



The government approved Red and Green zones at Pan Pacific Perth

To whom it may concern,

Ensuring the safety of our colleagues, our guests and the community remains our number one priority. Pan Pacific Perth has been seconded by the West Australian Government to provide quarantine accommodation for returning Australians and we take this responsibility very seriously.

We are fortunate to have a building structure that allows us to operate two completely separate operations that run a commercial Green Zone and a quarantine Red Zone hotel. The Pan Pacific Perth commercial Green Zone is completely segregated from the quarantine Red Zone hotel that is located on levels 10–23. The two zones are separate in every way; from their entrances to the air-conditioning, water and waste systems, guest and service lifts, contract security and healthcare workers. In addition, the two zones each have a dedicated team of employees that are not permitted to cross over into their opposing zone. Thorough and extensive cleaning and hygiene control is carried out in all areas of the two zones to the highest standards.

Green Zone: A hotel within a hotel

The hotel's commercial Green Zone has been endorsed by the West Australian Department of Health as a safe area due to the stringent controls by both the hotel and the West Australian Government. We have also received an independent audit of the Green Zone by an occupational physician recommended by the West Australian Medical Association who has classified the Green Zone as a *low risk* and safe area. All guests entering the Green Zone must sign in using WA Safe App or the paper version available and undergo a thermal temperature screening. No hotel quarantine worker inclusive of hotel colleagues, WA Health security contractors (MSS Security) and healthcare workers from any site are permitted to access the Pan Pacific Green Zone, for any reason.

The Pan Pacific Perth Green Zone incorporates:

- The porte cochere, main entrance and lobby
- The hotel's restaurants and bars: UMA, Bar UMA, Ten Acre Block, Hill Street Sports Bar + Restaurant, Lobby Café and Bobby's BBQ Truck.
- Function space: Golden Ballroom, Grand River Ballroom, all conference rooms and Meetings on 5.



- Pacific Club Executive accommodation wing located on levels 5–8.
- Pan Pacific Perth carpark.
- Health Club and swimming pool.
- Main kitchen, pastry kitchen, banqueting kitchen and all back of house areas on LL–L8.

The staff that work in the Green Zone do not cross over at any time to the Red Zone, which has its own dedicated workforce and entry and exits through a separate building. 65% of Green Zone colleagues have been vaccinated with either Pfizer or Astra Zeneca vaccines.

The Red Zone quarantine facility

- Has a separate entrance and exit on Adelaide Terrace.
- Features separate air-conditioning, water and waste systems, guest lifts as well as MSS Security and Path West contractor lifts.
- Separate Pan Pacific Perth Red Zone staff service lifts.
- Quarantine accommodation on levels 10–23.
- All staff including the contractors are provided and wear WA Health approved personal protective equipment.
- All staff including the contractors undergo daily saliva and weekly swab testing.
- Red Zone workers have their own facilities and never enter the Red Zone.
- Pan Pacific Perth Red Zone employees have volunteered for the role to care for returning Australians. They have no face to face contact with quarantine guests (unless at registration in full PPE).
- Pan Pacific Red Zone employees have little face to face contact with security and healthcare workers and if so is always at a distance of 2–3metres.
- 100% of Pan Pacific Perth Red Zone employees have received their vaccinations and do not undertake secondary employment.
- All Pan Pacific Perth guestrooms receive 100% fresh air and there is no re-circulation of air.



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- All Pan Pacific Perth guestrooms designated for quarantine accommodation have recorded a negative pressure test result (the desired result for this accommodation).
- As an added precaution, HEPA filters are being installed to all guestroom and lobby air-conditioning systems. Mobile HEPA filters are positioned in key areas.
- Pan Pacific Perth follows the strict guidelines set by WA Health for the meals prepared for guests undergoing quarantine. The meals have been significantly enhanced by the hotel's dedicated team of chefs to ensure quality and provide variety for a broad spectrum of palettes.
- Meals are served in disposable containers and rubbish is double bagged and disposed of separately.
- Quarantine guest laundry is also handled separately.

Should you require further clarity on how the two zones are successfully operating at Pan Pacific Perth, please do not hesitate to contact us.

Sincerely yours

Rob Weeden



General Manager

DISCOVERY 

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