



## OUR COMMITMENT TO SAFETY AND WELL-BEING

At The Langham, Sydney, nothing is more important than the health and safety of our customers and our colleagues and we are pleased to state that we are registered with the Government of New South Wales as a COVIDSafe business.

As a demonstration of this commitment, we have implemented comprehensive cleaning and sanitising protocols and have incorporated changes designed to contain the spread of COVID-19.

These measures are based on the expert advice of the NSW Department of Health, the Australian Government, public health authorities, and medical professionals, and we are closely monitoring government policy changes, mandates, and guidelines to make changes as necessary or appropriate to our protocols and procedures.

An overview of these enhancements is noted below.

### GUEST ARRIVAL

- Guests' temperatures checked upon arrival
- During check-in, guests' preferences established regarding housekeeping services, minibar replenishment and Private Kitchen delivery
- Guest contact areas sanitised after each interaction (e.g. front desk)
- Doormen and bellboys wear gloves and sanitise luggage before bringing them up to the room
- Social distancing promoted throughout the hotel with signage on display as a reminder
- High-touch areas throughout the hotel sanitised on a regular basis
- Hand sanitisers located throughout the hotel
- Guests encouraged to opt for Express Check-Out as a contactless check-out option

### FOOD & BEVERAGE

- Contactless delivery of Private Kitchen delivery if requested
- Restaurants and bar floor plans arranged to meet local guidelines on social distancing
- Face masks are available upon request, along with hand sanitiser
- Increased and regular sanitising of all shared surfaces
- All food and beverage colleagues wash their hands every 30 minutes

### GUEST ROOMS

- Personal Protective Equipment kits provided for guests upon request
- Pillow protectors changed after each guest's stay
- All glassware and chinaware sterilised daily
- Electrostatic disinfectant sprayer used between each guest stay

# THE LANGHAM

SYDNEY



## GYM & SPA

- Gym and spa floor plans arranged to meet local guidelines on social distancing
- Health and wellness protocols aligned with local authorities' recommendations to include temperature checks, Personal Protective Equipment kits to be available upon request, and social distancing everywhere except the treatment rooms
- All public areas sanitised on a regular basis
- Hand sanitisers in use throughout the hotel

## MEETINGS & CATERING

- All meeting and event floor plans arranged to meet local guidelines on social distancing
- Clients encouraged to select pre-plated options or a served buffet - no self-service offerings at this time
- All spaces thoroughly sanitised daily with high-touch areas sanitised hourly
- Personal Protective Equipment kits provided upon request
- Hand sanitisers in use
- Social distancing promoted with signage at all events
- All third parties (e.g. florist, audio visual, entertainers) must strictly follow hotel standards

## OUR TEAM

- All visitors to the hotel, including colleagues and third parties, to have their temperature taken before their shift/entering hotel
- Face masks are worn by all guest-facing colleagues in the hotel
- All colleagues to practice COVID-19 cleaning & sanitising protocols and observe social distancing both at the front of the house and heart of the house
- Continuous training ensures protocols are adhered to 24/7
- All workstations and colleague shared areas, both front of the house and heart of the house, planned to maintain social distancing

Please contact us if you have questions or require additional information about our preventive measures and protocols. The Langham, Sydney continues to be committed to the health, wellness and safety of all our colleagues, guests and travel partners. We are in this together and we wish for everyone to stay safe and healthy. Keep well and stay strong.