



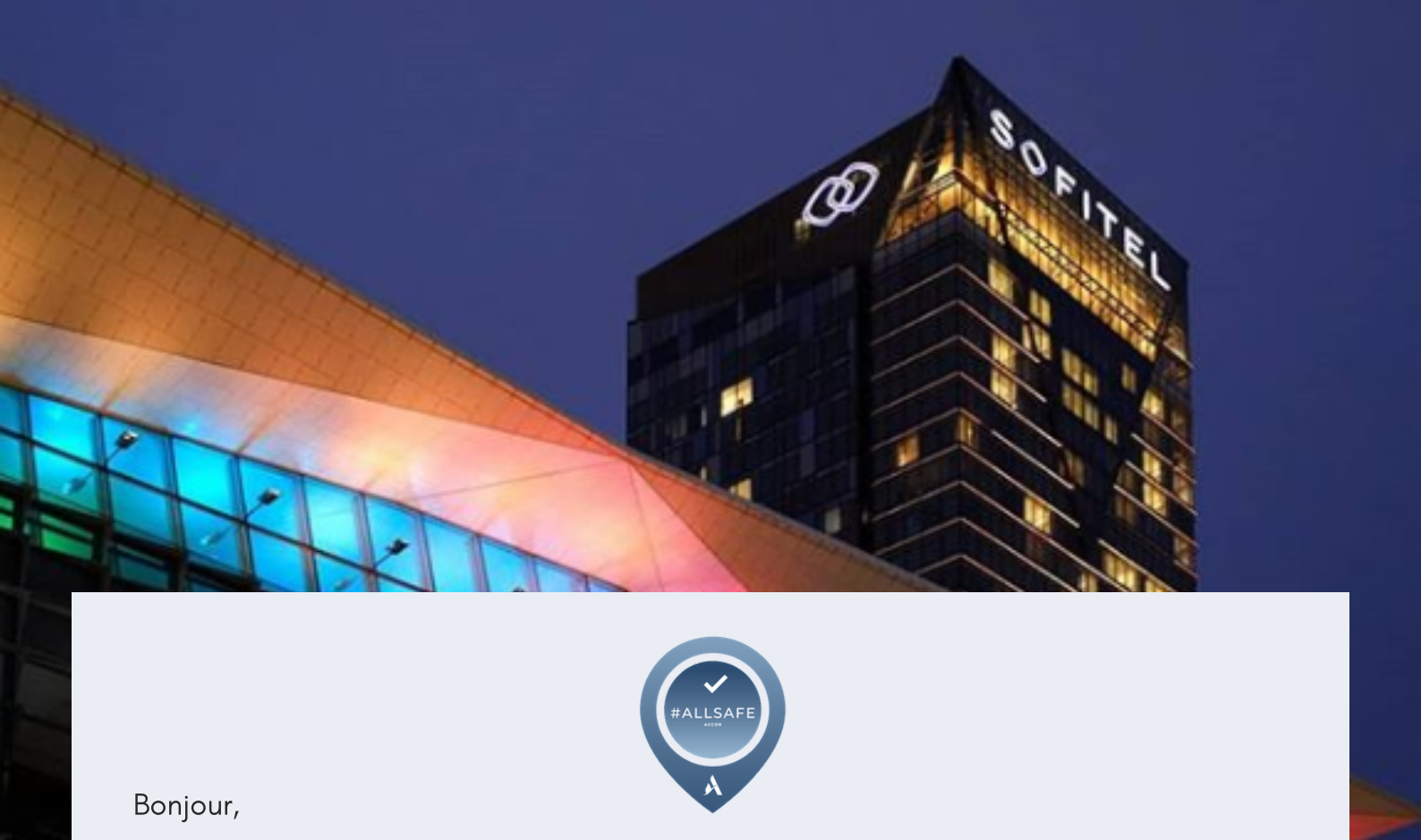
#ALLSAFE

Conferences, Events & Business Travel

FACT SHEET

S O F I T E L

SYDNEY DARLING HARBOUR



Bonjour,

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are at Accor and Sofitel Sydney Darling Harbour. The health, safety and well-being of our staff, guests, delegates and partners remains our top priority as the world recovers from this unprecedented crisis.

When we experience the world of hospitality today and in the future, many of us will be more aware of how we plan our events, conferences & corporate travel.

As restrictions in Sydney and across the country are evolving at a rapid pace, I wanted to update you on the latest steps we have been taking to welcome you into a safe, clean and trusted environment.

With the launch of ALLSAFE, Accor's global cleanliness and prevention label, we have implemented some of the most stringent cleaning standards in the world of hospitality. These standards have been developed with and vetted by Bureau Veritas, a world leader in testing inspections & certification. They include reinforced cleaning procedures, with frequent hospital-grade disinfection of all high-touch areas such as the lobby, public restrooms and lifts.

We are also a registered COVID-SAFE venue, fully complying with NSW government regulations.

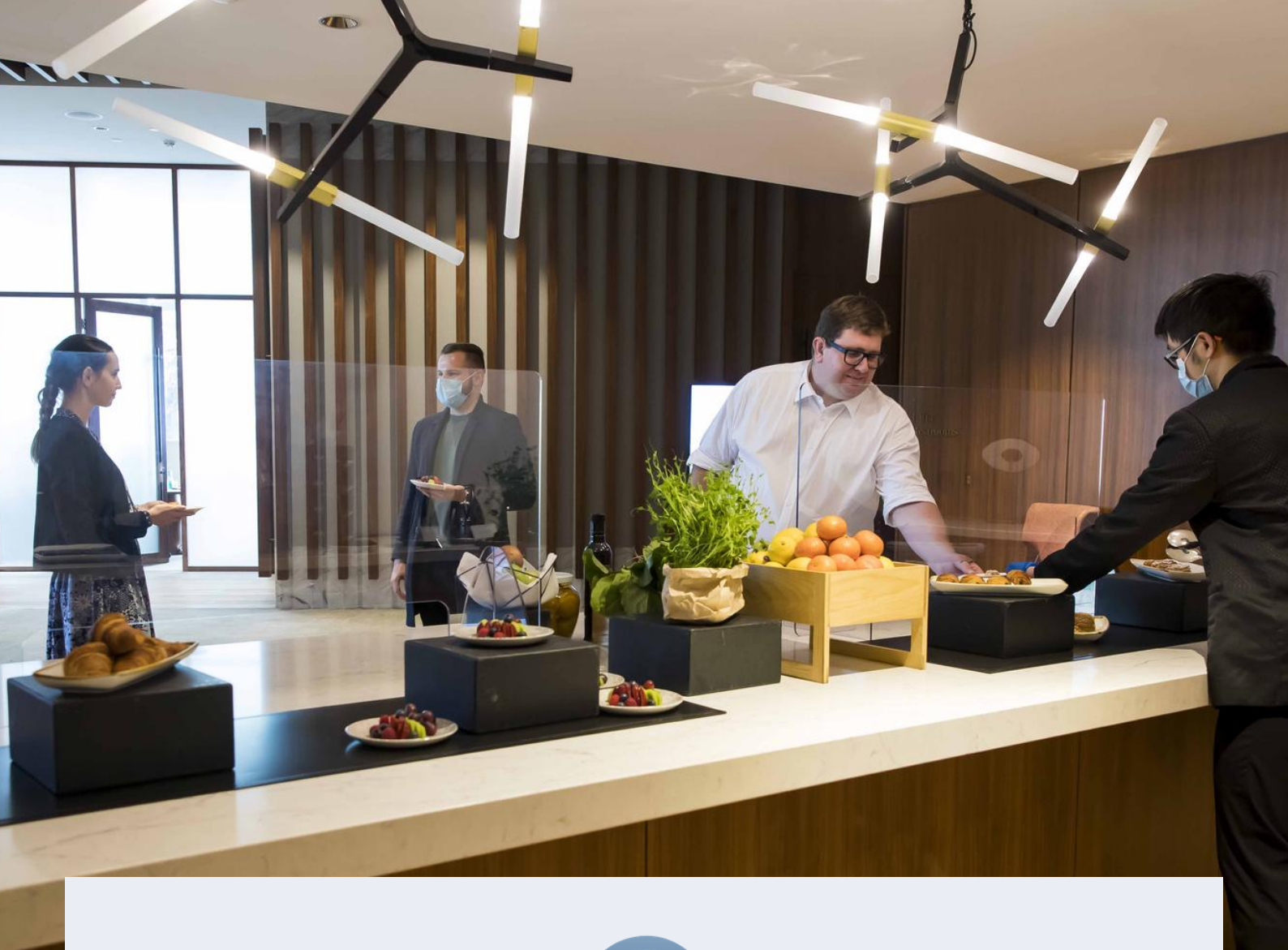
The elevated health and safety measures implemented here are thorough, consistent and effective and, above all, we hope that they will bring you peace of mind.

I would like to personally thank you for considering Sofitel Sydney Darling Harbour for your next event, and look forward to delivering memorable events for your guests.

Greg Brady
General Manager, Sofitel Sydney Darling Harbour



- In answer to many questions from guests, we can confirm that the hotel is not providing accommodation to quarantined guests.
- New 1.5m social distancing enforced in all common areas, in line with the NSW Government guidelines.
- All employees given comprehensive safety & hygiene training.
- Contactless check-in, check-out and payments carried out whenever possible.
- Enhanced handwashing protocols and hand sanitiser provided in key public areas (front desk, restaurants, conference floor etc).
- In guest rooms & suites: deep clean by fully trained personnel wearing PPE equipment and using hospital-grade disinfectants, with special attention to high-frequency touch points such as doorknobs, TV remote controls, phones, light switches etc. Minibar content sanitised on arrival and during servicing.
- In public areas, bars, restaurant and meetings rooms: enhanced cleaning program with hourly disinfection, four-hourly enhanced cleaning of high-touch surfaces (door handles, lift buttons, switches, payment terminals, AV equipment) and sanitising of keys touchpoints during coffee/lunch breaks. Contact log maintained for contact tracing of all patrons entering our venues.



- Buffets temporarily removed.
- Single use or contactless QR code menus available to minimise touch points.
- In kitchens: reinforced food safety standards and regular hospital-grade cleaning of all high-touch surfaces such as cooking surfaces, knives, bells and trays. Chefs keep a physical distance of 1.5m between each other during food preparation. Appropriate PPE such as masks and gloves is worn by our Chefs and food & drink handlers when receiving food deliveries. All food preparing and handling is certified by the stringent HACCP label (Hazard Analysis Critical Control Points).
- Safe in-room dining provided at no extra charge to guests when restaurant is closed.
- Appointment of ALLSAFE Managers and hygiene marshalls onsite 24/7, in charge of managing our guests' health and hygiene questions during their stay.
- As of July, Accor guests and delegates will benefit from AXA's most recent advances in telemedicine through free, 24/7 tele-consultations with fully qualified physicians.