

Duties / Actions On.

You are working inside a quarantine area declared by the Government, under the Public Health Act, and as such the Authorised Officer from D.H.H.S is in charge of this hotel.

Our main objective is to observe and report, ensuring that the guests who are quarantined remain inside their rooms.

You are to remain on your post at **all times**, when not on a break and at the beginning of your shift note down and record the Mobile number of your shift supervisor. This in on the white board and given at the briefing time in the morning or evening at shift change.

You are to ensure that guests comply with the order they have signed and must escalate all issues and people exiting their room immediately to your shift supervisor.

Should a guest fail to listen to your request, you are to advise them that they are not complying with the order they signed and that you will have to report this immediately.

Please note a detailed description and or what room number the guest has been in and call your supervisor, they will need details to escalate to DHHS or Victoria Police.

At no time are you required to physically stop, restrain or touch the persons in Quarantine. Always maintain social distancing, hand hygiene, report to your supervisor if you are feeling unwell.

Please ensure you are vigilant and paying attention to your surroundings and adhere to all OH&S procedures on shift and complying with the Social Distancing guidelines. All OH&S issues or concerns need to be escalated to the shift supervisor or the Wilson representative onsite.

Staff are to use the security office space for eating and taking their breaks, please keep this area clean, and free from rubbish.

DHHS 1800 960944 help line for any guests queries and advise them to call the room service or reception for any Hotel issues.

When you are relieved for a break please ensure you tell the oncoming staff member of any issues or concerns in your area. We thank you and appreciate what you are doing during such an important time.

Wilson Security.