel project

Please advise if the lift is a duplex system with the other lift?

Recommendations

- While there is sanitiser outside of the lift install a sanitiser in the lift with instructions signage in the lift to use after pushing lift buttons
- Ideally this lift would be designated for residents and their contractors only to minimise the chance for cross contamination
- Label the residents' trolley as "residents' trolley" and have sanitiser next to it with instructions to sanitise hands before and after use

Level 3 and 4 skybridge

The built wall is good for ensuring residents cannot access the hotel foyer

Recommendations

- as the door from the walled lift area opens out into the walkway some Perspex should be installed to ensure that MOH or air force staff leaving the walled area by the lift can see if a resident is passing so they can wait before exiting to prevent mingling and maintain a social distance and don't open the door into someone on a blind corner. There should be a sign by the door by the lift with this instruction to wait if you see someone passing before exiting the area

Level 3 carpark

We understand that this carpark while being primarily a residents' carpark there are 26 carparks belonging to the hotel which was where valeted cars were parked. Who will be using these carparks during managed self-isolation? Use of these carparks will then impact on how to deal with possible issues.

Recommendations

- Install a hand sanitiser outside the door to the carpark.
- May be further recommendations when know who will be using the 26 carparks

Additional points

The outdoor roof top is used occasionally for abseilers to clean the windows of the resident's building. This area will be used for outdoor exercise for guests. While at the moment with water shortages, it is unlikely that the windows will be cleaned in the near future, this may be necessary at some stage. The residents would book that in with the hotel, and the hotel would only use the forecourt if sunny for exercise on those days or the ballroom if wet. The access door would be sanitised before use.

Lockdown

The procedure needs to be set out in terms of impacts of a lock down. It is the Residents' expectation that a hotel lockdown **will not** require the Residents' to be looked down too. Please arrange for the MOH to confirm this in writing.

Protocol needs to be discussed and confirmed with MOH in relation to:

- Method of hotel advising the Residents' designated contact. Signage to be placed at entrance points for Residents to hotel areas to advise them not to enter

- What does that mean in terms of access to level 3 and 4 skybridge and goods lift 5, gym and pool – does this mean that these areas are not used until cleaned and sanitised or can some still be used as they are not accessed by guests, or would they be unavailable for longer?
- Residents still able to access their cars through basement even if skybridges closed for a period?

These issues and protocols need to be clearly understood so they can be communicated with all residents.

s 9(2)(a)

New Zealand Occupational Health and Safety

26 June 2020

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Subject: FW: Stamford Plaza mitigations
Attachments: Log of Request by BC (26 Jun 2020).docx

Security Classification: UNCLASSIFIED

From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>

Sent: Monday, 29 June 2020 6:18 PM

To: s 9(2)(a)

Cc: s 9(2)(a) @spak.stamford.com.au; s 9(2)(a) @stamford.com.au

Subject: Stamford Plaza mitigations

[UNCLASSIFIED]

s 9(2)(a),

Could you please pass the following information on to Stamford Plaza Resident's lawyer for consideration. We are very keen to utilise this hotel from 1 July but need to ensure the Residents are satisfied with the mitigations that have been put in place – we believe this will satisfy their concerns. Information as follows:

On Monday 29 June a representative from the Auckland Regional Isolation and Quarantine Command Centre (A-RIQCC) and a representative from Fire and Emergency New Zealand (FENZ) site visited Stamford Plaza Auckland.

Both the A-RIQCC and FENZ endorse the use of the Stamford Plaza Auckland (Stamford) and are satisfied that the Residents' concerns have been addressed.

Detail: Please find attached a document labelled 'Log of Request by BC (26 Jun 2020)' detailing the concerns of the Stamford Residents Body Corporate, and Stamford Hotel's response regarding how the concerns have been addressed. Having reviewed this document, we are comfortable all the residents' concerns have been addressed. Some further detail on how the concerns have been addressed are detailed below.

- There will be a dedicated stairwell (Stairwell 4) for guests in managed isolation. While Stairwell 4 can be accessed by residents on Levels 3 and 4, as the fire evacuation plan is deliberately staged by floor there is no risk of residents mixing with guests in isolation even in an evacuation.
- The levels that have shared access (3 & 4) will only have site staff accommodated in them, not isolation guests.
- In four and a half years on site, the Manager has not seen an evacuation that required both residents and guests to evacuate. The fire detection system is sophisticated enough to pinpoint the fault or fire source, at the panel, and will be manned 24/7.
- There is suitable space to keep people well separated, in totally different areas, once evacuated. Stairwell 4 goes to the front of the hotel in a cordoned off, secure area with further 2 x egress options if required. Stairwells 1-3 exit to the rear and side of the Stamford.
- We will provide additional security staff to manage an evacuation and ensure that the site brief covers off on that requirement.

Other:

- There are 3 x Fire Stations with a 5 min response time to the Stamford.
- The fire systems are of a high calibre, and the ability to pinpoint the Area of Interest assists operational response and co-ord.
- There are 4 x stairwells on each floor. A guest in managed isolation can open the door to the stairwell, but cannot open the door that leads to the residences.
- While we cannot block fire escapes, to prevent the intermingling of guests and residents, we would provide security staff on each of the five floors (Level 5-10) at any one time. This would be to prevent the use of Stairwells 1-3 and direct guests to Stairwell 4.
- From Level 10 it is an approx. 3 minute walk down the 156 x steps for a 68 year old.

Please advise next steps and time lines for this information to be communicated to Stamford Residents – naturally we are keen to utilise this property for returning New Zealanders as quickly as possible.

Kind regards

Rachael

Rachael Shadbolt
Isolation, Quarantine and Repatriation Team


s 9(2)(a)


[UNCLASSIFIED]

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**DETAILED LOG OF FULL REQUEST OF THE BUILDING CORPORATION AND STAMFORD PLAZA
AUCKLAND's RESPONSE**

| | Request by Building Corporation (BC) | Response by Stamford Plaza Auckland |
|----|---|--|
| 1 | Only the residents will be allowed to use the pool and gym while Stamford Plaza is being used for managed self-isolation | Confirmed. This is part of the Plan. |
| 2 | Levels 3 and 4 of the hotel will only be used for MOH and air force staff to reside. | Levels 3 and 4 will be used by MOH, and agency staff |
| 3 | The rooms adjoining the residents' door on level 3 and level 4 will not be used by the managed self-isolation guest. | Confirmed. This is part of the Plan. |
| 4 | A wall has been built with a code to prevent residents from accessing the lifts on the level 3 and 4 skybridge so that residents cannot access the lifts and the hotel foyer | Confirmed. This is part of the Plan. |
| 5 | Gloves and masks will be provided to guests and residents for use in case of fire egress by the hotel | Masks will be provided to all residents. This is part of the Plan. |
| 6 | Guests will in case of a fire evacuation assemble on the forecourt, residents will assemble away from the property | Confirmed. This is part of the Plan. |
| 7 | All hotel staff, guests, MOH and air force staff will wear masks at all times when circulating in the common areas of the hotel | Hotel staff will wear masks. MOH, guests and Air Force will follow the MOH guidelines. This is part of the Plan. |
| 8 | Outdoor exercise for guests is the forecourt and outdoor roof area on level 5 | Outdoor exercise area is the forecourt/ This is part of the Plan. |
| 9 | The hotel won't be open to the public while being a managed self-isolation facility | Confirmed. This is part of the Plan. |
| 10 | <p>Lift 5 Goods service Lift</p> <p>Up until now lift 5 has had joint use between the hotel and residents. The residents use this lift currently for the following purposes:</p> <ul style="list-style-type: none"> • Removing rubbish 4 times a week • Cleaners use this lift • Residents when moving apartments | <p>Confirmed. Lift 5 is a duplex system and can be locked off by the residents on request.</p> <p>Lift 4 is hotel use exclusively.</p> |

| | | |
|----|--|---|
| | <ul style="list-style-type: none"> • Some residents load the resident's trolley with shopping to take to their apartments • It is used by workman for the panel project <p>Please advise if the lift is a duplex system with the other lift?</p> | |
| 11 | <p>Lift 5 Goods service Lift</p> <p>While there is sanitiser outside of the lift install a sanitiser in the lift with instructions signage in the lift to use after pushing lift buttons</p> | <p>Sanitiser is already in the lift. We have added poster with instructions.</p>  |
| 12 | <p>Lift 5 Goods service Lift</p> <p>Ideally this lift would be designated for residents and their contractors only to minimise the chance for cross contamination</p> | <p>Confirmed. This is part of the Plan.</p> |
| 13 | <p>Lift 5 Goods service Lift</p> <p>Label the residents' trolley as "residents' trolley" and have sanitiser next to it with instructions to sanitise hands before and after use</p> | <p>Labels and sanitisers will be provided as requested.</p> |
| 14 | <p>Level 3 and 4 Skybridge</p> <p>As the door from the walled lift area opens out into the walkway some Perspex should be installed to ensure that MOH or air force staff leaving the walled area by the lift can see if a resident is passing so they can wait before exiting to prevent mingling and maintain a social distance and don't open the door into someone on a blind corner.</p> | <p>Perspex will be installed as requested. We will have security guards on both level 3 and 4 to direct the traffic.</p> |
| 15 | <p>Level 3 and 4 Skybridge</p> <p>There should be a sign by the door by the lift with this instruction to wait if you see someone passing before exiting the area.</p> | <p>Signs will be put up as requested on the hoarding where the guests step out of the lift.</p> |

| | | |
|----|--|--|
| 16 | <p>Level 3 Carpark</p> <p>Install a hand sanitiser outside the door to the carpark.</p> | <p>Hand sanitiser has been installed on level 3 and level 4.</p>  |
| 17 | <p>Level 3 Carpark</p> <p>The residents would book that in with the hotel, and the hotel would only use the forecourt if sunny for exercise on those days or the ballroom if wet. The access door would be sanitised before use.</p> | <p>SPAK has no objections to the use of the forecourt as requested. Access doors will be sanitised before use, as requested.</p> |
| 18 | <p>Lockdown</p> <p>Protocol needs to be discussed and confirmed with MOH in relation to:</p> <ul style="list-style-type: none"> • Method of hotel advising the Residents' designated contact. Signage to be placed at entrance points for Residents to hotel areas to advise them not to enter • What does that mean in terms of access to level 3 and 4 skybridge and goods lift 5, gym and pool – does this mean that these areas are not used until cleaned and sanitised or can some still be used as they are not accessed by guests, or would they be unavailable for longer? • Residents still able to access their cars through basement even if skybridges closed for a period? <p>These issues and protocols need to be clearly understood so they can be communicated with all residents.</p> | <p>This will be clarified with the BC. In any event, SPAK will in consultation with the BC carry out and meet the BC's request.</p> <p>Signage can be placed at entry points as required advising residents not to enter.</p> <p>Pool and gym are exclusive to the residents.</p> <p>Level 3 and 4 skybridge and service lift 5 areas will be sanitised in event of lock down and then residents can use them.</p> <p>Residents can access their level 3 and 4 carparks without using the skybridge by using the lift #1 from the resident's lobby to basement carpark and then car park lifts # 8 & 9 to access the level 3 and 4 carparks.</p> |

From: [redacted] s 9(2)(a) @spak.stamford.com.au>
Sent: Tuesday, 30 June 2020 11:09 AM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Subject: FW: Stamford Hotel - Body Corporate 407404 [DC-Documents.FID2956549] P308A(BOD10084.06)M

Dear Rachael,

Please see below statement from the BC lawyer confirming they have no objections.

Appreciate your help in getting this over the line.

Thanks,

[redacted] s 9(2)(a)

From: [redacted] s 9(2)(a) >
Sent: Tuesday, 30 June 2020 6:16 AM
To: [redacted] s 9(2)(a) <[redacted]@stamfordland.com>
Subject: RE: Stamford Hotel - Body Corporate 407404 [DC-Documents.FID2956549] P308A(BOD10084.06)M

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[redacted] s 9(2)(a)

The Body Corporate does not have an objection to the hotel being used as a managed self-isolation facility provided health and safety issues are worked through satisfactorily with Ministry of Health, Stamford Hotel and the Body Corporate.

Regards

[redacted] s 9(2)(a)
[redacted]

[redacted]
[redacted]
[redacted]

From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Sent: Tuesday, 30 June 2020 5:23 AM
To: [REDACTED] s 9(2)(a) @spak.stamford.com.au
Subject: RE: Stamford Plaza mitigations

[UNCLASSIFIED]

[REDACTED] s 9(2)(a),

This is great progress. I will pass this on to the team and ask them to start liaising directly with you about when you will receive your first guests.

To ensure we have everything documented – would it be possible for the BC to provide something in writing stating that they have no further feedback on the mitigating measures and that they are happy for Stamford Plaza to be used as a managed isolation facility. This could either come from their lawyer or the Chairperson.

Thank you so much for your patience while we worked through this.

Talk soon.

Rachael

Rachael Shadbolt
Isolation, Quarantine and Repatriation Team

[REDACTED] s 9(2)(a)

From: [REDACTED] s 9(2)(a) @spak.stamford.com.au
Sent: Monday, 29 June 2020 11:50 PM
To: SHADBOLT, Rachael (APEC21 OPS)
Subject: Re: Stamford Plaza mitigations

Dear Rachael,

I was forwarded your email from [REDACTED] s 9(2)(a)

We had shared the document labelled 'Log of Request by BC (26 Jun 2020)' with the BC and they have no further feedback on the mitigating measures.

We are ready to welcome the guests on 1 July 2020. Could you let me know the time of their arrival?

Thanks for your support.

Kind regards,

s 9(2)(a)

From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>

Sent: Monday, 29 June 2020 6:18 PM

To: s 9(2)(a)

Cc: s 9(2)(a) <@spak.stamford.com.au>; s 9(2)(a) <@stamford.com.au>

Subject: Stamford Plaza mitigations

[UNCLASSIFIED]

s 9(2)(a)

Could you please pass the following information on to Stamford Plaza Resident's lawyer for consideration. We are very keen to utilise this hotel from 1 July but need to ensure the Residents are satisfied with the mitigations that have been put in place – we believe this will satisfy their concerns. Information as follows:

On Monday 29 June a representative from the Auckland Regional Isolation and Quarantine Command Centre (A-RIQCC) and a representative from Fire and Emergency New Zealand (FENZ) site visited Stamford Plaza Auckland.

Both the A-RIQCC and FENZ endorse the use of the Stamford Plaza Auckland (Stamford) and are satisfied that the Residents' concerns have been addressed.

Detail: Please find attached a document labelled 'Log of Request by BC (26 Jun 2020)' detailing the concerns of the Stamford Residents Body Corporate, and Stamford Hotel's response regarding how the concerns have been addressed. Having reviewed this document, we are comfortable all the residents' concerns have been addressed. Some further detail on how the concerns have been addressed are detailed below.

- There will be a dedicated stairwell (Stairwell 4) for guests in managed isolation. While Stairwell 4 can be accessed by residents on Levels 3 and 4, as the fire evacuation plan is deliberately staged by floor there is no risk of residents mixing with guests in isolation even in an evacuation.
- The levels that have shared access (3 & 4) will only have site staff accommodated in them, not isolation guests.
- In four and a half years on site, the Manager has not seen an evacuation that required both residents and guests to evacuate. The fire detection system is sophisticated enough to pinpoint the fault or fire source, at the panel, and will be manned 24/7.
- There is suitable space to keep people well separated, in totally different areas, once evacuated. Stairwell 4 goes to the front of the hotel in a cordoned off, secure area with further 2 x egress options if required. Stairwells 1-3 exit to the rear and side of the Stamford.
- We will provide additional security staff to manage an evacuation and ensure that the site brief covers off on that requirement.

Other:

- There are 3 x Fire Stations with a 5 min response time to the Stamford.
- The fire systems are of a high calibre, and the ability to pinpoint the Area of Interest assists operational response and co-ord.
- There are 4 x stairwells on each floor. A guest in managed isolation can open the door to the stairwell, but cannot open the door that leads to the residences.

- While we cannot block fire escapes, to prevent the intermingling of guests and residents, we would provide security staff on each of the five floors (Level 5-10) at any one time. This would be to prevent the use of Stairwells 1-3 and direct guests to Stairwell 4.
- From Level 10 it is an approx. 3 minute walk down the 156 x steps for a 68 year old.

Please advise next steps and time lines for this information to be communicated to Stamford Residents – naturally we are keen to utilise this property for returning New Zealanders as quickly as possible.

Kind regards

Rachael

Rachael Shadbolt
Isolation, Quarantine and Repatriation Team

s 9(2)(a)

[UNCLASSIFIED]

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s 9(2)(a)

[UNCLASSIFIED]

Subject: FW: Stamford Plaza Auckland (Urgent) P308A(BOD10084.06)M [UNCLASSIFIED]
Attachments: Log of Request by BC (29 June 2020).docx
Sensitivity: Confidential

From: [REDACTED] s 9(2)(a) @spak.stamford.com.au>
Sent: Thursday, 2 July 2020 1:23 PM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Subject: FW: Stamford Plaza Auckland (Urgent) P308A(BOD10084.06)M
Sensitivity: Confidential

Hi Rachael,

As requested, please see below.

Regards,

[REDACTED] s 9(2)(a)

From: [REDACTED] s 9(2)(a) @stamfordland.com>
Sent: Thursday, 2 July 2020 1:21 PM
To: [REDACTED] s 9(2)(a) @spak.stamford.com.au>
Cc: [REDACTED] s 9(2)(a) @stamfordland.com>
Subject: Fwd: Stamford Plaza Auckland (Urgent) P308A(BOD10084.06)M
Sensitivity: Confidential

Dear [REDACTED] s 9(2)(a),

Enclosed is the email for your reference. Thanks.

[REDACTED] s 9(2)(a)

[REDACTED] | Senior Director, Business Development | Chief Legal Officer
200 Cantonment Road, #09-01 Southpoint, Singapore 089763

[REDACTED] s 9(2)(a)

Singapore Shipping Corporation Limited (SSC) is a mainboard listed company in the Singapore Stock Exchange since 1989. It owns and operates a fleet of modern foreign-going Pure Car Truck Carriers. It also operates cargo terminals, warehousing, international logistics and are Shipping Agents to international Ship-owners and Operators.

www.singaporeshipping.com.sg

Stamford Land Corporation Ltd (SLC) is a mainboard listed company in the Singapore Stock Exchange since 1989. It owns and manages a chain of 5-star hotels in major cities in Australia/New Zealand. Other major activities include development of upmarket residential homes and commercial buildings.

www.stamfordland.com

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From: [REDACTED] s 9(2)(a) <[REDACTED]@stamfordland.com>
Sent: Monday, June 29, 2020 8:26 PM
To: [REDACTED] s 9(2)(a)
Cc: [REDACTED] s 9(2)(a)
Subject: RE: Stamford Plaza Auckland (Urgent) P308A(BOD10084.06)M

[REDACTED] s 9(2)(a)

The Ministry has advised that on Monday 29 June a representative from the Auckland Regional Isolation and Quarantine Command Centre (A-RIQCC) and a representative from Fire and Emergency New Zealand (FENZ) visited Stamford Plaza Auckland.

Both the A-RIQCC and FENZ endorse the use of the Stamford Plaza Auckland (Stamford). As far as we are informed, they are satisfied that the residents' concerns set out under the enclosed schedule (which had been extracted from [REDACTED] s 9(2)(a) report under your email dated 26 June 2020), have been addressed.

Regards

[REDACTED] s 9(2)(a)

[REDACTED] s 9(2)(a) | Senior Director, Business Development | Chief Legal Officer
200 Cantonment Road, #09-01 Southpoint, Singapore 089763

[REDACTED] s 9(2)(a)



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**DETAILED LOG OF FULL REQUEST OF THE BUILDING CORPORATION AND STAMFORD PLAZA
AUCKLAND's RESPONSE**

| | Request by Building Corporation (BC) | Response by Stamford Plaza Auckland |
|----|---|--|
| 1 | Only the residents will be allowed to use the pool and gym while Stamford Plaza is being used for managed self-isolation | Confirmed. This is part of the Plan. |
| 2 | Levels 3 and 4 of the hotel will only be used for MOH and air force staff to reside. | Levels 3 and 4 will be used by MOH, and agency staff |
| 3 | The rooms adjoining the residents' door on level 3 and level 4 will not be used by the managed self-isolation guest. | Confirmed. This is part of the Plan. |
| 4 | A wall has been built with a code to prevent residents from accessing the lifts on the level 3 and 4 skybridge so that residents cannot access the lifts and the hotel foyer | Confirmed. This is part of the Plan. |
| 5 | Gloves and masks will be provided to guests and residents for use in case of fire egress by the hotel | Masks will be provided to all residents. This is part of the Plan. |
| 6 | Guests will in case of a fire evacuation assemble on the forecourt, residents will assemble away from the property | Confirmed. This is part of the Plan. |
| 7 | All hotel staff, guests, MOH and air force staff will wear masks at all times when circulating in the common areas of the hotel | Hotel staff will wear masks. MOH, guests and Air Force will follow the MOH guidelines. This is part of the Plan. |
| 8 | Outdoor exercise for guests is the forecourt and outdoor roof area on level 5 | Outdoor exercise area is the forecourt/ This is part of the Plan. |
| 9 | The hotel won't be open to the public while being a managed self-isolation facility | Confirmed. This is part of the Plan. |
| 10 | <p>Lift 5 Goods service Lift</p> <p>Up until now lift 5 has had joint use between the hotel and residents. The residents use this lift currently for the following purposes:</p> <ul style="list-style-type: none"> • Removing rubbish 4 times a week • Cleaners use this lift • Residents when moving apartments | <p>Confirmed. Lift 5 is a duplex system and can be locked off by the residents on request.</p> <p>Lift 4 is hotel use exclusively.</p> |

| | | |
|----|--|---|
| | <ul style="list-style-type: none"> • Some residents load the resident's trolley with shopping to take to their apartments • It is used by workman for the panel project <p>Please advise if the lift is a duplex system with the other lift?</p> | |
| 11 | <p>Lift 5 Goods service Lift</p> <p>While there is sanitiser outside of the lift install a sanitiser in the lift with instructions signage in the lift to use after pushing lift buttons</p> | <p>Sanitiser is already in the lift. We have added poster with instructions.</p>  |
| 12 | <p>Lift 5 Goods service Lift</p> <p>Ideally this lift would be designated for residents and their contractors only to minimise the chance for cross contamination</p> | <p>Confirmed. This is part of the Plan.</p> |
| 13 | <p>Lift 5 Goods service Lift</p> <p>Label the residents' trolley as "residents' trolley" and have sanitiser next to it with instructions to sanitise hands before and after use</p> | <p>Labels and sanitisers will be provided as requested.</p> |
| 14 | <p>Level 3 and 4 Skybridge</p> <p>As the door from the walled lift area opens out into the walkway some Perspex should be installed to ensure that MOH or air force staff leaving the walled area by the lift can see if a resident is passing so they can wait before exiting to prevent mingling and maintain a social distance and don't open the door into someone on a blind corner.</p> | <p>Perspex will be installed as requested. We will have security guards on both level 3 and 4 to direct the traffic.</p> |
| 15 | <p>Level 3 and 4 Skybridge</p> <p>There should be a sign by the door by the lift with this instruction to wait if you see someone passing before exiting the area.</p> | <p>Signs will be put up as requested on the hoarding where the guests step out of the lift.</p> |

| | | |
|----|--|--|
| 16 | <p>Level 3 Carpark</p> <p>Install a hand sanitiser outside the door to the carpark.</p> | <p>Hand sanitiser has been installed on level 3 and level 4.</p>  |
| 17 | <p>Level 3 Carpark</p> <p>The residents would book that in with the hotel, and the hotel would only use the forecourt if sunny for exercise on those days or the ballroom if wet. The access door would be sanitised before use.</p> | <p>SPAK has no objections to the use of the forecourt as requested. Access doors will be sanitised before use, as requested.</p> |
| 18 | <p>Lockdown</p> <p>Protocol needs to be discussed and confirmed with MOH in relation to:</p> <ul style="list-style-type: none"> • Method of hotel advising the Residents' designated contact. Signage to be placed at entrance points for Residents to hotel areas to advise them not to enter • What does that mean in terms of access to level 3 and 4 skybridge and goods lift 5, gym and pool – does this mean that these areas are not used until cleaned and sanitised or can some still be used as they are not accessed by guests, or would they be unavailable for longer? • Residents still able to access their cars through basement even if skybridges closed for a period? <p>These issues and protocols need to be clearly understood so they can be communicated with all residents.</p> | <p>This will be clarified with the BC. In any event, SPAK will in consultation with the BC carry out and meet the BC's request.</p> <p>Signage can be placed at entry points as required advising residents not to enter.</p> <p>Pool and gym are exclusive to the residents.</p> <p>Level 3 and 4 skybridge and service lift 5 areas will be sanitised in event of lock down and then residents can use them.</p> <p>Residents can access their level 3 and 4 carparks without using the skybridge by using the lift #1 from the resident's lobby to basement carpark and then car park lifts # 8 & 9 to access the level 3 and 4 carparks.</p> |

Out of Scope

Subject: FW: H&S [UNCLASSIFIED]
Attachments: Daily contact tracing logbook for staff.xlsx; SPAK RISK REGISTER.docx; SPAK Preventive Measures for COVID -19 Managed self isolation at SPAK.docx; HEALTH AND SAFETY MANAGED SELF ISOLATION.pptx

Out of Scope

From: [REDACTED] s 9(2)(a) @spak.stamford.com.au>
Sent: Thursday, 2 July 2020 1:22 PM
To: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Subject: Re: H&S

Dear Rachael,

Please see attached H&S plan and related documents from SPAK.

Regards,
[REDACTED] s 9(2)(a)

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Employee Name -
 Department -
 Date -
 Start Time -
 Finish Time -

| Serial Number | Person with close contacts | Time of Contact | PPE worn or not | Likelihood of Exposure - 5 High likelihood and 1 least Likelihood | | | | | Comments-Nature of Exposure | |
|---------------|----------------------------|-----------------|-----------------|---|---|---|---|---|-----------------------------|---|
| | | | | Rating | 1 | 2 | 3 | 4 | | 5 |
| 1 | | | | Please select one option | | | | | | |
| 2 | | | | | | | | | | |
| 3 | | | | | | | | | | |
| 4 | | | | | | | | | | |
| 5 | | | | | | | | | | |
| 6 | | | | | | | | | | |
| 7 | | | | | | | | | | |
| 8 | | | | | | | | | | |
| 9 | | | | | | | | | | |
| 10 | | | | | | | | | | |

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 OFFICIAL INFORMATION ACT

RISK REGISTER – SPAK

| # | HAZARD | POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?) | INHERENT RISK ¹ | | | CONTROL METHODS | RESIDUAL RISK | | | ACTION TAKEN BY STAMFORD PLAZA AUCKLAND |
|----|--|--|----------------------------|-------------------------|--------------------------------------|---|---------------|------------|---------------|---|
| | | | CONSEQUENCE ¹ | LIKELIHOOD ¹ | INHERENT RISK ¹ | | CONSEQUENCE | LIKELIHOOD | RESIDUAL RISK | |
| 1a | Coronavirus is present (or develops subsequently) in an occupant | Symptoms of the virus range from mild flu-like symptoms to severe acute respiratory infection. Death has occurred in some cases (still rare) | Major | Likely | High (needs to be made a red block?) | <ul style="list-style-type: none"> All visitors and staff working at the facility in proximity to occupants must receive a briefing on how to manage risk and general hygiene guidance Risks associated with roles, responsibilities and activities identified Infection prevention protocols put in place and managed by MOH and DHB staff Workers provided with information, training and PPE where required Workers in good health (no relevant pre-existing conditions e.g. respiratory illness) The virus may have health effects on pregnant women; no pregnant women should be deployed to the isolation facility Health checks must be undertaken by staff working on site | Major | Likely | Medium | <p>All staff members have been briefed about the hygiene practices and correct use of PPE while at work, in addition all staff member there will not be any green zone and staff member will need to maintain 2M distance in both front and back of house.</p> <p>Hand Sanitiser and PPE stations are deployed throughout the Hotel and masks and mandatory to be worn when at work.</p> <p>Staff members will be identified and there will be no pregnant women or anyone with serious health condition in the facility.</p> <p>All staff are briefed to undertake their health check when commencing their shift by DHB nurse</p> |

¹ Inherent Risk = consequence and likelihood without controls applied

1b

Virus spreading

Occupants contract the virus due to shared operation of the facility

Major

Possible

High

- Posters showing good hygiene protocol
- Medical staff to provide occupants with advice
- Masks and hand sanitiser provided.
- Occupants encouraged to wear masks outside their RVs
- Daily health checks to increase likelihood the virus will be caught early before it can spread to others
- Cleaning protocols in place
- Occupants to keep their distance from each other

Major

Rare

Medium

Every guest request completed by staff member will be logged for contact tracing. We have implemented a daily contact tracing log sheet which all staff member will have to complete at the end of their respective shifts, this log sheet will contain information such

- Who were close contact for the day
- Describing the likelihood of exposure

We have restructured Housekeeping staffing and schedules for comprehensive rooms and public spaces cleaning during self-isolation. We have amended our housekeeping cleaning procedures and added new cleaning checklists. Increased cleaning of all public high touch areas and continued, using industry recommended Ecolab chemicals and disinfectants include Hospital Grade Disinfectant as well to enhance cleanliness and supporting wellbeing.

Awareness posters about the best hygiene practices and social distancing are placed in both back and front of the House as well on the guest floors.

In addition to this, more awareness posters have been displayed on different media

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RISK REGISTER – SPAK

| # | HAZARD | POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?) | CONSEQUENCE ¹ | LIKELIHOOD ¹ | INHERENT RISK ¹ | CONTROL METHODS | CONSEQUENCE | LIKELIHOOD | RESIDUAL RISK | ACTION TAKEN BY STAMFORD PLAZA AUCKLAND |
|---|--------|--|--------------------------|-------------------------|----------------------------|-----------------|-------------|------------|---------------|--|
| | | | | | | | | | | <p>streams such as digital lobby screen, digital lift screens.</p> <p>Cleaning protocols established for shared spaces between Stamford residences and Stamford plaza Auckland</p> <p>Hotel Health and safety committee will arrange a daily briefing on safety and hazards prevention during the tenure of managed self-isolation.</p> <p>Disinfection of surfaces using spraying Machine & Hospital Grade chemicals - Area includes Forecourt, Banquets, corridors, Kitchen, Back of house spaces.</p> |

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| # | HAZARD | POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?) | CONSEQUENCE ¹ | LIKELIHOOD ¹ | INHERENT RISK ¹ | CONTROL METHODS | CONSEQUENCE | LIKELIHOOD | RESIDUAL RISK | ACTION TAKEN BY STAMFORD PLAZA AUCKLAND |
|---|---|---|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|---|
| 2 | PPE and safety equipment worn or used incorrectly | People may be exposed to illness as a result of using equipment incorrectly. Risk of transferring illness through incorrect use | Major | Unlikely | High | <ul style="list-style-type: none"> Emphasise other more effective controls such as maintaining distance and good personal hygiene Identify the correct equipment required for each role and ensure those required to use it are trained to do so correctly and safely. Staff who must wear respiratory protection to carry out a role must be clean-shaven | Major | Rare | Medium | <p>Staff has been briefed by the DHB nurse and we have made available and provided staff with all necessary personal protective equipment's required. Every day staff will be De-brief before commencing their shifts on use of PPE while on site</p> <p>PPE is mandatory to wear while entering the guest corridors or any other guest facing areas. Below to be used while cleaning or for guest requests.</p> <ul style="list-style-type: none"> - Masks - Disposable aprons - Gloves - Face shields - Hair caps - Hand sanitisers |

RISK REGISTER – SPAK

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|---|---|---|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|---|
| 3 | Anxiety/ stress/ apprehension/ depression | Wellbeing and mental health of occupants and staff affected. | Minor | Possible | High | <ul style="list-style-type: none"> Information provided to people generally about the virus, the likelihood of being affected by it, and how to protect yourself from it (personal hygiene etc.) Welfare response co-ordinated by MOH but will be a multi-agency response involving Waitematā DHB and local Civil Defence Welfare Coordination Group. Health checks provided to staff who request it | Minor | Unlikely | Low | <p>If at any time employee feels affected from a stress point of view, we encourage them to speak with their direct Manager or Human resource or alternatively all staff will be provided with access to our Employee Assistance Program.</p> <p>We have our preventative measures module in place and the staff will be regularly briefed on them, so staff feel confident and comfortable.</p> <p>Daily health check of staff will provide them reassurance.</p> <p>All guest will be given the opportunity to access Daily newspapers and kids will be provided with colouring book kit</p> <p>Some of the other recreational items can be provided to the guest on request at an extra cost such as board games, playing cards, books etc. If any of the items are left behind by the guest, it will be disposed immediately.</p> |

RISK REGISTER – SPAK

| # | HAZARD | POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?) | INHERENT RISK ¹ | | | CONTROL METHODS | RESIDUAL RISK | | | ACTION TAKEN BY STAMFORD PLAZA AUCKLAND |
|---|--|--|----------------------------|-------------------------|----------------------------|--|---------------|------------|---------------|--|
| | | | CONSEQUENCE ¹ | LIKELIHOOD ¹ | INHERENT RISK ¹ | | CONSEQUENCE | LIKELIHOOD | RESIDUAL RISK | |
| 4 | Violence or assault between occupants | Physical injury. Mental injury. Increased risk of infection. | Moderate | Unlikely | Medium | <ul style="list-style-type: none"> • Good communication processes in place to communicate with occupants • Welfare services available • Child management protocols included in this plan. • Activities and space provided for people to de-stress • No alcohol to be consumed on-site • Police escalation protocols in place | Moderate | Rare | Medium | Guidelines are provided by ministry of health and staff are briefed to be vigilant at all times and report any abnormal activities to the Manager on Duty immediately who therefore will escalate the matter as per the ministry guidelines. |
| 5 | Violence or assault by occupants or their families on facility staff | Physical or mental injury to staff | Minor | Unlikely | Low | <ul style="list-style-type: none"> • Family liaison workers to communicate with families of the occupants • Access to telecommunications for occupants • On-site security at the gate • Other controls listed at Hazard 4. | Minor | Rare | Low | Guidelines are provided by ministry of health and staff are briefed to be vigilant at all times and report any abnormal activities to the Manager on Duty immediately who therefore will escalate the matter as per the ministry guidelines. |
| 6 | Poor communication of risks and controls to workers | Risk controls not implemented resulting in staff exposed to uncontrolled risk of infection or injury | Major | Possible | High | <ul style="list-style-type: none"> • Thorough hand-over protocols in place to identify and communicate existing and emerging risks • All workers to be inducted to site • All issues occurring on-site to be reported to the facility manager and recorded | Major | Rare | Medium | We have our Health and Safety plan in a documented manual and the staff are advised to adhere it all times to eliminate any potential risk. |

RISK REGISTER – SPAK

| # | HAZARD | POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?) | CONSEQUENCE ¹ | LIKELIHOOD ¹ | INHERENT RISK ¹ | CONTROL METHODS | CONSEQUENCE | LIKELIHOOD | RESIDUAL RISK | ACTION TAKEN BY STAMFORD PLAZA AUCKLAND |
|----|----------------------------|--|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|---|
| 7. | Poor contractor management | Contractors exposed to known or unassessed risks due to poor communication and contractor management | Major | Possible | High | <ul style="list-style-type: none"> Implement contractor management policies and procedures Include contractors in relevant communications and hand over meetings Ensure all contractors have their own risk control plans in place prior to starting work | Major | Rare | Medium | All contractors when arrive on site must report of their presence to the security team present, an induction checklist will be given, and all contractors are required to complete the induction checklist on each visit. Once the acknowledgment of induction checklist has been signed, all contractors must fill out the contact tracing register and wear PPE before entering the site. |
| 8 | Fire | Fire at the facility – risk of death | Major | Possible | High | <ul style="list-style-type: none"> Emergency response process and procedures are in place Emergency wardens to be identified and given a briefing on what to do in an emergency Designated smoking area with proper cigarette disposal facilities If facility is a camp site: All RVs are equipped with a fire extinguisher and smoke alarm RVs located a minimum of 3m from each other | Major | Rare | Medium | <ul style="list-style-type: none"> FENZ and St John staff have developed their own PPE guidance for responding to incidents at the facility. Evidence of regular fire drill / evacuation process available - should be run at some stage to test systems. FENZ conduct a walkthrough of site and provide recommendations. FENZ/ST JOHN/POLICE have location flagged in their systems as a Quarantine Facility |

9

Medical Emergency

Medical emergency (heart attack etc.)

Major

Possible

High

- AED available on-site
- St John staff have developed plans for responding to incidents at the facility
- First Aid supplies stocked and on-site

Major

Unlikely

High

- Check AED is charged and functioning
- Ensure ST JOHN have site flagged in their system
- First Aid Kit is available on multiple location of the Hotel and PPE stations are also made available throughout the Hotel
- Body fluid kits are available for staff member in an event where staff will have to clean any body fluid
- Sharp containers are available in Hotel for disposable of any sharp objects
- Broken glasses cleaning kit with cut resistance gloves are also available for staff
- Guidelines are provided by ministry of health and staff are briefed to be vigilant at all times and report any Medical emergency to the Manager on Duty immediately who therefore will escalate the matter as per the ministry guidelines.
- Procedures and Protocols are in place which staff will adhere to in the event of self-isolation guest become sick.

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RISK REGISTER – SPAK

| # | HAZARD | POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?) | INHERENT RISK ¹ | | | CONTROL METHODS | RESIDUAL RISK | | | ACTION TAKEN BY STAMFORD PLAZA AUCKLAND |
|----|---|--|----------------------------|-------------------------|----------------------------|--|---------------|------------|---------------|--|
| | | | CONSEQUENCE ¹ | LIKELIHOOD ¹ | INHERENT RISK ¹ | | CONSEQUENCE | LIKELIHOOD | RESIDUAL RISK | |
| 10 | Lack of familiarity with facility layout and procedures | Unreported faults. Injury due to lack of knowledge | Moderate | Possible | High | <ul style="list-style-type: none"> Induction briefing for all occupants and staff Daily meeting to cover any issues and find a resolution. No-go areas fenced off | Minor | Rare | Low | Initial briefing will be conducted for the staff and guest with the ministry of health. Hotel will be providing every guest a welcome letter which will have all the information required |
| 12 | Hazardous substances | LPG and some haz subs (corrosives, fuel etc) located on-site | Moderate | Unlikely | High | <ul style="list-style-type: none"> All haz subs contained in staff only areas (kitchen and rear of admin building) LPG storage is certified Occupants advised on areas they are not allowed to access. Staff present 24/7 to reinforce messages of where occupants can and can't go | Moderate | Rare | Medium | <p>All hazardous substance including chemicals are stored in the secure storage room with limited access.</p> <p>All MSDS and hazardous information are available through the datasheets which are available in the hotel.</p> |

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|----|--------------|---|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|---|
| 14 | Trip hazards | IF a campsite: Cables attached to RVs for power are all over the site. Not all are covered. Particular risk to running children and elderly people | Minor | Almost certain | High | <ul style="list-style-type: none"> • Signage in some areas • Some cable covers over cables that could be run over by vehicles • Installers attempted to keep cables tidy and out of the way if possible • Occupants advised to be careful around cables and to not let children run around where cables are located • Cables to be regularly checked by staff • Area well lit | Minor | Possible | Medium | <p>Initially assessment of the building has been made and actioned by the engineering team, to avoid any trip hazards. Hotel also has hazard chart which is displayed in different areas of Hotel to educate staff</p> <p>Housekeeping team has been briefed on placing wet floor signs to isolate the area and make guest aware of the possible slip/trip hazard while working in any area that may have a trip hazard due to the work conducted</p> <p>Engineering team will also conduct daily checks on their shifts to identify/mitigate/eliminate any trip hazard and update the hazard register.</p> |

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|----|-----------------|---|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|---|
| 15 | Moving vehicles | Potential to strike people moving around the area. Particular risk to children | Major | Possible | High | <ul style="list-style-type: none"> Most vehicles restricted to the delivery areas. These areas are out of bounds for guests If a camp site: Vehicles who have to be in guest areas (such as portaloos maintenance vehicles): speed limit of 10km/hr, be aware of the presence of people and children, isolate the area if possible, no reversing without a spotter present RVs located on or close to inclines are to have their wheels chocked to avoid inadvertent movement Keys to RVs to be stored and controlled by a staff member | Major | Rare | Medium | <p>Forecourt has been blocked off and no vehicles will be allowed to enter the forecourt area other than emergency vehicle under a strict supervisor of the security and Ministry of health officials</p> <p>Concierge and Front office team is available 24/7 to handle any urgent request and any emergency vehicle parked with us under special circumstances will be asked to deposit the vehicle keys if required.</p> |
| 16 | Unknown hazards | Unknown or unforeseen risk | Moderate | Possible | High | <ul style="list-style-type: none"> H&S advisors available to discuss issues and to conduct regular safety checks and walk-throughs All issues, near misses, incidents, or safety concerns to be reported to the facility manager Facility staff to regularly check hazards in their work areas Safety risks arising during the Op are to be investigated and managed immediately using the hierarchy of controls Changes in processes, or new activities, to be risk assessed prior to being carried out | Minor | Unlikely | Low | <p>H&S committee has been setup and a daily debrief will be conducted to address any new hazards, the meeting minutes will be recorded and circulated with the concerned Managers for the immediate actions</p> |

RISK REGISTER – SPAK

| # | HAZARD | POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?) | CONSEQUENCE ¹ | LIKELIHOOD ¹ | INHERENT RISK ¹ | CONTROL METHODS | CONSEQUENCE | LIKELIHOOD | RESIDUAL RISK | ACTION TAKEN BY STAMFORD PLAZA AUCKLAND |
|----|---------------------------|--|--------------------------|-------------------------|----------------------------|--|-------------|------------|---------------|--|
| 17 | Gymnasium | TBC | | | | <ul style="list-style-type: none"> Children under 13 not to be in the area unless accompanied by a guardian | | | | <p>Gymnasium will remain closed for all the Hotel guest but will remain open exclusively for the TSR Resident guest for the duration of the managed self-isolation, TSR resident has a separate entrance for the GYM area and they can't access the GYM through Hotel.</p> |
| 18 | Children's play equipment | TBC | | | | <ul style="list-style-type: none"> Must be accompanied by parents/caregiver | | | | <p>Kids will be provided with colouring book kit</p> <p>Some of the other recreational items can be provided to the guest on request at an extra cost such as board games, playing cards, books etc. If any of the items are left behind by the guest, it will be disposed immediately</p> |

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RISK MATRIX

Your consequence and likelihood leads you to your risk rating

| | | CONSEQUENCE | | | | |
|------------|----------------|-------------|--------|----------|--------|--------|
| | | NEGLIGIBLE | MINOR | MODERATE | MAJOR | SEVERE |
| LIKELIHOOD | ALMOST CERTAIN | Yellow | Orange | Orange | Red | Red |
| | LIKELY | Yellow | Yellow | Orange | Orange | Red |
| | POSSIBLE | Green | Yellow | Orange | Orange | Orange |
| | UNLIKELY | Green | Green | Yellow | Orange | Orange |
| | RARE | Green | Green | Yellow | Orange | Orange |

Risk key: Low risk Medium risk High risk Very high risk

RISK LIKELIHOOD TABLE

Determine the likelihood of the unexpected event

| LIKELIHOOD | PROBABILITY | CHANCE |
|----------------|-------------|---|
| Almost certain | >95% | The event will occur in most circumstances |
| Likely | >65% | The event will probably occur in most circumstances |
| Possible | >35% | The event might occur at some time |
| Unlikely | <35% | The event could occur in some circumstances |
| Rare | <5% | The event may occur in exceptional circumstances |

RISK CONSEQUENCE TABLE

Determine the consequence of the unexpected event

| CONSEQUENCE | WELLNESS AND SAFETY |
|-------------|---|
| Severe | Death of multiple staff, public or others outside Police. |
| Major | Death of individuals, extensive injury and hospitalisation. |
| Moderate | Significant down time and possible long-term disabilities. |
| Minor | Medical treatment required in single figures. Down time. |
| Negligible | First aid treatment required. No down time. Near misses. |

Health Action Plan – Displaying symptoms of novel coronavirus – COVID-19

| | |
|---|---|
| <p>Scenario: An individual starts to display symptoms of the novel coronavirus. These include fever, coughing and difficulty breathing. Difficulty breathing can be a sign of pneumonia and requires immediate medical attention. This guideline aims to ensure effective management of an individual displaying symptoms of COVID-19.</p> | |
| <p>Risks/Issues: Physical health of individual compromised Increased risk of transmission of virus</p> | |
| <p>Equipment - Equipment at the facility will consist of: Onsite First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes | |
| <p>Steps to Manage:</p> <p>Key Points – all people to:</p> <ul style="list-style-type: none"> • Maintain (physical) social isolation of up to 2 metres contact distance where possible. • use masks if unable to achieve this distance e.g. in communal areas • Practice good hand hygiene methods • Practice safe cough etiquette <p>Health Care Assistants (HCAs) will complete daily examinations of patients (including checking temperature) to monitor for changes in individuals' health status, and particularly any symptoms of COVID-19. If symptoms are observed, or these are reported by an individual or others, the following steps should occur:</p> <ul style="list-style-type: none"> • Notification of medical event to HCA or Health Facility Manager • Individual to be isolated from others in the facility (different wing/floor/space – if campsite - spare RV may be used) • Medical personnel onsite to assess individual (appropriate PPE to be used) • Supportive medical care to be provided as appropriate and required | <p>Responsible:</p> <p>HCA/Health Facility Manager/Medical personnel</p> |

- If patient has difficulty breathing, is deemed unstable, or if medical personnel are concerned for the patient's immediate wellbeing, call 111
- If patient is symptomatic but well, on-call GP to be contacted
- Status of patient as a 'close contact' to be advised
- Should the individual need to be removed/hospitalised staff will follow directions of emergency personnel
- Health Facility Manager or designated personnel will work with remaining people to reduce anxiety and maintain calm
- If an area in the facility is affected by bodily fluids, cleaning protocol to be applied OR staff will use full PPE to clean area with Clinell wipes

Health Action Plan – Facility based medical event (physical)

Scenario:

To ensure effective management of medical event whilst people are located at the facility. Medical event in this instance is deemed to be sudden and unexpected deterioration of health e.g. heart attack or injury as a result of accident.

Risks/Issues:

Physical health compromised.

Equipment - Equipment at the facility will consist of:

Onsite First Aid Kit containing (minimum standard not including medical supplies):

- Masks
- Gloves
- Hand sanitiser
- Disinfectant wipes

Steps to Manage:

Responsible:

Key Points – all people to:

- Maintain (physical) social isolation of up to 2 metres contact distance where possible.
- use masks if unable to achieve this distance e.g. in communal areas
- Practice good hand hygiene methods
- Practice safe cough etiquette

In the event of a medical emergency the following steps should occur:

- Notification of medical event to HCA or Health Facility Manager

- Medical personnel onsite to assess
- Call 111 if required – advise status of person as ‘close contact’ to the Coronavirus, provide basic first aid as required
- Should affected person need to be removed/hospitalised staff will follow directions of emergency personnel
- Health Facility Manager or designated personnel will work with remaining people to reduce anxiety and maintain calm
- If an area in the facility is affected by bodily fluids staff will use full PPE to undertake cleaning

HCA/Health Facility Manager/Medical personnel

Health Action Plan – Facility based medical event (pregnancy)

Scenario:

To ensure effective management of pregnancy related medical event at the facility.

Risks/Issues:

Physical health of woman / child compromised.

Equipment - Equipment at the facility will consist of:

Onsite First Aid Kit containing (minimum standard not including medical supplies):

- Masks
- Gloves
- Hand sanitiser
- Disinfectant wipes

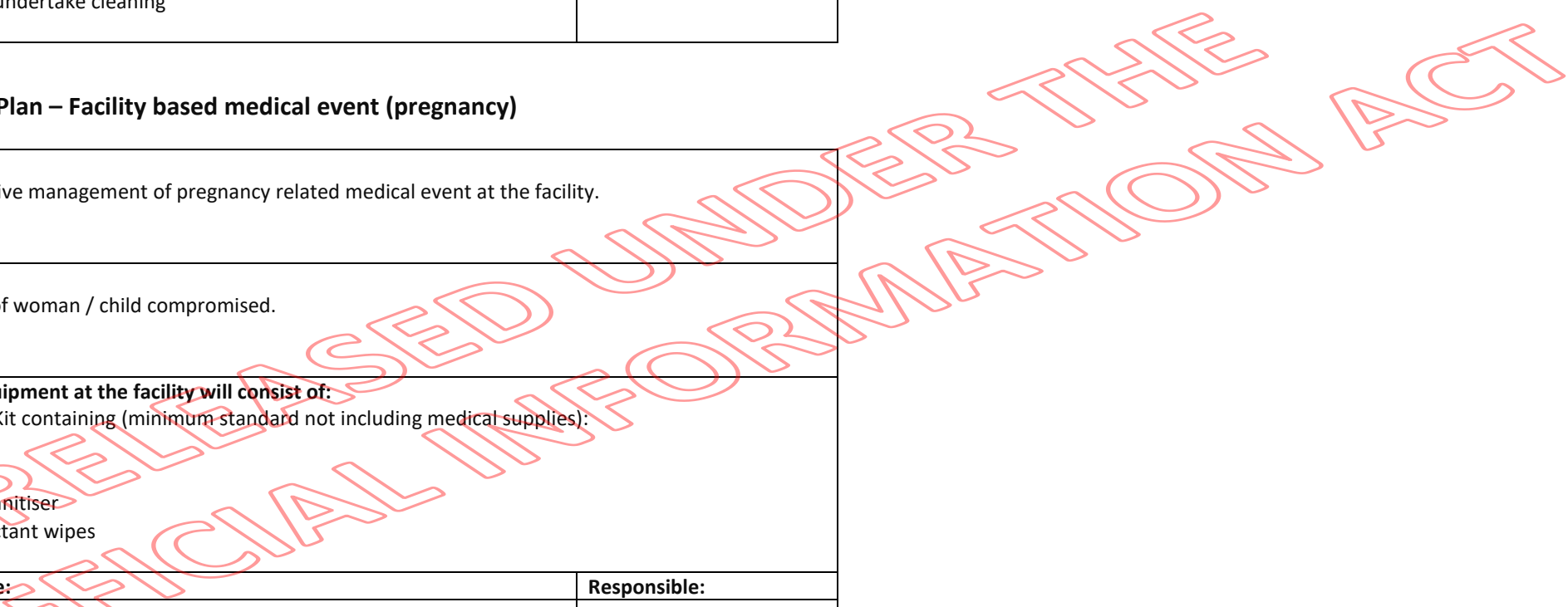
Steps to Manage:

Responsible:

Key Points – all people to:

- Maintain social isolation of up to 2 metres contact distance where possible (this will not be possible for those directly supporting the patient).
- use masks if unable to achieve this distance
- Practice good hand hygiene methods
- Practice safe cough etiquette

Routine monitoring through Midwife/Obstetrician will occur to ensure wellbeing of both mother and child. In the event of medical emergency related to pregnancy:



- Notification of event to HCA or Health Facility Manager
- Medical personnel onsite to assist
- Call 111 or Midwife/Obstetrician and advise status of person as 'close contact' to the Coronavirus, provide basic first aid as required
- Should mother need to be removed/hospitalised staff will follow directions of emergency personnel
- Health Facility Manager or designated personnel will work with remaining people to reduce anxiety and maintain calm
- If an area in the facility is affected by bodily fluids staff will use full PPE to undertake cleaning

HCA/Health Facility Manager/Medical personnel

Health Action Plan – Management of children

Scenario:

To ensure effective and safe management of children's physical and emotional wellbeing whilst located at the facility.

Risks/Issues:

Physical / emotional wellbeing compromised e.g. isolation from family, strange environment, unknown people. Risk of abuse or harm to child.

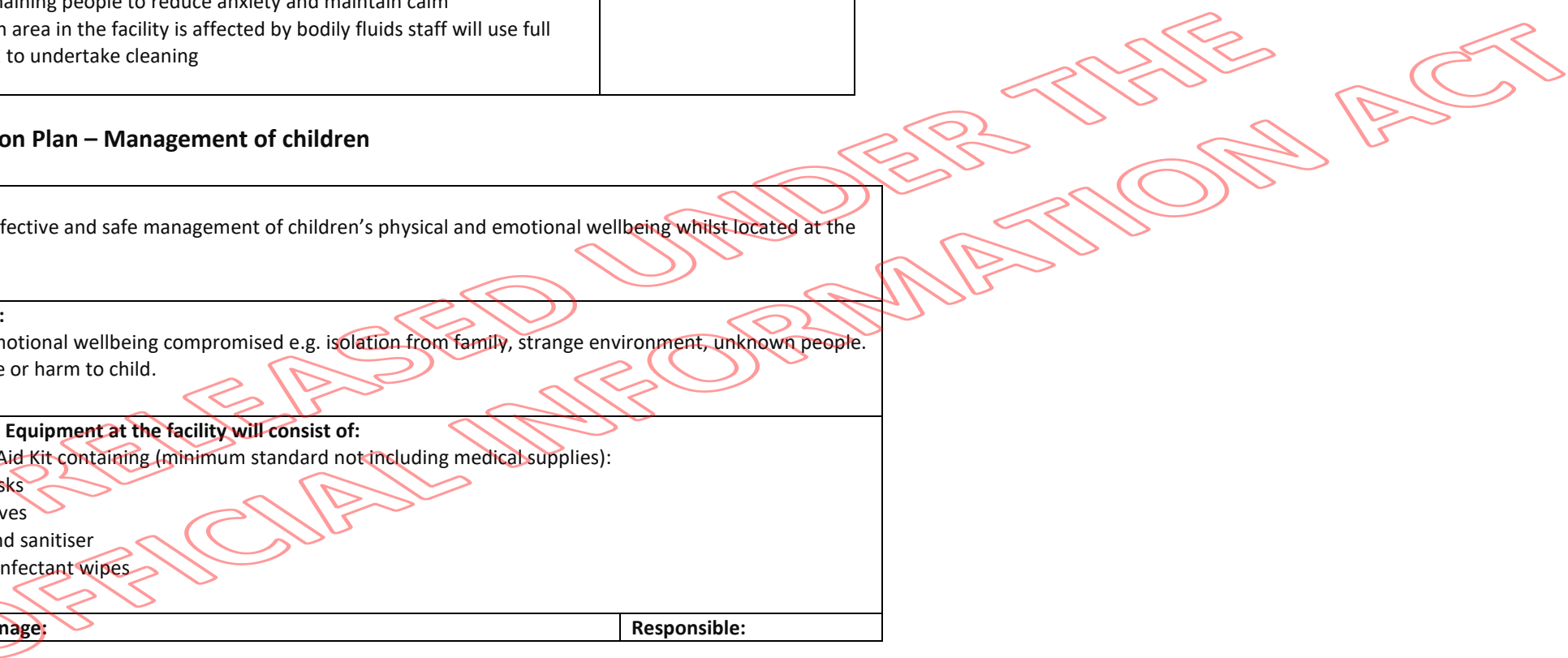
Equipment - Equipment at the facility will consist of:

Onsite First Aid Kit containing (minimum standard not including medical supplies):

- Masks
- Gloves
- Hand sanitiser
- Disinfectant wipes

Steps to Manage:

Responsible:



- Facility Staff will be Vulnerable Children’s Act checked
- Children will be monitored at all times by their designated Guardian, where this is not possible the appropriate HCA or facility staff will assist in the short term.
- Provision of games and toys to keep children amused.
- Local procedures developed in liaison with local providers.
- Dangerous areas of facility will be fenced off.

In the event of harm or suspected / evident abuse:

- Notification to the Facility Manager occurs immediately
- Facility Manager escalates to family, GP, Oranga Tamariki and Police
- if the child is in imminent danger the Facility Manager will take immediate steps to protect them if safe to do so. This may include segregation of parties – continue to provide support for the child until appropriate authorities arrive.

HCA/Facility
Manager/Medical
personnel

Health Action Plan – Facility based managing mental health

Scenario:

To provide safe and effective management of concerns with people’s mental health whilst located at the facility.

Risks/Issues:

Emotional and mental health compromised.

First Aid Kit containing (minimum standard not including medical supplies):

- Masks
- Gloves
- Hand sanitiser
- Disinfectant wipes

Steps to Manage:

Responsible:

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Key Points:

- Person's with pre-existing conditions or factors will be identified on arrival
- External support through applicable agencies will assist people in managing during their stay at the facility
- Daily monitoring activity by HCAs and Nurse Practitioner will occur and support early identification of concerns
- Escalation of concerns to Health Facility Manager and external agencies as required
- Entertainment, activities and effective communication around the situation will assist in reducing anxiety

HCA/Health Facility Manager/Medical personnel

Emergency Plan:

In the event of escalated behaviour:

- Notification of any escalated behaviour or event will occur through HCA or Nurse Practitioner
- De-escalation if required onsite
- Enlist support of external agencies
- Escalation to Health Facility Manager
- In the event of imminent risk to person or others call 111
- Should the person need to be removed/hospitalised staff will follow directions of emergency personnel and will be treated as a 'close contact'
- Health Facility Manager or designated personnel will work with remaining people to reduce any anxiety and maintain calm

HCA / Nurse Practitioner

Health Facility Manager

OFFICIAL INFORMATION ACT

STAMFORD PLAZA AUCKLAND

HEALTH AND SAFETY

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INTRODUCTION

- We have installed Hand sanitising stations throughout the hotel in hotel front and back of houses.
- Use of Industry recommended Hospital Grade disinfectants and Ecolab Chemicals.
- Industry recommend Equipment's in place for Disinfection
- We have established a new cleaning procedure for Covid-19 Infected rooms
- Established new cleaning procedure for all self-isolation checkout rooms
- We have restructured Housekeeping staffing and schedules for comprehensive rooms and public spaces cleaning during self-isolation
- PPE's and PPE station in Place throughout the hotel
- Staff training Manual and briefings on Managed self-isolation.
- Disinfection of surfaces using spraying Machine & Hospital Grade chemicals - Area includes Forecourt, Banquets, corridors, Kitchen, Back of house spaces.
- Two-meter social distancing throughout the hotel
- Amended process of delivering of supplies to the guest who are staying in self isolated rooms
- Amended process for picking and delivering laundry to the guest who are staying in self isolated rooms
- Frequent Front Desk counter and High touch surfaces cleaning
- Amended process for soiled linen handling
- Shields are installed in places for reducing the direct contact with guest
- Poster's in place in different parts of hotel for guest and staff awareness
- Hotel Health and safety committee will arrange a daily briefing on safety and hazards prevention during the tenure of managed self-isolation.
- Cleaning protocols established for shared spaces between Stamford residences and Stamford plaza Auckland
- Staff contact tracing log sheet has been implemented. Staff are required to complete the log sheet daily after finishing their respective sheet. The purpose if the log sheet is to keep stricter measures if there is a suspect or confirmed Covid case


What is COVID-19?

- In late 2019, public health officials identified a novel coronavirus not previously seen. Human coronaviruses are common throughout the world and commonly cause mild to moderate illness.
- The World Health Organization (WHO) has declared the outbreak a public health emergency of international concern. We recommend continuing to refer to the WHO or your local public health agency for up-to-date information. (COVID19, 2020)

What is COVID-19?

How can
hospitality
employees protect
themselves in their
work
environment?

- Employees in a hotel or hospitality environment should follow standard infection prevention techniques – things like, washing their hands frequently, staying home when they're sick, using approved disinfectants with an EPA emerging viral pathogen claim following the specified procedures. (COVID19, 2020)



How the virus spreads?

- The virus is most likely to spread from person to person through:
- direct contact with a person while they are infectious
- contact with droplets when a person with a confirmed infection coughs or sneezes
- touching objects or surfaces that were contaminated by droplets (like those from a cough or sneeze) from a person with a confirmed infection and then touching your mouth or face. (Health.govt.nz, 2020)

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High-risk populations

- Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily and others may become very ill, very quickly. (Health.govt.nz, 2020)
- From previous experience with other coronaviruses, the people at highest risk of serious infection are:
 - people with compromised immune systems
 - elderly people
 - pregnant women
 - very young children and babies
 - people with diagnosed heart and lung conditions. (Health.govt.nz, 2020)

What can staff members do to help combat COVID-19?

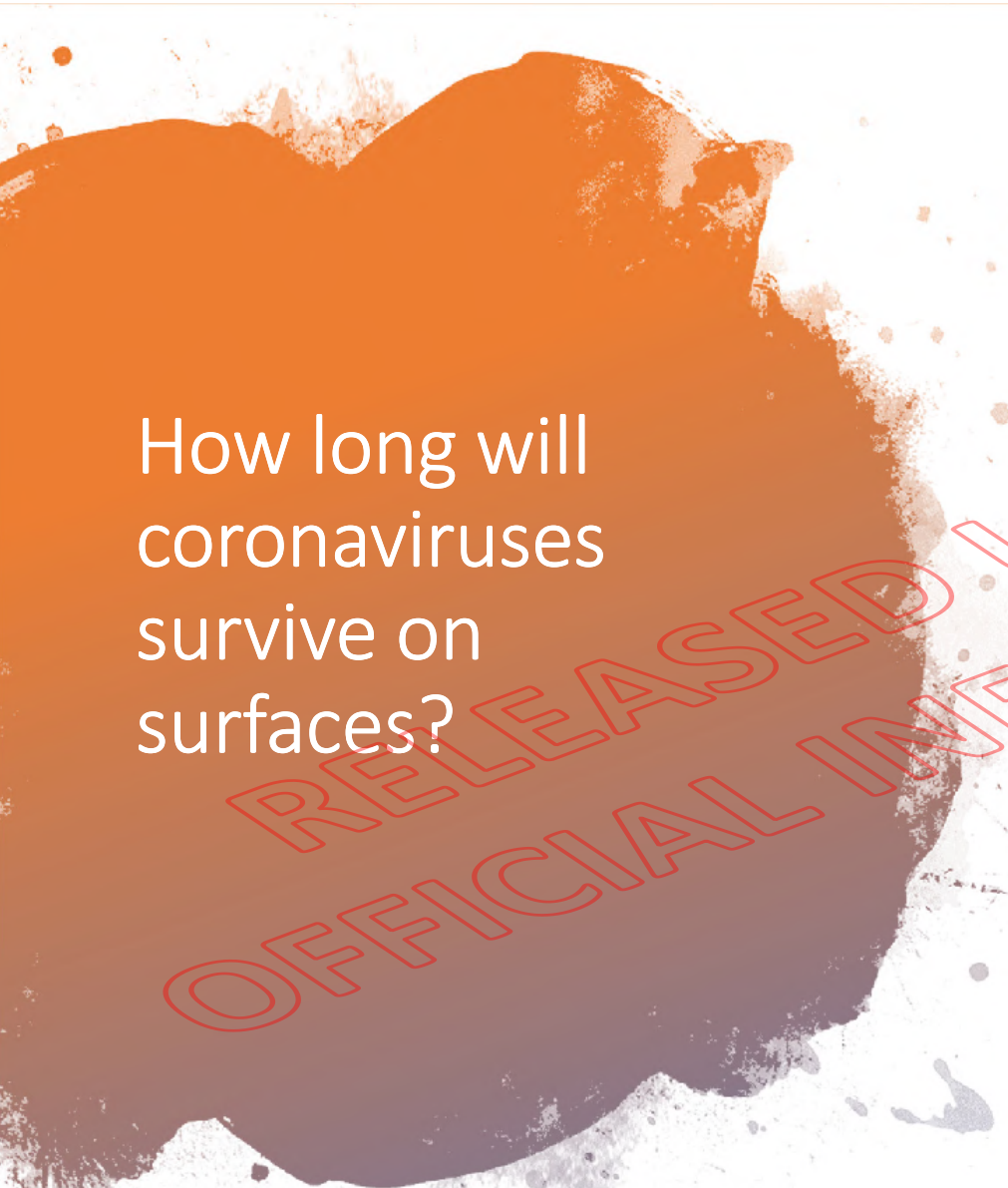
- Personal Hygiene - Good personal hygiene practices can help prevent the spread of infection.
- Wash hands frequently with soap and water. When soap and water aren't available, use an alcohol-based hand sanitizer. (COVID19, 2020)
- Minimise close contact with people who have symptoms of respiratory illness. (COVID19, 2020)
- Ensure proper use of personal protective equipment (PPE). (COVID19, 2020)
- wash your hands frequently with soap and water and dry them well, before and after eating and after going to the toilet (Health.govt.nz, 2020)
- avoid contact with others cover coughs and sneezes with clean tissues or your elbow and dispose of tissues (Health.govt.nz, 2020)
- use alcohol-based hand sanitiser that contains at least 60% alcohol if you aren't able to wash and dry your hands. (Health.govt.nz, 2020)

How can hospitality employees protect themselves in their work environment?

- Team members should follow normal preventive actions while at work and home including recommended hand hygiene and avoiding touching eyes, nose, or mouth with unwashed hands. (cdc.gov, 2020)
- Employees in a hotel or hospitality environment should follow standard infection prevention techniques – things like, washing their hands frequently, staying home when they're sick, using approved disinfectants with an EPA emerging viral pathogen claim following the specified procedures.
- Additional key times to clean hands include:
 - After blowing one's nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food
 - After contact with animals or pets
 - Before and after providing routine care for another person who needs assistance (e.g. a child)

Difference Between Cleaning and Disinfecting

- Cleaning refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. (cdc.gov, 2020)
- Disinfecting refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection. (cdc.gov, 2020)



How long will
coronaviruses
survive on
surfaces?

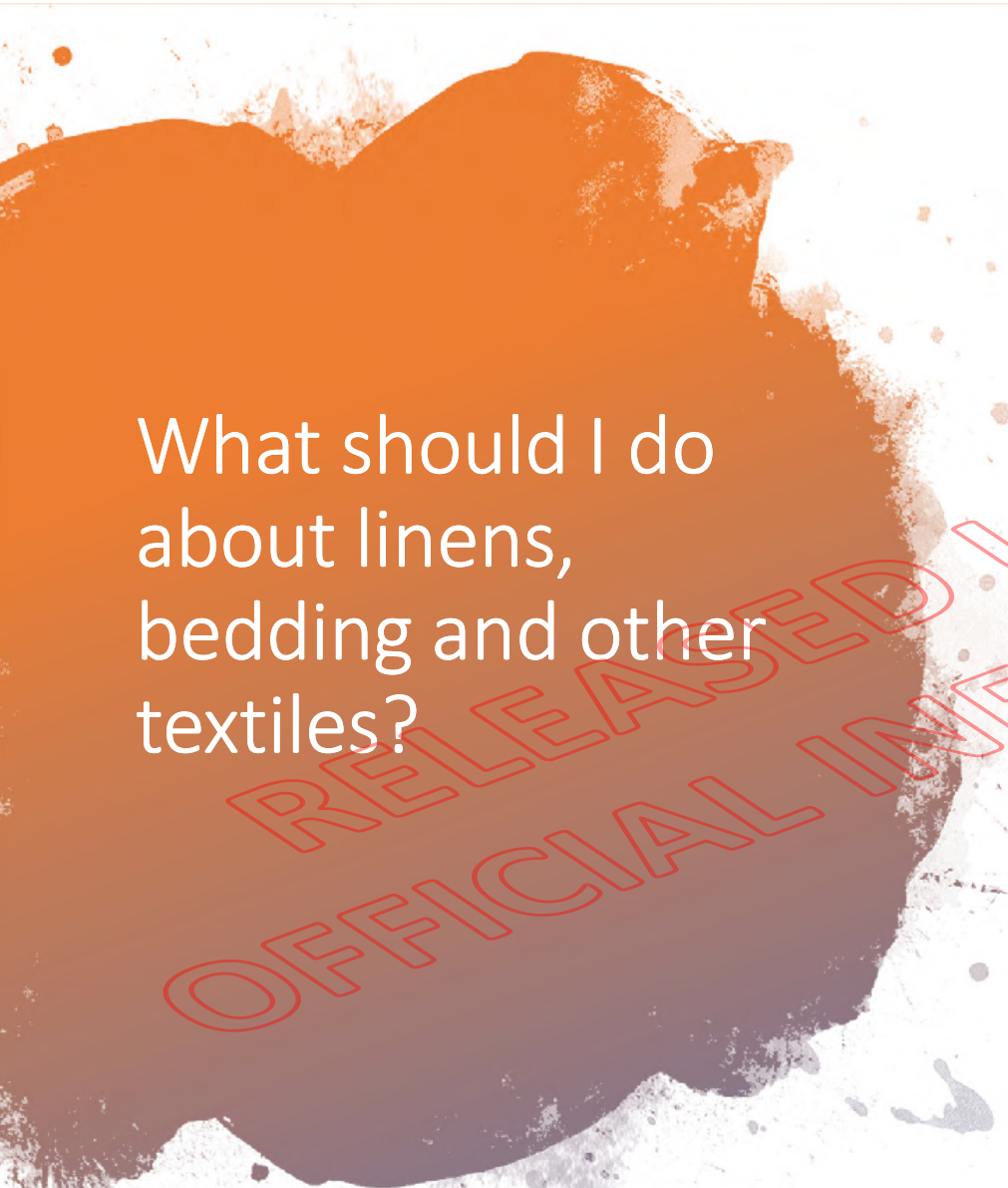
- This is a new virus and studies are just beginning.
- Data from the World Health Organization (WHO) indicates that transmission of COVID-19 is not that likely to occur from an infected surface.
- Practically, the risk will be much lower from surfaces than from a direct droplet traveling through the air from an infected person.
- As in any potential outbreak situation, proper infection prevention with disinfectant for surfaces and high-touch surfaces is recommended.

Which
chemicals/
disinfectant
should be used
for cleaning?

- The use of specific disinfectants can be helpful in combatting COVID-19. (COVID19, 2020)
- The disinfectant used should be one for which the manufacturer claims antiviral activity, meaning it can kill the virus (such as chlorine-based disinfectants, which are commonly used - see below) (health.gov.au, 2020)

Recommended Disinfectant
from Ecolab's for COVID-19 –
Mellissa Bullivant- District
manager – North Island, NZ

- **Recommended Disinfectant from Ecolab's for COVID-19** – Mellissa Bullivant- District manager – North Island, NZ
- For marble and bathroom surfaces – **Ecolab's Oasis pro 70** marble safe cleaner.
- For bathroom surfaces except marble - **Ecolab's Chlorwhite**
- For wooden/laminate tops like bed side table, office desktops, restaurant tables etc – **Ecolab's Checkmate, Ecolab's Quell and Ecolab's KP Quat**
- For Leather cleaning – **Ecolab's Checkmate**
- For Glass surfaces – such as coffee table with glass top – **Ecolab's Checkmate** follow up with a paper towel 5 mins later to remove strike marks
- For metal surfaces such as door handles, railings etc – **Ecolab's Checkmate, Ecolab's Quell**



What should I do
about linens,
bedding and other
textiles?

- Room attendants should always wear proper personal protective equipment when handling soiled linen.
- Bag the linen when cleaning the room and keep it isolated until loaded into cages and till returned back to supplier.
- Do not handle clean linen immediately after handling soiled linen.
Clean/sanitise hands immediately after handling soiled linen.

What should I do about linens, bedding and other textiles?

- There currently isn't evidence that respiratory viruses like COVID-19 are spread through textiles, linens or bedding. Because droplets may carry disease, proper infection prevention protocol for changing and cleaning linens and bedding is recommended.
- If a resident suspected/ infected with COVID-19 take these steps:
- Bag the linen when cleaning the room and keep it isolated until loaded into the laundry machine.
- Wash the linen with a standard laundry detergent at a minimum and dry according to standard linen drying guidelines.
- Handle clean linen minimally, fold and store in a clean dry area.
- Do not handle clean linen immediately after handling soiled linen.

DEPLOYMENT OF HAND SANITISER

- We have deployed Hand Sanitisers in both our public and staff areas. Below are the different hand sanitisers deployed in hotel.
- Wall Mounted
- Auto Hand sanitiser
- Bottled Hand sanitisers

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Wall Mounted Hand Sanitizers

- Wall mounted hand sanitisers are sourced from Ecolab's and permanently deployed in more than 10 Different front and back of house locations includes
- Hotel front entrance
- Hotel 3 guest elevators
- Hotel 2 staff elevators
- 3rd Floor Stamford residence door
- 3rd Floor Parking door
- 4th Floor Stamford residence door
- 4th Floor Parking door
- Hotel Staff Entrance



Auto Hand Sanitiser Stands

- 4 Auto hand sanitiser STANDS are sourced from Ecolab's and permanently deployed in 4 Different locations in hotel lobby.



Hand Sanitiser bottles

- Hand Sanitiser bottles contains more than 70% Alcohol are deployed in more than 50 locations (in stock more than 100 sanitiser available at any time in hotel stores) in hotel front and back of house includes below areas
- All guest lift landings
- All reception desk counter
- All offices
- All housekeeping trolleys
- All PPE stations which are deployed in different hotel locations





USE OF INDUSTRY RECOMMENDED HOSPITAL GRADE
DISINFECTANTS AND ECOLAB CHEMICALS

- We have in place the industry recommended Ecolab's chemicals and Hospital grade disinfectant includes Ecolab's Chlorwhite and Ecolab Quell which are used in cleaning process in different areas.



Others recommended chemicals by Ecolab Chemicals already in place

| PRODUCT NAME | SUPPLIER AND CONTACT DETAILS | MSDS | RECOMMENDED USE | HAZARD IDENTIFICATION |
|------------------------|--|---|-----------------|---|
| FOAM HAND SOAP | Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319 | https://en-au.ecolab.com/sds | Skin-care | <p>HSNO Hazard classification</p> <p>Eye irritation : 6.4 A Aquatic toxicity (Acute or Chronic) : 9.1 D</p> <p>GHS Label element</p> <p>Signal Word : Warning</p> <p>Hazard Statements : Causes eye irritation, Harmful to aquatic life.</p> |
| FOAM HAND SANITISER | Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319 | https://en-au.ecolab.com/sds | Hand Sanitizer | <p>HSNO Hazard classification</p> <p>Flammable Liquids : 3.1 C Eye irritation : 6.4 A</p> <p>GHS Label element</p> <p>Hazard pictograms :  </p> <p>Signal Word : Warning</p> <p>Hazard Statements : Flammable liquid and vapour, Causes serious eye irritation.</p> |
| OASIS PRO CLEAN ESCAPE | Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319 | https://en-au.ecolab.com/sds | Air Freshener | <p>HSNO Hazard classification</p> <p>Product AS SOLD</p> <p>Eye irritation : 6.4 A Aquatic toxicity (Acute or Chronic) : 9.1 B</p> <p>Product AT USE DILUTION</p> <p>Not a hazardous substance or mixture.</p> <p>GHS Label element</p> <p>Product AS SOLD</p> <p>Hazard pictograms :  </p> <p>Product AS SOLD</p> <p>Signal Word : Warning</p> <p>Hazard Statements : Causes serious eye irritation.</p> |

| | | | | |
|--------------------------|---|--|---------------------------------|---|
| <p>CHLORWHITE</p> | <p>Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319</p> | <p>https://en-au.ecolab.com/sds</p> | <p>Cleaner and disinfectant</p> | <p>Product AS SOLD Skin corrosion : 8.2 C Serious eye damage : 8.3 A Aquatic toxicity (Acute or Chronic) : 9.1 A</p> <p>Product AT USE DILUTION Skin corrosion : 8.2 C Serious eye damage : 8.3 A Aquatic toxicity (Acute or Chronic) : 9.1 A</p> <p>GHS Label element Product AS SOLD Hazard pictograms : </p> <p>Signal Word : Danger</p> <p>Hazard Statements : Causes severe skin burns and eye damage. Very toxic to aquatic life with long lasting effects.</p> |
| <p>KEMSAN</p> | <p>Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319</p> | <p>https://en-au.ecolab.com/sds</p> | <p>Toilet Bowl Cleaner</p> | <p>HSNO Hazard classification Corrosive to Metals : 8.1 A Acute toxicity (Oral) : 6.1 D Skin irritation : 6.3 A Eye irritation : 6.4 A Aquatic toxicity (Acute or Chronic) : 9.1 C Ecotoxic to terrestrial vertebrates : 9.3 C</p> <p>GHS Label element Hazard pictograms : </p> <p>Signal Word : Warning</p> <p>Hazard Statements : May be corrosive to metals. Harmful if swallowed. Causes skin irritation. Causes serious eye irritation. Harmful to aquatic life with long lasting effects. Harmful to terrestrial vertebrates.</p> |
| <p>SHIPSHAPE</p> | <p>Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319</p> | <p>https://en-au.ecolab.com/sds</p> | <p>Cleaning product</p> | <p>HSNO Hazard classification Not a hazardous substance or mixture.</p> <p>GHS Label element Precautionary Statements : Prevention: Wash hands thoroughly after handling. Response: Get medical advice/ attention if you feel unwell. Storage: Store in accordance with local regulations.</p> |

STAFF COME INTO CONTACT WITH A CONFIRMED CASE, OR BECOME A CONFIRMED CASE THEMSELVES?

- Any employee who presents **symptoms/ meet a confirmed case/became a confirmed case** themselves must immediately notify their manager & inform Healthline's dedicated COVID-19 number 0800 358 5453 and self-isolate themselves for duration of at least 14 days.
-
- The staff must self-isolate for duration of 14 days to monitor the symptoms of COVID-19.
- If there are no serious signs the staff member should regularly consult with their personal doctor and update the hotel of their health conditions.
- If the person shows serious sign, the staff member should call 111 and ask for the medical assistance.
- Hotel Managers will **track the staff members/guests** who have been in the contact with the confirmed case staff/guests and notify the Healthline's dedicated COVID-19 number 0800 358 5453 and respective staff/guests, while tracking the manager should assess the risk of contamination by reviewing previous two weeks.
- These staff are also to be self-isolated until taking a COVID-19 test, during this time, staff are to self-quarantine at home, awaiting the test results.
-
- **Complete Cleaning** of the work area and work equipment of any person with symptoms, or those who has tested positive, is to be carried out. This is by using suitable disinfectant and all such cleaning to be recorded.

GUEST IN SELF-ISOLATION - GUESTS WHO BECOME ILL

- Hotel Staff should avoid contact with guests who become unwell and seek appropriate medical advice if this occurs, always maintain a two meter distance and wear appropriate PPE includes Face masks, Shields and gloves while contacting the guest. (Health.govt.nz, 2020)
- If a person who has self-isolated or has develops symptoms, they should urgently phone Healthline's dedicated COVID-19 number 0800 358 5453. (Health.govt.nz, 2020)
- If the guest requires the urgent medical help, it is also important to phone ahead to the hospital or doctor to get advice (Health.govt.nz, 2020)
- If the guest shows serious sign, who develops symptoms of fever, cough or shortness of breath should seek medical advice by phoning Healthline's dedicated COVID-19 number 0800 358 5453 or 111 and ask for the medical assistance and notify the ambulance officers that the guest may have COVID-19 infection. (Health.govt.nz, 2020)

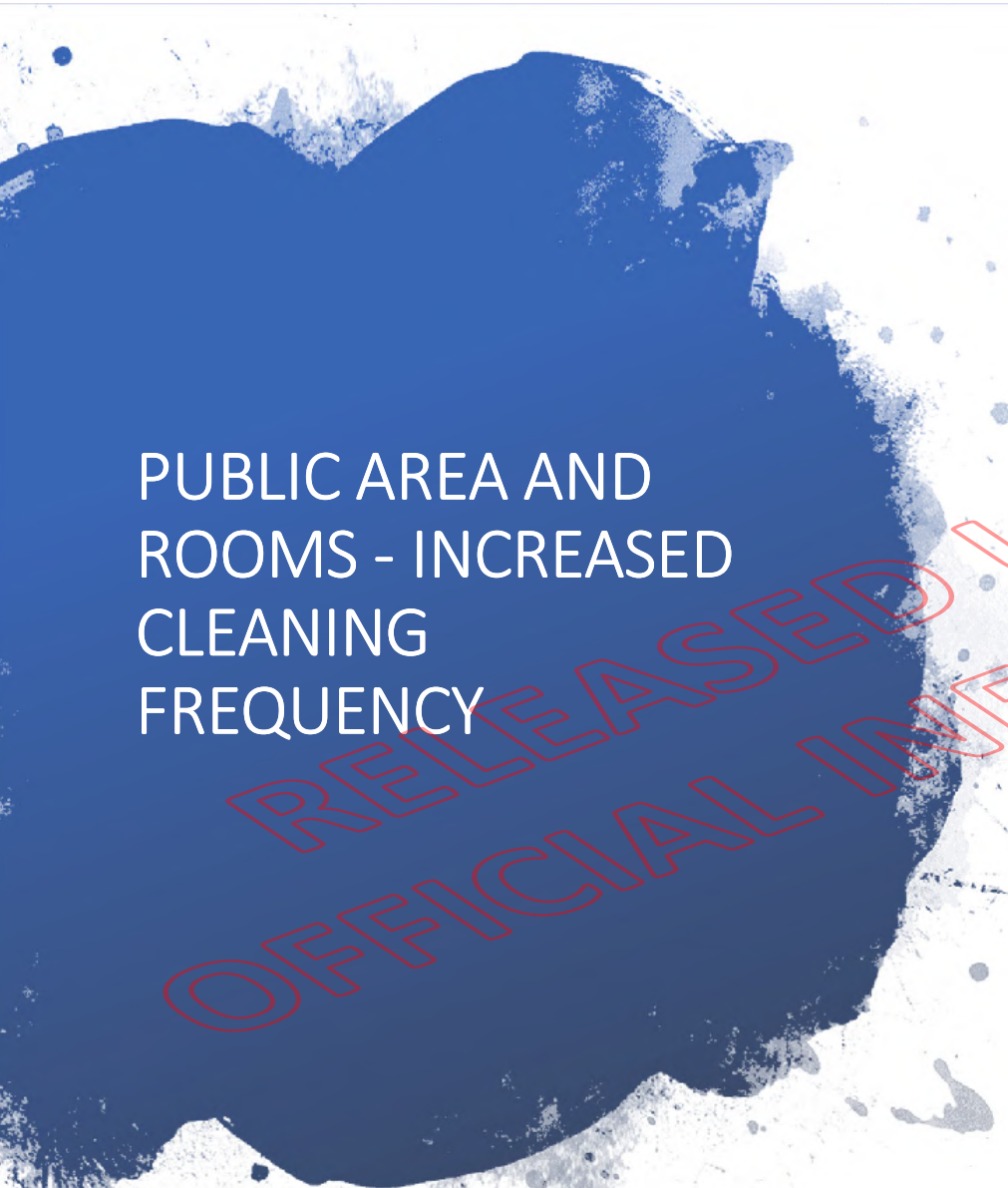
PROTOCOLS FOR EXTRA CLEANING OF ALL SELF ISOLATED CHECK OUT ROOMS

- PPE to be while cleaning rooms - Gloves/masks/shields and disposable apron. If there is visible contamination with respiratory secretions or other body fluid, the cleaners should wear a full-length disposable gown in addition to the surgical mask, eye protection and gloves (health.gov.au, 2020)
- ALL checkout rooms will be first disinfected using the spraying machine and disinfectant.
- All bedding soiled linen will be removed and Bagged the linen when cleaning the room and keep it isolated until loaded into the laundry machine.
- All pillows, duvets, pillow protectors, mattress protectors will be washed/ tumble dry before the use of next guest.
- All soft furnishing and upholstery including sofa chair and curtains will be steam cleaned.
- Entire bathroom will be steam cleaned and sanitised using the hospital grade disinfectant.
- Mattress will be steam cleaned and mattress sides will be flipped
- All single use items will be removed and replaced
- All high touch surfaces will be sanitised using the disinfectant
- Adhere the company policy for cleaning and sanitising the cups and glasses. Use Viva dishwashing liquid for cleaning the dishes and sanitise using Quat pro sanitiser.
- Adhere the company policy for cleaning the guest room and bathrooms.
- Toilet should be sanitised using steam cleaning as directed by company policy.
 - bedside tables every day

All high touch surfaces will be sanitised using the disinfectant

- Desks, counters
- Table tops,
- Doorknobs
- Bathroom fixtures,
- Toilets – Disinfect and sanitize with steam cleaner
- Phones
- Hangers
- Headboard
- Light switches
- TV Remote
- Blind Strings
- Kettle and Iron
- keyboards

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PUBLIC AREA AND ROOMS - INCREASED CLEANING FREQUENCY

- We have restructured Housekeeping staffing and schedules for comprehensive rooms and public spaces cleaning during self-isolation. We have amended our housekeeping cleaning procedures and added new cleaning checklists. Increased cleaning of all public high touch areas and continued, using industry recommended Ecolab chemicals and disinfectants include Hospital Grade Disinfectant as well to enhance cleanliness and supporting wellbeing.
- **Disinfectant spraying/sprayer** -Regular disinfectant spraying in back of the house, forecourt, loading dock etc using the disinfectant in a sprayer.
- **Staff training on disinfectants use** - Training of housekeeping staff on using disinfectants safely and correctly.
- **Mask/Social Distancing mandatory in back of house** -Making it mandatory for staff to wear masks while interacting in back of the house, maintain social distancing.
- **Front Desk Cleaning** - Public spaces and the front desk will be cleaned frequently. We will provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between guests focusing on eftpos, pen, telephone and key cards.
- **Increasing public area cleaning frequency and measures** - Increasing the sanitation measures to take to sanitize Public areas, key cards, public bathrooms, and specific touchpoints. Increase disinfection frequency for high touch areas in public spaces include tables in the lobby area, buttons on elevators, telephones, door handles, trolley handles etc

PUBLIC AREA AND ROOMS - INCREASED CLEANING FREQUENCY

- All public toilets sink, and Urinals will be disinfected using Chlrowhite (Hospital grade disinfectant), other surfaces will be sanitised using the Quell.
- Sanitising all the Front and back of house surfaces once per shift using Sprayer machine and Quell disinfectant.
- Kitchen will be sanitised once per shift using Sprayer machine and Quat pro sanitiser.
- All High touch surfaces will be sanitised using disinfectant wipe/ Quell and cleaning cloth at least once each hour.
- Washrooms
- Reception Counter
- Bar Counters
- Tables
- Doorknobs
- light switches
- handles
- desks
- toilets
- faucets

Amended the Cleaning procedures and Increased Cleaning

- We have amended our housekeeping cleaning procedures and added new cleaning checklists. Increased cleaning of all public high touch areas and continued, using industry recommended Ecolab chemicals and disinfectants include Hospital Grade Disinfectant as well to enhance cleanliness and supporting wellbeing.

HIGH TOUCH SURFACES - DISINFECTION CHECKLIST - PUBLIC AREA
 Common touchpoints within the guest room that must be specifically sanitised include, but are not limited to, the following

DATE: _____
 STAFF NAME: _____

| LOBBY | TIME | INITIAL | TIME | INITIAL | TIME | INITIAL |
|--|------|---------|------|---------|------|---------|
| All lobby tables next to sofa chairs | | | | | | |
| Reception counter - outside | | | | | | |
| Elevator buttons and doors | | | | | | |
| Entrance Long Table | | | | | | |
| Railings | | | | | | |
| Piano | | | | | | |
| FORE COURT | | | | | | |
| Ashtray | | | | | | |
| Railing Next to ashtray | | | | | | |
| BATHROOM KABUKI - MALE, FEMALE AND ASSESIBLE | | | | | | |
| Door Handle | | | | | | |
| Taps | | | | | | |
| Soap Dispensers | | | | | | |
| Toilet paper dispensers | | | | | | |
| Paper Towel dispensers | | | | | | |
| BATHROOM RAFFLES - MALE, FEMALE AND ACCESSIBLE | | | | | | |
| Door Handle | | | | | | |
| Taps | | | | | | |
| Soap Dispensers | | | | | | |
| Toilet paper dispensers | | | | | | |
| Paper Towel dispensers | | | | | | |
| BATHROOM - POOL AND GYM - MALE, FEMALE AND ACCESSIBLE | | | | | | |
| 10th Floor, Gym and Pool door handles | | | | | | |
| Door Handle bathroom | | | | | | |
| Taps | | | | | | |
| Soap Dispensers | | | | | | |
| Toilet paper dispensers | | | | | | |
| Paper Towel dispensers | | | | | | |
| STAFF WASHROOMS - MALE AND FEMALE | | | | | | |

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HIGH TOUCH SURFACES - DISINFECTION CHECKLIST - ROOMS

Common touchpoints within the guest room that must be specifically sanitised include, but are not limited to, the following

Date:

Staff Name:

| Area | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room |
|----------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| GUEST ROOM | | | | | | | | | | | | | | | |
| Door Handles | | | | | | | | | | | | | | | |
| light switches | | | | | | | | | | | | | | | |
| Phones | | | | | | | | | | | | | | | |
| TV Remote | | | | | | | | | | | | | | | |
| Table and Chairs | | | | | | | | | | | | | | | |
| Bed side light and Lamp switches | | | | | | | | | | | | | | | |
| Alarm Clock | | | | | | | | | | | | | | | |
| MINIBAR AREA | | | | | | | | | | | | | | | |
| Kettle Handle | | | | | | | | | | | | | | | |
| Cabinet Handle | | | | | | | | | | | | | | | |
| Fridge door handle | | | | | | | | | | | | | | | |
| Espresso Machine | | | | | | | | | | | | | | | |
| WARDROBE AREA | | | | | | | | | | | | | | | |
| Coat Hangers | | | | | | | | | | | | | | | |
| Cabinet handle | | | | | | | | | | | | | | | |
| Safe handle | | | | | | | | | | | | | | | |
| Iron Handle | | | | | | | | | | | | | | | |
| Hair Dryer handles | | | | | | | | | | | | | | | |
| BATHROOM | | | | | | | | | | | | | | | |
| Taps | | | | | | | | | | | | | | | |
| Toilet Flush buttons | | | | | | | | | | | | | | | |
| Door Handles | | | | | | | | | | | | | | | |
| Hair Dryer handles | | | | | | | | | | | | | | | |
| Shower rose and rails | | | | | | | | | | | | | | | |
| SIGNATURE | | | | | | | | | | | | | | | |

OFFICIAL INFORMATION ACT

LAUNDRY (VALET OPERATIONS)

- Guest will leave the laundry outside their rooms before 8 am, Housekeeping designated staff will collect the laundry from each floor and will record the room numbers in Housekeeping Valet Book.
- s 9(2)(b)(ii) will receive the Laundry from hotel and will return next day at 5 PM.
- Housekeeping designated staff will return the laundry to the guest (NO contacts will be made with guest while returning).
- STEPS
- Housekeeping staff will carry an empty Trolley rail and another rail with all guest laundry.
- Remove the guest laundry and hang it in the empty rail and place it outside the guest room.
- Knock the guest room and step 2 meter back.
- When guest pick the Laundry from the trolley rail and close the door wipe the rail with disinfectant wipe and move to the next room for delivery.

GUEST REQUESTS

Keep

Keep all the supplies in plastic bag and place it outside the guest room.

Knock

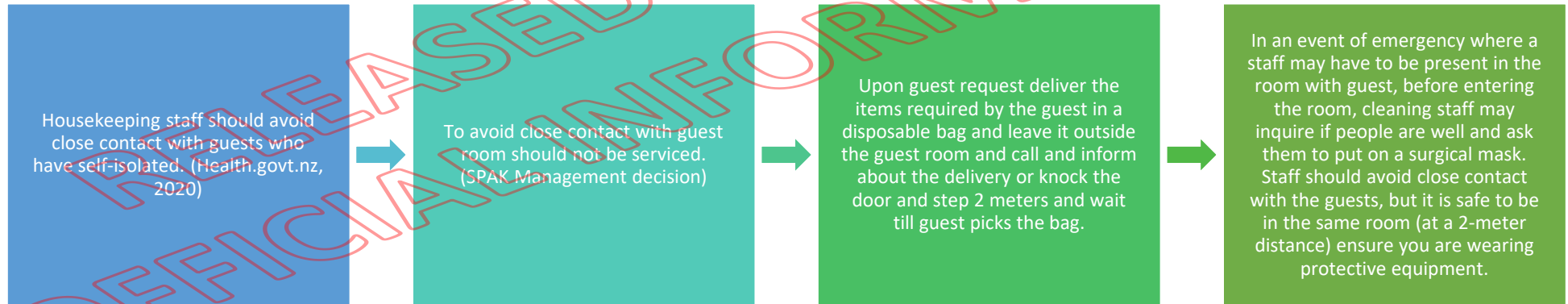
Knock the door and step two meter back.

Wait

Wait till guest to open the door and pick the supply.

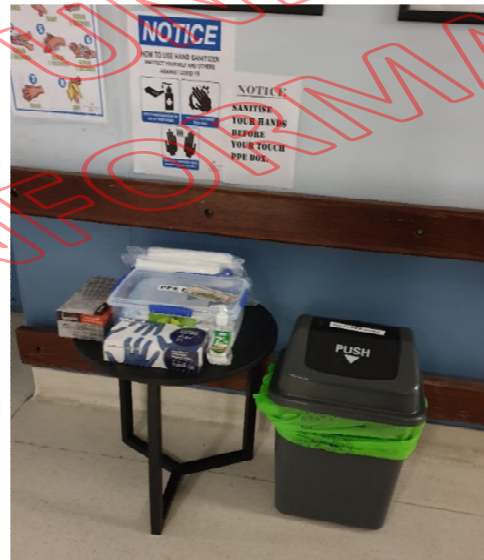
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OTHER GUEST REQUEST GUIDELINES



PPE'S AND PPE STATION IN PLACE THROUGHOUT THE HOTEL

- **PPE stations** installed in more than 15 hotel locations (back of the house) including the 3rd and 4th floor lift landings.



CLEANING
PROTOCOLS –
SHARED SPACES
BETWEEN
STAMFORD
RESIDENCES AND
STAMFORD PLAZA
AUCKLAND

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CLEANING
PROTOCOLS –
SHARED SPACES
BETWEEN
STAMFORD
RESIDENCES
AND STAMFORD
PLAZA
AUCKLAND

Hand sanitisers are installed in all shared spaces which includes 3rd and 4th floor residents Fire Exits, separate pathway, doors and parking spaces. Hand sanitisers are also installed on the entry and exit doors on 3rd and 4th floor which are shared with residence.

we have **Increased cleaning frequency** in the shared spaces and **designated housekeeping staff members** are especially assigned for cleaning and sanitising of all shared spaces with Stamford residents includes 3rd and 4th floor residents Fire Exits, residents separate pathway & doors along with parking spaces.

Designated housekeeping staffs are especially assigned for regular cleaning and disinfection of All the hotel fire exits from 10th floor and below using hospital grade disinfectants.



CLEANING PROTOCOLS – SHARED SPACES BETWEEN STAMFORD RESIDENCES AND STAMFORD PLAZA AUCKLAND

- **Special Cleaning Schedule and checklists** for comprehensive cleaning and disinfection of shared spaces is in place.
- All high touch surfaces will be regularly sanitised using industry recommended cleaning equipment's and hospital grade disinfectants (Ecolab Quell and Ecolab Chlowhite)
- **Steam Cleaning machines** will be used for Disinfection of surfaces in above mentioned areas.

CLEANING PROTOCOLS – SHARED SPACES BETWEEN STAMFORD RESIDENCES AND STAMFORD PLAZA AUCKLAND

Use of **Hospital grade Ecolab chemicals** for Disinfection of surfaces (Ecolab chlorwhite and Ecolab Quell)

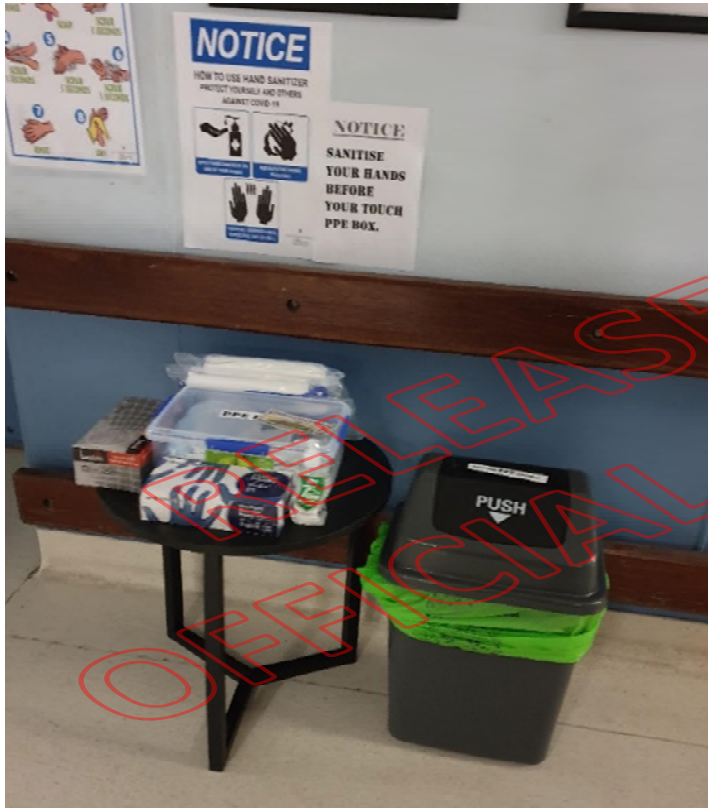
Chemical Spraying machine for Disinfection of surfaces includes 3rd and 4th floor residents Fire Exits, separate pathway, doors and parking spaces.

High touch surfaces frequent cleaning and regular disinfection includes 3rd and 4th floor residents Fire Exits, separate pathway, doors and parking spaces.

Staff to wear PPE's (masks, shields and gloves) while operating on floors which includes 3rd and 4th floor residents Fire Exits, separate pathway, doors and parking spaces.

Clean floors with disinfectant or bleach solution, starting from one end of the premises to another (from the exit inwards) every day. (Health.govt.nz, 2020)

PPE (PERSONAL PROTECTIVE EQUIPMENT'S



- we have made available and provided staff with all necessary personal protective equipment's required.
- PPE is mandatory to wear while entering the guest corridors or any other guest facing areas. Below to be used while cleaning or for guest requests.
- Masks
- Disposable aprons
- Gloves
- Face shields
- Hair caps
- Hand sanitisers

PPE (PERSONAL PROTECTIVE EQUIPMENT'S

- The PPE to be disposed in the designated staff service landing rubbish bin while returning from guest corridors/other guest areas.
- Focus on standard infection control practices, training and compliance.
- Provide Hand soap in all wash areas and High-Grade Hand sanitizer throughout the hotel for guest and staff use focusing areas such as Reception counters, bar counters, office desks, gym.
- Team members should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. (cdc.gov, 2020)
- If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water. (cdc.gov, 2020)

How to correctly wear and remove a face mask

- If you are unwell or have a job which requires you to be in close contact with people who may have coronavirus, it is recommended you use a face mask. It is important that face masks are worn and removed correctly. Masks should fit snugly and fully cover your nose and mouth.
- How to wear a mask:
- place over nose, mouth and chin
- fit flexible nose piece over nose bridge
- secure on head with ties or elastic
- adjust to fit – secure on your head, fitting snugly around your face with no gaps
- avoid touching or adjusting your mask during use.

How to wear a mask:

Place over

- place over nose, mouth and chin

Fit

- fit flexible nose piece over nose bridge

Secure on

- secure on head with ties or elastic

Adjust

- adjust to fit – secure on your head, fitting snugly around your face with no gaps

Avoid

- avoid touching or adjusting your mask during use.

How to remove a mask:

s 9(2)(a)

Avoid

- avoid touching the front of the mask

Untie

- if the mask has ties, untie the bottom, then top tie

Remove

- remove from face

Discard

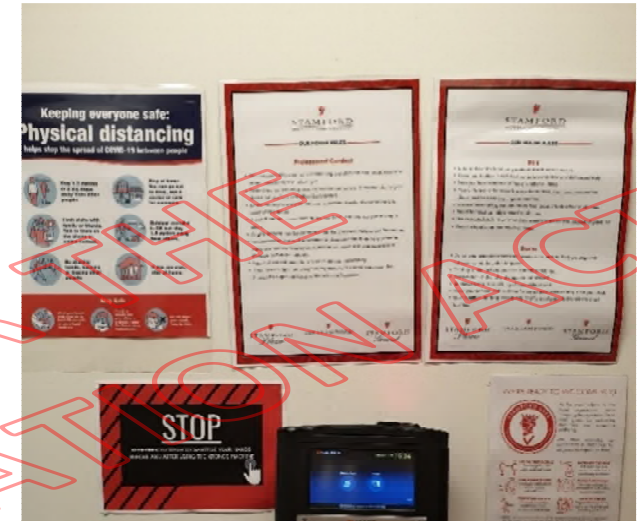
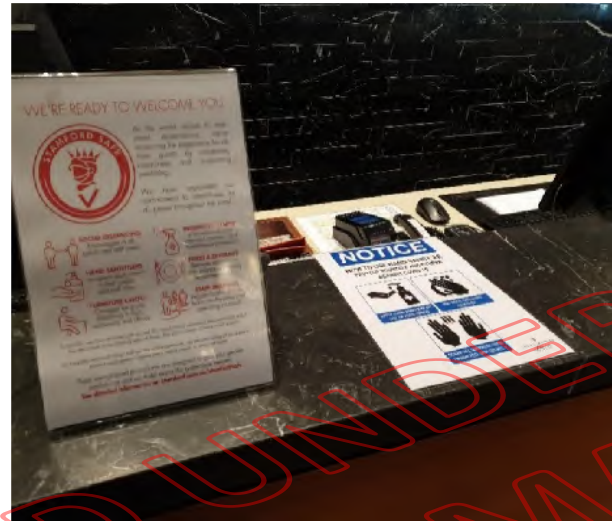
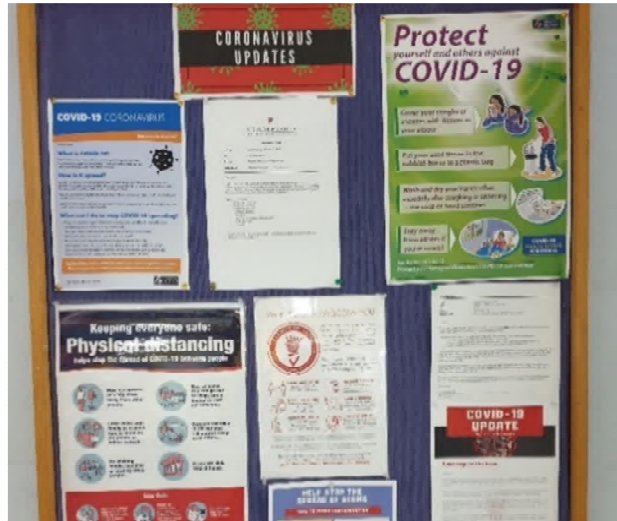
- discard, do not use again

Wash

- wash hands with soap and water or use hand sanitiser immediately.

Recommendations on the use of PPE

| Setting | People | Recommendation |
|---|---|--|
| At the facility and during transport to facility. | Occupants – potential coronavirus risk | No need to wear a mask in their own accommodation or in communal areas if they can maintain physical (1m) distance but individuals may choose to do so. |
| All people who can maintain more than 2 metres contact distance from people with potential coronavirus symptoms. | Bus drivers transporting occupants, people involved in escorting occupants from the airport, general interaction with those at the facility. | No need for a mask. Maintain distance (2 metres) Cover coughs and sneezes with disposable tissues Wash or sanitize hands frequently |
| People who, due to the nature of their job, may be unable to maintain more than 2 metres contact distance for more than 15 minutes from people with potential coronavirus (i.e. occupants). | People at the facility who may have close (face-to-face) contact for more than 15 minutes with occupants. E.g. hospitality staff, health workers. | N95/P2 mask for those people interacting with occupants. Occupants to wear surgical mask during close contact. Maintain distance (2 metres) when possible Cover coughs and sneezes with disposable tissues Wash or sanitize hands frequently |
| People who, due to the nature of their job, cannot maintain at least 2 metres contact distance from people with potential coronavirus. | Primary care clinical staff, ambulance staff, emergency department staff. Those involved in transporting or treating a person with coronavirus symptoms. | As per MoH infection prevention protocols (e.g., surgical/medical masks and eye protection, either surgical mask with shield or glasses) if necessary. |
| People who, due to the nature of their job, cannot maintain at least 2 metres contact distance from people with potential coronavirus AND have a high likelihood of potential contact with aerosolised respiratory secretions from invasive procedures – ventilation, suctioning etc. | ICU staff, recovery room staff, people providing hands-on hospital care to people in Droplet and Contact precautions. Should not be anyone at the facility. | As per MoH infection prevention protocols. |



AWARENESS POSTERS IN FRONT AND BACK OF HOUSE

- we have installed posters in both our guest and staff areas reminding them of adhering safety precautions such as sanitising and washing the hands regularly.

CONTACT LESS TEMPERATURE CHECK OF STAFF

- As a precautionary measure, we will be conducting contactless temperature checks for our staff and contractors using touch less forehead thermometer.

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ROOMS SET UP

- we have made all the necessary changes with our room set-up, amenities and cleaning procedures to mitigate any risks and to provide our guests greater confidence for the protections needed.
- All collaterals such magazines, menus and directory are removed from the room to avoid cross contamination.
- To avoid any cross contamination from previous guests we have ensured that the room is now clutter free and have removed all the Extra supplies and have made them freshly available on request 24X7.
- All high touch surfaces such as TV remote, Telephone etc gets disinfected with Ecolab Qual Disinfectant while servicing the room.
- Consumable items and minibar are made available on request.
- **Steam Cleaning** – Bathroom Toilet get cleaned and sanitised using high grade chemicals and steam cleaning.

Staff daily contact tracing

Employee Name -
 Department -
 Date -
 Start Time -
 Finish Time -

| Serial Number | Person with close contacts | Time of Contact | PPE worn or not | Likelihood of Exposure - 5 High likelihood and 1 least Likelihood | | | | | Comments-Nature of Exposure | |
|---------------|----------------------------|-----------------|-----------------|---|---|---|---|---|-----------------------------|---|
| | | | | Rating | 1 | 2 | 3 | 4 | | 5 |
| 1 | | | | Please select one option | | | | | | |
| 2 | | | | | | | | | | |
| 3 | | | | | | | | | | |
| 4 | | | | | | | | | | |
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| 6 | | | | | | | | | | |
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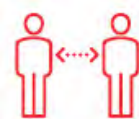
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WE'RE READY TO WELCOME YOU



As the world adjusts to new travel expectations; we're improving the experience for all hotel guests by enhancing cleanliness and supporting wellbeing.

We have expanded our commitment to cleanliness for all guests throughout the hotel.



SOCIAL DISTANCING

Encouraged in all public and staff areas



INCREASED CLEANING

of all public high touch areas and continued use of hospital grade disinfectants



HAND SANTISISERS

Increased deployment in both public and staff areas



FOOD & BEVERAGE

Services adjusted in accordance with safety recommendations



FURNITURE LAYOUT

Changed for social distancing in bars, restaurants and offices



STAFF BRIEFINGS

Regular briefings of our teams on the enhanced operating protocols

In addition, we have reinforced with our staff the importance of monitoring their own health and if they feel unwell or are showing signs of illness, they are to remain at home in self isolation.

For the safety and health of our staff and the whole community, we are also asking all our guests to practice good general hygiene and if feeling unwell, to remain at home.

These strengthened procedures are designed to give you greater confidence and our **STAMFORD SAFE** actions needed.

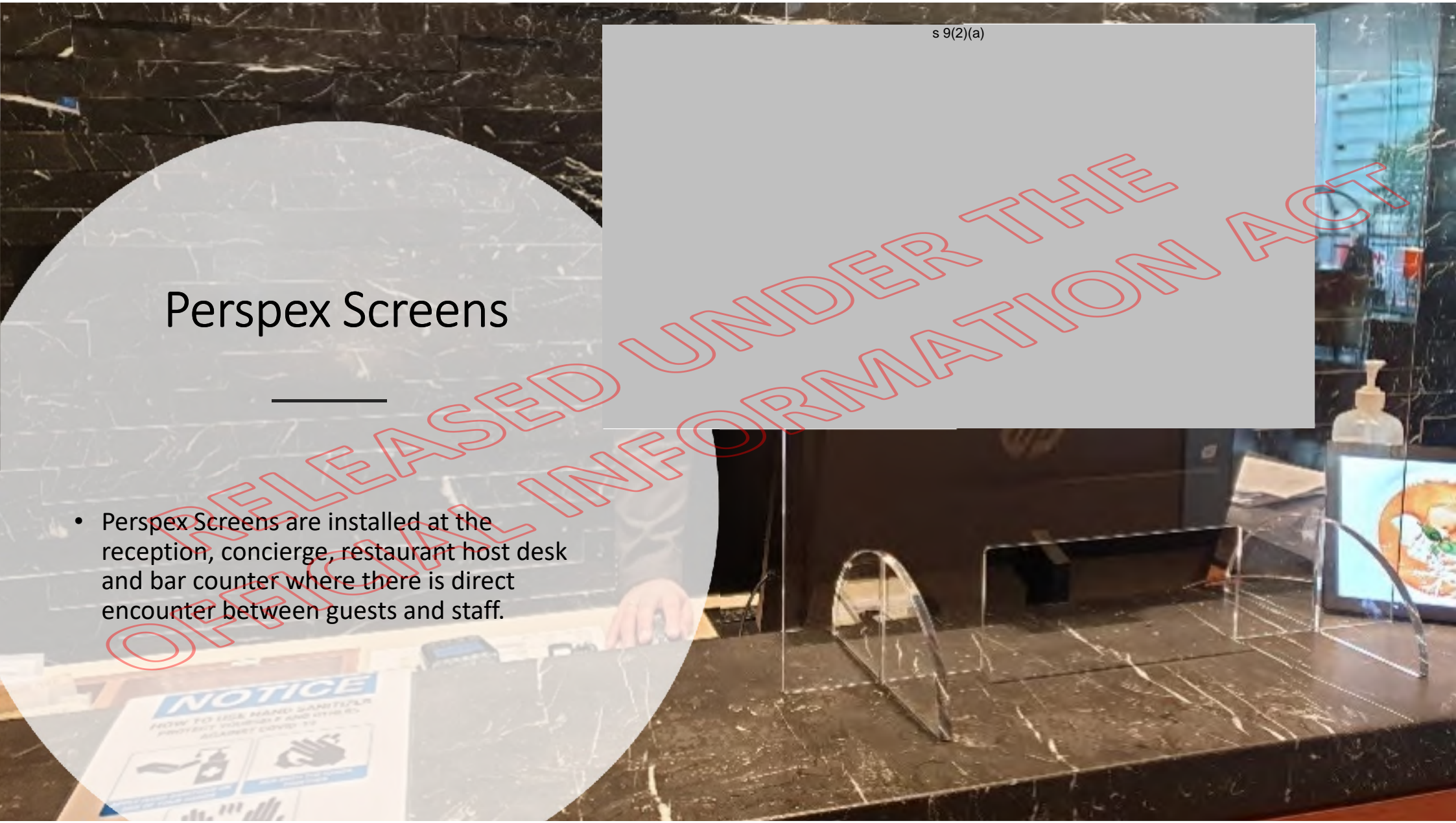
See detailed information on stamford.com.au/stamfordsafe

STAMFORD SAFE

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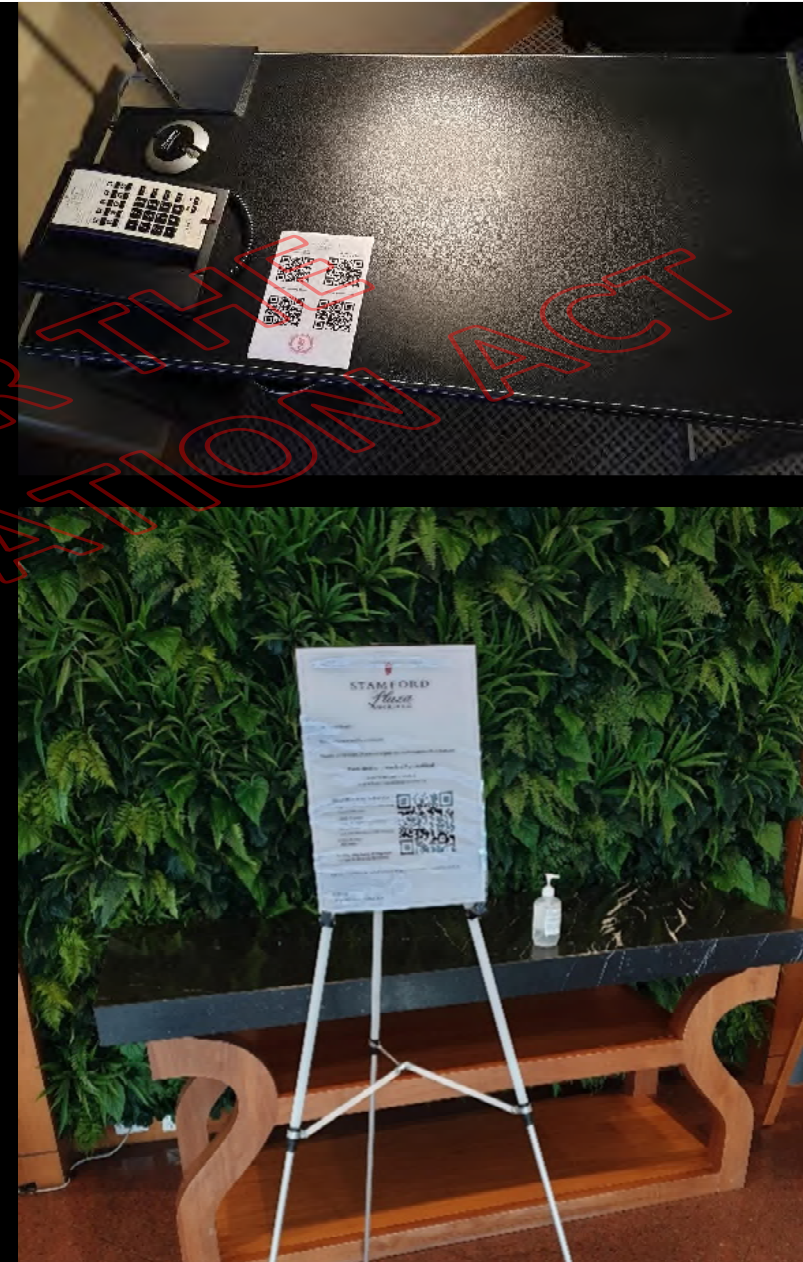
Perspex Screens

- Perspex Screens are installed at the reception, concierge, restaurant host desk and bar counter where there is direct encounter between guests and staff.



QR Scan codes

- **QR Scan codes** to be created for restaurant: QR Scan codes are in place for restaurant so guest has a choice of going through the menu on his mobile/smart device. The same is also displayed in Front Office and guest rooms so guest can browse through the menu even when they are not in the restaurant.



English

Keeping everyone safe: Physical distancing

helps stop the spread of COVID-19 between people



Stay 1.5 metres or 2 big steps away from other people.



Stay at home. You can go out to shop, see a doctor or care for someone.



Limit visits with family or friends. Talk to them on the phone or online instead.



Outdoor exercise is OK but stay 1.5 metres away from others.



No shaking hands, hugging or kissing other people.



If you are sick, stay at home.

Stay Safe



Wash your hands with soap for at least 20 seconds or use a hand sanitiser.



Cough or sneeze into your elbow or a tissue. Throw the tissue away immediately.



Do not touch your mouth, nose or eyes.

For more information

Call the National Coronavirus Health Information Line on 1800 020 080.
For a free telephone interpreter ring 131 450, say the language you need. Ask the interpreter to connect you to the Coronavirus Health Information line.

April 2020



From: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Sent: Friday, 10 July 2020 11:46 AM
To: [REDACTED] s 9(2)(a) @spak.stamford.com.au
Cc: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>; Foster Leigh, WGCDR <LEIGH.FOSTER@nzdf.mil.nz>; Warren Tony, CAPT <ANTHONY.WARREN@nzdf.mil.nz>
Subject: RE: Stamford Plaza - Response to Letter dated 7 July 2020 unclassified.
Sensitivity: Confidential

Thanks for your email [REDACTED] s 9(2)(a)

It appears confusion over what plan was offered to the BC and who would provide that has caused some of this issue.

In correspondence between Minister Woods' Office and [REDACTED] s 9(2)(a), I note that the Minister had suggested the Stamford Plaza Health and Safety Plan could be provided to the BC. What you have provided (or offered) appears to meet that expectation.

I imagine what the BC was anticipating however was the MoH or All of Government Managed Isolation Facility Risk Management Plans: risk registers, health action plans, and incident registers. We will likely be prepared to share those documents early next week.

Thanks for your correspondence on this matter, and lets keep the communication flowing.

Kind regards,

Richard.

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead
COVID 19 All of Government Response
Royal New Zealand Air Force | Te Tauaarangi o Aotearoa

[REDACTED] s 9(2)(a) |
www.nzdf.mil.nz



**A FORCE FOR
NEW ZEALAND**

From: [REDACTED] s 9(2)(a) [REDACTED]@spak.stamford.com.au]
Sent: Friday, 10 July 2020 11:20 a.m.
To: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Cc: 'SHADBOLT, Rachael (APEC21 OPS)' <Rachael.Shadbolt@mfat.govt.nz>; Foster Leigh, WGCDR <LEIGH.FOSTER@nzdf.mil.nz>
Subject: FW: Stamford Plaza - Response to Letter dated 7 July 2020 unclassified.
Sensitivity: Confidential

Dear Richard,

Thanks for your email.

Unfortunately, what we have been informed was that the H&S plan would come from the Ministry of Health.

What we have developed todate is not the H&S plan, but rather, a log of the safety mitigation measures we had undertaken, together with a detailed internal operations manual and checklist for the use of the staff.

A copy of the log and the applicable documents are enclosed for your reference.

We have already shared the log with the BC.

Separately, we have offered the detailed internal operations manual and the checklist to the BC subject to them keeping these documents confidential, as they are proprietary to Stamford. The BC have todate not accepted our condition of keeping the manual and checklist confidential.

As guided, we will reach out to the onsite H&S rep so as to assist and facilitate.

Regards,

[REDACTED] s 9(2)(a)

From: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Sent: Wednesday, 8 July 2020 6:48 PM
To: [REDACTED] s 9(2)(a) [REDACTED]@spak.stamford.com.au>
Cc: Rachael.Shadbolt@mfat.govt.nz; Foster Leigh, WGCDR <LEIGH.FOSTER@nzdf.mil.nz>
Subject: RE: Stamford Plaza - Response to Letter dated 7 July 2020 unclassified.
Sensitivity: Confidential

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Thanks [REDACTED] s 9(2)(a)

As discussed just now on the phone, while I'm no expert, my understanding of the Health and Safety act is that a site can have only one H&S Plan, i.e. Stamford Plaza Hotel's H&S plan. As we are utilising your hotel as a managed isolation facility, that has potentially created some further unmitigated risks that were not originally foreseen in your H&S plan. I imagine that the onsite MIF team should work with you to update the H&S risk register to account for any new risks, and the mitigations documented. For example, fencing erected outside your building might impede exit in an evacuation. The mitigation might be that additional staff are on site to direct evacuees to appropriate escape/exit points. Or there might be a potential risk of residents and guests evacuating via the same stairwell, with the mitigation being that fire evacuations are staged by floor and specific location, and security guards are appointed outside the entrances to stairwell's 1,2 and 3 to prevent guests using them.

I am no means an expert on H&S requirements, so I would suggest you consult with your onsite H&S rep to determine if my understanding is accurate.

Kind regards,

Richard.

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead
COVID 19 All of Government Response
Royal New Zealand Air Force | Te Tauaarangi o Aotearoa
M: [redacted] |
www.nzdf.mil.nz



From: [redacted] [@spak.stamford.com.au](mailto:[redacted]@spak.stamford.com.au)
Sent: Wednesday, 8 July 2020 6:28 p.m.
To: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Subject: FW: Stamford Plaza - Response to Letter dated 7 July 2020
Sensitivity: Confidential

Hi Richard,

Please see below email form [redacted] last night.

Regards,

[redacted]

From: [redacted]
Sent: Tuesday, 7 July 2020 8:37 PM
[redacted]
>
Subject: Stamford Plaza - Response to Letter dated 7 July 2020
Sensitivity: Confidential

[redacted]

We refer to your letter to [redacted] dated 7 July 2020.

We wish to inform you of the following:

1. Gym and Pool - We have expedited the re-opening of the gym and pool, and these facilities will be opened tomorrow for the residents use. As mentioned, these facilities will be dedicated for the residents, and the isolation guest within Stamford Plaza Auckland ("Stamford Plaza") will not have access to these facilities.

2. Health & Safety Plan – We deny that there was any assurances provided by Stamford Plaza in providing a health and safety plan. We had already made known to your clients that the health and safety plan is a document published by the Ministry of Health, which as of today, we do not have a copy.

However, since your clients are not able to wait for the health and safety plan from the Ministry of Health, and in the spirit of showing that Stamford Plaza have been and continues to be, serious about ensuring the safety of members of the public, including but not limited to the residents, we are prepared to share with you the internal safety procedures and protocols (“Safety Protocols”) of Stamford Plaza for the Body Corporate committee’s perusal, on the following conditions:

1. the Safety Protocols will only be used as a reference point to facilitate any consultation with Stamford Plaza;
 2. the Safety Protocols will only be shared to the current members of the Body Corporate committee, and will not be shared with the residents or any third parties without our approval or consent;
 3. the Safety Protocols will be kept strictly confidential at all times, and only disclosed to the current members of the Body Corporate committee; and
 4. your clients will destroy all copies of the Safety Protocols upon demand by Stamford Plaza,
- (collectively, the “Conditions”).

We wish to make it very clear that the Safety Protocols:

1. are proprietary information of Stamford Plaza, and was put together by Stamford Plaza for its own purpose of meeting the requirements set by the Ministry of Health. It contains detailed processes and procedures of Stamford Plaza’s operations, which are confidential to Stamford Plaza. It is not a document provided by the Ministry of Health;
2. is subject to further changes, as and when Stamford Plaza carries out its periodical review or upon receipt of internal feedback; and
3. is shared with your clients without admission of liability, and should not be construed as an admission or an undertaking to your clients of the standard that Stamford Plaza is prepared to or obliged to meet,

(collectively, the “Exclusions”).

Upon your clients providing a written confirming that they agree to the Conditions, and an acknowledgement of the Exclusions, the Safety Protocols will be shared with your clients.

3. Consultation – We will not be able to speak for the Ministry of Health. However, on Stamford Plaza’s part, Stamford Plaza have never prevented or discouraged your clients from raising any feedback. Your clients’ Chairperson has the contact details of s 9(2)(a), General Manager of Stamford Plaza. If it is a discussion that your clients are looking for, there is nothing preventing your clients’ Chairperson reaching out to him.

With respect to the remaining points in your letter under reference, they will be addressed in due course, save to say that at this point in time, all the allegations in your letter is denied.

Yours faithfully,

s 9(2)(a)

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Attachments: Log of Request by BC (26 Jun 2020).docx; SOP - ISOLATION GROUPS - SPAK HOUSEKEEPING.docx; DISINFECTION CHECKLIST.xlsx; SPAK Preventive Measures for COVID -19 Managed self isolation at SPAK (004).pdf

Sensitivity: Confidential

From: s 9(2)(a) @spak.stamford.com.au>

Sent: Friday, 10 July 2020 11:20 AM

To: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>

Cc: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>; Foster Leigh, WGCDR <LEIGH.FOSTER@nzdf.mil.nz>

Subject: FW: Stamford Plaza - Response to Letter dated 7 July 2020 unclassified.

Sensitivity: Confidential

Dear Richard,

Thanks for your email.

Unfortunately, what we have been informed was that the H&S plan would come from the Ministry of Health.

What we have developed todate is not the H&S plan, but rather, a log of the safety mitigation measures we had undertaken, together with a detailed internal operations manual and checklist for the use of the staff.

A copy of the log and the applicable documents are enclosed for your reference.

We have already shared the log with the BC.

Separately, we have offered the detailed internal operations manual and the checklist to the BC subject to them keeping these documents confidential, as they are proprietary to Stamford. The BC have todate not accepted our condition of keeping the manual and checklist confidential.

As guided, we will reach out to the onsite H&S rep so as to assist and facilitate.

Regards,

s 9(2)(a)

From: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>

Sent: Wednesday, 8 July 2020 6:48 PM

To: s 9(2)(a) @spak.stamford.com.au>

Cc: Rachael.Shadbolt@mfat.govt.nz; Foster Leigh, WGCDR <LEIGH.FOSTER@nzdf.mil.nz>

Subject: RE: Stamford Plaza - Response to Letter dated 7 July 2020 unclassified.

Sensitivity: Confidential

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Thanks [s 9(2)(a)],

As discussed just now on the phone, while I'm no expert, my understanding of the Health and Safety act is that a site can have only one H&S Plan, i.e. Stamford Plaza Hotel's H&S plan. As we are utilising your hotel as a managed isolation facility, that has potentially created some further unmitigated risks that were not originally foreseen in your H&S plan. I imagine that the onsite MIF team should work with you to update the H&S risk register to account for any new risks, and the mitigations documented. For example, fencing erected outside your building might impede exit in an evacuation. The mitigation might be that additional staff are on site to direct evacuees to appropriate escape/exit points. Or there might be a potential risk of residents and guests evacuating via the same stairwell, with the mitigation being that fire evacuations are staged by floor and specific location, and security guards are appointed outside the entrances to stairwell's 1,2 and 3 to prevent guests using them.

I am no means an expert on H&S requirements, so I would suggest you consult with your onsite H&S rep to determine if my understanding is accurate.

Kind regards,

Richard.

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead
COVID 19 All of Government Response

Royal New Zealand Air Force | Te Tauaarangi o Aotearoa

[s 9(2)(a)] |
www.nzdf.mil.nz



**A FORCE FOR
NEW ZEALAND**

From: [s 9(2)(a)] [@spak.stamford.com.au](mailto:[s 9(2)(a)]@spak.stamford.com.au)

Sent: Wednesday, 8 July 2020 6:28 p.m.

To: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>

Subject: FW: Stamford Plaza - Response to Letter dated 7 July 2020

Sensitivity: Confidential

Hi Richard,

Please see below email for [s 9(2)(a)] to [s 9(2)(a)] last night.

Regards,

[s 9(2)(a)]

From: [s 9(2)(a)]

Sent: Tuesday, 7 July 2020 8:37 PM

To: [REDACTED] s 9(2)(a)

Subject: Stamford Plaza - Response to Letter dated 7 July 2020

Sensitivity: Confidential

[REDACTED] s 9(2)(a)

We refer to your letter to [REDACTED] dated 7 July 2020.

We wish to inform you of the following:

1. Gym and Pool - We have expedited the re-opening of the gym and pool, and these facilities will be opened tomorrow for the residents use. As mentioned, these facilities will be dedicated for the residents, and the isolation guest within Stamford Plaza Auckland ("Stamford Plaza") will not have access to these facilities.
2. Health & Safety Plan – We deny that there was any assurances provided by Stamford Plaza in providing a health and safety plan. We had already made known to your clients that the health and safety plan is a document published by the Ministry of Health, which as of today, we do not have a copy.

However, since your clients are not able to wait for the health and safety plan from the Ministry of Health, and in the spirit of showing that Stamford Plaza have been and continues to be, serious about ensuring the safety of members of the public, including but not limited to the residents, we are prepared to share with you the internal safety procedures and protocols ("Safety Protocols") of Stamford Plaza for the Body Corporate committee's perusal, on the following conditions:

1. the Safety Protocols will only be used as a reference point to facilitate any consultation with Stamford Plaza;
2. the Safety Protocols will only be shared to the current members of the Body Corporate committee, and will not be shared with the residents or any third parties without our approval or consent;
3. the Safety Protocols will be kept strictly confidential at all times, and only disclosed to the current members of the Body Corporate committee; and
4. your clients will destroy all copies of the Safety Protocols upon demand by Stamford Plaza, (collectively, the "Conditions").

We wish to make it very clear that the Safety Protocols:

1. are proprietary information of Stamford Plaza, and was put together by Stamford Plaza for its own purpose of meeting the requirements set by the Ministry of Health. It contains detailed processes and procedures of Stamford Plaza's operations, which are confidential to Stamford Plaza. It is not a document provided by the Ministry of Health;
2. is subject to further changes, as and when Stamford Plaza carries out its periodical review or upon receipt of internal feedback; and
3. is shared with your clients without admission of liability, and should not be construed as an admission or an undertaking to your clients of the standard that Stamford Plaza is prepared to or obliged to meet,

(collectively, the "Exclusions").

Upon your clients providing a written confirming that they agree to the Conditions, and an acknowledgement of the Exclusions, the Safety Protocols will be shared with your clients.

3. Consultation – We will not be able to speak for the Ministry of Health. However, on Stamford Plaza’s part, Stamford Plaza have never prevented or discouraged your clients from raising any feedback. Your clients’ Chairperson has the contact details of s 9(2)(a), General Manager of Stamford Plaza. If it is a discussion that your clients are looking for, there is nothing preventing your clients’ Chairperson reaching out to him.

With respect to the remaining points in your letter under reference, they will be addressed in due course, save to say that at this point in time, all the allegations in your letter is denied.

Yours faithfully,

s 9(2)(a)

s 9(2)(a) | Senior Director, Business Development | Chief Legal Officer
200 Cantonment Road, #09-01 Southpoint, Singapore 089763

s 9(2)(a)



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www.singaporeshipping.com.sg



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www.stamfordland.com


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**DETAILED LOG OF FULL REQUEST OF THE BUILDING CORPORATION AND STAMFORD PLAZA
AUCKLAND's RESPONSE**

| | Request by Building Corporation (BC) | Response by Stamford Plaza Auckland |
|----|---|--|
| 1 | Only the residents will be allowed to use the pool and gym while Stamford Plaza is being used for managed self-isolation | Confirmed. This is part of the Plan. |
| 2 | Levels 3 and 4 of the hotel will only be used for MOH and air force staff to reside. | Levels 3 and 4 will be used by MOH, and agency staff |
| 3 | The rooms adjoining the residents' door on level 3 and level 4 will not be used by the managed self-isolation guest. | Confirmed. This is part of the Plan. |
| 4 | A wall has been built with a code to prevent residents from accessing the lifts on the level 3 and 4 skybridge so that residents cannot access the lifts and the hotel foyer | Confirmed. This is part of the Plan. |
| 5 | Gloves and masks will be provided to guests and residents for use in case of fire egress by the hotel | Masks will be provided to all residents. This is part of the Plan. |
| 6 | Guests will in case of a fire evacuation assemble on the forecourt, residents will assemble away from the property | Confirmed. This is part of the Plan. |
| 7 | All hotel staff, guests, MOH and air force staff will wear masks at all times when circulating in the common areas of the hotel | Hotel staff will wear masks. MOH, guests and Air Force will follow the MOH guidelines. This is part of the Plan. |
| 8 | Outdoor exercise for guests is the forecourt and outdoor roof area on level 5 | Outdoor exercise area is the forecourt/ This is part of the Plan. |
| 9 | The hotel won't be open to the public while being a managed self-isolation facility | Confirmed. This is part of the Plan. |
| 10 | <p>Lift 5 Goods service Lift</p> <p>Up until now lift 5 has had joint use between the hotel and residents. The residents use this lift currently for the following purposes:</p> <ul style="list-style-type: none"> • Removing rubbish 4 times a week • Cleaners use this lift • Residents when moving apartments | <p>Confirmed. Lift 5 is a duplex system and can be locked off by the residents on request.</p> <p>Lift 4 is hotel use exclusively.</p> |

| | | |
|----|--|---|
| | <ul style="list-style-type: none"> • Some residents load the resident's trolley with shopping to take to their apartments • It is used by workman for the panel project <p>Please advise if the lift is a duplex system with the other lift?</p> | |
| 11 | <p>Lift 5 Goods service Lift</p> <p>While there is sanitiser outside of the lift install a sanitiser in the lift with instructions signage in the lift to use after pushing lift buttons</p> | <p>Sanitiser is already in the lift. We have added poster with instructions.</p>  |
| 12 | <p>Lift 5 Goods service Lift</p> <p>Ideally this lift would be designated for residents and their contractors only to minimise the chance for cross contamination</p> | <p>Confirmed. This is part of the Plan.</p> |
| 13 | <p>Lift 5 Goods service Lift</p> <p>Label the residents' trolley as "residents' trolley" and have sanitiser next to it with instructions to sanitise hands before and after use</p> | <p>Labels and sanitisers will be provided as requested.</p> |
| 14 | <p>Level 3 and 4 Skybridge</p> <p>As the door from the walled lift area opens out into the walkway some Perspex should be installed to ensure that MOH or air force staff leaving the walled area by the lift can see if a resident is passing so they can wait before exiting to prevent mingling and maintain a social distance and don't open the door into someone on a blind corner.</p> | <p>Perspex will be installed as requested. We will have security guards on both level 3 and 4 to direct the traffic.</p> |
| 15 | <p>Level 3 and 4 Skybridge</p> <p>There should be a sign by the door by the lift with this instruction to wait if you see someone passing before exiting the area.</p> | <p>Signs will be put up as requested on the hoarding where the guests step out of the lift.</p> |

| | | |
|----|--|--|
| 16 | <p>Level 3 Carpark</p> <p>Install a hand sanitiser outside the door to the carpark.</p> | <p>Hand sanitiser has been installed on level 3 and level 4.</p>  |
| 17 | <p>Level 3 Carpark</p> <p>The residents would book that in with the hotel, and the hotel would only use the forecourt if sunny for exercise on those days or the ballroom if wet. The access door would be sanitised before use.</p> | <p>SPAK has no objections to the use of the forecourt as requested. Access doors will be sanitised before use, as requested.</p> |
| 18 | <p>Lockdown</p> <p>Protocol needs to be discussed and confirmed with MOH in relation to:</p> <ul style="list-style-type: none"> • Method of hotel advising the Residents' designated contact. Signage to be placed at entrance points for Residents to hotel areas to advise them not to enter • What does that mean in terms of access to level 3 and 4 skybridge and goods lift 5, gym and pool – does this mean that these areas are not used until cleaned and sanitised or can some still be used as they are not accessed by guests, or would they be unavailable for longer? • Residents still able to access their cars through basement even if skybridges closed for a period? <p>These issues and protocols need to be clearly understood so they can be communicated with all residents.</p> | <p>This will be clarified with the BC. In any event, SPAK will in consultation with the BC carry out and meet the BC's request.</p> <p>Signage can be placed at entry points as required advising residents not to enter.</p> <p>Pool and gym are exclusive to the residents.</p> <p>Level 3 and 4 skybridge and service lift 5 areas will be sanitised in event of lock down and then residents can use them.</p> <p>Residents can access their level 3 and 4 carparks without using the skybridge by using the lift #1 from the resident's lobby to basement carpark and then car park lifts # 8 & 9 to access the level 3 and 4 carparks.</p> |



STANDARD OPERATING PROCEDURES

| | | |
|----------------------|--|--|
| SOP | COVID-19 ISOLATION GROUPS - HOUSEKEEPING PROCEDURES - STAMFORD PLAZA AUCKLAND | |
| Division | Housekeeping | Department/Roles – All Housekeeping Employees |
| Approval Date | | Approved by |
| Revision Date | | Reference |

OBJECTIVE

- a) To provide guidelines to facilitate isolation or quarantine business during the COVID-19 epidemic.
- b) Ensure health and safety for all employees, contractors and guest.

RESPONSIBILITY

All Housekeeping Employees

POLICIES

This document includes the following policies and procedures for Isolation Groups.

- 1) House Rules
- 2) Housekeeping Daily Tasks and Schedule
- 3) PPE's and its use
- 4) Staff Hygiene Practices
- 5) Chemicals/Disinfectant usage and Handling
- 6) Guest Requests
- 7) Valet (Laundry Operation)
- 8) Room Setup for Isolation guest rooms
- 9) Extra Cleaning protocols for a Self-Isolation Checkout room
- 10) Cleaning procedures on Hotel's shared spaces with Stamford Residence
- 11) Public Area Cleaning schedule and Checklist
- 12) Handling of Guest room rubbish and PPE rubbish
- 13) Handling of soiled Linen and PPE rubbish
- 14) Cleaning a Covid Exposed guest room



STANDARD OPERATING PROCEDURES

1. HOUSE RULES

- a) Maintain 2-meter distancing and no direct contact with the guest
- b) Always wear a mask
- c) Do not Enter any occupied guest rooms
- d) Do not shares things such as lighters etc with guest/staff and sanitise equipment's such as Trolley, Vacuum etc before and after use.
- e) Do not enter any guest room (room moved) for 72 hours
- f) If contacted any surfaces touched by guest wash hands/sanitise hands immediately
- g) Do not open room for any guest if you see them in corridors.
- h) Do not leave 3rd and 4th Floor Temporary corridor door open.
- i) If sick or have symptoms of COVID stay home.
- j) Start of your shift always go to MOH nurse for a Health check
- k) Always complete your Daily close contact log sheet at the end of the shift
- l) Guest rooms will only be serviced on their 14th Day upon checkout.
- m) Covid exposed room must remain closed and isolated for 10-day, staff must not enter the room for the duration.
- n) Guest requests to be done adhering the protocols described in section 5 of this document.

2. HOUSEKEEPING DAILY TASKS

Housekeeping Daily Tasks in each shift includes

- Public area cleaning (Front of House) – AM, PM and Graveyard Shift
- Public area cleaning (Back of House) – AM, PM and Graveyard Shift
- Public area High Touch surfaces Cleaning (Front of House) – AM, PM and Graveyard Shift (once every hour)
- Public area High Touch surfaces Cleaning (Back of House) – AM, PM and Graveyard Shift (once every hour)
- Steam Cleaning and Disinfection spray (Front of hotel and Back of House) – AM, PM and Graveyard Shift
- Valet (Laundry) pickup and delivery – AM, PM and Graveyard Shift
- Rubbish collection from guest floors – Breakfast, Lunch and Dinner Shift
- Handling Guest Requests – AM, PM and Graveyard Shift
- All 8 Floors corridors Dusting and Vacuuming
- Cleaning of all 8 floors pantry and service Landing.
- Stacking of fresh linen, transportation of daily soiled linen & washing of cleaning rags.

ADDITIONAL TASKS

- Fresh Linen Pickup and Delivery (every third day)
- Thorough cleaning of all the rooms upon checkout

3. PPE AND ITS USE

2.1 PPE is mandatory to wear while entering the guest requests, clearing rubbish and soiled linen, cleaning public areas.



STANDARD OPERATING PROCEDURES

- Masks
- Gloves

2.2 PPE is mandatory to wear while cleaning the self-isolation checkout rooms

- Masks
- Gloves

2.3 PPE is mandatory to wear while cleaning the self-isolation checkout rooms

- Masks
- Gloves
- Face shields (Recommended)

2.4 PPE is mandatory to wear while cleaning the Covid Exposed room on Day 11.

- Protective eye wear/face shield
- Tightly fitting respiratory mask and surgical mask
- Disposable gown
- Non- sterile gloves
- Non- sterile shoe covers
- High grade hand sanitiser

Order of PPE donning:

- hand hygiene
- gown
- mask
- protective eyewear
- gloves

4. HOUSEKEEPING STAFF HYGINE PRACTICES

- Wash hands frequently with soap and water. When soap and water aren't available, use an alcohol-based hand sanitizer.
- Minimise close contact with people who have symptoms of respiratory illness.
- Ensure proper use of personal protective equipment (PPE).
- wash your hands frequently with soap and water and dry them well, before and after eating and after going to the toilet
- cover coughs and sneezes with clean tissues or your elbow and dispose of tissues
- use alcohol-based hand sanitiser that contains at least 60% alcohol if you can't wash and dry your hands.

5. CHEMICAL AND DISINFECTANT USE

Recommended Disinfectant from Ecolab's for COVID-19

- a) For marble and bathroom surfaces – Ecolab's Oasis pro 70 marble safe cleaner and Ecolab Quell.
- b) For bathroom surfaces except marble - Ecolab's Chlorwhite
- c) For wooden/laminate tops like bed side table, office desktops, restaurant tables etc – Ecolab's Checkmate, Ecolab's Quell and Ecolab's KP Quat Surface sanitiser (500 PPM or more)



STANDARD OPERATING PROCEDURES

- d) For Leather cleaning – Ecolab’s Checkmate
- e) For Glass surfaces – such as coffee table with glass top – Ecolab’s Checkmate follow up with a paper towel 5 mins later to remove strike marks
- f) For metal surfaces such as door handles, railings etc – Ecolab’s Checkmate, Ecolab’s Quell

6. GUEST REQUESTS

No direct contact with the guest, maintain 2 Meter social distancing and entering the guest room during the guest 14-day stay is strictly prohibited for staff, however when the request below steps to be adhered.

STEP 1 - Keep all the supplies in plastic bag and place it outside the guest room.

STEP 2 - Knock the door and step two meter back.

STEP 3 - Wait till guest to open the door and pick the supply.

OTHER GUEST REQUEST GUIDELINES

- To avoid close contact with guest room will not be serviced. Every 3rd day guest will be provided with fresh linen adhering above guest requests guidelines.

7. VALET (GUEST LAUNDRY) OPERATION

Guest will leave the laundry outside their rooms before 8 am, Housekeeping designated staff will collect the laundry from each floor and will record the room numbers in Housekeeping Valet Book. s 9(2)(b)(ii) will receive the Laundry from hotel and will return next day at 5 PM.

Housekeeping designated staff will return the laundry to the guest (NO contacts will be made with guest while returning).

STEPS

1. Housekeeping staff will carry an empty Trolley rail and another rail with all guest laundry.
2. Remove the guest laundry and hang it in the empty rail and place it outside the guest room.
3. Knock the guest room and step 2 meter back.
4. When guest pick the Laundry from the trolley rail and close the door wipe the rail with disinfectant wipe and move to the next room for delivery.

8. ROOM SETUP FOR SELF-ISOLATION GROUP

- No more magazines on coffee table to avoid any cross contamination.



STANDARD OPERATING PROCEDURES

- All collateral removed from writing table to avoid cross contamination. Important collaterals such as Laundry docket, In Room Dining menu will be printed on A4 and will be disposed upon checkout.
- Extra Hangers removed from the cupboard. Only 4 hangers placed and will be disinfected after every checkout.
- Bathrobe on request if guest needs.
- Two laundry bag per occupancy for 14 days s 9(2)(b)(ii)
- Two sets of toiletries
- Bathtub flooding card will still be kept as they are waterproof and will be sanitised after each check out.
- Only two pillows
- No minibar
- No costers
- No coffee Machine
- 1 Toilet brush, 1 Toilet Cleaner(chemical), 1 Dish washing liquid, 1 dishwashing sponge, 1 Tea Towel, 2 Disinfectant wipes, 5 Big and 5 Small bin liners.

9. EXTRA CLEANING PROTOCOLS FOR A SELF-ISOLATION CHECKOUT ROOM

When cleaning thoroughly and efficiently it is good to remember two general principles.

Top to bottom: start cleaning surfaces higher up and work your way to the floor. This method ensures that any particulates or debris fall to the floor which will be cleaned last.

Clean to dirty: start by cleaning surfaces and objects that are cleaner and work your way to cleaning dirtier items (e.g., toilets). Avoid going from an area that has not been cleaned to an area that has been cleaned, to avoid dirtying the cleaned area. This will ensure you aren't cross-contaminating from dirty items and surfaces to clean ones

- PPE to be while cleaning rooms - Gloves/masks/shields and disposable apron. If there is visible contamination with respiratory secretions or other body fluid, the cleaners should wear a full-length disposable gown in addition to the surgical mask, eye protection and gloves (health.gov.au, 2020)
- ALL checkout rooms will be first disinfected using the spraying machine and disinfectant.
- All bedding soiled linen will be removed and Bagged the linen when cleaning the room and keep it isolated until loaded into the laundry machine.
- All pillows, duvets, pillow protectors, mattress protectors will be washed/ tumble dry before the use of next guest.
- All soft furnishing and upholstery including sofa chair and curtains will be steam cleaned.
- Entire bathroom will be steam cleaned and sanitised using the hospital grade disinfectant.
- Mattress will be steam cleaned and mattress sides will be flipped
- All single use items will be removed and replaced
- All high touch surfaces will be sanitised using the disinfectant
- Adhere the company policy for cleaning and sanitising the cups and glasses. Use Viva dishwashing liquid for cleaning the dishes and sanitise using Quat pro sanitiser.
- Adhere the company policy for cleaning the guest room and bathrooms.
- Toilet should be sanitised using steam cleaning as directed by company policy.

All high touch surfaces will be sanitised using the disinfectant



STANDARD OPERATING PROCEDURES

- a) Door Handles
- b) light switches
- c) Phones
- d) TV Remote
- e) Table and Chairs
- f) Bed side light and Lamp switches
- g) Alarm Clock
- h) Kettle Handle
- i) Cabinet Handle
- j) Fridge door handle
- k) Espresso Machine
- l) Coat Hangers
- m) Cabinet handle
- n) Safe handle
- o) Iron Handle
- p) Hair Dryer handles
- q) Taps
- r) Toilet Flush buttons
- s) Door Handles
- t) Hair Dryer handles
- u) Shoer rose and rails

10. CLEANING PROCEDURES ON HOTEL'S SHARED SPACES WITH STAMFORD RESIDENCE

- Ensure all 4 sanitisers in 3rd and 4th Floor are in place – residence door, hallway table, Parking Inside and outside door.
- Wear the correct PPE and use the Ecolab Quell disinfectant for sanitising the surfaces.
- Ensure all awareness posters are in place
- Vacuum the corridors
- Always keep the temporary door on Level 3 and 4 closed.
- Use disinfectant spray and steam cleaner to disinfect the surfaces (Refer to Public area spray and steam cleaning checklist)
- Sanitise the high touch surfaces every hour (Refer to high touch surfaces disinfection – front of house checklist)

11. PUBLIC AREA CLEANING SCHEDULE

a. PUBLIC AREA CLEANING (FRONT OF HOUSE) – AM, PM AND GRAVEYARD SHIFT (3 times per shift)

- Pool and Gym Cleaning
- Lobby Entrance forecourt to vacuum, mop & pick up all rubbish & clean the ashtray cigarette buds
- clean and sanitise the Valet counter



STANDARD OPERATING PROCEDURES

- Using steam machine and squeeze to clean the entrance door.
- clean and sanitise the furniture's and tables inside the lobby.
- Vacuum and Mop the entire lobby floor including next to lobby room
- sanitize the reception counter
- Clean and sanitise all the guest lifts (inside and outside)
- Clean and sanitise all 6 washrooms (Male, Female and Disabled washroom of Lobby and Kabuki).
- Vacuum the Stamford and Raffles ballroom.
- Clean and Vacuum KOA furniture and floor.

b. PUBLIC AREA CLEANING (BACK OF HOUSE) - AM, PM AND GRAVEYARD SHIFT (3 times per shift)

- Clean and sanitise all the corridors doors including door handles (inside and outside)
- Clean and sanitise all the wooden ledges and railings
- Vacuum and mop the corridor floor including loading dock, staff lift landing and engineering office corridors
- Clean and Sanitize the lockers
- Vacuum and Mop the stairs
- Clean and sanitise the breakers
- Clean, sanitise and replenish all PPE stations
- Clean and sanitise all the back elevators
- Clean and sanitise all the 8 service landings and pantry

c. HIGH TOUCH SURFACES DISINFECTION - FRONT OF HOUSE - AM, PM AND GRAVEYARD SHIFT (once every hour each shift)

- Reception counter - outside
- Que-Managers (brass round tops)
- Reception-back of house door handle front and back
- lobby to raffles stairs grab rails
- All the 3 guest Elevator outside buttons
- All the 3 guest Elevator buttons, sanitiser dispenser and handrails inside
- 10th Floor guest elevator outside button, Table and service door handle (inside and outside)
- 9th Floor guest elevator outside button, Table and service door handle (inside and outside)
- 8th Floor guest elevator outside button, Table and service door handle (inside and outside)
- 7th Floor guest elevator outside button, Table and service door handle (inside and outside)
- 6th Floor guest elevator outside button, Table and service door handle (inside and outside)
- 5th Floor guest elevator outside button, Table, service door handle (inside and outside) and RAILING NEXT to #522
- 4th floor Residence door and dispenser
- 4th floor grab rail and wooden ledges next to #423 and hall table
- 401-418 corridors entrance door handles, touch access and touch to open button
- 4th floor parking door handles & dispenser (inside and outside) along with tables
- 4th floor Temporary door handle inside and outside
- 4th floor lift outside button
- 426-440 corridors entrance door handles, touch key access and touch to open button
- 3rd floor Residence door and dispenser
- 3rd floor grab rail and wooden ledges next to #323 and hall table
- 301-318 corridors entrance door handles, touch access and touch to open button
- 3rd floor parking door handles & dispenser (inside and outside) along with tables
- 3rd floor Temporary door handle inside and outside
- 3rd floor lift outside button



STANDARD OPERATING PROCEDURES

- 326-340 corridors entrance door handles, touch key access and touch to open button
- Stamford ballroom Door Handles - outside and inside
- Raffles room door handles - outside and inside
- Raffles and Stamford ballroom grab rails
- concierge trolleys
- concierge and smoking area grab rails
- Valet counter

d. HIGH TOUCH SURFACES DISINFECTION (BACK OF HOUSE) – AM, PM AND GRAVEYARD SHIFT

- Main entrance door (inside and outside)
- finance door (inside and outside)
- HR Door inside (inside and outside)
- loading Dock Door (inside and outside)
- Both stores door inside and outside
- F&B door inside and outside
- stores to staff lift door inside and outside
- Male Lockers Taps, hand dryers and flush button and toilet doors
- Female Lockers Taps, hand dryers and flush button and toilet doors
- corridor wooden ledges
- PPE Tables
- Breakers Tables
- Basement main door handle - access to Reservation and sales inside and outside
- Stair Rails - Base main door access to Reservation and sales
- sanitise the Basement Fire door handle which goes to front office
- sanitise the Basement Fire door stair rails which goes to front office
- basement staff lift landing buttons outside and inside
- Ground floor staff lift landing buttons outside and inside
- 3-10th floor service lift landing buttons outside
- 3-10th floor service door handles going out to guest corridors
- 3-10th floor pantry door handles both sides (towards room 25 series and towards room 19) - inside and outside

e. STEAM CLEANING AND DISINFECTION SPRAY (FRONT OF HOTEL AND BACK OF HOUSE) – AM, PM AND GRAVEYARD SHIFT

- Disinfectant Spraying of entire forecourt
- Spraying and Steam cleaning of porter's trolley
- Steam cleaning of ashtray and railings
- Spray and steam clean - 3rd floor Residence door and dispenser
- Spray and steam clean - 3rd floor grab rail and wooden ledges next to #323 and hall table
- Spray and steam clean - 301-318 corridors entrance door
- 3rd floor parking door handles & dispenser (inside and outside) along with tables
- Spray and steam clean - 4th floor Residence door and dispenser
- Spray and steam clean - 4th floor grab rail and wooden ledges next to #423 and hall table
- Spray and steam clean - 401-418 corridors entrance door
- 4th floor parking door handles & dispenser (inside and outside) along with tables
- Disinfectant Spraying of basement main door STAIRS to Reservation and sales
- Disinfectant Spraying of Basement STAIRS to front office



STANDARD OPERATING PROCEDURES

- Disinfectant Spraying of Basement STAIRS to F&B Department
- Disinfectant Spraying of loading dock
- Disinfectant spraying of rubbish bins at loading dock
- Disinfectant Spraying of smoking area
- Disinfectant Spraying of staff main entrance
- Disinfectant Spraying of showers, Urinals (MALE), lockers, shelves, toilet cubical and counters.
- Vacuum Raffles and Stamford ball room (check with MOH staff first)
- Disinfectant Spraying of Breakers floor and ledges
- Vacuum the floor including black floor tiles
- Steam cleaning of doors, walls, floors and furniture's

12. HANDLING OF GUEST ROOM RUBBISH/PPE RUBBISH

Guest will leave the rubbish outside their room after Breakfast, Lunch and Dinner

- a) Wear the PPE before entering the corridor's for rubbish collection, Using the double bin liners and new Dedicated 240L bins for rooms rubbish collection enter the corridor.
- b) Grab the rubbish from outside the rooms, do not over fill the wheelie bin
- c) Take the wheelie bin straight to the loading dock, remove the bags and seal properly before disposing in dedicated waste management large bins.
- d) Once cleared, sanitise the wheelie bin properly before using it for the next pickup from the floors.

PPE rubbish bins must be emptied once per shift which are placed near all PPE stations in the hotel.

- double bagged all the rubbish from PPE bins before disposing it to loading dock waste management dedicated bin.
- Sanitise the PPE bins after each collection.

13. HANDLING OF SOILED LINEN AND FRESH LINEN

Guest will leave the soiled linen outside their rooms in a plastic liner, always wear proper personal protective equipment when handling soiled linen. *(if the linen is not bagged do not handle it instead call the guest and again request them to keep it in a bag which is already provided in their rooms)*

- Double Bag the linen when collecting it from outside the room and keep it isolated until loaded into cages and till returned to supplier.
- Do not handle clean linen immediately after handling soiled linen. Clean/sanitise hands immediately after handling soiled linen.
- *Handle clean linen minimally, fold and store in a clean dry area.*

14. CLEANING A COVID EXPOSED GUEST ROOM

When cleaning thoroughly and efficiently it is good to remember two general principles.

- Top to bottom: start cleaning surfaces higher up and work your way to the floor. This method ensures that any particulates or debris fall to the floor which will be cleaned last.



STANDARD OPERATING PROCEDURES

- Clean to dirty: start by cleaning surfaces and objects that are cleaner and work your way to cleaning dirtier items (e.g., toilets). Avoid going from an area that has not been cleaned to an area that has been cleaned, to avoid dirtying the cleaned area. This will ensure you aren't cross-contaminating from dirty items and surfaces to clean ones.

Follow the below steps when cleaning a Covid Exposed Room.

STEP 1 – Prepare for Cleaning supplies - The current guidelines suggested by Ministry of health to the hotel has advised a closure of room for a period 10 days with decontamination cleaning on day 11.

- Start decontamination cleaning on day 11, wait for at least another 24 hours if placing an Ioniser/Air purifier before decontamination begins.
- Prepare for Cleaning supplies and equipment's required to perform cleaning includes:
 - a) Cleaning rags – Microfibre rags are recommend (Approx. 20 Rags).
 - b) Disposable anti-viral wipes
 - c) Paper towels
 - d) Cleaning caddy with recommend Ecolab chemicals for COVID-19.
 - i. Oasis pro 70 marble safe cleaner
 - ii. High performance neutral cleaner
 - iii. Oasis pro clean escape
 - iv. Glass cleaner
 - v. Ecolab's Chlorwhite
 - vi. Ecolab's Quell
 - vii. Ecolab's Checkmate
 - viii. Ecolab's KP Quat
 - e) Rubbish bags Large (Around 20)
 - f) Soiled Linen Bags (Around 5)
 - g) Steam Cleaner – Heavy duty
 - h) Trolley Sprayer – QTY 2 (one with Chlrowhite / Oasis pro 70 marble safe cleaner) and another with Ecolab's Quell.
 - i) 4 Buckets and Mug

STEP 2 – Use appropriate PPE - Enter the room for placing Ioniser/Air purifier on day 11, Cleaner entering the guest room should use standard precautions, contact precautions, airborne precautions, and eye protection (e.g., goggles or a face shield). Using the correct PPE Donning, doffing and disposal practices. Place Ioniser/ Air purifier in the room for at least for a period of 24 hours on day 11 and start decontamination on day 12.

Use appropriate PPE recommended for room suspected with COVID-19 PPE before Entering the room for cleaning. PPE includes:

- a) Protective eye wear/face shield
- b) Tightly fitting respiratory mask and surgical mask
- c) Disposable gown
- d) Non- sterile gloves
- e) Non- sterile shoe covers
- f) High grade hand sanitiser

Order of PPE donning:

1. hand hygiene
2. gown
3. mask
4. protective eyewear



STANDARD OPERATING PROCEDURES

5. gloves

STEP 3 - Using the trolley Sprayer, Spray the room using disinfectant - While Entering the room ensure taking all the equipment's to avoid entering and exit during the process.

- 1) Using the Trolley Sprayer, spray the Toilets, sink and toilet with using Ecolab's Chlorwhite (20 ml/1000ml) and rest bathroom surfaces with Ecolab's Quell disinfectant by the chemical supplier leave it for at least 15 minutes. Focusing on all surfaces including:
 - a) Marble surfaces
 - b) Faucets
 - c) Handrails
 - d) Toilet
 - e) Sink
 - f) Bathtub
 - g) Shower glasses
 - h) Mirrors

- 2) Using the Trolley Sprayer, the room with Ecolab's Quell disinfectant by the chemical supplier (avoid Delegate surfaces) and leave it for at least 15 minutes. Focusing on all surfaces including:
 - a) Desks, counters
 - b) Tabletops,
 - c) Doorknobs
 - d) Bathroom fixtures,
 - e) Toilets – Disinfect and sanitize with steam cleaner
 - f) Phones
 - g) Walls
 - h) Windows
 - i) Blinds
 - j) door
 - k) carpet
 - l) Hangers
 - m) Headboard
 - n) Light switches
 - o) TV Remote
 - p) Blind Strings
 - q) Kettle and Iron
 - r) keyboards
 - s) bedside tables every day

STEP 4 - Remove curtains - Remove the curtains and bag the curtains in double bin liners then bag in linen bag and keep it isolated until sent to dry cleaners for pick, advise the drycleaner in advance on the COVID situation for curtain.

STEP 5 - Remove Bed linen and towels - Remove all the bed linen and towels bag the curtains in double bin liners then bag in linen bag and keep it isolated until sent to laundry for pick, advise the laundry company in advance on the COVID situation for linen.

STEP 6 - Remove bedding - Remove all the bedding linen including pillows, pillow protectors, duvet, mattress topper & mattress protector and then bag in linen bag and keep it isolated until sent to laundry for cleaning.



STANDARD OPERATING PROCEDURES

STEP 7 – Using the steam cleaner, steam clean the mattress thoroughly Using the steam cleaner steam clean the mattress and bed base thoroughly. Focusing on all sides, edges and bottom as well.

STEP 8 – Remove Rubbish - Remove all the rubbish and including all the single use items including Tea coffee amenities, stationary, magazine's if any, laundry bags, toiletries, hair dryer bag, Tent cards, old paper supplies etc. and bag in the double bin liners.

STEP 9 – Remove Minibar items if any placed in room - Remove all the minibar items from the room and keep in in the double bin liners and bag in a linen bag until removed from the room for disposal.

STEP 10 – Remove all chinaware and glass ware - Remove all the china ware and glass ware. Keep in in the double bin liners and bag in a linen bag until sent to wash in dishwasher. Advise the Kitchen Stewarding team in advance on the COVID situation for China and glass ware. Clean all table-top appliances (e.g., kettle) according to instructions

STEP 11- Clean sensitive surfaces using microfibre cloth and wipe using disinfectant wipes - Clean sensitive surfaces using microfibre cloth and wipe using disinfectant Anti-viral wipes, surfaces repeat after 15 minutes, surfaces must include:

- a) Thermostat
- b) Telephones
- c) TV remotes
- d) Alarm clocks
- e) Switches
- f) TV
- g) Magnifying mirror
- h) Iron
- i) Hair dryer etc

STEP 12- Physical Bathroom cleaning with Ecolab recommended chemicals followed by disinfection with Ecolab's Quell and Chlowhite (hospital-grade chemical) for Sink, Bathtub and Toilets. disinfectant with activity against viruses (according to label/product information) or a chlorine-based product such as sodium hypochlorite. (health.gov.au, 2020)

OR

Ecolab's recommended 2-in-1 clean – Cleaning chemical & hospital-grade disinfectant with activity against viruses (according to label/product information) or a chlorine-based product such as sodium hypochlorite, where indicated for use i.e. a combined detergent/disinfectant wipe or solution and follow manufacturer's instructions for appropriate dilution and use (see below for dilution instructions). (health.gov.au, 2020)

STEP 13- Steam clean all the bathroom and room surfaces using the heavy-duty steam cleaner - Steam clean all the bathroom and room surfaces using the heavy-duty steam cleaner. Surfaces must include following:

- a) Faucets
- b) Handrails
- c) Toilet
- d) Sink
- e) Bathtub
- f) Shower glasses
- g) Desks, counters
- h) Tabletops,
- i) chairs



STANDARD OPERATING PROCEDURES

- j) Doorknobs
- k) Bathroom fixtures,
- l) Toilets – Disinfect and sanitize with steam cleaner
- m) Phones
- n) Walls
- o) Windows
- p) Blinds
- q) door
- r) carpet
- s) Hangers
- t) Headboard
- u) Light switches
- v) TV Remote
- w) Blind Strings
- x) Kettle and Iron
- y) keyboards
- z) bedside tables every day

STEP 14 -Clean toilet thoroughly - Using Ecolab's Chlorwhite bleach solution and Oasis pro 70 marble safe cleaner spray the outside of toilet.

- 1) Apply concentrated Ecolab's Chlorwhite inside and on the rims.
- 2) And clean the toilet as per companies' guidelines.

STEP 15- Vacuum upholstery, Headboard and carpet thoroughly - Vacuum upholstery, Headboard, carpet and the surfaces in room and bathroom thoroughly.

STEP 16 -Shampoo upholstery using Ecolab Revitalize 201, Disinfectant and hot water - mix hot water, disinfectant and Ecolab - Revitalize 201 carpet shampoo cleaner, add the solution in the upholstery shampoo machine and clean the all the upholstery thoroughly including headboards and sofa chairs.

STEP 17 - Shampoo carpet using Ecolab Revitalize 201, Shampoo upholstery and carpet using Ecolab Revitalize 201 - mix hot water, disinfectant and Ecolab - Revitalize 201 carpet shampoo cleaner, add the solution in the carpet shampoo machine and clean the entire carpet thoroughly.

STEP 18 – Ensure Rubbish is bagged inleak proof liners, Remove Rubbish and dispose as per council's guidelines - Ensure Rubbish is bagged inleak proof liners, Remove Rubbish and dispose as per council's guidelines.

STEP 19 - Place Anti-viral air purifier in the room - Place Anti-viral air purifier in the room at least for a period of 24 hours - 48 hours.

STEP 20 - Before Leaving the room

- 1) Ensure all equipment's used in cleaning process thoroughly sanitized with bleach solution/recommended dis-infectant.
- 2) Sanitise all the rubbish bags from outside with disinfectant.
- 3) Anything coming out of the room must be disinfected using Ecolab Quell Disinfectant/bleach chemical.

STEP 21 - Ensure all used equipment's including ionizer used in the cleaning process are fully sanitised.



STANDARD OPERATING PROCEDURES

- a) Keep the mask and safety goggles still on but,
- b) Remove gown and place in rubbish bin liner.
- c) remove gloves and place in rubbish bin liner.
- d) Wash hands thoroughly using the hand soap.
- e) Wear new piece of gown and gloves and leave the room.
- f) Sanitise the rubbish bag from outside.

STEP 22- PPE doffing

At the end of cleaning, remove all used gowns, facemasks, gloves and other contaminated items in a lined container before disposing of them with other household/general waste. Wash your hands immediately after handling these items.

- a) Take long thorough shower using disinfectant body cleaner.

STEP 22- Transportation of Rubbish, bags and equipment's.

Transportation of Rubbish, bags and equipment's.

Ensure all bags are transported in a covered trolley separately to avoid any cross contamination.

- a) Dispose rubbish as per council's guidelines and send the linen bags to suppliers, keep it isolated until returned to supplier.

STEP 23 - Clean the room next day adhering company policy on cleaning rooms and bathrooms.

- As preventive measures again sanitize all the surfaces in room and bathroom using recommended Anti-viral disinfectants and disinfectant wipes.

HIGH TOUCH SURFACES (FRONT) - DISINFECTION CHECKLIST - PUBLIC AREA

DATE:

STAFF NAME:

| RECEPTION | | | | | | | |
|---|------|------|------|------|------|------|------|
| AREA AND TASKS (TO BE REPEATED EVERY HOUR) | TIME | TIME | TIME | TIME | TIME | TIME | SIGN |
| Reception counter - outside | | | | | | | |
| Que-Managers (brass round tops) | | | | | | | |
| Reception-back of house door handle front and back | | | | | | | |
| lobby to raffles stairs grab rails | | | | | | | |
| GUEST ELEVATOR LOBBY | | | | | | | |
| AREA AND TASKS (TO BE REPEATED EVERY HOUR) | TIME | TIME | TIME | TIME | TIME | TIME | SIGN |
| All the 3 guest Elevator out side buttons | | | | | | | |
| All the 3 guest Elevator buttons, sanitiser dispenser and hand rails inside | | | | | | | |
| GUEST LIFT LANDINGS 10TH - 5TH FLOOR | | | | | | | |
| AREA AND TASKS (TO BE REPEATED EVERY HOUR) | TIME | TIME | TIME | TIME | TIME | TIME | SIGN |
| 10th Floor guest elevator outside button, Table and service door handle (inside and outside) | | | | | | | |
| 9th Floor guest elevator outside button, Table and service door handle (inside and outside) | | | | | | | |
| 8th Floor guest elevator outside button, Table and service door handle (inside and outside) | | | | | | | |
| 7th Floor guest elevator outside button, Table and service door handle (inside and outside) | | | | | | | |
| 6th Floor guest elevator outside button, Table and service door handle (inside and outside) | | | | | | | |
| 5th Floor guest elevator outside button, Table, service door handle (inside and outside) and RAILING NEXT to #522 | | | | | | | |
| 4th FLOOR - GUEST LIFT LANDING AND RESIDENCE, PARKING & CORRIDOR DOORS | | | | | | | |
| AREA AND TASKS (TO BE REPEATED EVERY HOUR) | TIME | TIME | TIME | TIME | TIME | TIME | SIGN |
| 4th floor Residence door and dispenser | | | | | | | |
| 4th floor grab rail and wooden ledges next to #423 and hall table | | | | | | | |
| 401-418 corridors entrance door handles, touch access and touch to open button | | | | | | | |
| 4th floor parking door handles & dispenser (inside and outside) along with tables | | | | | | | |
| 4th floor Temporary door handle inside and outside | | | | | | | |
| 4th floor lift outside button | | | | | | | |
| 426-440 corridors entrance door handles, touch key access and touch to open button | | | | | | | |
| 3RD FLOOR - GUEST LIFT LANDING AND RESIDENCE, PARKING & CORRIDOR DOORS | | | | | | | |
| AREA AND TASKS (TO BE REPEATED EVERY HOUR) | TIME | TIME | TIME | TIME | TIME | TIME | SIGN |
| 3rd floor Residence door and dispenser | | | | | | | |
| 3rd floor grab rail and wooden ledges next to #323 and hall table | | | | | | | |

| | | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 301-318 corridors entrance door handles, touch access and touch to open button | | | | | | | |
| 3rd floor parking door handles & dispenser(inside and outside) along with tables | | | | | | | |
| 3rd floor Temporary door handle inside and outside | | | | | | | |
| 3rd floor lift outside button | | | | | | | |
| 326-340 corridors entrance door handles, touch key access and touch to open button | | | | | | | |
| RAFFLES & STAMFORD BALL ROOM | | | | | | | |
| AREA AND TASKS (TO BE REPEATED EVERY HOUR) | TIME | TIME | TIME | TIME | TIME | TIME | SIGN |
| Stamford ballroom Door Handles - outside and inside | | | | | | | |
| Raffles room door handles - outside and inside | | | | | | | |
| Raffles and Stamford ballroom grab rails | | | | | | | |
| FORECOURT | | | | | | | |
| AREA AND TASKS (TO BE REPEATED EVERY HOUR) | TIME | TIME | TIME | TIME | TIME | TIME | SIGN |
| conciarge trolleys | | | | | | | |
| conciarge and smoking area grab rails | | | | | | | |
| Valet counter | | | | | | | |

MANAGER'S NAME AND SIGNATURE:

RELEASED UNDER THE OFFICIAL INFORMATION ACT

PUBLIC AREA(FRONT) CLEANING CHECKLIST - REGULAR CLANING

| AREA AND TASKS | Time | Time | Time | Sign |
|---|------|------|------|------|
| STAFF NAME : _____ DATE: _____ | | | | |
| POOL | | | | |
| Go straight to the Pool & Gym (IF IN OPERATION) clean and straighten up all furnitures, clean toilet,empty rubbish | | X | X | |
| Replace any missing items, clean all glass doors & mirriors | | X | X | |
| FORECOURT | | | | |
| Lobby Entrance forecourt to vacuum, mop & pick up all rubbish & clean the ashtray cigaret buds | | X | X | |
| clean and sanitise the Valet counter | | X | X | |
| Vacuum the forecourt | | X | X | |
| Mop the forecourt | | X | X | |
| Clear the rubbish | | X | X | |
| Clean the Ashray and cigarette buds | | | | |
| Using steam machine and squeeze to clean the entrance door. | | X | X | |
| LOBBY | | | | |
| clean and sanitise the furnitures and tables inside the lobby | | X | X | |
| Vacuum and Mop the entire lobby floor including next to lobby room | | X | X | |
| sanitize the reception counter | | | | |
| Clean and sanitise all the guest lifts (inside and outside) | | | X | |
| RAFFLES WASHROOMS - MALE, FEMALE AND ASSESIBLE | | | | |
| Clean and sanitize all the doors(inside and outside) including the toilet cubical doors | | | | |
| Clear the rubbish bin and sanitise the bin | | | | |
| Clean all the urinals using CHLROWHITE/QUELL chemical | | | | |
| Clean all the Toilets using CHLROWHITE chemical | | | | |
| Clean all the sinks using CHLROWHITE chemical | | | | |
| Steam clean all the sinks, urinals, toilets & toilet doors | | | | |
| Replanish all the supplies and Mop the floor | | | | |
| RAFFLES AND STAMFORD BALLROOM | | | | |
| Clean and sanitize all the doors and lades including corridor lamps | | | | |
| Vacuum Raffles and Stamford ball room (check with MOH staff first) | | | | |
| KOA BAR & LOBBY LOUNGE | | | | |
| clean and sanitise all the tables | | | | |
| Vacuum the floor including black floor tiles | | | | |
| Mop the black floor tiles | | | | |
| clean and sanitise the railing and wooden ledges | | | | |
| clean and Vacuum the lobby room | | | | |
| KABUKI WASHROOMS - MALE, FEMALE AND ASSESIBLE | | | | |
| Clean and sanitize all the doors(inside and outside) including the toilet cubical doors | | X | X | |
| Clear the rubbish bin and sanitise the bin | | X | X | |
| Clean all the urinals using CHLROWHITE/QUELL chemical | | X | X | |
| Clean all the Toilets using CHLROWHITE chemical | | X | X | |
| Clean all the sinks using CHLROWHITE chemical | | X | X | |
| Steam clean all the sinks, urinals, toilets & toilet doors | | X | X | |
| Replanish all the supplies and Mop the floor | | X | X | |

MANAGER NAME AND SIGNATURE: _____

HIGH TOUCH SURFACES(BACK) - DISINFECTION CHECKLIST - PUBLIC AREA

DATE:
STAFF NAME:

| AREA AND TASKS (TO BE REPEATED EVERY HOUR) | TIME | TIME | TIME | TIME | TIME | TIME | SIGN |
|---|------|------|------|------|------|------|------|
| Main entrance door (inside and outside) | | | | | | | |
| finance door (inside and outside) | | | | | | | |
| HR Door inside (inside and outside) | | | | | | | |
| loading Dock Door(inside and outside) | | | | | | | |
| Both stores door inside and outside | | | | | | | |
| F&B door inside and outside | | | | | | | |
| stores to staff lift door inside and outside | | | | | | | |
| Male Lockers Taps ,hand dryers and flush button and toilet doors | | | | | | | |
| Female Lockers Taps ,hand dryers and flush button and toilet doors | | | | | | | |
| corridor wooden ledges | | | | | | | |
| PPE Tables | | | | | | | |
| Breakers Tables | | | | | | | |
| Basement maindoor handle - access to Reservation and sales inside and outside | | | | | | | |
| Stair Rails - Base maindoor access to Reservation and sales | | | | | | | |
| saniitise the Basement Firedoor handle which goes to front office | | | | | | | |
| saniitise the Basement Firedoor stair rails which goes to front office | | | | | | | |
| basement staff lift landing buttons outside and inside | | | | | | | |
| Ground floor staff lift landing buttons outside and inside | | | | | | | |
| 3-10th floor service lift landing buttons outside | | | | | | | |
| 3-10th floor service door handles going out to guest corridors | | | | | | | |
| 3-10th floor pantry door handles both sides (towards room 25 series and towards room 19) - inside and outside | | | | | | | |

MANAGER'S NAME AND SIGNATURE:

PUBLIC AREA CLEANING(BACK) CHECKLIST - REGULAR CLANING

STAFF NAME : _____ DATE: _____

BACK ENTRANCE

| AREA AND TASKS | Time | Time | Time | Sign |
|--|------|------|------|------|
| Clean the smoking area and clear any ciggerete buds | | | | |
| Clean and sanitise the ashtray | | | | |
| Clean and sanitise the back entrance door (front and back) | | | | |

CORRIDORS

| AREA AND TASKS | Time | Time | Time | Sign |
|---|------|------|------|------|
| Clean and sanitise all the corridors doors including door handles (inside and outside) | | | | |
| Clean and sanitise all the wooden ledges and railings | | | | |
| Vaccum the corridor floor including loading dock, staff lift landing and engineering office corridors | | X | X | |
| Mop the corridor floor including loading dock, staff lift landing and engineering office corridors | | X | X | |

LOCKER ROOM - MALE & FEMALE (Thorough Cleaning and regular touch up)

| AREA AND TASKS | Time | Time | Time | Sign |
|---|------|------|------|------|
| Clean and sanitise all the doors(inside and outside) including the toilet cubical doors | | X | X | |
| Collect all the hangers and bring it to Laundry | | | | |
| Collect any dirty staff uniform and bring it Laundry | | | | |
| Clear the rubbish bin and sanitise the bin | | | X | |
| Clean all the urinals using QUELL chemical | | | | |
| Clean all the Toilets using CHLROWHITE chemical | | | | |
| Clean all the sinks using QUELL chemical | | | | |
| Steam clean all the sinks, urinals, toilets & toilet doors | | X | X | |
| Replanish all the supplies and Mop the floor | | | | |

STAIRS

| | | | | |
|--|--|---|---|--|
| Clean and sanitise the Stairs including railings - Basement maindoor access to Reservation and sales | | X | X | |
| Vacuum and Mop the Stairs - Basement maindoor access to Reservation and sales | | X | X | |
| Clean and sanitise the Stairs including railings - Basement Fire entrance stairs to front office | | X | X | |
| Vacuum and Mop the Stairs - Basement Fire entrance stairs to front office | | X | X | |

BREAKERS

| AREA AND TASKS | Time | Time | Time | Sign |
|---|------|------|------|------|
| Clean and sanitise all the tables regularly - ensure no extra chairs other than 1 chair per table | | | | |
| Vacuum and Mop the breakers | | X | X | |

PPE STATIONS

| AREA AND TASKS | Time | Time | Time | Sign |
|---|------|------|------|------|
| Clean and sanitise all the PPE TABLES and replanish the PPE | | | | |
| Clear the PPE rubbish bin and sanitise the bin (double bag the rubbish and dispose in separate bin at the loading dock) | | | | |

OFFICES - HR,FINANCE,SALES,GM, RESERVATION AND FO

| AREA AND TASKS | Time | Time | Time | Sign |
|--|------|------|------|------|
| Clean and sanitise all the sales washrooms | | X | X | |
| Clean and sanitise all the doors | | X | X | |
| Clear and sanitise all the rubbish bins | | X | X | |
| vacuum as required. | | X | X | |

STAFF LIFT LANDINGS

| AREA AND TASKS | Time | Time | Time | Sign |
|--|------|------|------|------|
| Clean and sanitise both staff lifts - Inside and outside | | | | |
| Vacuum and Mop both the service lifts | | X | X | |
| Basement, Ground and 3rd to 10th floors staff lift doors to clean and sanitise | | X | X | |
| Basement, Ground and 3rd to 10th floors service lift landing vacuuming and Mopping | | X | X | |

MANAGER NAME AND SIGNATURE: _____

| PUBLIC AREA SPRAY(USING MACHINE) & STEAM CLEANING CHECKLIST | | |
|--|--------------|-------------|
| AREA AND TASKS | Time | Sign |
| STAFF NAME : | DATE: | |
| FORECOURT | | |
| Disinfectant Spraying of entire forecourt | | |
| Spraying and Steam cleaning of porter's trolley | | |
| Steam cleaning of ashtray and railings | | |
| 3RD FLOOR - SHARED SPACES | | |
| Spray and steam clean - 3rd floor Residence door and dispenser | | |
| Spray and steam clean - 3rd floor grab rail and wooden ledges next to #323 and hall table | | |
| Spray and steam clean - 301-318 corridors entrance door | | |
| 3rd floor parking door handles & dispenser(inside and outside) along with tables | | |
| 4TH FLOOR - SHARED SPACES | | |
| Spray and steam clean - 3rd floor Residence door and dispenser | | |
| Spray and steam clean - 3rd floor grab rail and wooden ledges next to #323 and hall table | | |
| Spray and steam clean - 301-318 corridors entrance door | | |
| 3rd floor parking door handles & dispenser(inside and outside) along with tables | | |
| STAIRS | | |
| Disinfectant Spraying of basement maindoor STAIRS to Reservation and sales | | |
| Disinfectant Spraying of Basement STAIRS to front office | | |
| Disinfectant Spraying of Basement STAIRS to F&B Department | | |
| LOADING DOCK | | |
| Disinfectant Spraying of loading dock | | |
| Disinfectant spraying of rubbish bins at loading dock | | |
| Disinfectant Spraying of smoking area | | |
| Disinfectant Spraying of staff main entrance | | |
| STAFF LOCKERS - MALE AND FEMALE | | |
| Disinfectant Spraying of showers,Urinals(MALE), lockers, shelves, toilet cubicals and counters. | | |
| Vacuum Raffles and Stamford ball room (check with MOH staff first) | | |
| BREAKERS | | |
| Disinfectant Spraying of Breakers floor and ledges | | |
| Vacuum the floor including black floor tiles | | |
| STAMFORD AND RAFFLES BALLROOM | | |
| Steam cleaning of doors, walls, floors and furnitures | | |

MANAGER NAME AND SIGNATURE:

HIGH TOUCH SURFACES - DISINFECTION CHECKLIST - ROOMS

Common touchpoints within the guest room that must be specifically sanitised include, but are not limited to, the following

Date:

Staff Name:

| Area | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | |
|----------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|--|
| GUEST ROOM | | | | | | | | | | | | | | | | | | | | |
| Door Handles | | | | | | | | | | | | | | | | | | | | |
| light switches | | | | | | | | | | | | | | | | | | | | |
| Phones | | | | | | | | | | | | | | | | | | | | |
| TV Remote | | | | | | | | | | | | | | | | | | | | |
| Table and Chairs | | | | | | | | | | | | | | | | | | | | |
| Bed side light and Lamp switches | | | | | | | | | | | | | | | | | | | | |
| Alarm Clock | | | | | | | | | | | | | | | | | | | | |
| MINIBAR AREA | | | | | | | | | | | | | | | | | | | | |
| Kettle Handle | | | | | | | | | | | | | | | | | | | | |
| Cabinet Handle | | | | | | | | | | | | | | | | | | | | |
| Fridge door handle | | | | | | | | | | | | | | | | | | | | |
| Espresso Machine | | | | | | | | | | | | | | | | | | | | |
| WARDROBE AREA | | | | | | | | | | | | | | | | | | | | |
| Coat Hangers | | | | | | | | | | | | | | | | | | | | |
| Cabinet handle | | | | | | | | | | | | | | | | | | | | |
| Safe handle | | | | | | | | | | | | | | | | | | | | |
| Iron Handle | | | | | | | | | | | | | | | | | | | | |
| Hair Dryer handles | | | | | | | | | | | | | | | | | | | | |
| BATHROOM | | | | | | | | | | | | | | | | | | | | |
| Taps | | | | | | | | | | | | | | | | | | | | |
| Toilet Flush buttons | | | | | | | | | | | | | | | | | | | | |
| Door Handles | | | | | | | | | | | | | | | | | | | | |
| Hair Dryer handles | | | | | | | | | | | | | | | | | | | | |
| Shoer rose and rails | | | | | | | | | | | | | | | | | | | | |
| SIGNATURE | | | | | | | | | | | | | | | | | | | | |

OFFICIAL INFORMATION ACT

RAFFLES WASHROOM - MALE, FEMALE AND ACCESSIBLE

| AREA AND TASKS | TIME | TIME | TIME | TIME | TIME | TIME | TIME | SIGN |
|--|------|------|------|------|------|------|------|------|
| Door Handle | | | | | | | | |
| Flush button | | | | | | | | |
| Taps | | | | | | | | |
| BATHROOM RAFFLES - MALE, FEMALE AND ACCESSIBLE | | | | | | | | |
| Door Handle | | | | | | | | |
| Taps | | | | | | | | |
| Soap Dispensers | | | | | | | | |
| Toilet paper dispensers | | | | | | | | |
| Paper Towel dispensers | | | | | | | | |
| BATHROOM - POOL AND GYM - MALE, FEMALE AND ACCESSIBLE | | | | | | | | |
| 10th Floor, Gym and Pool door handles | | | | | | | | |
| Door Handle bathroom | | | | | | | | |
| Taps | | | | | | | | |
| Soap Dispensers | | | | | | | | |
| Toilet paper dispensers | | | | | | | | |
| Paper Towel dispensers | | | | | | | | |
| STAFF WASHROOMS - MALE AND FEMALE | | | | | | | | |
| 10th Floor, Gym and Pool door handles | | | | | | | | |
| Door Handle bathroom | | | | | | | | |
| Taps | | | | | | | | |
| Soap Dispensers | | | | | | | | |
| Toilet paper dispensers | | | | | | | | |
| Paper Towel dispensers | | | | | | | | |
| GUEST LIFT 1,2 AND 3 | | | | | | | | |
| Lift door inside | | | | | | | | |
| Lift door outside | | | | | | | | |
| lift railings | | | | | | | | |
| Lift buttons | | | | | | | | |
| Hand Sanitiser Dispenser | | | | | | | | |
| STAFF LIFT 1,2 AND 3 | | | | | | | | |

OFFICIAL INFORMATION ACT
 RELEASED UNDER THE ACT

STAMFORD PLAZA AUCKLAND – PROTOCOLS AND BEST PRACTICES COVID-19/ MANAGED SELF ISOLATION

Contents

| | |
|--|----|
| INTRODUCTION | 1 |
| DEPLOYMENT OF HAND SANITISER | 2 |
| USE OF INDUSTRY RECOMMENDED HOSPITAL GRADE DISINFECTANTS AND ECOLAB CHEMICALS ... | 3 |
| HOTEL PROCEDURE FOR CLEANING AN COVID – 19 EXPOSED ROOM | 5 |
| STAFF COME INTO CONTACT WITH A CONFIRMED CASE, OR BECOME A CONFIRMED CASE THEMSELVES? | 12 |
| GUEST IN SELF-ISOLATION - GUESTS WHO BECOME ILL..... | 13 |
| PROTOCOLS FOR EXTRA CLEANING OF ALL SELF ISOLATED CHECK OUT ROOMS | 13 |
| PUBLIC AREA AND ROOMS - INCREASED CLEANING FREQUENCY..... | 14 |
| LAUNDRY (VALET OPERATIONS)..... | 17 |
| GUEST REQUESTS | 18 |
| PPE'S AND PPE STATION IN PLACE THROUGHOUT THE HOTEL | 18 |
| CLEANING PROTOCOLS – SHARED SPACES BETWEEN STAMFORD RESIDENCES AND STAMFORD PLAZA AUCKLAND | 19 |
| PPE (PERSONAL PROTECTIVE EQUIPMENT'S)..... | 21 |
| AWARENESS POSTERS IN FRONT AND BACK OF HOUSE..... | 22 |
| CONTACT LESS TEMPERATURE CHECK OF STAFF | 23 |
| ROOMS SET UP | 23 |
| HOUSEKEEPING GUIDENCE ON COVID-19 PREVENTIVE MEASURES | 23 |
| What is COVID-19? | 23 |
| How the virus spreads?..... | 24 |
| High-risk populations | 24 |
| What can staff members do to help combat COVID-19?..... | 25 |
| Guest in Self-isolation | 26 |
| How can hospitality employees protect themselves in their work environment?..... | 27 |
| How long will coronaviruses survive on surfaces?..... | 27 |
| Which chemicals/ disinfectant should be used for cleaning? | 28 |
| What should I do about linens, bedding and other textiles? | 29 |
| Difference Between Cleaning and Disinfecting..... | 29 |
| STAMFORD SAFE | 31 |
| GOOD PRACTICE BACK OF HOUSE - POSTER | 33 |

INTRODUCTION

1. We have installed Hand sanitising stations throughout the hotel in hotel front and back of houses.
2. Use of Industry recommended Hospital Grade disinfectants and Ecolab Chemicals.
3. Industry recommend Equipment's in place for Disinfection
4. We have established a new cleaning procedure for Covid-19 Infected rooms
5. Established new cleaning procedure for all self-isolation checkout rooms
6. We have restructured Housekeeping staffing and schedules for comprehensive rooms and public spaces cleaning during self-isolation
7. PPE's and PPE station in Place throughout the hotel
8. Staff training Manual and briefings on Managed self-isolation.
9. Disinfection of surfaces using spraying Machine & Hospital Grade chemicals - Area includes Forecourt, Banquets, corridors, Kitchen, Back of house spaces.
10. Two-meter social distancing throughout the hotel
11. Amended process of delivering of supplies to the guest who are staying in self isolated rooms
12. Amended process for picking and delivering laundry to the guest who are staying in self isolated rooms
13. Frequent Front Desk counter and High touch surfaces cleaning
14. Amended process for soiled linen handling
15. Shields are installed in places for reducing the direct contact with guest
16. Poster's in place in different parts of hotel for guest and staff awareness
17. Hotel Health and safety committee will arrange a daily briefing on safety and hazards prevention during the tenure of managed self-isolation.
18. Cleaning protocols established for shared spaces between Stamford residences and Stamford plaza Auckland
19. Staff contact tracing log sheet has been implemented. Staff are required to complete the log sheet daily after finishing their respective sheet. The purpose if the log sheet is to keep stricter measures if there is a suspect or confirmed Covid case

DEPLOYMENT OF HAND SANITISER

We have deployed Hand Sanitisers in both our public and staff areas. Below are the different hand sanitisers deployed in hotel.

1. Wall Mounted
2. Auto Hand sanitiser
3. Bottled Hand sanitisers

Wall Mounted Hand Sanitizers: Wall mounted hand sanitisers are sourced from Ecolab's and permanently deployed in more than 10 Different front and back of house locations includes

- a) Hotel front entrance
- b) Hotel 3 guest elevators
- c) Hotel 2 staff elevators
- d) 3rd Floor Stamford residence door
- e) 3rd Floor Parking door
- f) 4th Floor Stamford residence door
- g) 4th Floor Parking door
- h) Hotel Staff Entrance



Auto Hand Sanitiser Stands: 4 Auto hand sanitisers STANDS are sourced from Ecolab's and permanently deployed in 4 Different locations in hotel lobby.



Hand Sanitiser bottles contains more than 70% Alcohol are deployed in more than 50 locations (in stock more than 100 sanitiser available at any time in hotel stores) in hotel front and back of house includes below areas

- a) All guest lift landings
- b) All reception desk counter
- c) All offices
- d) All housekeeping trolleys
- e) All PPE stations which are deployed in different hotel locations





USE OF INDUSTRY RECOMMENDED HOSPITAL GRADE DISINFECTANTS AND ECOLAB CHEMICALS

We have in place the industry recommended Ecolab's chemicals and Hospital grade disinfectant includes Ecolab's Chlowwhite and Ecolab Quell which are used in cleaning process in different areas.



Others recommended chemicals by Ecolab already in place

| PRODUCT NAME | SUPPLIER AND CONTACT DETAILS | MSDS | RECOMMENDED USE | HAZARD IDENTIFICATION |
|------------------------|--|---|-----------------|--|
| FOAM HAND SOAP | Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319 | https://en-au.ecolab.com/sds | Skin-care | <p>HSNO Hazard classification</p> <p>Eye irritation : 6.4 A Aquatic toxicity (Acute or Chronic) : 9.1 D</p> <p>GHS Label element</p> <p>Signal Word : Warning</p> <p>Hazard Statements : Causes eye irritation. Harmful to aquatic life.</p> |
| FOAM HAND SANITISER | Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319 | https://en-au.ecolab.com/sds | Hand Sanitizer | <p>HSNO Hazard classification</p> <p>Flammable Liquids : 3.1 C Eye irritation : 6.4 A</p> <p>GHS Label element</p> <p>Hazard pictograms :  </p> <p>Signal Word : Warning</p> <p>Hazard Statements : Flammable liquid and vapour. Causes serious eye irritation.</p> |
| OASIS PRO CLEAN ESCAPE | Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319 | https://en-au.ecolab.com/sds | Air Freshener | <p>HSNO Hazard classification</p> <p>Product AS SOLD</p> <p>Eye irritation : 6.4 A Aquatic toxicity (Acute or Chronic) : 9.1 B</p> <p>Product AT USE DILUTION</p> <p>Not a hazardous substance or mixture.</p> <p>GHS Label element</p> <p>Product AS SOLD</p> <p>Hazard pictograms :  </p> <p>Product AS SOLD</p> <p>Signal Word : Warning</p> <p>Hazard Statements : Causes serious eye irritation. Toxic to aquatic life with long lasting effects.</p> |

| | | | | |
|------------|--|---|--------------------------|---|
| CHLORWHITE | Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319 | https://en-au.ecolab.com/sds | Cleaner and disinfectant | <p>Product AS SOLD</p> <ul style="list-style-type: none"> Skin corrosion : 8.2 C Serious eye damage : 8.3 A Aquatic toxicity (Acute or Chronic) : 9.1 A <p>Product AT USE DILUTION</p> <ul style="list-style-type: none"> Skin corrosion : 8.2 C Serious eye damage : 8.3 A Aquatic toxicity (Acute or Chronic) : 9.1 A <p>GHS Label element</p> <p>Product AS SOLD</p> <p>Hazard pictograms : </p> <p>Signal Word : Danger</p> <p>Hazard Statements : Causes severe skin burns and eye damage. Very toxic to aquatic life with long lasting effects.</p> |
| KEMSAN | Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319 | https://en-au.ecolab.com/sds | Toilet Bowl Cleaner | <p>HSNO Hazard classification</p> <ul style="list-style-type: none"> Corrosive to Metals : 8.1 A Acute toxicity (Oral) : 6.1 D Skin irritation : 6.3 A Eye irritation : 6.4 A Aquatic toxicity (Acute or Chronic) : 9.1 C Ecotoxic to terrestrial vertebrates : 9.3 C <p>GHS Label element</p> <p>Hazard pictograms : </p> <p>Signal Word : Warning</p> <p>Hazard Statements : May be corrosive to metals. Harmful if swallowed. Causes skin irritation. Causes serious eye irritation. Harmful to aquatic life with long lasting effects. Harmful to terrestrial vertebrates.</p> |
| SHIPSHAPE | Ecolab New Zealand 2 Daniel Place Te Rapa, Hamilton New Zealand +64 7 958 2319 | https://en-au.ecolab.com/sds | Cleaning product | <p>HSNO Hazard classification</p> <p>Not a hazardous substance or mixture.</p> <p>GHS Label element</p> <p>Precautionary Statements : Prevention: Wash Hands thoroughly after handling. Response: Get medical advice/ attention if you feel unwell. Storage: Store in accordance with local regulations.</p> <p>Other hazards : None known.</p> |

HOTEL PROCEDURE FOR CLEANING AN COVID – 19 EXPOSED ROOM

| Main Task (WHAT) | Task Elements (HOW) |
|--|---|
| <p>1. How to clean and sanitise the Guest Room if a known sick person stayed in a hotel room how should it be cleaned?</p> | <p>How to clean and sanitise the Guest Room if a known sick person stayed in a hotel room how should it be cleaned?</p> <p>When cleaning thoroughly and efficiently it is good to remember two general principles.</p> <ul style="list-style-type: none"> • Top to bottom: start cleaning surfaces higher up and work your way to the floor. This method ensures that any particulates or debris fall to the floor which will be cleaned last. • Clean to dirty: start by cleaning surfaces and objects that are cleaner and work your way to cleaning dirtier items (eg, toilets). Avoid going from an area that has not been cleaned to an area that has been cleaned, to avoid dirtying the cleaned area. This will ensure you aren't cross-contaminating from dirty items and surfaces to clean ones. |

**STEP 1 –
Prepare for
Cleaning
supplies**

Closure of guest rooms - The current guidelines suggested by Ministry of health to the hotel has advised a period 10 days with decontamination cleaning on day 11.

Prepare for Cleaning supplies - Prepare for Cleaning supplies and equipment's required to perform cleaning includes:

1. Cleaning rags – Microfibre rags are recommend (Approx. 20 Rags).
2. Disposable anti-viral wipes
3. Paper towels
4. Cleaning caddy with recommend Ecolab chemicals for COVID-19.
 - a) Oasis pro 70 marble safe cleaner
 - b) High performance neutral cleaner
 - c) Oasis pro clean escape
 - d) Glass cleaner
 - e) Ecolab's Chlorwhite
 - f) Ecolab's Quell
 - g) Ecolab's Checkmate
 - h) Ecolab's KP Quat
5. Rubbish bags Large (Around 20)
6. Soiled Linen Bags (Around 5)
7. Steam Cleaner – Heavy duty
 - i) Trolley Sprayer – QTY 2 (one with Chlrowhite / Oasis pro 70 marble safe cleaner) and another with Ecolab's Quell.
8. 4 Buckets and Mug

**STEP 2 – Use
appropriate PPE**

Use appropriate PPE - Enter the room for cleaning on Day 11, Cleaner entering the guest room should use standard precautions, contact precautions, airborne precautions, and eye protection (e.g., goggles or a face shield).

Use appropriate PPE recommended for room suspected with COVID-19 PPE before Entering the room for cleaning. PPE includes:

- a) Protective eye wear/face shield
- b) Tightly fitting respiratory mask and surgical mask
- c) Disposable gown
- d) Non- sterile gloves
- e) Non- sterile shoe covers
- f) High grade hand sanitiser

STEP 3 – Using the trolley Sprayer, Spray the room using disinfectant

Order of PPE donning:

1. hand hygiene
2. gown
3. mask
4. protective eyewear
5. gloves

Using the trolley Sprayer, Spray the room using disinfectant -

While Entering the room ensure taking all the equipment's to avoid entering and exit during the process.

- 1) Using the Trolley Sprayer, spray the Toilets, sink and toilet with using Ecolab's Chlorwhite (20 ml/1000ml) and rest bathroom surfaces with Ecolab's Quell disinfectant by the chemical supplier leave it for at least 15 minutes. Focusing on all surfaces including:
 - a) Marble surfaces
 - b) Faucets
 - c) Handrails
 - d) Toilet
 - e) Sink
 - f) Bathtub
 - g) Shower glasses
 - h) Mirrors
- 2) Using the Trolley Sprayer, the room with Ecolab's Quell disinfectant by the chemical supplier (avoid Delegate surfaces) and leave it for at least 15 minutes. Focusing on all surfaces including:
 - a) Desks, counters
 - b) Tabletops,
 - c) Doorknobs
 - d) Bathroom fixtures,
 - e) Toilets – Disinfect and sanitize with steam cleaner
 - f) Phones
 - g) Walls
 - h) Windows
 - i) Blinds
 - j) door
 - k) carpet
 - l) Hangers
 - m) Headboard
 - n) Light switches

| | |
|---|--|
| <p>STEP 4 – Remove curtains</p> | <ul style="list-style-type: none"> o) TV Remote p) Blind Strings q) Kettle and Iron r) keyboards s) bedside tables every day <p>Remove curtains - Remove the curtains and bag the curtains in double bin liners then bag in linen bag and keep it isolated until sent to dry cleaners for pick, advise the drycleaner in advance on the COVID situation for curtain.</p> |
| <p>STEP 5 – Remove Bed linen and towels</p> | <p>Remove Bed linen and towels - Remove all the bed linen and towels bag the curtains in double bin liners then bag in linen bag and keep it isolated until sent to laundry for pick, advise the laundry company in advance on the COVID situation for linen.</p> |
| <p>STEP 6 – Remove bedding</p> | <p>Remove bedding - Remove all the bedding linen including pillows, pillow protectors, duvet, mattress topper & mattress protector and then bag in linen bag and keep it isolated until sent to laundry for cleaning.</p> |
| <p>STEP 7 – Using the Trolley Sprayer, Spray mattress with bleach-based chemical 2ml/1000ml.</p> | <p>Using the steam cleaner, steam clean the mattress thoroughly Using the steam cleaner steam clean the mattress and bed base thoroughly. Focusing on all sides, edges and bottom as well.</p> |
| <p>STEP 8 – Remove Rubbish</p> | <p>Remove Rubbish - Remove all the rubbish and including all the single use items including Tea coffee amenities, stationary, magazine's if any, laundry bags, toiletries, hair dryer bag, Tent cards, old paper supplies etc. and bag in the double bin liners.</p> |
| <p>STEP 9 – Remove Minibar items if any placed in room.</p> | <p>Remove Minibar items if any placed in room - Remove all the minibar items from the room and keep in in the double bin liners and bag in a linen bag until removed from the room for disposal.</p> |
| <p>STEP 10 – Remove all chinaware and glass</p> | <p>Remove all chinaware and glass ware - Remove all the china ware and glass ware. Keep in in the double bin liners and bag in a linen</p> |

ware and Clean inside and outside of all built-in appliances.

bag until sent to wash in dishwasher. Advise the Kitchen Stewarding team in advance on the COVID situation for China and glass ware. Clean all table-top appliances (e.g., kettle) according to instructions

STEP 11– Clean sensitive surfaces using microfibre cloth and wipe using disinfectant Anti-viral wipes

Clean sensitive surfaces using microfibre cloth and wipe using disinfectant wiper - Clean sensitive surfaces using microfibre cloth and wipe using disinfectant Anti-viral wipes, surfaces repeat after 15 minutes, surfaces must include:

- a) Thermostat
- b) Telephones
- c) TV remotes
- d) Alarm clocks
- e) Switches
- f) TV
- g) Magnifying mirror
- h) Iron
- i) Hair dryer etc

STEP 12- Physical Bathroom Cleaning and disinfection with Hospital grade disinfectant of room and bathroom – All surfaces

Physical Bathroom cleaning with Ecolab recommended chemicals followed by disinfection with Ecolab's Quell and Chlowhite (hospital-grade chemical) for Sink, Bathtub and Toilets.

disinfectant with activity against viruses (according to label/product information) or a chlorine-based product such as sodium hypochlorite. (health.gov.au, 2020)

OR

Ecolab's recommended 2-in-1 clean – Cleaning chemical & hospital-grade disinfectant with activity against viruses (according to label/product information) or a chlorine-based product such as sodium hypochlorite, where indicated for use i.e. a combined detergent/disinfectant wipe or solution and follow manufacturer's instructions for appropriate dilution and use (see below for dilution instructions). (health.gov.au, 2020)

STEP 13- Steam clean room and bath room surfaces using the

Steam clean all the bathroom and room surfaces using the heavy-duty steam cleaner - Steam clean all the bathroom and room surfaces using the heavy-duty steam cleaner. Surfaces must include following:

- a) Faucets

heavy-duty steam cleaner.

- b) Handrails
- c) Toilet
- d) Sink
- e) Bathtub
- f) Shower glasses
- g) Desks, counters
- h) Tabletops,
- i) chairs
- j) Doorknobs
- k) Bathroom fixtures,
- l) Toilets – Disinfect and sanitize with steam cleaner
- m) Phones
- n) Walls
- o) Windows
- p) Blinds
- q) door
- r) carpet
- s) Hangers
- t) Headboard
- u) Light switches
- v) TV Remote
- w) Blind Strings
- x) Kettle and Iron
- y) keyboards
- z) bedside tables every day

STEP 14 -Clean toilet thoroughly

Clean toilet thoroughly - Using Ecolab’s Chlorwhite bleach solution and Oasis pro 70 marble safe cleaner spray the outside of toilet.

- 1) Apply concentrated Ecolab’s Chlorwhite inside and on the rims.
- 2) And clean the toilet as per companies’ guidelines.

STEP 15- Vacuum upholstery, Headboard and carpet thoroughly

Vacuum upholstery, Headboard and carpet thoroughly - Vacuum upholstery, Headboard, carpet and the surfaces in room and bathroom thoroughly.

STEP 16 -Shampoo upholstery using Ecolab Revitalize 201,

Shampoo upholstery using Ecolab Revitalize 201, Disinfectant and hot water - mix hot water, disinfectant and Ecolab - Revitalize 201 carpet shampoo cleaner, add the solution in the upholstery shampoo machine and clean the all the upholstery thoroughly including headboards and sofa chairs.

Disinfectant and hot water

STEP 17 - Shampoo carpet using Ecolab Revitalize 201, Shampoo upholstery and carpet using Ecolab Revitalize 201

STEP 18 – Ensure Rubbish is bagged inleak proof liners, Remove Rubbish and dispose as per council’s guidelines.

STEP 19 - Place Anti-viral air purifier in the room

STEP 20 - Before Leaving the room

STEP 21 - When all used equipment’s are fully sanitised.

Shampoo carpet using Ecolab Revitalize 201, Shampoo upholstery and carpet using Ecolab Revitalize 201 - mix hot water, disinfectant and Ecolab - Revitalize 201 carpet shampoo cleaner, add the solution in the carpet shampoo machine and clean the entire carpet thoroughly.

Ensure Rubbish is bagged inleak proof liners, Remove Rubbish and dispose as per council’s guidelines - Ensure Rubbish is bagged inleak proof liners, Remove Rubbish and dispose as per council’s guidelines.

Place Anti-viral air purifier in the room - Place Anti-viral air purifier in the room at least for a period of 24 hours - 48 hours.

Before Leaving the room

- 1) Ensure all equipment’s used in cleaning process thoroughly sanitized with bleach solution/recommended dis-infectant.
- 2) Sanitise all the rubbish bags from outside with disinfectant.
- 3) Anything coming out of the room must be disinfected using Ecolab Quell Disinfectant/bleach chemical.

When used equipment’s during the cleaning process are fully sanitised.

- a) Keep the mask and safety goggles still on but,
- b) Remove gown and place in rubbish bin liner.
- c) remove gloves and place in rubbish bin liner.
- d) Wash hands thoroughly using the hand soap.
- e) Wear new piece of gown and gloves and leave the room.
- f) Sanitise the rubbish bag from outside.

PPE doffing

| | |
|--|---|
| <p>STEP 22- PPE doffing</p> | <p>At the end of cleaning, remove all used gowns, facemasks, gloves and other contaminated items in a lined container before disposing of them with other household/general waste. Wash your hands immediately after handling these items.</p> <p>a) Take long thorough shower using disinfectant body cleaner.</p> |
| <p>STEP 22- Transportation of Rubbish, bags and equipment's.</p> | <p>Transportation of Rubbish, bags and equipment's.</p> <p>Ensure all bags are transported in a covered trolley separately to avoid any cross contamination.</p> <p>a) Dispose rubbish as per council's guidelines and send the linen bags to suppliers, keep it isolated until returned to supplier.</p> <p>Clean the room next day adhering company policy on cleaning rooms and bathrooms.</p> |
| <p>STEP 24 – Brief Clean and sanitise the room next day adhering company policy on cleaning rooms and bathrooms</p> | <p>- As preventive measures again sanitize all the surfaces in room and bathroom using recommended Anti-viral disinfectants and disinfectant wipes.</p> |

STAFF COME INTO CONTACT WITH A CONFIRMED CASE, OR BECOME A CONFIRMED CASE THEMSELVES?

Any employee who presents **symptoms/ meet a confirmed case/became a confirmed case** themselves must immediately notify their manager & inform Healthline's dedicated COVID-19 number 0800 358 5453 and self-isolate themselves for duration of at least 14 days.

1. The staff must self-isolate for duration of 14 days to monitor the symptoms of COVID-19.
 - a) If there are no serious signs the staff member should regularly consult with their personal doctor and update the hotel of their health conditions.
 - b) If the person shows serious sign, the staff member should call 111 and ask for the medical assistance.
2. Hotel Managers will **track the staff members/guests** who have been in the contact with the confirmed case staff/guests and notify the Healthline's dedicated COVID-19

number 0800 358 5453 and respective staff/guests, while tracking the manager should assessed the risk of contamination by reviewing previous two weeks.

- a) These staff are also to be self-isolated until taking a COVID-19 test, during this time, staff are to self-quarantine at home, awaiting the test results.

3. **Complete Cleaning** of the work area and work equipment of any person with symptoms, or those who has tested positive, is to be carried out. This is by using suitable disinfectant and all such cleaning to be recorded.

GUEST IN SELF-ISOLATION - GUESTS WHO BECOME ILL

1. Hotel Staff should avoid contact with guests who become unwell and seek appropriate medical advice if this occurs, always maintain a two meter distance and wear appropriate PPE includes Face masks, Shields and gloves while contacting the guest. (Health.govt.nz, 2020)
2. If a person who has self-isolated or has develops symptoms, they should urgently phone Healthline's dedicated COVID-19 number 0800 358 5453. (Health.govt.nz, 2020)
3. If the guest requires the urgent medical help, it is also important to phone ahead to the hospital or doctor to get advice (Health.govt.nz, 2020)
4. If the guest shows serious sign, who develops symptoms of fever, cough or shortness of breath should seek medical advice by phoning Healthline's dedicated COVID-19 number 0800 358 5453 or 111 and ask for the medical assistance and notify the ambulance officers that the guest may have COVID-19 infection. (Health.govt.nz, 2020)

PROTOCOLS FOR EXTRA CLEANING OF ALL SELF ISOLATED CHECK OUT ROOMS

1. PPE to be while cleaning rooms - Gloves/masks/shields and disposable apron. If there is visible contamination with respiratory secretions or other body fluid, the cleaners should wear a full-length disposable gown in addition to the surgical mask, eye protection and gloves (health.gov.au, 2020)
2. ALL checkout rooms will be first disinfected using the spraying machine and disinfectant.
3. All bedding soiled linen will be removed and Bagged the linen when cleaning the room and keep it isolated until loaded into the laundry machine.
4. All pillows, duvets, pillow protectors, mattress protectors will be washed/ tumble dry before the use of next guest.
5. All soft furnishing and upholstery including sofa chair and curtains will be steam cleaned.

6. Entire bathroom will be steam cleaned and sanitised using the hospital grade disinfectant.
7. Mattress will be steam cleaned and mattress sides will be flipped
8. All single use items will be removed and replaced
9. All high touch surfaces will be sanitised using the disinfectant
10. Adhere the company policy for cleaning and sanitising the cups and glasses. Use Viva dishwashing liquid for cleaning the dishes and sanitise using Quat pro sanitiser.
11. Adhere the company policy for cleaning the guest room and bathrooms.
12. Toilet should be sanitised using steam cleaning as directed by company policy.
13. All high touch surfaces will be sanitised using the disinfectant
 - a. Desks, counters
 - b. Table tops,
 - c. Doorknobs
 - d. Bathroom fixtures,
 - e. Toilets – Disinfect and sanitize with steam cleaner
 - f. Phones
 - g. Hangers
 - h. Headboard
 - i. Light switches
 - j. TV Remote
 - k. Blind Strings
 - l. Kettle and Iron
 - m. keyboards
 - n. bedside tables every day

PUBLIC AREA AND ROOMS - INCREASED CLEANING FREQUENCY

We have restructured Housekeeping staffing and schedules for comprehensive rooms and public spaces cleaning during self-isolation. We have amended our housekeeping cleaning procedures and added new cleaning checklists. Increased cleaning of all public high touch areas and continued, using industry recommended Ecolab chemicals and disinfectants include Hospital Grade Disinfectant as well to enhance cleanliness and supporting wellbeing.

1. **Disinfectant spraying/sprayer** -Regular disinfectant spraying in back of the house, forecourt, loading dock etc using the disinfectant in a sprayer.
2. **Staff training on disinfectants use** - Training of housekeeping staff on using disinfectants safely and correctly.
3. **Mask/Social Distancing mandatory in back of house** -Making it mandatory for staff to wear masks while interacting in back of the house, maintain social distancing.
4. **Front Desk Cleaning** - Public spaces and the front desk will be cleaned frequently. We will provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between guests focusing on eftpos, pen, telephone and key cards.
5. **Increasing public area cleaning frequency and measures** - Increasing the sanitation measures to take to sanitize Public areas, key cards, public bathrooms, and specific touchpoints. Increase disinfection frequency for high touch areas in public spaces include tables in the lobby area, buttons on elevators, telephones, door handles, trolley handles etc

6. All public toilets sink, and Urinals will be disinfected using Chlrowhite (Hospital grade disinfectant), other surfaces will be sanitised using the Quell.
7. Sanitising all the Front and back of house surfaces once per shift using Sprayer machine and Quell disinfectant.
8. Kitchen will be sanitised once per shift using Sprayer machine and Quat pro sanitiser.
9. All High touch surfaces will be sanitised using disinfectant wipe/ Quell and cleaning cloth at least once each hour.
 - a) Washrooms
 - b) Reception Counter
 - c) Bar Counters
 - d) Tables
 - e) Doorknobs
 - f) light switches
 - g) handles
 - h) desks
 - i) toilets
 - j) faucets
 - k) sinks

10. **Amended the Cleaning procedures and Increased Cleaning:** We have amended our housekeeping cleaning procedures and added new cleaning checklists. Increased cleaning of all public high touch areas and continued, using industry recommended Ecolab chemicals and disinfectants include Hospital Grade Disinfectant as well to enhance cleanliness and supporting wellbeing.

HIGH TOUCH SURFACES - DISINFECTION CHECKLIST - PUBLIC AREA

Common touchpoints within the guest room that must be specifically sanitised include, but are not limited to, the following

DATE:

STAFF NAME:

| LOBBY | TIME | INITIAL | TIME | INITIAL | TIME | INITIAL |
|--|------|---------|------|---------|------|---------|
| All lobby tables next to sofa chairs | | | | | | |
| Reception counter - outside | | | | | | |
| Elevator buttons and doors | | | | | | |
| Entrance Long Table | | | | | | |
| Railings | | | | | | |
| Piano | | | | | | |
| FORE COURT | | | | | | |
| Ashtray | | | | | | |
| Railing Next to ashtray | | | | | | |
| BATHROOM KABUKI - MALE, FEMALE AND ASSESIBLE | | | | | | |
| Door Handle | | | | | | |
| Taps | | | | | | |
| Soap Dispensers | | | | | | |
| Toilet paper dispensers | | | | | | |
| Paper Towel dispensers | | | | | | |
| BATHROOM RAFFLES - MALE, FEMALE AND ACCESSIBLE | | | | | | |
| Door Handle | | | | | | |
| Taps | | | | | | |
| Soap Dispensers | | | | | | |
| Toilet paper dispensers | | | | | | |
| Paper Towel dispensers | | | | | | |
| BATHROOM - POOL AND GYM - MALE, FEMALE AND ACCESSIBLE | | | | | | |
| 10th Floor, Gym and Pool door handles | | | | | | |
| Door Handle bathroom | | | | | | |
| Taps | | | | | | |
| Soap Dispensers | | | | | | |
| Toilet paper dispensers | | | | | | |
| Paper Towel dispensers | | | | | | |
| STAFF WASHROOMS - MALE AND FEMALE | | | | | | |
| 10th Floor, Gym and Pool door handles | | | | | | |
| Door Handle bathroom | | | | | | |
| Taps | | | | | | |
| Soap Dispensers | | | | | | |
| Toilet paper dispensers | | | | | | |
| Paper Towel dispensers | | | | | | |
| GUEST LIFT 1,2 AND 3 | | | | | | |
| Lift door inside | | | | | | |
| Lift door outside | | | | | | |
| Lift railings | | | | | | |
| Lift buttons | | | | | | |
| Hand Sanitiser Dispenser | | | | | | |
| STAFF LIFT 1,2 AND 3 | | | | | | |
| Lift door | | | | | | |
| Lift buttons | | | | | | |
| Lift railings | | | | | | |

| HIGH TOUCH SURFACES - DISINFECTION CHECKLIST - ROOMS | | | | | | | | | | | | | | | | |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Common touchpoints within the guest room that must be specifically sanitised include, but are not limited to, the following | | | | | | | | | | | | | | | | |
| Date: | | | | | | | | | | | | | | | | |
| Staff Name: | | | | | | | | | | | | | | | | |
| Area | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room | Room |
| GUEST ROOM | | | | | | | | | | | | | | | | |
| Door Handles | | | | | | | | | | | | | | | | |
| light switches | | | | | | | | | | | | | | | | |
| Phones | | | | | | | | | | | | | | | | |
| TV Remote | | | | | | | | | | | | | | | | |
| Table and Chairs | | | | | | | | | | | | | | | | |
| Bed side light and Lamp switches | | | | | | | | | | | | | | | | |
| Alarm Clock | | | | | | | | | | | | | | | | |
| MINIBAR AREA | | | | | | | | | | | | | | | | |
| Kettle Handle | | | | | | | | | | | | | | | | |
| Cabinet Handle | | | | | | | | | | | | | | | | |
| Fridge door handle | | | | | | | | | | | | | | | | |
| Espresso Machine | | | | | | | | | | | | | | | | |
| WARDROBE AREA | | | | | | | | | | | | | | | | |
| Coat Hangers | | | | | | | | | | | | | | | | |
| Cabinet handle | | | | | | | | | | | | | | | | |
| Safe handle | | | | | | | | | | | | | | | | |
| Iron Handle | | | | | | | | | | | | | | | | |
| Hair Dryer handles | | | | | | | | | | | | | | | | |
| BATHROOM | | | | | | | | | | | | | | | | |
| Taps | | | | | | | | | | | | | | | | |
| Toilet Flush buttons | | | | | | | | | | | | | | | | |
| Door Handles | | | | | | | | | | | | | | | | |
| Hair Dryer handles | | | | | | | | | | | | | | | | |
| Shoer rose and rails | | | | | | | | | | | | | | | | |
| SIGNATURE | | | | | | | | | | | | | | | | |

LAUNDRY (VALET OPERATIONS)

Guest will leave the laundry outside their rooms before 8 am, Housekeeping designated staff will collect the laundry from each floor and will record the room numbers in Housekeeping Valet Book.

s 9(2)(b)(ii) will receive the Laundry from hotel and will return next day at 5 PM.

Housekeeping designated staff will return the laundry to the guest (NO contacts will be made with guest while returning).

STEPS

1. Housekeeping staff will carry an empty Trolley rail and another rail with all guest laundry.
2. Remove the guest laundry and hang it in the empty rail and place it outside the guest room.
3. Knock the guest room and step 2 meter back.
4. When guest pick the Laundry from the trolley rail and close the door wipe the rail with disinfectant wipe and move to the next room for delivery.

GUEST REQUESTS

1. Keep all the supplies in plastic bag and place it outside the guest room.
2. Knock the door and step two meter back.
3. Wait till guest to open the door and pick the supply.

OTHER GUEST REQUEST GUIDELINES

- a) Housekeeping staff should avoid close contact with guests who have self-isolated. (Health.govt.nz, 2020)
- b) To avoid close contact with guest room should not be serviced. (SPAK Management decision)
- c) Upon guest request deliver the items required by the guest in a disposable bag and leave it outside the guest room and call and inform about the delivery or knock the door and step 2 meters and wait till guest picks the bag.
- d) In an event of emergency where a staff may have to be present in the room with guest, before entering the room, cleaning staff may inquire if people are well and ask them to put on a surgical mask. Staff should avoid close contact with the guests, but it is safe to be in the same room (at a 2-meter distance) ensure you are wearing protective equipment.

PPE'S AND PPE STATION IN PLACE THROUGHOUT THE HOTEL

PPE stations installed in more than 15 hotel locations (back of the house) including the 3rd and 4th floor lift landings.



CLEANING PROTOCOLS – SHARED SPACES BETWEEN STAMFORD RESIDENCES AND STAMFORD PLAZA AUCKLAND

1. **Hand sanitisers** are installed in all shared spaces which includes 3rd and 4th floor residents Fire Exits, separate pathway, doors and parking spaces. Hand sanitisers are also installed on the entry and exit doors on 3rd and 4th floor which are shared with residence.



2. we have **Increased cleaning frequency** in the shared spaces and **designated housekeeping staff members** are especially assigned for cleaning and sanitising of all shared spaces with Stamford residents includes 3rd and 4th floor residents Fire Exits, residents separate pathway & doors along with parking spaces.
3. Designated housekeeping staffs are especially assigned for regular cleaning and disinfection of All the hotel fire exits from 10th floor and below using hospital grade disinfectants.
4. **Special Cleaning Schedule and checklists** for comprehensive cleaning and disinfection of shared spaces is in place.
5. All high touch surfaces will be regularly sanitised using industry recommended cleaning equipment's and hospital grade disinfectants (Ecolab Quell and Ecolab Chlrowhite)
6. **Steam Cleaning machines** will be used for Disinfection of surfaces in above mentioned areas.



7. Use of **Hospital grade Ecolab chemicals** for Disinfection of surfaces (Ecolab chlrowhite and Ecolab Quell)



8. **Chemical Spraying machine** for Disinfection of surfaces includes 3rd and 4th floor residents Fire Exits, separate pathway, doors and parking spaces.



9. **High touch surfaces** frequent cleaning and regular disinfection includes 3rd and 4th floor residents Fire Exits, separate pathway, doors and parking spaces.
10. **PPE stations** installed in various hotel location including the 3rd and 4th floor lift landings.



11. **Staff to wear PPE's (masks, shields and gloves) while operating on floors** which includes 3rd and 4th floor residents Fire Exits, separate pathway, doors and parking spaces.
12. Clean floors with disinfectant or bleach solution, starting from one end of the premises to another (from the exit inwards) every day. (Health.govt.nz, 2020)

13. Routine cleaning and disinfection are appropriate for public area focusing on following:

- a) Washrooms
- b) Reception Counter
- c) Bar Counters
- d) Tables
- e) Doorknobs
- f) light switches
- g) handles
- h) desks
- i) toilets
- j) faucets
- k) sinks

PPE (PERSONAL PROTECTIVE EQUIPMENT'S

we have made available and provided staff with all necessary personal protective equipment's required.

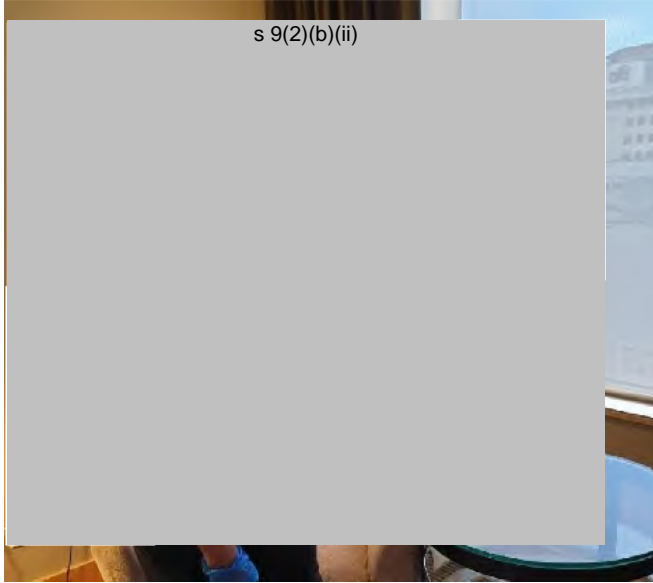
PPE is mandatory to wear while entering the guest corridors or any other guest facing areas. Below to be used while cleaning or for guest requests.

- Masks
- Disposable aprons
- Gloves
- Face shields
- Hair caps
- Hand sanitisers

The PPE to be disposed in the designated staff service landing rubbish bin while returning from guest corridors/other guest areas.

- a) Focus on standard infection control practices, training and compliance.
- b) Provide Hand soap in all wash areas and High-Grade Hand sanitizer throughout the hotel for guest and staff use focusing areas such as Reception counters, bar counters, office desks, gym.
- c) Team members should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. (cdc.gov, 2020)
- d) If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water. (cdc.gov, 2020)

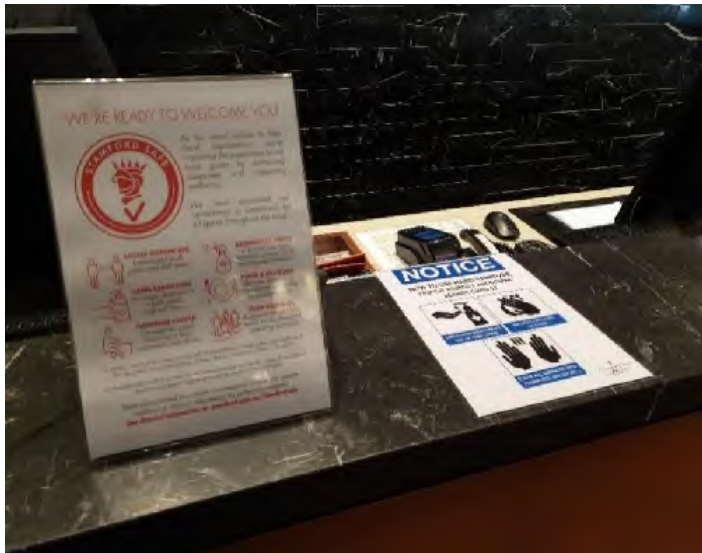
s 9(2)(b)(ii)



AWARENESS POSTERS IN FRONT AND BACK OF HOUSE

we have installed posters in both our guest and staff areas reminding them of adhering safety precautions such as sanitising and washing the hands regularly.





CONTACT LESS TEMPERATURE CHECK OF STAFF

As a precautionary measure, we will be conducting contactless temperature checks for our staff and contractors using touch less forehead thermometer.

ROOMS SET UP

1. we have made all the necessary changes with our room set-up, amenities and cleaning procedures to mitigate any risks and to provide our guests greater confidence for the protections needed.
2. All collaterals such magazines, menus and directory are removed from the room to avoid cross contamination.
3. To avoid any cross contamination from previous guests we have ensured that the room is now clutter free and have removed all the Extra supplies and have made them freshly available on request 24X7.
4. All high touch surfaces such as TV remote, Telephone etc gets disinfected with Ecolab Qual Disinfectant while servicing the room.
5. Consumable items and minibar are made available on request.
6. **Steam Cleaning** – Bathroom Toilet get cleaned and sanitised using high grade chemicals and steam cleaning.

HOUSEKEEPING GUIDENCE ON COVID-19 PREVENTIVE MEASURES

| | | |
|---------------------------------|--|---|
| <p>What is COVID-19?</p> | <p>What is COVID-19? In late 2019, public health officials identified a novel coronavirus not</p> | <p>What is COVID-19? How can hospitality employees protect</p> |
|---------------------------------|--|---|

| | | |
|--|---|--|
| <p>How the virus spreads?</p> <p>High-risk populations</p> | <p>previously seen. Human coronaviruses are common throughout the world and commonly cause mild to moderate illness.</p> <p>The World Health Organization (WHO) has declared the outbreak a public health emergency of international concern. We recommend continuing to refer to the WHO or your local public health agency for up-to-date information. (COVID19, 2020)</p> <p>How the virus spreads?</p> <p>The virus is most likely to spread from person to person through:</p> <ul style="list-style-type: none"> a) direct contact with a person while they are infectious b) contact with droplets when a person with a confirmed infection coughs or sneezes c) touching objects or surfaces that were contaminated by droplets (like those from a cough or sneeze) from a person with a confirmed infection and then touching your mouth or face. (Health.govt.nz, 2020) <p>High-risk populations</p> <p>Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily and others may become very ill, very quickly. (Health.govt.nz, 2020)</p> | <p>themselves in their work environment?</p> <p>Employees in a hotel or hospitality environment should follow standard infection prevention techniques – things like, washing their hands frequently, staying home when they’re sick, using approved disinfectants with an EPA emerging viral pathogen claim following the specified procedures. (COVID19, 2020)</p> <p>How the virus spreads?</p> <p>The length of time that a person is infectious (that is, can spread the infection to others) is not yet known.</p> <ul style="list-style-type: none"> • However, there is evidence of people without any symptoms or with minimal symptoms transmitting the infection to others. • It is therefore likely that a person can spread the infection from before the time they first develop symptoms until up to 48 hours after symptoms stop. (Health.govt.nz, 2020) <p>High-risk populations</p> |
|--|---|--|

What can staff members do to help combat COVID-19?

From previous experience with other coronaviruses, the people at highest risk of serious infection are:

- i. people with compromised immune systems
- ii. elderly people
- iii. pregnant women
- iv. very young children and babies
- v. people with diagnosed heart and lung conditions. (Health.govt.nz, 2020)

What can staff members do to help combat COVID-19?

- 1) Personal Hygiene - Good personal hygiene practices can help prevent the spread of infection.
 - a) Wash hands frequently with soap and water. When soap and water aren't available, use an alcohol-based hand sanitizer. (COVID19, 2020)
 - b) Minimise close contact with people who have symptoms of respiratory illness. (COVID19, 2020)
 - c) Ensure proper use of personal protective equipment (PPE). (COVID19, 2020)
 - d) wash your hands frequently with soap and water and dry them well, before and after eating and after going to the toilet (Health.govt.nz, 2020)
 - e) avoid contact with others (~~touching, kissing, hugging and other intimate contact~~) (Health.govt.nz, 2020)
 - f) cover coughs and sneezes with clean tissues or your elbow and dispose of tissues (Health.govt.nz, 2020)

What can staff members do to help combat COVID-19?

PPE for room attendant cleaning rooms Includes:

- g) Disposable Gloves
- h) Facial Masks
- i) High grade hand sanitiser

Guest in Self-isolation

g) use alcohol-based hand sanitiser that contains at least 60% alcohol if you aren't able to wash and dry your hands. (Health.govt.nz, 2020)

Guest in Self-isolation

- a) Upon Check-in, the reception staff may inquire if people are well.
- b) Reception Staff must Check-in the guest in designated section/floor.
- c) Reception staff should avoid close contact with guests who have self-isolated, if credit card used for the payment, the reception should sanitise the hands once process is completed. Reception staff must advise housekeeping to disinfect the counter if required.
- d) Routine cleaning and disinfection of reception counter to avoid any spreading of Virus.
- e) Reception staff must circulate the information immediately to all the departments to ensure preventive measure are adhered by all.
- f) Hotel staff are being advised by the ministry to avoid close contact with guests who are self-isolating and take various precautions. (Health.govt.nz, 2020)

How can hospitality employees protect themselves in their work environment?

Team members should follow normal preventive actions while at work and home including recommended hand

How can hospitality employees protect themselves in their work environment?

hygiene and avoiding touching eyes, nose, or mouth with unwashed hands. (cdc.gov, 2020)

Employees in a hotel or hospitality environment should follow standard infection prevention techniques – things like, washing their hands frequently, staying home when they're sick, using approved disinfectants with an EPA emerging viral pathogen claim following the specified procedures.

Additional key times to clean hands include:

- a) After blowing one's nose, coughing, or sneezing
- b) After using the restroom
- c) Before eating or preparing food
- d) After contact with animals or pets
- e) Before and after providing routine care for another person who needs assistance (e.g. a child)

How long will coronaviruses survive on surfaces?

How long will coronaviruses survive on surfaces?

This is a new virus and studies are just beginning.

- a) Data from the World Health Organization (WHO) indicates that transmission of COVID-19 is not that likely to occur from an infected surface.
- b) Practically, the risk will be much lower from surfaces than from a direct droplet traveling through the air from an infected person.
- c) As in any potential outbreak situation, proper infection prevention with disinfectant for

**Which chemicals/
disinfectant should
be used for cleaning?**

surfaces and high-touch surfaces is recommended.

Which Chemicals/disinfectant should be used for cleaning?

The use of specific disinfectants can be helpful in combatting COVID-19. (COVID19, 2020)

The disinfectant used should be one for which the manufacturer claims antiviral activity, meaning it can kill the virus (such as chlorine-based disinfectants, which are commonly used - see below) (health.gov.au, 2020)

Recommended Disinfectant from Ecolab's for COVID-19 – s 9(2)(a) District manager – North Island, NZ

- a) For marble and bathroom surfaces – **Ecolab's Oasis pro 70** marble safe cleaner.
- b) For bathroom surfaces except marble - **Ecolab's Chlorwhite**
- c) For wooden/laminate tops like bed side table, office desktops, restaurant tables etc – **Ecolab's Checkmate, Ecolab's Quell and Ecolab's KP Quat**
- d) For Leather cleaning – **Ecolab's Checkmate**
- e) For Glass surfaces – such as coffee table with glass top – **Ecolab's Checkmate** follow up with a paper towel 5 mins later to remove strike marks
- f) For metal surfaces such as door handles, railings etc – **Ecolab's Checkmate, Ecolab's Quell**

Which Chemicals/disinfectant should be used for cleaning?

All disinfectants and sanitizers should be used as directed on product label/instructions. (COVID19, 2020).

Ensure all guest rooms are cleaned as per company cleaning guidelines using appropriate manufactures guidelines for using chemicals.

Ensure high-touch areas such as door handles, Telephones, TV remote are being properly cleaned and disinfected using the recommended disinfectants. (COVID19, 2020)

| | | |
|--|---|--|
| <p>What should I do about linens, bedding and other textiles?</p> | <p>What should I do about linens, bedding and other textiles?</p> <p>Room attendants should always wear proper personal protective equipment when handling soiled linen.</p> <ul style="list-style-type: none"> a) Bag the linen when cleaning the room and keep it isolated until loaded into cages and till returned back to supplier. b) Do not handle clean linen immediately after handling soiled linen. Clean/sanitise hands immediately after handling soiled linen. | <p>What should I do about linens, bedding and other textiles?</p> <p>There currently isn't evidence that respiratory viruses like COVID-19 are spread through textiles, linens or bedding. Because droplets may carry disease, proper infection prevention protocol for changing and cleaning linens and bedding is recommended.</p> <p>If a resident suspected/ infected with COVID-19 take these steps:</p> <ul style="list-style-type: none"> a) Bag the linen when cleaning the room and keep it isolated until loaded into the laundry machine. b) Wash the linen with a standard laundry detergent at a minimum and dry according to standard linen drying guidelines. c) Handle clean linen minimally, fold and store in a clean dry area. d) Do not handle clean linen immediately after handling soiled linen. |
| <p>Difference Between Cleaning and Disinfecting</p> | <p>Difference Between Cleaning and Disinfecting</p> <p>Cleaning refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. (cdc.gov, 2020)</p> | <p>Difference Between Cleaning and Disinfecting</p> |

Disinfecting refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection. (cdc.gov, 2020)

Staff daily contact tracing – Manager daily checklist

Staff contact tracing log sheet has been implemented. Staff are required to complete the log sheet daily after finishing their respective sheet. The purpose of the log sheet is to keep stricter measures if there is a suspect or confirmed Covid case

Employee Name -
 Department -
 Date -
 Start Time -
 Finish Time -

| Serial Number | Person with close contacts | Time of Contact | PPE worn or not | Likelihood of Exposure - 5 High likelihood and 1 least Likelihood | | | | | Comments-Nature of Exposure | |
|---------------|----------------------------|-----------------|-----------------|---|---|---|---|---|-----------------------------|---|
| | | | | Rating | 1 | 2 | 3 | 4 | | 5 |
| 1 | | | | Please select one option | | | | | | |
| 2 | | | | | | | | | | |
| 3 | | | | | | | | | | |
| 4 | | | | | | | | | | |
| 5 | | | | | | | | | | |
| 6 | | | | | | | | | | |
| 7 | | | | | | | | | | |
| 8 | | | | | | | | | | |
| 9 | | | | | | | | | | |
| 10 | | | | | | | | | | |

WE'RE READY TO WELCOME YOU



As the world adjusts to new travel expectations; we're improving the experience for all hotel guests by enhancing cleanliness and supporting wellbeing.

We have expanded our commitment to cleanliness for all guests throughout the hotel.



SOCIAL DISTANCING

Encouraged in all public and staff areas



INCREASED CLEANING

of all public high touch areas and continued use of hospital-grade disinfectants



HAND SANTITISERS

Increased deployment in both public and staff areas



FOOD & BEVERAGE

Services adjusted in accordance with safety recommendations



FURNITURE LAYOUT

Changed for social distancing in bars, restaurants and offices



STAFF BRIEFINGS

Regular briefings of our teams on the enhanced operating protocols

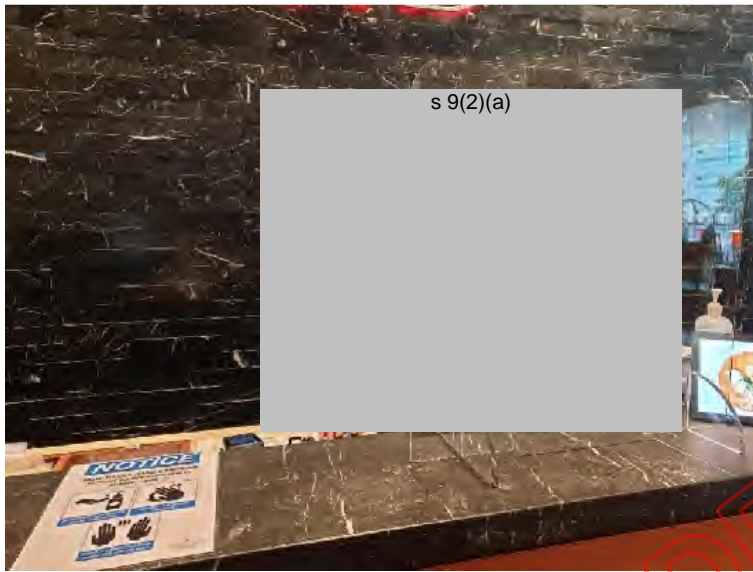
In addition, we have reinforced with our staff the importance of monitoring their own health and if they feel unwell or are showing signs of illness, they are to remain at home in self isolation.

For the safety and health of our staff and the whole community, we are also asking all our guests to practice good general hygiene and if feeling unwell, to remain at home.

These strengthened procedures are designed to give you greater confidence and our hotel teams the protections needed.

See detailed information on stamford.com.au/stamfordsafe

Perspex Screens Perspex Screens are installed at the reception, concierge, restaurant host desk and bar counter where there is direct encounter between guests and staff.



QR Scan codes to be created for restaurant: QR Scan codes are in place for restaurant so guest has a choice of going through the menu on his mobile/smart device. The same is also displayed in Front Office and guest rooms so guest can browse through the menu even when they are not in the restaurant.



Keeping everyone safe: Physical distancing

helps stop the spread of COVID-19 between people



Stay 1.5 metres or 2 big steps away from other people.



Stay at home. You can go out to shop, see a doctor or care for someone.



Limit visits with family or friends. Talk to them on the phone or online instead.



Outdoor exercise is OK but stay 1.5 metres away from others.



No shaking hands, hugging or kissing other people.



If you are sick, stay at home.

Stay Safe



Wash your hands with soap for at least 20 seconds or use a hand sanitiser.



Cough or sneeze into your elbow or a tissue. Throw the tissue away immediately.



Do not touch your mouth, nose or eyes.

For more information

Call the National Coronavirus Health Information Line on 1800 020 080.
For a free telephone interpreter ring 131 450, say the language you need. Ask the interpreter to connect you to the Coronavirus Health Information line.

April 2020



RISK REGISTER – SPAK

| # | HAZARD | POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?) | CONSEQUENCE ¹ | LIKELIHOOD ¹ | INHERENT Risk ¹ | CONTROL METHODS | CONSEQUENCE | LIKELIHOOD | RESIDUAL RISK | ACTION TAKEN BY STAMFORD PLAZA AUCKLAND |
|----|--|--|--------------------------|-------------------------|--------------------------------------|---|-------------|------------|---------------|---|
| 1a | Coronavirus is present (or develops subsequently) in an occupant | Symptoms of the virus range from mild flu-like symptoms to severe acute respiratory infection. Death has occurred in some cases (still rare) | Major | Likely | High (needs to be made a red block?) | <ul style="list-style-type: none"> All visitors and staff working at the facility in proximity to occupants must receive a briefing on how to manage risk and general hygiene guidance Risks associated with roles, responsibilities and activities identified Infection prevention protocols put in place and managed by MOH and DHB staff Workers provided with information, training and PPE where required Workers in good health (no relevant pre-existing conditions e.g. respiratory illness) The virus may have health effects on pregnant women; no pregnant women should be deployed to the isolation facility Health checks must be undertaken by staff working on site | Major | Likely | Medium | <p>All staff members have been briefed about the hygiene practices and correct use of PPE while at work, in addition all staff member there will not be any green zone and staff member will need to maintain 2M distance in both front and back of house.</p> <p>Hand Sanitiser and PPE stations are deployed throughout the Hotel and masks and mandatory to be worn when at work.</p> <p style="background-color: yellow;">Staff members will be identified and there will be no pregnant women or anyone with serious health condition in the facility.</p> <p style="background-color: yellow;">All staff are briefed to undertake their health check when commencing their shift by DHB nurse</p> |

¹ Inherent Risk = consequence and likelihood without controls applied

| | | | | | | | | | | |
|----|-----------------|--|-------|----------|------|--|-------|------|--------|--|
| 1b | Virus spreading | Occupants contract the virus due to shared operation of the facility | Major | Possible | High | <ul style="list-style-type: none"> • Posters showing good hygiene protocol • Medical staff to provide occupants with advice • Masks and hand sanitiser provided. • Occupants encouraged to wear masks outside their RVs • Daily health checks to increase likelihood the virus will be caught early before it can spread to others • Cleaning protocols in place • Occupants to keep their distance from each other | Major | Rare | Medium | <p>Every guest request completed by staff member will be logged for contact tracing. We have implemented a daily contact tracing log sheet which all staff member will have to complete at the end of their respective shifts, this log sheet will contain information such</p> <ul style="list-style-type: none"> - Who were close contact for the day - Describing the likelihood of exposure <p>We have restructured Housekeeping staffing and schedules for comprehensive rooms and public spaces cleaning during self-isolation. We have amended our housekeeping cleaning procedures and added new cleaning checklists. Increased cleaning of all public high touch areas and continued, using industry recommended Ecolab chemicals and disinfectants include Hospital Grade Disinfectant as well to enhance cleanliness and supporting wellbeing.</p> <p>Awareness posters about the best hygiene practices and social distancing are placed in both</p> |
|----|-----------------|--|-------|----------|------|--|-------|------|--------|--|

RISK REGISTER – SPAK

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|---|--------|--|--------------------------|-------------------------|----------------------------|-----------------|-------------|------------|---------------|--|
| | | | | | | | | | | <p>back and front of the House as well on the guest floors. In addition to this, more awareness posters have been displayed on different media streams such as digital lobby screen, digital lift screens.</p> <p>Cleaning protocols established for shared spaces between Stamford residences and Stamford plaza Auckland</p> <p>Hotel Health and safety committee will arrange a daily briefing on safety and hazards prevention during the tenure of managed self-isolation.</p> <p>Disinfection of surfaces using spraying Machine & Hospital Grade chemicals - Area includes Forecourt, Banquets, corridors, Kitchen, Back of house spaces.</p> |

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RISK REGISTER – SPAK

| # | HAZARD | POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?) | CONSEQUENCE ¹ | LIKELIHOOD ¹ | INHERENT Risk ¹ | CONTROL METHODS | CONSEQUENCE | LIKELIHOOD | RESIDUAL RISK | ACTION TAKEN BY STAMFORD PLAZA AUCKLAND |
|---|---|---|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|---|
| 2 | PPE and safety equipment worn or used incorrectly | People may be exposed to illness as a result of using equipment incorrectly. Risk of transferring illness through incorrect use | Major | Unlikely | High | <ul style="list-style-type: none"> Emphasise other more effective controls such as maintaining distance and good personal hygiene Identify the correct equipment required for each role and ensure those required to use it are trained to do so correctly and safely. Staff who must wear respiratory protection to carry out a role must be clean-shaven | Major | Rare | Medium | <p>Staff has been briefed by the DHB nurse and we have made available and provided staff with all necessary personal protective equipment's required. Every day staff will be De-brief before commencing their shifts on use of PPE while on site</p> <p>PPE is mandatory to wear while entering the guest corridors or any other guest facing areas. Below to be used while cleaning or for guest requests.</p> <ul style="list-style-type: none"> Masks Disposable aprons Gloves Face shields Hair caps Hand sanitisers |

| | | | | | | | | | | |
|---|---|--|----------|----------|--------|---|----------|----------|--------|---|
| 3 | Anxiety/ stress/ apprehension/ depression | Wellbeing and mental health of occupants and staff affected. | Minor | Possible | High | <ul style="list-style-type: none"> Information provided to people generally about the virus, the likelihood of being affected by it, and how to protect yourself from it (personal hygiene etc.) Welfare response co-ordinated by MOH but will be a multi-agency response involving Waitematā DHB and local Civil Defence Welfare Coordination Group. Health checks provided to staff who request it | Minor | Unlikely | Low | <p>If at any time employee feels affected from a stress point of view, we encourage them to speak with their direct Manager or Human resource or alternatively all staff will be provided with access to our Employee Assistance Program.</p> <p>We have our preventative measures module in place and the staff will be regularly briefed on them, so staff feel confident and comfortable.</p> <p>Daily health check of staff will provide them reassurance.</p> <p>All guest will be given the opportunity to access Daily newspapers and kids will be provided with colouring book kit</p> <p>Some of the other recreational items can be provided to the guest on request at an extra cost such as board games, playing cards, books etc. If any of the items are left behind by the guest, it will be disposed immediately.</p> |
| 4 | Violence or assault between occupants | Physical injury. Mental injury. Increased risk of infection. | Moderate | Unlikely | Medium | <ul style="list-style-type: none"> Good communication processes in place to communicate with occupants Welfare services available Child management protocols included in this plan. | Moderate | Rare | Medium | <p>Guidelines are provided by ministry of health and staff are briefed to be vigilant at all times and report any abnormal activities to the Manager on Duty</p> |

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|---|--|--|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|--|
| | | | | | | <ul style="list-style-type: none"> Activities and space provided for people to de-stress No alcohol to be consumed on-site Police escalation protocols in place | | | | immediately who therefore will escalate the matter as per the ministry guidelines. |
| 5 | Violence or assault by occupants or their families on facility staff | Physical or mental injury to staff | Minor | Unlikely | Low | <ul style="list-style-type: none"> Family liaison workers to communicate with families of the occupants Access to telecommunications for occupants On-site security at the gate Other controls listed at Hazard 4. | Minor | Rare | Low | Guidelines are provided by ministry of health and staff are briefed to be vigilant at all times and report any abnormal activities to the Manager on Duty immediately who therefore will escalate the matter as per the ministry guidelines. |
| 6 | Poor communication of risks and controls to workers | Risk controls not implemented resulting in staff exposed to uncontrolled risk of infection or injury | Major | Possible | High | <ul style="list-style-type: none"> Thorough hand-over protocols in place to identify and communicate existing and emerging risks All workers to be inducted to site All issues occurring on-site to be reported to the facility manager and recorded | Major | Rare | Medium | We have our Health and Safety plan in a documented manual and the staff are advised to adhere it all times to eliminate any potential risk. |

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|----|----------------------------|--|--------------------------|-------------------------|----------------------------|--|-------------|------------|---------------|---|
| 7. | Poor contractor management | Contractors exposed to known or unassessed risks due to poor communication and contractor management | Major | Possible | High | <ul style="list-style-type: none"> Implement contractor management policies and procedures Include contractors in relevant communications and hand over meetings Ensure all contractors have their own risk control plans in place prior to starting work | Major | Rare | Medium | All contractors when arrive on site must report of their presence to the security team present, an induction checklist will be given, and all contractors are required to complete the induction checklist on each visit. Once the acknowledgment of induction checklist has been signed, all contractors must fill out the contact tracing register and wear PPE before entering the site. |

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|---|--------|--|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|---|
| 8 | Fire | Fire at the facility – risk of death | Major | Possible | High | <ul style="list-style-type: none"> Emergency response process and procedures are in place Emergency wardens to be identified and given a briefing on what to do in an emergency Designated smoking area with proper cigarette disposal facilities If facility is a camp site: All RVs are equipped with a fire extinguisher and smoke alarm RVs located a minimum of 3m from each other | Major | Rare | Medium | <ul style="list-style-type: none"> FENZ and St John staff have developed their own PPE guidance for responding to incidents at the facility. Evidence of regular fire drill / evacuation process available - should be run at some stage to test systems. FENZ conduct a walkthrough of site and provide recommendations. FENZ/ST JOHN/POLICE have location flagged in their systems as a Quarantine Facility |

| | | | | | | | | | | |
|---|-------------------|---------------------------------------|-------|----------|------|---|-------|----------|------|--|
| 9 | Medical Emergency | Medical emergency (heart attack etc.) | Major | Possible | High | <ul style="list-style-type: none"> • AED available on-site • St John staff have developed plans for responding to incidents at the facility • First Aid supplies stocked and on-site | Major | Unlikely | High | <ul style="list-style-type: none"> • Check AED is charged and functioning • Ensure ST JOHN have site flagged in their system • First Aid Kit is available on multiple location of the Hotel and PPE stations are also made available throughout the Hotel • Body fluid kits are available for staff member in an event where staff will have to clean any body fluid • Sharp containers are available in Hotel for disposable of any sharp objects • Broken glasses cleaning kit with cut resistance gloves are also available for staff • Guidelines are provided by ministry of health and staff are briefed to be vigilant at all times and report any Medical emergency to the Manager on Duty immediately who therefore will escalate the matter as per the ministry guidelines. |
|---|-------------------|---------------------------------------|-------|----------|------|---|-------|----------|------|--|

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|----|---|--|--------------------------|-------------------------|----------------------------|--|-------------|------------|---------------|--|
| | | | | | | | | | | <ul style="list-style-type: none"> Procedures and Protocols are in place which staff will adhere to in the event of self-isolation guest become sick. |
| 10 | Lack of familiarity with facility layout and procedures | Unreported faults. Injury due to lack of knowledge | Moderate | Possible | High | <ul style="list-style-type: none"> Induction briefing for all occupants and staff Daily meeting to cover any issues and find a resolution. No-go areas fenced off | Minor | Rare | Low | Initial briefing will be conducted for the staff and guest with the ministry of health. Hotel will be providing every guest a welcome letter which will have all the information required |
| 12 | Hazardous substances | LPG and some haz subs (corrosives, fuel etc) located on-site | Moderate | Unlikely | High | <ul style="list-style-type: none"> All haz subs contained in staff only areas (kitchen and rear of admin building) LPG storage is certified Occupants advised on areas they are not allowed to access. Staff present 24/7 to reinforce messages of where occupants can and can't go | Moderate | Rare | Medium | <p>All hazardous substance including chemicals are stored in the secure storage room with limited access.</p> <p>All MSDS and hazardous information are available through the datasheets which are available in the hotel.</p> |

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|----|--------------|---|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|---|
| 14 | Trip hazards | IF a campsite: Cables attached to RVs for power are all over the site. Not all are covered. Particular risk to running children and elderly people | Minor | Almost certain | High | <ul style="list-style-type: none"> • Signage in some areas • Some cable covers over cables that could be run over by vehicles • Installers attempted to keep cables tidy and out of the way if possible • Occupants advised to be careful around cables and to not let children run around where cables are located • Cables to be regularly checked by staff • Area well lit | Minor | Possible | Medium | <p>Initially assessment of the building has been made and actioned by the engineering team, to avoid any trip hazards. Hotel also has hazard chart which is displayed in different areas of Hotel to educate staff</p> <p>Housekeeping team has been briefed on placing wet floor signs to isolate the area and make guest aware of the possible slip/trip hazard while working in any area that may have a trip hazard due to the work conducted</p> <p>Engineering team will also conduct daily checks on their shifts to identify/mitigate/eliminate any trip hazard and update the hazard register.</p> |

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|----|-----------------|---|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|---|
| 15 | Moving vehicles | Potential to strike people moving around the area. Particular risk to children | Major | Possible | High | <ul style="list-style-type: none"> • Most vehicles restricted to the delivery areas. These areas are out of bounds for guests • If a camp site: • Vehicles who have to be in guest areas (such as portaloos maintenance vehicles): speed limit of 10km/hr, be aware of the presence of people and children, isolate the area if possible, no reversing without a spotter present • RVs located on or close to inclines are to have their wheels chocked to avoid inadvertent movement • Keys to RVs to be stored and controlled by a staff member | Major | Rare | Medium | <p>Forecourt has been blocked off and no vehicles will be allowed to enter the forecourt area other than emergency vehicle under a strict supervisor of the security and Ministry of health officials</p> <p>Concierge and Front office team is available 24/7 to handle any urgent request and any emergency vehicle parked with us under special circumstances will be asked to deposit the vehicle keys if required.</p> |

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|----|-----------------|--|--------------------------|-------------------------|----------------------------|---|-------------|------------|---------------|---|
| 16 | Unknown hazards | Unknown or unforeseen risk | Moderate | Possible | High | <ul style="list-style-type: none"> H&S advisors available to discuss issues and to conduct regular safety checks and walk-throughs All issues, near misses, incidents, or safety concerns to be reported to the facility manager Facility staff to regularly check hazards in their work areas Safety risks arising during the Op are to be investigated and managed immediately using the hierarchy of controls Changes in processes, or new activities, to be risk assessed prior to being carried out | Minor | Unlikely | Low | H&S committee has been setup and a daily debrief will be conducted to address any new hazards, the meeting minutes will be recorded and circulated with the concerned Managers for the immediate actions |
| 17 | Gymnasium | TBC | | | | <ul style="list-style-type: none"> Children under 13 not to be in the area unless accompanied by a guardian | | | | Gymnasium will remain closed for all the Hotel guest but will remain open exclusively for the TSR Resident guest for the duration of the managed self-isolation, TSR resident has a separate entrance for the GYM area and they can't access the GYM through Hotel. |

RISK REGISTER – SPAK

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|----|---------------------------|--|--------------------------|-------------------------|----------------------------|--|-------------|------------|---------------|--|
| | | | CONSEQUENCE ¹ | LIKELIHOOD ¹ | INHERENT Risk ¹ | | CONSEQUENCE | LIKELIHOOD | RESIDUAL RISK | |
| 18 | Children’s play equipment | TBC | | | INHERENT Risk ¹ | <ul style="list-style-type: none"> Must be accompanied by parents/caregiver | | | RESIDUAL RISK | <p>Kids will be provided with colouring book kit</p> <p>Some of the other recreational items can be provided to the guest on request at an extra cost such as board games, playing cards, books etc. If any of the items are left behind by the guest, it will be disposed immediately</p> |

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RISK MATRIX

Your consequence and likelihood leads you to your risk rating

| | | CONSEQUENCE | | | | |
|------------|----------------|-------------|-------------|-------------|-------------|----------------|
| | | NEGLECTIBLE | MINOR | MODERATE | MAJOR | SEVERE |
| LIKELIHOOD | ALMOST CERTAIN | Low risk | Medium risk | Medium risk | High risk | Very high risk |
| | LIKELY | Low risk | Low risk | Medium risk | High risk | Very high risk |
| | POSSIBLE | Low risk | Low risk | Medium risk | Medium risk | Medium risk |
| | UNLIKELY | Low risk | Low risk | Low risk | Medium risk | Medium risk |
| | RARE | Low risk | Low risk | Low risk | Medium risk | Medium risk |

Risk key: Low risk Medium risk High risk Very high risk

RISK LIKELIHOOD TABLE

Determine the likelihood of the unexpected event

| LIKELIHOOD | PROBABILITY | CHANCE |
|----------------|-------------|---|
| Almost certain | >95% | The event will occur in most circumstances |
| Likely | >65% | The event will probably occur in most circumstances |
| Possible | >35% | The event might occur at some time |
| Unlikely | <35% | The event could occur in some circumstances |
| Rare | <5% | The event may occur in exceptional circumstances |

RISK CONSEQUENCE TABLE

Determine the consequence of the unexpected event

| CONSEQUENCE | WELLNESS AND SAFETY |
|-------------|---|
| Severe | Death of multiple staff, public or others outside Police. |
| Major | Death of individuals, extensive injury and hospitalisation. |
| Moderate | Significant down time and possible long-term disabilities. |
| Minor | Medical treatment required in single figures. Down time. |
| Negligible | First aid treatment required. No down time. Near misses. |

Health Action Plan – Displaying symptoms of novel coronavirus – COVID-19

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| <p>Scenario: An individual starts to display symptoms of the novel coronavirus. These include fever, coughing and difficulty breathing. Difficulty breathing can be a sign of pneumonia and requires immediate medical attention. This guideline aims to ensure effective management of an individual displaying symptoms of COVID-19.</p> | |
| <p>Risks/Issues: Physical health of individual compromised Increased risk of transmission of virus</p> | |
| <p>Equipment - Equipment at the facility will consist of: Onsite First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes | |
| <p>Steps to Manage:</p> <p>Key Points – all people to:</p> <ul style="list-style-type: none"> • Maintain (physical) social isolation of up to 2 metres contact distance where possible. • use masks if unable to achieve this distance e.g. in communal areas • Practice good hand hygiene methods • Practice safe cough etiquette <p>Health Care Assistants (HCAs) will complete daily examinations of patients (including checking temperature) to monitor for changes in individuals' health status, and particularly any symptoms of COVID-19. If symptoms are observed, or these are reported by an individual or others, the following steps should occur:</p> <ul style="list-style-type: none"> • Notification of medical event to HCA or Health Facility Manager • Individual to be isolated from others in the facility (different wing/floor/space – if campsite - spare RV may be used) • Medical personnel onsite to assess individual (appropriate PPE to be used) • Supportive medical care to be provided as appropriate and required • If patient has difficulty breathing, is deemed unstable, or if medical personnel are concerned for the patient's immediate wellbeing, call 111 • If patient is symptomatic but well, on-call GP to be contacted • Status of patient as a 'close contact' to be advised • Should the individual need to be removed/hospitalised staff will follow directions of emergency personnel • Health Facility Manager or designated personnel will work with remaining people to reduce anxiety and maintain calm • If an area in the facility is affected by bodily fluids, cleaning protocol to be applied OR staff will use full PPE to clean area with Clinell wipes | <p>Responsible:</p> <p>HCA/Health Facility Manager/Medical personnel</p> |

Health Action Plan – Facility based medical event (physical)

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|--|---|
| <p>Scenario: To ensure effective management of medical event whilst people are located at the facility. Medical event in this instance is deemed to be sudden and unexpected deterioration of health e.g. heart attack or injury as a result of accident.</p> | |
| <p>Risks/Issues: Physical health compromised.</p> | |
| <p>Equipment - Equipment at the facility will consist of: Onsite First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes | |
| <p>Steps to Manage:</p> <p>Key Points – all people to:</p> <ul style="list-style-type: none"> • Maintain (physical) social isolation of up to 2 metres contact distance where possible. • use masks if unable to achieve this distance e.g. in communal areas • Practice good hand hygiene methods • Practice safe cough etiquette <p>In the event of a medical emergency the following steps should occur:</p> <ul style="list-style-type: none"> • Notification of medical event to HCA or Health Facility Manager • Medical personnel onsite to assess • Call 111 if required – advise status of person as ‘close contact’ to the Coronavirus, provide basic first aid as required • Should affected person need to be removed/hospitalised staff will follow directions of emergency personnel • Health Facility Manager or designated personnel will work with remaining people to reduce anxiety and maintain calm • If an area in the facility is affected by bodily fluids staff will use full PPE to undertake cleaning | <p>Responsible:</p> <p>HCA/Health Facility Manager/Medical personnel</p> |

Health Action Plan – Facility based medical event (pregnancy)

| | |
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| <p>Scenario: To ensure effective management of pregnancy related medical event at the facility.</p> | |
| <p>Risks/Issues: Physical health of woman / child compromised.</p> | |
| <p>Equipment - Equipment at the facility will consist of: Onsite First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes | |
| <p>Steps to Manage:</p> <p>Key Points – all people to:</p> <ul style="list-style-type: none"> • Maintain social isolation of up to 2 metres contact distance where possible (this will not be possible for those directly supporting the patient). • use masks if unable to achieve this distance • Practice good hand hygiene methods • Practice safe cough etiquette <p>Routine monitoring through Midwife/Obstetrician will occur to ensure wellbeing of both mother and child. In the event of medical emergency related to pregnancy:</p> <ul style="list-style-type: none"> • Notification of event to HCA or Health Facility Manager • Medical personnel onsite to assist • Call 111 or Midwife/Obstetrician and advise status of person as ‘close contact’ to the Coronavirus, provide basic first aid as required • Should mother need to be removed/hospitalised staff will follow directions of emergency personnel • Health Facility Manager or designated personnel will work with remaining people to reduce anxiety and maintain calm • If an area in the facility is affected by bodily fluids staff will use full PPE to undertake cleaning | <p>Responsible:</p> <p>HCA/Health Facility Manager/Medical personnel</p> |

Health Action Plan – Management of children

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| <p>Scenario: To ensure effective and safe management of children’s physical and emotional wellbeing whilst located at the facility.</p> | |
| <p>Risks/Issues: Physical / emotional wellbeing compromised e.g. isolation from family, strange environment, unknown people. Risk of abuse or harm to child.</p> | |
| <p>Equipment - Equipment at the facility will consist of: Onsite First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes | |
| <p>Steps to Manage:</p> <ul style="list-style-type: none"> • Facility Staff will be Vulnerable Children’s Act checked • Children will be monitored at all times by their designated Guardian, where this is not possible the appropriate HCA or facility staff will assist in the short term. • Provision of games and toys to keep children amused. • Local procedures developed in liaison with local providers. • Dangerous areas of facility will be fenced off. <p>In the event of harm or suspected / evident abuse:</p> <ul style="list-style-type: none"> • Notification to the Facility Manager occurs immediately • Facility Manager escalates to family, GP, Oranga Tamariki and Police • if the child is in imminent danger the Facility Manager will take immediate steps to protect them if safe to do so. This may include segregation of parties – continue to provide support for the child until appropriate authorities arrive. | <p>Responsible:</p> <p>HCA/Facility Manager/Medical personnel</p> |

Health Action Plan – Facility based managing mental health

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|---|---|--|
| <p>Scenario: To provide safe and effective management of concerns with people’s mental health whilst located at the facility.</p> | | |
| <p>Risks/Issues: Emotional and mental health compromised.</p> | | |
| <p>First Aid Kit containing (minimum standard not including medical supplies):</p> <ul style="list-style-type: none"> • Masks • Gloves • Hand sanitiser • Disinfectant wipes | | |
| <p>Steps to Manage:</p> <p>Key Points:</p> <ul style="list-style-type: none"> • Person’s with pre-existing conditions or factors will be identified on arrival • External support through applicable agencies will assist people in managing during their stay at the facility • Daily monitoring activity by HCAs and Nurse Practitioner will occur and support early identification of concerns • Escalation of concerns to Health Facility Manager and external agencies as required • Entertainment, activities and effective communication around the situation will assist in reducing anxiety | <p>Responsible:</p> <p>HCA/Health Facility Manager/Medical personnel</p> | |
| <p>Emergency Plan:</p> <p>In the event of escalated behaviour:</p> <ul style="list-style-type: none"> • Notification of any escalated behaviour or event will occur through HCA or Nurse Practitioner • De-escalation if required onsite • Enlist support of external agencies • Escalation to Health Facility Manager • In the event of imminent risk to person or others call 111 • Should the person need to be removed/hospitalised staff will follow directions of emergency personnel and will be treated as a ‘close contact’ • Health Facility Manager or designated personnel will work with remaining people to reduce any anxiety and maintain calm | | <p>HCA / Nurse Practitioner</p> <p>Health Facility Manager</p> |

s 9(2)(a)

From: s 9(2)(a)
Sent: Wednesday, 15 July 2020 1:58 PM
To: Deihl Richard, WGCDR
Subject: FW: Today's Call
Attachments: FW: Stamford Plaza Auckland

s 9(2)(a)

Sent: Wednesday, 15 July 2020 11:38 AM
To: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Subject: FW: Today's Call

Hi Richard,

It was nice to meet with you this morning and show the hotel as well as the mitigation measures put in place.

Please see below email to s 9(2)(a)

Do let us know if you need any further information.

Regards,

s 9(2)(a)

s 9(2)(a)

Sent: Tuesday, 14 July 2020 1:14 PM
To: s 9(2)(a)
Subject: RE: Today's Call

Dear s 9(2)(a)

As we have mentioned time and again, we are prepared to consult and have always been prepared to consult. In this respect, kindly note the following key events:

- a. I had initiated consultation with the BC on 19 June 2020.
- b. We brought you around personally to show you the mitigation measures on 21 June 2020;
- c. We had facilitated inspections by you, the BC's counsel's Joanna, and your safety consultant on 25 and 26 June 2020.
- d. We had received comments from both Joanna and your safety consultants that they were impressed by the mitigation measures that had been put in place.
- e. We had considered your safety consultant's report received 26 June 2020, put up additional request by your safety consultant, and provided a log of how your consultant's concerns had been, or will be, addressed on 29 June 2020 (which was over the weekend); and
- f. We have up to today not heard from you on those mitigation measures.

- g. On 7 July 2020, we had offered to share Stamford Plaza's protocols and standard operational procedures, subject to reasonable conditions attached. A copy of the email is enclosed.

As far as we are concerned, we have consulted. We continue to be prepared to consult. We disagree that it is a right on the BC's part to have access to our internal protocols and procedures, however, out of goodwill, we have offered the same subject to the BC's agreements to the conditions.

As mentioned, our protocols and standard operation procedures do not contain a health & safety plan and are proprietary to Stamford Plaza. The protocols and standard operation procedures have been forwarded to Rob, our solicitor, ready to be released to the BC, upon your counsel's confirmation and acknowledgement of the conditions. We have not heard from s 9(2)(a) on the acceptance of those conditions as set out in our email dated 7 July 2020.

It appears that you are making the same mistake that you did when you mishandled the communications following the initial consultation that took place on 19 June 2020. This will be highlighted at the appropriate forum. Taking into consideration that it appears that we are no longer able to reach a compromise, kindly direct all your future queries to our solicitors.

Regards,
s 9(2)(a)

s 9(2)(a)

Sent: Monday, 13 July 2020 2:44 PM

To: s 9(2)(a) <snak.stamford.com.au>

Cc: s 9(2)(a)

Subject: Re: Today's Call

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I have c s 9(2)(a) on face value I cannot agree to your conditions.

Our residents have a right to be consulted and review the health and safety plan. Please understand that the hotel and MOH did not do any of the above in their responsibility to ensure health and safety.

I will speak to the body corporate as well as our lawyer.

Thanks

s 9(2)(a)

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From: s 9(2)(a)

Sent: Monday, July 13, 2020 1:48:32 PM

To: s 9(2)(a)

Subject: re: Today's Call

Hi s 9(2)(a)

Please see below regarding points 6 and 7.

6. You advised that you will make available the Stamford safety protocols, and you reiterated the need for confidentiality to be maintained. I understand your concerns, on this being leaked to the press, and I will

work with our lawyers and your lawyers to find a way to make this work. Ben has emailed your lawyer regarding confidentiality, however, there has been no response.

7. You advised that you are willing to keep a continued consultative approach to health and safety. I had said that from the residents perspective, it is important that we do have a Q&A session with concerned residents, with the IQR and also the MOH representative present. I advised that this is an important exercise to understanding the concerns of residents, as well as for the residents to understanding the mitigating measures the hotel has in place to keep residents safe. We are okay to talk to residents however; we have a few conditions:-
- a. not be tolerated and will lead to the meeting being stopped
 - b. No recording
 - c. No press
 - d. No politicians
 - e. Questions to be collated and send to us in advance
 - f. Maximum 10 residents

Regards,
s 9(2)(a)

From: s 9(2)(a)
Sent: Friday, 10 July 2020 8:24 PM
To: s 9(2)(a) <spak.stamford.com.au>
Cc: s 9(2)(a)
Subject: Re: Today's Call

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Thanks.

Would you be able to follow up with s 9(2)(a) I understand s 9(2)(a) has not had s 9(2)(a) return her calls on the Health and Safety plan. Given that Covid has happened and a high likelihood this will continue to occur, points 6 and 7 needs to be resolved as soon as possible.

Have a good weekend and thanks for getting the replies back.

Thanks

s 9(2)(a)

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From: s 9(2)(a) <spak.stamford.com.au>
Sent: Friday, July 10, 2020 8:01 PM
To: s 9(2)(a)
Subject: FW: Today's Call

Hi s 9(2)(a)

Please see below with my comments in red.

Regards,

s 9(2)(a)

From: s 9(2)(a)
Sent: Wednesday, 8 July 2020 11:53 AM
To: s 9(2)(a) <@spak.stamford.com.au>
Subject: Today's Call

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi s 9(2)(a)

Thanks for the call today. I won't document our conversation of what happened in the past, but I will capture the key points of what was mentioned by you on the mitigation plans:

1. For Uber drivers and deliveries, you will instruct them to deliver for any hotel guests from Mills Lane Loading Dock. Any deliveries for the residents, your security will tell them that they need to get the delivery drivers to walk to our entrance. We will draft a communication to our residents to ask that delivery drivers do not ask your security to bring deliveries to our premises. Our security guards will direct guest deliveries to our loading dock in Mills Lane. Your residents must make it clear that their deliveries are to be made to the residences not hotel.
2. You advised that the gym will be opened today, and the pool will be one day away as it needs to be heated, and I would imagine the ph level would need to be checked. For cleaning staff, if they are coming in from the hotel side, they will need to be in PPE, and we will require for a covid register to be maintained, similar to the one we sent to you last night. If we could ask that we receive this weekly that should hopefully minimise administration from your side. Pool, spa, sauna and gym have been returned to service.
3. You advised that the Lift 4 is out of service, and that Lift 5 is being used by your staff. The part is being delivered from Canada, and it was not your intention to use Lift 5 which was meant to be dedicated for our residents, however, given lift 4 is down, you will be using Lift 5 for the time being. We will be sending a note to our residents to inform them that given lift 4 is down, your staff will be using lift 5 (goods lift) for the time being. We will ask our residents to minimise using the goods lift where they can. Moving forward, you advised that there will be signage to tell your staff to use Lift 4. Lift 5 will be prioritised for Residents, but hotel will use it in case of breakdowns. Maintenance techs/Kone tech will use lift 5 for access to level 12 and 23 plant/machinery rooms for servicing/checks.
4. You advised that you will redeploy the security guards from Level 3 and 4, given the concerns raised by our residents. For traffic management, you will look to place a mirror so hotel / MOH staff can see if there was any residents coming. Mirrors have been deployed on level 3 and 4.
5. You advised that your staff (duty managers), are staying in rooms adjacent to The Residences wing. Based on our discussion, this was contrary to what we discussed, as we were of the understanding that these rooms will be vacant. Thank you for advising on this, and we will let our residents know to check if the doors are closed before moving forward. I advised that we were not giving those 2 rooms to MOH. We are using the rooms as per staff requirement.
6. You advised that you will make available the Stamford safety protocols, and you reiterated the need for confidentiality to be maintained. I understand your concerns, on this being leaked to the press, and I will work with our lawyers and your lawyers to find a way to make this work.
7. You advised that you are willing to keep a continued consultative approach to health and safety. I had said that from the residents perspective, it is important that we do have a Q&A session with concerned residents, with the IQR and also the MOH representative present. I advised that this is an important exercise to understanding the concerns of residents, as well as for the residents to understanding the mitigating measures the hotel has in place to keep residents safe.

Please do advise on any inaccuracies. I have not documented our discussion on what happened in the past, as I think we should be looking forward. For transparency, please know that I will be sharing this email with my committee and also our lawyer.

Thanks and Warm Regards

s 9(2)(a)

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