



Navigating Workforce
Through
Challenging Times

International Experience – Singapore, Dubai and Australia

Angela Wong - Director of Human Resources at
The Ritz-Carlton, Perth



Terrorist Attack 9/11/2001





The Ritz-Carlton, Millenia Singapore





Napkin Folds



Banquet Service – 8 Course Chinese Set Dinner

TEMPERATURE SCREENING
IN PROGRESS

PERSONNEL WITH BODY TEMPERATURE
OF 38°C AND ABOVE WILL NOT BE GRANTED
ACCESS INTO THE BUILDING

*Thank you for your cooperation and
understanding.*

general space

SARS 2003



Egg Sandwich



Delicious Singapore Street Food





The Ritz-Carlton, Dubai International Financial Center

THE RITZ-CARLTON

financial crisis Great Crash of 2008

Major real estate
also started to cut headcount
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SATURDAY, OCTO

Disbelief, and a punter re

The plunging market yesterday dealt a new blow to investors' confidence, as the government decided to inject million into counselling sp... losers in the financial... Retail inv... disbelief...



The Ritz-Carlton, Perth



WA COVID-19 UPDATE

23 March 2020 - 5:00pm AWST

WESTERN AUSTRALIA

Tested (do not have COVID-19):	9,948
Confirmed COVID-19 cases:	140
Unknown sources ¹ :	2
Active cases:	133
Patients recovered:	6
Deaths:	1

AUSTRALIA

Total confirmed cases:	1,709
New cases today:	313
Deaths:	7

National data from health.gov.au (3:00pm 23 March 2020)

¹ Cases where contact tracing has been completed and were found to have not travelled overseas or been in close contact with another confirmed case

HEALTHY HYGIENE & SOCIAL DISTANCING

Wash your hands regularly for at least 20 seconds, using soap & water or alcohol-based gel



Stay home if you are sick don't go to work or school if you have symptoms



Avoid close contact with others try to keep at least 1.5 metres away



Cover your mouth/nose when you cough/sneeze using a tissue or flexed elbow



Avoid shaking hands or making other unnecessary physical contact with others



IF YOU'VE BEEN ASKED TO SELF-ISOLATE

Anyone who is instructed to self-isolate must take the request seriously, stay home and not put others at risk. That means: **DON'T** leave your property **DON'T** go to work/school **DON'T** go on outings **DON'T** have visitors. The only time to leave the house is to seek medical attention.

- A State of Emergency and a Public Health Emergency has been declared in Western Australia. We will be using powers under the Public Health Act and Emergency Management Act to enforce these new rules. Penalties of up to \$50,000 will apply.
- Anyone who has arrived in Australia from overseas after 9pm AWST, Sunday 15/3/2020 MUST self-isolate for 14 days after arriving.
- All non-essential mass gatherings of more than 500 people are banned.
- All non-essential indoor mass gatherings of more than 100 people are banned.

TESTING AND COVID-19 CLINICS

COVID-19 testing is part of a national regime with decisions regarding testing criteria being made at a national level. The criteria will continue to be reassessed as the situation evolves.

Current criteria for attending COVID-19 clinics:

- People with fever and respiratory symptoms such as a cough or sore throat AND:
 - Are a health or aged care worker with direct patient contact OR
 - Have returned from overseas travel in the last 14 days OR
 - Are a contact of a confirmed COVID-19 case

Patients should bring proof of their recent travel (boarding pass/ticket/luggage tag) or identify the confirmed case that they have been in contact with.

Patients awaiting results must remain isolated at home.

Do not attend unless you have symptoms AND meet the above criteria.

Operating hours: 8am to 8pm daily

- Royal Perth Hospital
- Sir Charles Gairdner Hospital
- Fiona Stanley Hospital
- Armadale Health Service
- Bunbury Health Campus (10am-4pm)

Opening this week:

- Rockingham Hospital
- Midland Health Campus
- Joondalup Health Campus

Strict new controls on the WA border will come into effect at 1:30pm on Tuesday 24 March 2020. Unless exempted, arrivals from interstate will be ordered to self-isolate for 14 days.

COVID-19 INFORMATION HOTLINE: 1800 020 080
FOR MORE INFORMATION & RESOURCES: www.wa.gov.au/covid19



COVID-19 WA roadmap Phase 3

Phase 1

Phase 2

Phase 3

Phase 4

27 April 2020

18 May 2020

6 June 2020

Time to be determined

Increase to gathering numbers and further changes considered in line with health advice.



- Gatherings limit raised from 2 to 10 people.
- Some additional non-contact public activities permitted.
- Soft start to Term 2 for public schools introduced.
- Home opens permitted in accordance with the limit on gatherings.
- Weddings and funerals, up to 10 people.
- Outdoor personal training (no shared equipment) up to 10 people.

- Gatherings limit raised from 10 to 20 people.
- Public schools open.
- People encouraged to return to work, unless unwell or vulnerable.
- Weddings and funerals, up to 20 people inside or 30 outside.
- Some regional travel restrictions relaxed.
- Cafes and restaurants permitted to reopen with restrictions.
- Places of worship, libraries & community facilities; indoor outdoor fitness and dance classes may reopen, with a 20 patron limit and 4sqm rule

- Public gatherings**
- Non-work indoor and outdoor gatherings increased to 100 people.
 - Indoor and/or outdoor venues with multiple, divided spaces may have up to 300 people, with up to 100 people in each space.
 - Weddings and funerals can have 100 people inside or 300 people outside (cannot have 100 inside and additional people outside).
- Cafés, restaurants, pubs and bars**
- Alcohol can be served without a meal but patrons must be seated.
 - Food courts can reopen.
- Cinemas, arcades and museums**
- Galleries, museums, arcades and snooker/pool centres can reopen.
 - Cinemas, theatres and concert venues can reopen, but patrons must be seated.

- Sport and recreation**
- People can train and play full contact sport, indoor and outdoor.
 - Gyms, health clubs and other fitness studios can reopen, with no restrictions on equipment. Gyms must be staffed at all times and undertake regular cleaning.
- Beauty and personal care services**
- Nail, tanning and waxing salons, spa, saunas, bath houses and wellness centres can reopen. When providing beauty therapy and personal care services there must be a distance of at least 1.5 metres between each set of client and staff.
- Community facilities**
- Playgrounds, outdoor gym equipment, skate parks and play centres can reopen.
- Attractions**
- Rottneet Island to reopen to the WA general public.
 - Zoos and wildlife parks can reopen.

Continue to practise appropriate physical distancing



1.5m
Avoid close contact with others
Keep at least 1.5 metres away



20
Healthy hygiene
Wash your hands regularly
Cover your mouth/nose when you cough/sneeze



2sqm
Revised 2 square metre per person capacity rule for WA venues



Download the COVIDSafe app

We're all in this together.

WA.gov.au

Updates from Department of Health







Keeping up with government initiatives...

Find out about the
JobKeeper Payment

ato.gov.au/jobkeeper

DE-18892

JobKeeper
2.0

THE LADIES AND GENTLEMEN

NEWSLETTER

MESSAGE FROM THE GENERAL MANAGER, DARIO ORSINI

Dear Ladies and Gentlemen,

The reason for my message today is to acknowledge the incredible sacrifice that all of you are undertaking and the invaluable positive impact that this brings to all of us. What we are experiencing is unprecedented and there is no "how to manual" that can help us navigate through this, but what will take us to the other side and make us stronger, is your dedication....

You are all an inspiration to me and together let us scale new heights and make impossible possible. Thank you to all of you, and thank you to your families as they are as much part of this as we are...

"The roots of all goodness lie in the soil of appreciation for goodness" - Dalai Lama

Stay strong and stay safe!

Dario



To the hotel manager of the Ritz Carlton in Perth,

Dear Sir,

I wanted to express my thanks for the support you and your team provided when I lost my wallet in front of the hotel after checkout. I was flying that day back to the US and the wallet contained my Green Card. I wouldn't have been able to return to the US. It was a stressful situation. Your team helped review security footage and identify what happened to it. It was picked up by a gentleman who tried to find the owner and then took it with him.

I especially want to thank Timothy (Concierge) who drove me to the police station and then to the gentlemen. He was a great help and good mental support.

Again, thank you for your help and looking forward to my next visit to your hotel.

Regards
Machiei

GOLD STANDARD

SERVICE VALUE 12

I AM RESPONSIBLE FOR UNCOMPROMISING LEVELS OF CLEANLINESS AND CREATING A SAFE AND ACCIDENT-FREE ENVIRONMENT.

Quick links to government support for households

[Income Support for Individuals](#)
[Accessing superannuation early](#)
[Income support – Coronavirus supplement](#)

For more information on Coronavirus and the Government's response, please visit: www.treasury.gov.au/coronavirus or www.australia.gov.au

5 STAR AWARDS

In light of the current situation, voting and announcement of the 5-Star Quarterly Awards for 1st Quarter 2020 is postponed and we will notify all ladies and gentlemen accordingly.

THE LADIES AND GENTLEMEN

NEWSLETTER

MESSAGE FROM THE DIRECTOR OF HUMAN RESOURCES, ANGELA WONG

Dear Ladies & Gentlemen,

Hope you are keeping well and practicing social distancing. I like to sincerely thank you for your dedication and commitment the past few months.

This week, we are delighted to hear from the Prime Minister on the Job Keeper Payment and I am certain you will have a lot of questions. We like to thank you for your patience as we navigate through the logistics of putting this in place for all eligible employees. We have registered our business and waiting for confirmation from the government on next steps. We will be in touch with you as soon as we get more clarity and information on issuing this payment.

Take care, be well and I leave you with a quote:

"Resilience is accepting your new reality, even if it's less good than the one you had before. You can fight it, you can do nothing but scream about what you've lost or you can accept that and try to put together something that's good." Elizabeth Edwards



Young Miss Barlowe had just moved to Perth for University; her parents were with her for the first week and then left her to return to Sydney (not before buying her an apartment next to us at The Towers, and a brand new BMW for her as well).

Stefanie Wee with the Guest Services team assisted her every day with her new shopping purchases for the apartment, and brought over trolley after trolley to the next building with all her white goods and household items. We gave her emergency numbers to call whilst she was here alone, and Adam (Concierge) ran out to get a P plate for her car as well.



The guest was so happy that she left some sparkling and a beautiful note for the team.



ACTIVE COPING CALENDAR: APRIL 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1. "Everything can be taken from us but one thing: the freedom to choose our attitude in any given set of circumstances." - Viktor Frankl	2. Take a walk in nature for 15 minutes every day.	3. Practice gratitude by listing 3 things you are grateful for each day.	4. Spend time with loved ones, even if it's just a video call.	5. Listen to music that makes you feel good.	6. Read a book or listen to an audiobook.	7. Try a new recipe or hobby.
8. Get plenty of sleep (7-9 hours) and eat healthy food.	9. Stay hydrated by drinking water throughout the day.	10. Exercise regularly, even if it's just a short walk.	11. Practice deep breathing exercises to reduce stress.	12. Limit screen time and avoid social media if it causes anxiety.	13. Spend time outdoors, even if it's just a balcony or garden.	14. Practice mindfulness or meditation.
15. Stay positive and focus on the things you can control.	16. Help others if you can, even if it's just a small gesture.	17. Take breaks and don't overwork yourself.	18. Stay informed about the latest news, but avoid sensationalism.	19. Practice self-care and take time for yourself.	20. Stay connected with friends and family.	21. Practice gratitude and focus on the good things in life.
22. Stay calm and avoid panic buying.	23. Practice patience and wait for things to improve.	24. Stay safe and follow government guidelines.	25. Practice kindness and be nice to others.	26. Stay optimistic and believe in a better future.	27. Practice gratitude and focus on the good things in life.	28. Stay positive and focus on the things you can control.

Quick links to government support for households

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[Accessing superannuation early](#)
[Income support – Coronavirus supplement](#)

For more information on Coronavirus and the Government's response, please visit: www.treasury.gov.au/coronavirus or www.australia.gov.au

New way of life...



Help stop the spread of COVID-19

PLEASE PRACTISE GOOD HYGIENE AND SOCIAL DISTANCING:



Wash your hands regularly for at least 20 seconds, using soap & water or alcohol-based gel



Avoid shaking hands or making other unnecessary physical contact with others



Cover your mouth/nose when you cough/sneeze using a tissue or flexed elbow



Stay home if you are sick don't go to work or school if you have symptoms



Avoid close contact with others try to keep at least 1.5 metres away

IF YOU'VE BEEN ASKED TO SELF-ISOLATE

Anyone who is instructed to self-isolate must take the request seriously, stay home and not put others at risk.
That means: **DON'T** leave your property **DON'T** go to work/school **DON'T** go on outings **DON'T** have visitors
The only time to leave the house is to seek medical attention.

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FOR MORE INFORMATION & RESOURCES: www.wa.gov.au/covid19



COVID-19 Contact register

SafeWA guide for individuals

SafeWA is the WA Government's free and convenient app to safely and securely register your attendance at most businesses, events and venues. Businesses who choose to use their own QR code for contact registration must now also offer SafeWA as an option to their patrons.



Using the SafeWA app is easy

- 1 Download
- 2 Create an account
- 3 Check in



1 Download the SafeWA app



2 Create an account

- Tap on the individual icon
- Enter your information
- Create a password
- Enter the security PIN sent via SMS to verify your account

3 Check in

- Open the SafeWA app
 - Scan the venue or business's QR code to check in
- You can also add others who are with you and do not have the app.



If you require support call 13COVID (13 26843)

WA.gov.au

We're all in this together



COVID HYGIENE TRAINING

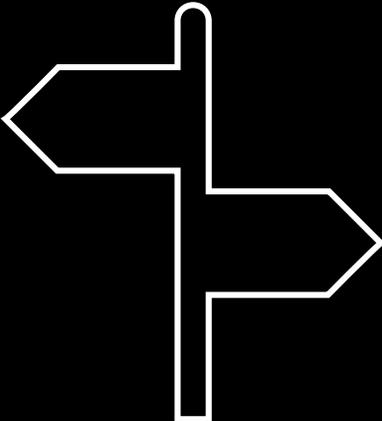




Restructure to ensure sustainability



REDUNDANCY



Options



PART TIME CONTRACT

Mandatory Vaccinations

- Communicate effectively
- Personalize timeline of submission of evidence of vaccinations to employees
- Trace and track to ensure we are legally compliant

Proof of vaccination requirements for WA



from Monday, 31 January

Proof of vaccination for those aged 16 and older will now be required throughout WA for:



Service WA

Prepare today, download ServiceWA.

ServiceWA is a free, convenient and secure mobile application that will help Western Australians with WA's Safe Transition. It allows you to show proof of vaccination, check-in at events and venues, and access your Q2G Pass for interstate travel - all in one convenient place.



COVID-19: New testing and isolation protocols in a high caseload environment

I have tested positive for COVID-19

With COVID-19 in the community, it is important for you to know what to do to keep yourself and others safe. This protocol will help you know when and how long you need to isolate if you are COVID-19 positive.

The flowchart starts with 'Isolate at home for 7 days.' It branches into two paths: 'No symptoms after 7 days. No further test is required.' leading to 'You can leave home.' and 'Symptoms on day 7. Remain in isolation until symptoms cease.' leading to 'You are cleared by a medical professional.' Both paths lead to 'You can leave home.'

Symptoms include: Fever, Sore/scratchy throat, Runny nose, Fatigue, Shortness of breath, Dry cough.

WA.gov.au We're all in this together

COVID-19: New testing and isolation protocols in a high caseload environment

I am a close contact and have no symptoms

With COVID-19 in the community, it is important for you to know what to do to keep yourself and others safe. This protocol will help you know what to do if you are a close contact but have no symptoms.

The flowchart starts with 'Isolate for 7 days from date of contact.' It leads to 'Monitor for symptoms.' If 'Symptoms appear so I am not a close contact and I have symptoms' protocol.', it leads to 'Test positive. Refer to the 'I have tested positive to COVID-19' protocol.' If 'No symptoms. Take a RAT on day 7.', it leads to 'Test negative. You can leave your home after day 7 of isolation, providing there are no new cases in your household.' If 'If someone in your household tests positive, isolate for 7 days (start this process again).', it loops back to 'Isolate for 7 days from date of contact.'

Symptoms include: Fever, Sore/scratchy throat, Runny nose, Fatigue, Shortness of breath, Dry cough.

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COVID-19: New testing and isolation protocols in a high caseload environment

I am a close contact who develops symptoms

With COVID-19 in the community, it is important for you to know what to do to keep yourself and others safe. This protocol will help you if you have symptoms and are a symptomatic close contact of someone who has tested positive for COVID-19.

The flowchart starts with 'Isolate for 7 days from date of contact.' It leads to 'Take a PCR or RAT as soon as symptoms develop.' From there, it branches: 'Test positive. Refer to the 'I have tested positive to COVID-19' protocol.' and 'Test negative. PCR: you may leave home after day 7. RAT: Continue to isolate and take a RAT again in 24 hours.' Both paths lead to 'Test negative. You can leave your home after day 7 of isolation, providing there are no new cases in your household.'

Symptoms include: Fever, Sore/scratchy throat, Runny nose, Fatigue, Shortness of breath, Dry cough.

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COVID-19: New testing and isolation protocols in a high caseload environment

I am not a close contact and I have symptoms

With COVID-19 in the community, it is important for you to know what to do to keep yourself and others safe. This protocol will help you know what to do if you have symptoms.

The flowchart starts with 'Get a PCR test if you can. This is the preferred option. Isolate until the results come back.' It branches: 'If your PCR test is negative, you are not required to isolate, but you should stay home where possible, until your symptoms clear.' and 'If you can't get a PCR test, get a RAT immediately.' From the RAT path, it branches: 'Test negative. Continue to isolate and repeat the RAT in 24 hours.' and 'If second RAT is negative you are not required to isolate, but you should stay home where possible, until your symptoms clear.' Both paths lead to 'Test positive. Refer to the 'I have tested positive to COVID-19' protocol.'

Symptoms include: Fever, Sore/scratchy throat, Runny nose, Fatigue, Shortness of breath, Dry cough.

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Isolation Protocol

- HR calls every employee to check in on their well-being and guide them through protocol.
- Also ask if they require any assistance on basic needs (i.e. grocery, medicine, etc)

Navigating Workforce Through Challenging Times

Communication

- Clear and transparent
- Choice of words
- Intended communication

Employee's Well-Being

- Be available
- Regular Connection
- Show Care & Empathy

Motivate and Inspire

- Stay Positive
- Create Excitement
- Lead by Example
- Have fun & a laugh

Thank you for listening!

Angela Wong
Director of Human Resources
The Ritz-Carlton, Perth

