



## COVID-19 (Coronavirus disease). Our position

Given the unfolding situation relating to COVID-19 (Coronavirus) in Australia and across the world, we wanted to provide you with an update about the precautionary measures we are taking as a business to protect our employees, clients, contractors and guests.

### Melbourne Hospitality People Employee Guidelines

We have provided the following guidelines to our employees:

- Employees that have travelled outside of Australia must immediately isolate themselves for 14 days from the date of their return. They may return to work if at the end of 14 days self-isolation they are showing no symptoms and have provided a medical certificate.
- Employees who have immediate family or household members, that have travelled through any of the higher risk countries that the Department of Health identifies at any time, they must immediately isolate themselves for 14 days from the date of their return. They may return to work if at the end of 14 days self-isolation they are showing no symptoms and have provided a medical certificate.

[www1.health.gov.au](http://www1.health.gov.au)

- if employees develop any of the identified symptoms, they are to seek immediate medical attention. They may not return to work until we have a medical certificate clearing them for work;
- if they have contact with a person with suspected COVID-19, we will request they immediately isolate themselves for 14 days. They may return to work if at the end of 14 days self-isolation they are showing no symptoms, or earlier if the suspected case has been confirmed as having tested negative for COVID-19;
- if they have contact with a person with confirmed COVID-19, they must immediately isolate themselves for 14 days. They will not be permitted to come back to work until they are declared medically fit and have provided a medical clearance certifying them free of COVID-19.

In any of these situations, our team members may not attend our offices/venues, meet with our clients or conduct any other business on our behalf that may put our people, clients or guests at risk.

Currently, Australia does not have widespread community transmission of COVID-19. To help slow the spread, the Australian Government has advised, effective from Monday 16 March, organised, non-essential gatherings should be limited to 500 people.

Non-essential meetings or conferences of critical workforces, such as health care professionals and emergency services, should also be limited. This advice does not include workplaces, schools, universities, shops, supermarkets, public transport and airports.

### Client meetings - remote communications

If our employees have meetings with clients who have recently visited higher risk countries as identified by the Department of Health at any time, arrangements will be made to meet with those clients by alternative means such as telephone, Zoom or Skype. Additionally, if clients are experiencing any symptoms, we ask that they do not attend our offices/venues and instead arrange meetings using these alternative means.

### People attending our venues

We ask our employees, clients, contractors and guests attending our venues that have travelled overseas in the past 14 days, or have been in direct contact with anyone who has travelled overseas to higher risk areas or been in contact with a person with suspected or confirmed COVID-19, or if they are experiencing any symptoms to not attend our

venues. Signs are on display within our venues providing information around preventative measures and everyone within our venues follow these guidelines.



### **Ongoing safety focus**

Please rest assured that we are continuing to monitor the COVID-19 situation closely and will continue to provide updates as appropriate. Our approach is to manage the situation in a balanced, calm and measured way, and when required act swiftly and communicate clearly.

Please let us know if our people should be aware of any requirements you have put in place. We are keen to work closely together with a shared focus on ensuring the safety and wellbeing of all parties.

### **Hygiene practices**

We are closely following all advice received from Australian medical authorities, as well as the World Health Organisation (WHO), regarding precautions that are needed to minimise risks concerned with COVID-19. We are following the recommended health and safety precautions and are continuing to provide the latest updates to our people to ensure they're well informed about minimising the spread of COVID-19. We're ensuring our people maintain the highest hygiene standards, including practicing proper hand sanitising procedures and cough etiquette. All our venues are equipped with hand sanitiser, for staff and patron use. If any guest presents as unwell or with flu-like symptoms they will be asked to move away from other patrons.

### **Venue cleaning**

We uphold the highest standards when it comes to cleaning our offices and venues. Our venues are cleaned after every event and trading day, which includes the use of an antibacterial, antimicrobial cleaning product that reduces the risk of harmful viruses and any other possible harmful pathogenic bacteria. We understand you may have further questions about the health and safety measures please feel free to contact us to understand our best practice cleaning protocols.

It is our mission to ensure all our guests have the best experience at all our venues and we remain confident that with enhanced procedures, that we will continue to provide unmatched service and event experiences.

Please do not hesitate to get in touch if you would like to discuss any of the above or if we can assist you or your organisation in any way.

Regards

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## **FAQ's**

### **How is Melbourne Hospitality dealing with COVID-19?**

Melbourne Hospitality is taking all recommended precautions to ensure that our people and our guests are protected from possible exposure to COVID-19. Our people, clients, guests and contractors are asked to follow the above guidelines when attending our offices and venues.

### **What is the policy and possible penalties if an event or booking needs to be postponed or amended due to COVID-19?**



Standard terms and conditions apply, these can be found as part of the event contract/order or please refer to [Terms and Conditions](#) or our booking guidelines which can be found on [www.melbhp.com.au](http://www.melbhp.com.au)

However, all postponements and amendments will be dealt with on a case by case basis. We value our customers and appreciate that some discretion is required during this time.

**Shared food stations and shared meal options;**

It is MHP's position that any shared meal options be avoided during this time and we are asking our clients to choose individual meal options as an alternative.

**What will happen if our venues are closed due to a COVID-19 outbreak?**

In the event that the Australian Federal Government forces our venues to close due to COVID-19, Melbourne Hospitality People will allow for a date change to a mutually agreed date at no penalty to the client.