



# MANTARAYS

NINGALOO BEACH RESORT

## COVID-19 POLICY STATEMENT

The response to COVID-19 (coronavirus) continues to evolve and as we have all seen and experienced already, especially with recent second waves in the Eastern States, it is presenting unprecedented challenges for businesses, society as a whole, government and the economy.

The health and well-being of Mantarays Ningaloo Beach Resort guests, visitors and staff continue to remain our top priority in these challenging times with COVID-19. We continue to monitor the situation closely and follow our hospitality industry standards provided by the Australian Hotels Association (AHA) and we also monitor Health Department and all other Governmental recommendations to best prevent the risk of COVID-19 impacting our resort.

From mid-March 2020 we commenced screening processes for all staff, guests, visitors and contractors, with the introduction of declaration forms – this screening process continues. From 5 December 2020 we instigated the process for the SafeWA app to scan our QR codes for our business (at Front Desk and the Restaurant) as well as providing manual contact registers for those without access to mobile phones.

Like other businesses in the hospitality industry, we are asking our staff to maintain and adhere to strict hygiene and cleanliness standards and we have greatly increased the level and frequency of cleaning protocols at the resort. From May 2020 we implemented the requirement for all current and new staff members to complete the online COVID-19 Hygiene training in accordance with the AHA's requirements, which is fully endorsed by the West Australia Government.

We also promote contactless payment options in our resort, to limit the risk of germ and bacteria contamination from cash money. We have communicated these changes to our guests with our Welcome Letters and specific signage around the resort. Hand sanitiser is readily available throughout the resort common areas and we actively promote COVID safety guidelines with effective signage and staff interactions.

We continue to conduct our business and offer full hospitality and customer services at the resort, whilst abiding to the current and every changing directives from the relevant Government bodies. Variations to this policy may be necessary as the COVID-19 situation evolves and the Government mandates other changes to our business in Exmouth, Western Australia.

**Management & Staff - Mantarays Ningaloo Beach Resort**