

ALL SAFE



pullman
HOTELS AND RESORTS

MELBOURNE ON THE PARK



ALLSAFE

High standards of hygiene and cleanliness are already delivered across all our brands, all over the world. However the COVID-19 pandemic demands that we elevate those standards even further; therefore, we have launched the ALLSAFE label, which represents some of the most stringent cleaning standards & operational procedures in the hospitality industry.

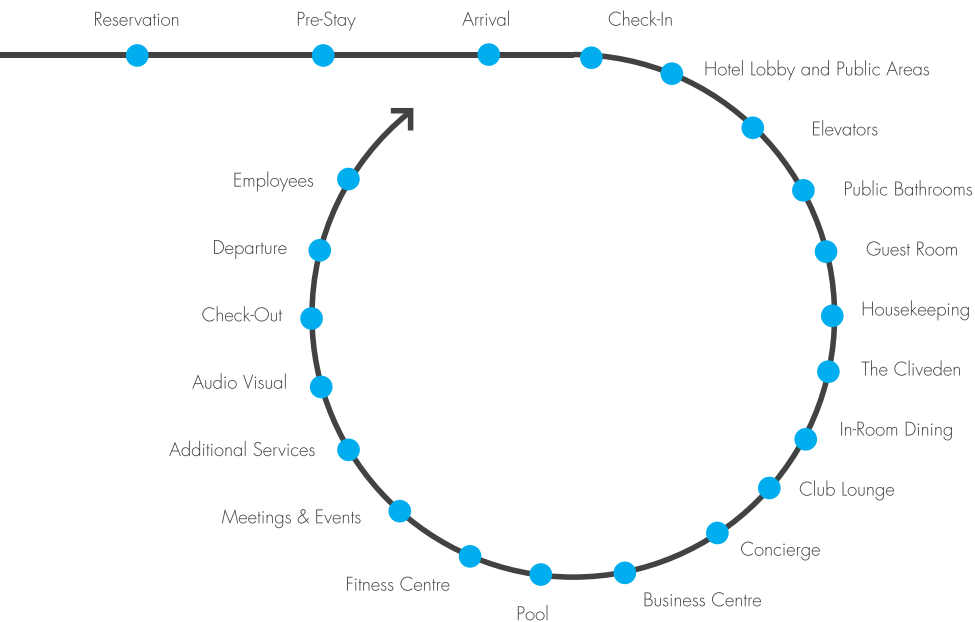
Accor's global cleanliness & prevention standards have been developed with and vetted by Bureau Veritas, a world leader in testing, inspections and certification. The ALLSAFE label communicates to guests when these standards have been met in our hotels. All Accor hotels must apply the global and regional standards and be audited either by the Group's operational experts or third-party auditors to achieve the new ALLSAFE label.



To further strengthen our hotels' commitment to the care of all who visit, Accor has announced a groundbreaking strategic partnership with AXA, a global leader in insurance, offering medical support to guests across the 5,000 Accor hotels worldwide. Guests will benefit from AXA's most recent advances in telemedicine through free access to medical teleconsultations, as well as access to AXA's extensive medical networks, with tens of thousands of licensed healthcare professionals.

WE'RE TAKING HYGIENE TO NEW HORIZONS

YOUR SAFE JOURNEY AT PULLMAN



At each touchpoint along your guest journey at Pullman Melbourne on the Park, extensive measures are taken to protect our guests and employees.

All protocols developed following the guidance Bureau Veritas, through Accor's Allsafe program and additional advice from our local suppliers of hospital grade cleaning chemicals. Enhanced hands-on training and a formal audit program ensure safety and wellbeing for everyone at our hotel.

OVERVIEW

- Enhanced cleaning protocols, Increased cleaning & disinfecting frequency, with continued use of hospital grade disinfecting chemicals
- Enhanced COVID-19 awareness, education & training
- New guest contact measures, Mandatory screening for all guests and employees, which may include temperature checks. Declarations are currently mandatory as per state legislation
- Masks provided to all guests and worn by all employees
- Enhanced food safety measures
- Global medical support for all guests in a partnership with AXA
- Physical distancing
- Hand hygiene, including proper handwashing & hand sanitizer stations
- Formal cleaning & disinfecting audit

MEET WITH CONFIDENCE AT PULLMAN ON THE PARK

- Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival and manages check-in queues to promote physical distancing
- Mandatory screening for all attendees, which may include a temperature check
- Event set-ups to facilitate physical distancing; use of outdoor space whenever possible
- Hand sanitizer stations in key areas throughout event spaces
- All food and beverage offerings served in individual servings; no buffets
- Gloves & masks for all employees servicing event
- Disinfection of all touchpoints (tables, chairs, linens, etc.) between events with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- We'll provide a dedicated event public area cleaner to clean, disinfect and monitor high touch areas including the entrance and exit of event venues, door handles, escalators, lift buttons, hand rails and rest rooms
- We'll provide hand sanitiser stations in all public areas, events spaces and catering areas
- All team members will wear PPE.
- Signage will be placed next to the hand sanitiser bottles reminding guests to use them for their personal hygiene
- Physical distancing queuing and capacity restrictions in rest rooms have been implemented
- Hygiene procedures for the receiving of items via the loading dock have been implemented
- ALLSAFE signage on hygiene measures placed strategically throughout public areas

and event spaces

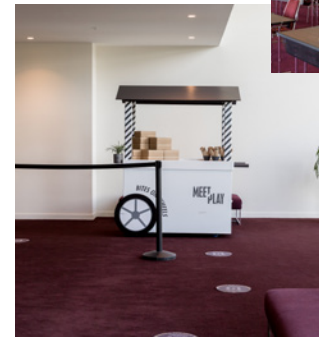
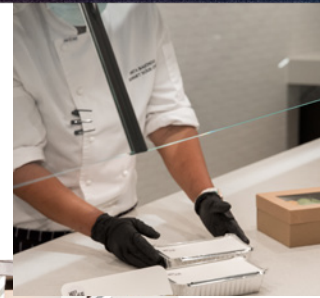
- An enhanced in room cleaning program using hospital grade cleaning materials is now also a standard Regular deep cleaning will be carried out on upholstery and carpets, and bedding will be washed and treated at high temperatures.

ADDITIONAL SERVICES

- The following service are available at an additional cost based on your event requirements. Should you require a quote please request this from your Event Executive:
- Security guards to monitor guest movement and room capacity.
- Additional public area cleaners.
- Additional event service team members.
- Additional digital and physical signage.
- Temperature reading devices.
- People counting device supporting the physical distancing guidelines and venue capacity calculations.

AUDIO VISUAL

- Audio Visual Dynamics our audio visual partner have adopted ALLSAFE measures to ensure guest safety, which include:
- Ensuring all equipment is cleaned and disinfected prior to use.
- AV equipment that will be handled by multiple people throughout an event will be cleaned and disinfected before and after each use. This includes; Hand held, lapel, headset and lectern microphones, laptops or other devices, presentation remotes. Frequently touched surfaces including lecterns and side table.



YOUR HEALTH AND SAFETY ARE OUR ABSOLUTE PRIORITY

PLEASE CONTACT THE HOTEL FOR A COMPREHENSIVE LIST OF OUR
ELEVATED SAFETY MEASURES AS PART OF ALLSAFE.



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