



**COVID-19
Hotel Quarantine Inquiry**

IN THE MATTER OF the *Inquiries Act 2014*

AND IN THE MATTER OF a Board of Inquiry into the COVID-19 Hotel Quarantine Program

**DOCUMENTS PRODUCED BY DAN BANKS OF SIGNAL88 SECURITY
IN RESPONSE TO NOTICE TO PRODUCE (NTP-097)**

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**COVID-19
Hotel Quarantine Inquiry**

NOTICE TO PRODUCE

DOCUMENTS TO A BOARD OF INQUIRY

Regulation 15

TO: Dan Banks
Director

AT: Signal88 Security Australasia Pty Ltd
[REDACTED]
[REDACTED]

A Board of Inquiry is being held into the COVID-19 Hotel Quarantine Program, established by an Order in Council made under s 53(1) of the *Inquiries Act 2014* (Vic) (**Act**).

What you must do

You must produce the documents specified in the Schedule attached to this Notice (the **Schedule**). This Notice is identified as 'NTP-097'.

You should include with the documents a numbered index which includes:

- the document title and date;
- whether the document is subject to a claim for reasonable excuse; and
- any relevant commentary necessary to provide context to the document.

Where you must produce documents

The documents specified in the Schedule must be produced electronically on or before **5:30pm on 24 August 2020** in accordance with Practice Direction 1: Production of Materials and Document Management Protocol.

Objecting to this notice

You may object to this notice if you have (or will have) a reasonable excuse for failing to comply with the notice. For example, it is a reasonable excuse to fail to comply with the notice if you are prohibited from disclosing the document(s) by a court order. See section 65 of the *Inquiries Act 2014* (the **Act**) for further examples of what constitutes a reasonable excuse.

You may also object to the notice by claiming that the document(s) specified in the notice are not relevant to the subject matter of the inquiry.

If you wish to object to this notice, you must do so in writing:

To: lawyers@quarantineinquiry.vic.gov.au

By: 5:30pm on 20 August 2020.

Your written objection must outline your reasons for objecting and include a relevant contact person with whom to liaise. If the Board of Inquiry is satisfied that your claim is made out, the Board of Inquiry may vary or revoke this notice.

Failure to comply with this notice without a reasonable excuse may constitute a criminal offence. The maximum penalty for this offence is 240 penalty units or imprisonment for two years. See section 86 of the Act.

Failure to comply with this notice without a reasonable excuse may also result in the Board of Inquiry making an application to the Supreme Court of Victoria. The Court may then order you to comply with the notice within a specified period. See section 70 of the Act.

A handwritten signature in black ink, appearing to be 'Jennifer Coate', with a long horizontal line extending to the right.

THE HONOURABLE JENNIFER COATE AO

Board of Inquiry into the COVID-19 Hotel Quarantine Program

Date: 17 August 2020

**SCHEDULE TO NOTICE TO
PRODUCE DOCUMENTS TO A
BOARD OF INQUIRY (NTP-097)**

The documents described below are required to be produced to the Board of Inquiry into the COVID-19 Hotel Quarantine Program (**Board**) pursuant to s 64 of the *Inquiries Act 2014* (Vic):

1. The statement, along with any supporting documents annexed thereto and an index of the supporting documents, prepared or gathered in response to the list of questions in the Board's letter addressed to Mr Dan Banks dated 17 August 2020.



COVID-19

Hotel Quarantine Inquiry

IN THE MATTER OF the *Inquiries Act 2014*

AND IN THE MATTER OF a Board of Inquiry into the COVID-19 Hotel Quarantine Program

LIST OF QUESTIONS FOR DAN BANKS

[These questions must be included in your witness statement as headings, with your answer to these questions immediately beneath that heading]

1. What is your title and role within **Signal88 Security?** –
 - Business development Director
 - Client relationships / new business opportunities / marketing both print and online
 - Provide support to the Managing Director as required.

2. What is your relevant professional background and work history?
 - Business Development and management roles across services based industries including facilities management and hospitality.
 - In security specifically have worked hands on as a crowd controller, security venue supervisor, static guard and mobile patrol guard.

Signal88 Security

3. When was your business first licensed as a private security business in Victoria?
 - 2016

4. What are the usual services provided by your business?
 - Static guard services
 - Mobile patrol security services
 - Alarm response services

5. What is your business's usual client profile?
 - Commercial customers mainly – hospitals, pharmacies, schools, commercial offices, manufacturing companies, building sites, building companies, car dealerships, retail shop and offices of all kinds, restaurants pubs, hotels, retirement villages, some residential customers particularly for alarm responses.

6. To what extent, prior to the Hotel Quarantine Program, had your business provided security services to the Victorian government, whether directly or via subcontracting or labour hire arrangements?
 - Signal88 has been providing Mobile patrol security services and alarm responses for government schools, government utilities providers such as water and electricity for the past 2 years.

7. On what basis (employee/contractor/other) do you engage staff to perform security services?
 - Employee basis

8. How many permanent employees did you have as at 27 March 2020?
 - 42

9. Which office holders within your business themselves hold private security licences?
 - All senior personnel hold current Victorian security licences.

10. How do you ordinarily recruit staff?
 - "Indeed" website

11. Are staff employed or engaged by your business under any restriction on accepting work from other security businesses?
 - No, its not encouraged but we don't stop them from doing so

Your company's involvement in the Hotel Quarantine Program

12. At which hotels, and for which government security contractor, did your business provide security staff? For each hotel please include details of the time period within which you provided security staff.
- Wilson Security was the government security contractor we were subcontracted to
 - Crown Plaza – from 2nd April to 7th April 2020 – Hotel closed for deep cleaning
 - Pan Pacific – from 3rd April to 19th April 2020 – Hotel closed for deep cleaning
13. When and how did your business first become aware that there was to be a role for private security companies in the Hotel Quarantine System?
- On or about 31st March
14. When and how did your business first reach an agreement to participate in the provision of security services in the Hotel Quarantine Program?
- Signal88 is an approved contractor for Wilson Security over last 2 years with an existing agreement in place to provide security guard services and mobile patrol services.
 - Signal88 was asked by Wilson Security to provide static guards as part of its existing service agreement with Wilson for the Hotel Quarantine project on the 31st March 2020
15. When was that agreement formalised in writing? If you had agreements with more than one of the government-contracted security companies, give details of all agreements.
- The Provision of Services agreement with Wilson security commenced in April 2018
 - Signal88 only contracted to Wilson

16. What precisely were the security services you agreed to provide under each agreement?
- Mobile Security Patrols
 - Alarm responses
 - Let ins / let outs
 - Stand offs
 - Static Guarding
17. When and how [if at all] were you first provided with the terms of the head contract entered into by the government contractor with whom you had made an agreement to provide security services?
- See response at 15 for Provision of Services agreement with Wilson Security.
 - Signal88 has generally not been provided with copies of head contracts entered into by head contractors and their customers as our contract is with the contractor for provision of services generally.
 - The head contractor then provides a site specific brief to follow as was the case in the Quarantine Hotels. The Quarantine Hotel brief provided is at annexure A to this statement.
18. Did you engage subcontractors or labour hire companies to provide any of the security services you had contracted with the government contractor to provide? If so, give details of –
- (a) the firms engaged;
 - (b) the hotels at which those firms provided services; and
 - (c) the dates on which those firms provided services.
- No – All guards provided were employed by Signal88 directly

The hotels at which your business provided security services

19. For each hotel at which your business provided security services, please state –
- (a) the number of persons rostered to each shift;
 - (b) the number of shifts per day; and
 - (c) the duties of the staff rostered for each shift.

CROWN PLAZA

DATE	DAY	TIME	NO. GUARDS	SHIFT
2/04/2020	Thurs	18:00-06:00	4	12 hrs
3/04/2020	Fri	06:00-18:00	5	12 hrs
3/04/2020	Fri	18:00-06:00	5	12 hrs
4/04/2020	Sat	06:00-18:00	5	12 hrs
4/04/2020	Sat	18:00-06:00	5	12 hrs
5/04/2020	Sun	06:00-18:00	5	12 hrs
5/04/2020	Sun	18:00-06:00	5	12 hrs
6/04/2020	Mon	06:00-18:00	5	12 hrs
6/04/2020	Mon	18:00-06:00	5	12 hrs
7/04/2020	Tues	06:00-18:00	5	12 hrs

PAN PACIFIC

DATE	DAY	TIME	NO. GUARDS	SHIFT
3/04/2020	Fri	06:00-18:00	13	12 hrs
3/04/2020	Fri	18:00-06:00	17	12 hrs
4/04/2020	Sat	06:00-18:00	19	12 hrs
4/04/2020	Sat	18:00-06:00	18	12 hrs
5/04/2020	Sun	06:00-18:00	19	12 hrs
5/04/2020	Sun	18:00-06:00	18	12 hrs
6/04/2020	Mon	06:00-18:00	18	12 hrs
6/04/2020	Mon	18:00-06:00	19	12 hrs
7/04/2020	Tues	06:00-18:00	19	12 hrs
7/04/2020	Tues	18:00-06:00	19	12 hrs
8/04/2020	Wed	06:00-18:00	19	12 hrs
8/04/2020	Wed	18:00-06:00	17	12 hrs

9/04/2020	Thurs	06:00-18:00	16	12 hrs
9/04/2020	Thurs	18:00-06:00	16	12 hrs
10/04/2020	Fri	06:00-18:00	16	12 hrs
10/04/2020	Fri	18:00-06:00	16	12 hrs
11/04/2020	Sat	06:00-18:00	16	12 hrs
11/04/2020	Sat	18:00-06:00	11	12 hrs
12/04/2020	Sun	06:00-18:00	11	12 hrs
12/04/2020	Sun	18:00-06:00	11	12 hrs
13/04/2020	Mon	06:00-18:00	11	12 hrs
13/04/2020	Mon	18:00-06:00	11	12 hrs
14/04/2020	Tues	06:00-18:00	11	12 hrs
14/04/2020	Tues	18:00-06:00	11	12 hrs
15/04/2020	Wed	06:00-18:00	11	12 hrs
15/04/2020	Wed	18:00-06:00	11	12 hrs
16/04/2020	Thurs	06:00-18:00	11	12 hrs
16/04/2020	Thurs	18:00-06:00	11	12 hrs
17/04/2020	Fri	06:00-18:00	11	12 hrs
17/04/2020	Fri	18:00-06:00	11	12 hrs
18/04/2020	Sat	06:00-18:00	11	12 hrs
18/04/2020	Sat	18:00-06:00	11	12 hrs
19/04/2020	Sun	06:00-18:00	8	12 hrs

- See above tables for guard numbers and shifts. Duties were as directed by Wilson Security and as contained in the instruction sheet provided by Wilson. See Annexure A

20. Did the numbers of persons and shifts or the nature of the duties change over time? If so, please detail the nature of those changes.

- Yes, numbers of persons required changed as per directions from Wilson Security; nature of the duties remained the same.

21. How were decisions made about the number of staff to be rostered on?

- Signal88 was not involved in any such decision process but was informed of number of staff required by Wilson Security prior to the staff being required.

22. What licences were the staff you engaged or authorised to be engaged required to hold in order to be engaged? What records were kept of those licences?

- Current Victorian Private Security Individual Operator licences with Security Guard endorsement – all guard licence details were provided to Wilson Security who then checked licences against LRD database, all guard licences provided to Wilson Security had been previously checked against LRD website and copies of which stored at Signal88 office.

Training and Supervision

23. What if any training was provided to your staff by the Department of Health and Human Services (**DHHS**), the Department of Jobs, Precincts and Regions (**DJPR**) or any other government department regarding COVID-19 and how to work in a safe manner?

- COVID-19 training was followed based directions provided by Wilson Security and following training provided in following link to Australian government website.
- The training was provided by Wilson Security personnel at site at commencement of shifts, this training focused on use of PPE, social distancing and handling of issues.
- Additional training was required to be completed by all who attended the site being required to complete the Australian Government department online training found at the following link.
- This training related to COVID-19, signs and symptoms, keeping yourself safe from COVID-19 and myths surrounding COVID-19. The training focused on handwashing technique, hand-rubbing technique, avoiding touch your face, social distancing, respiratory hygiene – covering mouth with elbow when coughing or sneezing, it advised that masks were only required if you were sick with symptoms that might be due to Covid-19 especially if coughing.

https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training?fbclid=IwAR2Y8eLN0JbJej5HehebMAHVlouLD5Tr_ZrpyiMU6Mlongsq2xk6vffLyxM

24. What if any training was provided to your staff by the government contractor that engaged you regarding COVID-19 and how to work in a safe manner?
- Orientation session at commencement of first shift and then follow up briefing session at commencement of each subsequent shift
 - Face to face training at Staff shift commencement briefings and guidance materials provided by Wilson Security covered essential safety and infection control measures in line with government and independent medical advice and were also delivered based on Departmental updates.
 - Training based on information provided in Australian Government Health Department website – copy of which provided to inquiry in earlier submission – see link at 23
25. What if any training did your business require your own staff to undergo regarding COVID-19 and how to work in a safe manner? In your answer please make any necessary distinction between:
- (a) Staff directly engaged by your business; and
 - As above
 - (b) Staff engaged by subcontractors and labour hire companies.
 - N/A as no subcontractors or labour hire companies were engaged by Signal88
- Signal88 strictly adhered to training provided by Wilson Security which was based on information provided in Australian Government Health Department website.
 - Further all personnel were briefed on safety requirements at each site by Wilson Security and this was further followed up on by Signal88 Supervisors.
26. What onsite supervision was in place for your business's security staff at each hotel? Was that supervision provided by you or by the government contractor that engaged you?
- Overall onsite supervision was provided by Wilson Security
 - Signal88 Management attended sites on each and every shift to ensure correct procedures in place and from 11th April onwards appointed and put in place at

its own expense a permanent Signal88 supervisor to oversee Signal88 guards.

27. In cases where some of the staff on duty at an hotel quarantine site were engaged by your business, and some by the government contractor;
- (a) Which business or person had responsibility for onsite supervision?
 - Wilson Security had overall responsibility at all times and were always onsite
 - (b) Which business had responsibility for PPE?
 - Wilson Security provided all PPE to site.
28. In cases where all of the security staff on duty were engaged by your business, did your business provide onsite supervision?
- Yes
29. If you engaged further subcontractors or labour hire companies, what role did they play in supervision of the staff provided by them?
- N/A – only used Signal88 employees

Rosters and salary arrangements

30. Who in your business was responsible for the recruiting and rostering of staff?
- ████████████████████
31. How were the staff you provided for the quarantine program sourced and recruited?
- Indeed recruitment, word of mouth, industry contacts
32. What factors were relevant to how frequently staff were rostered on?
- Experience
 - Ability
 - Availability
 - Occupational health and safety requirements
 - Site requirements

33. What records were kept of hours worked?
- Rosters, timesheets and payroll records
34. What were the applicable hourly rates of pay for the security staff you provided?
- As per Level 2 Security Services Industry Award – see Annexure B
35. How were security staff paid?
- Electronic Funds Transfer to nominated bank accounts
36. To your knowledge were any security staff engaged by you at one hotel quarantine site also working at any other hotel quarantine site and/or for other security contractors?
- Not to my knowledge further to which it was my understanding that Wilson Security did not permit staff to work across other hotels or sites to avoid any unintentional threats to our infection control measures.
37. What if any fee or remuneration was paid to your company in addition to the actual salary costs of the staff you provided?
- After all salary costs but not including overhead costs the fee works out at approximately 7% margin on salary costs

Personal protective equipment

38. What PPE was provided by your business for staff use?
- All PPE was provided by Wilson Security and all personnel at site required to use this PPE.

39. What PPE was provided by the government contractor to your business's security staff for use?
- Masks / gloves / hand sanitiser
40. What PPE was provided by DHHS or any other government department?
- None to my knowledge.
41. Were your staff at any time required to provide their own PPE?
- No
42. What training was given to your staff regarding the correct use of PPE? Who provided that training?
- Training was provided by Wilson Security at commencement of shift with further information contained in handout at annexure A
 - Training in use of and wearing of PPE was supported and followed up on by Signal88 supervisory staff and management
43. Did your business at any time experience a shortage of PPE? If so, how was that shortage managed?
- No
44. What if any arrangements were in place at the hotels for which you had responsibility for temperature checking of security staff? Who instituted and monitored any such arrangement?
- Wilson Security required all staff to complete a daily declaration of fitness, and implemented temperature checking of all staff at the beginning of every shift.
 - Wilson Security as above

Complaints and concerns

45. Who was responsible for identifying and acting on instances of poor or unacceptable conduct by your security staff?
- Wilson Security role to identify and report on issues, Signal88 role to act upon it
46. Who was responsible for identifying and acting on complaints or concerns regarding unsafe work conditions for your security staff?
- Wilson Security role to identify and report, Signal88 role to take necessary action
47. Did your business identify or receive notice of poor or unacceptable conduct by any of your security staff? How were those issues dealt with?
- Yes on 2 occasions we were notified of issues with our security staff
 - Incidents were investigated and staff concerned removed from site.
48. Did you terminate the services of, remove from site, or otherwise take action against any and which of the security personnel you engaged directly for unsatisfactory performance of their duties at quarantine hotels? If yes provide details of
- (a) who was so terminated, removed or acted against and when; and
 - (b) the nature of the unsatisfactory behaviour concerned.
- Incident 1 – on 09/04/2020 Signal88 received notification from Wilson Security that two guards had been sent home due to an incident occurring whereby a male quarantine guest was standing over a female nurse, yelling and being abusive. The nurse claimed that the guards present made no effort to intervene nor provide any verbal support nor provide a presence to support the nurse. The guards involved claimed that the male quarantine guest had been waiting much of the day for medication to be delivered to his room and had become increasingly agitated, and that when the nurse finally arrived she had incorrect medication and the male quarantine guest was very angry about this. The guards further advised that they were observing the incident but felt that if they

had stood up, moved toward the male, created presence and intervened that the situation may have escalated and become violent. Both guards were aware that there was a strict no touch policy in place at the hotel and wanted to avoid physical conflict occurring, both guards claimed that when the nurse left they asked if she was ok but she walked past and ignored them. Both guards were removed from site permanently following this incident at request of Wilson Security.

- Incident 2 – on 12/04/2020 Signal88 received notification from Wilson Security that a complaint had been received from a female hotel guest in regards to a guard allegedly asking her out once she had finished her hotel stay and the female guest felt that this was inappropriate. Following receipt of the guest complaint the guard was immediately removed from the floor she was staying on. When the guard was spoken to and the complaint investigated by [REDACTED] [REDACTED] the guard claimed that the female hotel guest had spoken to him on a number of occasions during her stay and they had smiled, exchanged pleasantries such as how are you, good morning and so on. The guard further claimed that on this occasion he had observed the guest putting her rubbish bag outside the hotel door and had said to her words along the lines of “hey would you consider having a coffee with me once this quarantine period is over” and the guard states that the guest had smiled at him and closed her hotel door. The guard in question is 19 years old and when spoken to, he admitted making the comment, appreciated that in the circumstances it was inappropriate and he was very apologetic. He was removed from the hotel site immediately following the investigation at request of Wilson Security.

49. Did your business identify or receive notice of unsafe work conditions for your security staff? How were those issues dealt with?

- No, all procedures relating to Covid-19, work conditions, work practices were in line with direction from Wilson Security and as per guidelines from Australian Government Health Department website.

50. Did any security staff employed or engaged by your business contract COVID-19 in the course of their work in the Hotel Quarantine Program? If so,
- (a) what were the circumstances in which they came to contract it; - N/A
 - (b) how and when did your business become aware of it; and – N/A
 - (c) what steps were taken by your business in response? – N/A
- No Signal88 personnel, hotel staff nor quarantine guests on sites to which Signal88 provided security contracted the virus.

Additional information

51. If you wish to include any additional information in your witness statement, please set it out below.

Signal88 was asked to assist Wilson Security with the hotel quarantine project at short notice. We assisted because we believed it to be an extremely important job request. We were prepared to do whatever was required of us to assist in the prevention of the spread of the Covid-19 virus via returned travellers and to do what we could to aid in the protection of the wider Victorian community.

We very quickly realised due to the complexities involved in the project that our involvement in it was placing a considerable strain on our business and that this was beginning to impact on our ability to maintain service levels to our wider customer base.

We were advised by Wilson Security that the Pan Pacific would empty all quarantine guests out around the 19th April and that it would then close for a period of time for deep cleaning before the next lot of guests arrived.

Signal88 made a request to Wilson Security to if at all possible exit the project as at the 19th April, Signal88 advised Wilson that if still required we would of course remain, however if Wilson had now secured enough guard coverage that Signal88 was not required that we would like to exit the project with last day of service being the 19th April 2020

This was agreed to by Wilson and Signal88 exited the project on the 19th April 2020.

ANNEXURE A

INSTRUCTION SHEET PROVIDED BY WILSON SECURITY



Wilson Security

Level 3, 6 English Street
Essendon Fields
VIC 3041

Wilson Security response to COVID-19 (Coronavirus) !

Core duties at the hotel-Pan Pacific

Security personnel have been engaged to support authorised officers from the Victorian Department of Health and Human Services (DHHS) and Victoria Police to uphold mandatory quarantine directions from Chief Health Officer. This means ensuring the safety of quarantined guests and the people that those guests will interact with.

These duties are as follows:

- Support the Chief Health Officer, authorised officers and Victoria Police in the enforcement of the *Isolation (International Arrivals) Directions* on the premises of the hotel.
- Ensure quarantined guests do not leave the hotel for the period of their quarantine without the permission of an authorised officer. This will be a direction from the Authorised officer assigned to the Hotel or VICPOL member
- Ensure that any disputes involving quarantined guests in the hotel are de-escalated without physical contact. If unable to de-escalate, Victoria Police should be contacted immediately. Your health and safety is priority, and escalation is to be via Supervisor and 000 immediately.
- Provide advice to quarantined guests on which areas they can go to in the hotel and ensure that this is upheld, this must be as directed by the DHHS representative.

Will there be existing hotel security and how should we work with them?

You should fully coordinate and cooperate with the operations teams at the hotels. Your manager/supervisor will need to liaise with the hotel's existing security and management operations team for advice on hotel layouts, access and

exit points and emergency evacuation protocols. All staff are to adhere to the evacuation of the Hotel you are working in.

Who should I contact if I don't know the answer to a guest's question?

If a **guest has a question** about their quarantine, they should contact a dedicated **Government information line at 1800-960 944** which will answer any queries guests may have.

If a security team member has a question about how to ensure the safety of guests and uphold the Chief Health Officers directions, speak to your manager.

Are quarantined guests allowed to leave the hotel?

As stated in the *Isolation (International Arrivals) Directions*, quarantined guests **are not allowed to leave** the grounds of the hotel for the duration of their quarantine.

Any changes to this will be communicated to the security team and managed by DHHS and the other

Are quarantined guests allowed to visit other areas of the hotel or use the hotel facilities?

No, however this will be dependent on the policy of the individual hotel as directed by an authorised officer. The details of movement within each hotel is set out in the declaration. Persons in quarantine are not able to access any other parts of the Crown Plaza hotel unless approved by the DHHS Management representative or VICPOL.

If persons leave their room(s), direct them politely to return to their room(s)

If they do not comply, your manager should contact Victoria Police. You are not to go hands on and or block their movement, you are to verbally remind the person that they are breaching the order and that their actions will have to be reported immediately, and they face a possible \$19,000 fine if they breach the quarantine order.

Please note and record their response, room number etc as this will form part of your incident report for DHHS and the Victoria Police, this information must be accurate as it will form part of a brief and be used in court.

You must always act in the most professional & respectful manner representing your company and the Australian Government, taking into consideration the order they guests are under but also show courtesy and understanding of your task. Your actions must be in line with the instructions and best practice at all times, remembering you may be being recorded on a mobile phone and or device.

Are friends and family of guests allowed to visit people who are quarantined at the hotel?

No. As stated in the *Isolation (International Arrivals) Directions*, apart from medical professionals in an emergency situation, the only other external parties who can enter the hotel to see a quarantined guest are the parents, guardians or temporary carers of quarantined guests under 18 years old. All other external parties are not permitted to visit quarantined guests.

Can I use physical contact in the enforcement of my duties?

Manhandling of quarantined individuals is NOT permitted at any time.

Any disputes that cannot be de-escalated verbally should be referred to your manager who will contact Victoria Police directly. The Victoria Police contact is 000.

Tactically withdraw yourself and escalate via mobile phone giving live updates on the situation to your manager, who will escalate to DHHS and Victoria Police.

What happens in the event of an evacuation?

Your security team, the hotel, Victoria Police and the Melbourne Fire Brigade will need to establish evacuation protocols that ensure the safety of all people in the hotel and, where possible, ensure social distancing requirements are met.

The evacuation direction must be followed, and Hotel process takes over, you are to assist with verbal instructions if safe to do so, and follow the Hotels Wardens, evacuation plan and instructions. Please make yourselves familiar with this as guests will look to you for guidance in an emergency.

What should I do if medical assistance is required

A 24 hour nurse service will be stationed at the hotel. Direct the person to go through the reception desk.

If it is an emergency call 000, allow the Nurse to take the lead on medical assistance.

What about social support for guests who need help?

Red Cross, and Beyond Blue members will be able to assist and provide additional support where needed.

Red Cross 03 9921 0828

Beyond Blue 1300 766 177

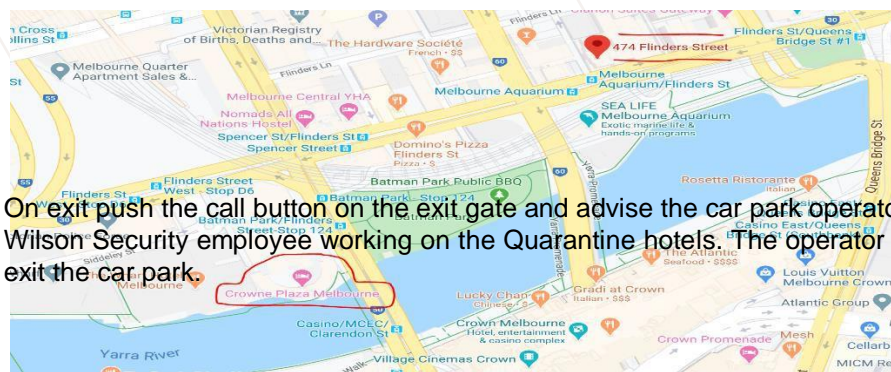
All staff are to complete the following Government information and training link;

https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training?fbclid=IwAR2Y8eLN0JbJei5HehebMAHVIouLD5Tr_ZrpyiMU6Mlongsq2xk6vffLyxM

Please keep the certificate on your phone from the attached link you have completed for verification.

Staff Parking?

Staff parking is available at the Wilson Car Park located at 474 Flinders Street. Pull a ticket.



On exit push the call button on the exit gate and advise the car park operator that you are a Wilson Security employee working on the Quarantine hotels. The operator will allow you to exit the car park.

Hygiene Safety

Please note you are responsible for using the wipes and hand sanitiser and following all the safety instructions and materials supplied for your tasking. Ensure any equipment or passes issues are wiped down before handing over to any staff member, are wiped down when you commence shift and do your part to ensure social distancing measures are upheld.

Please not the following;

- **We do not enter any person room**
- **We do not deliver food, or assist hotel staff in moving food trays, or rubbish**
- **We do not move or assist with laundry, or bed linen.**
- **We do not assist with person bags or luggage**
- **We always maintain social distance WITH EVERYONE**

Thanking you all again for your professionalism during this unique and sudden event.

ANNEXURE B

SECURITY SERVICES INDUSTRY AWARD

LEVEL 2

RATES PAID TO SIGNAL88 GUARDS

