



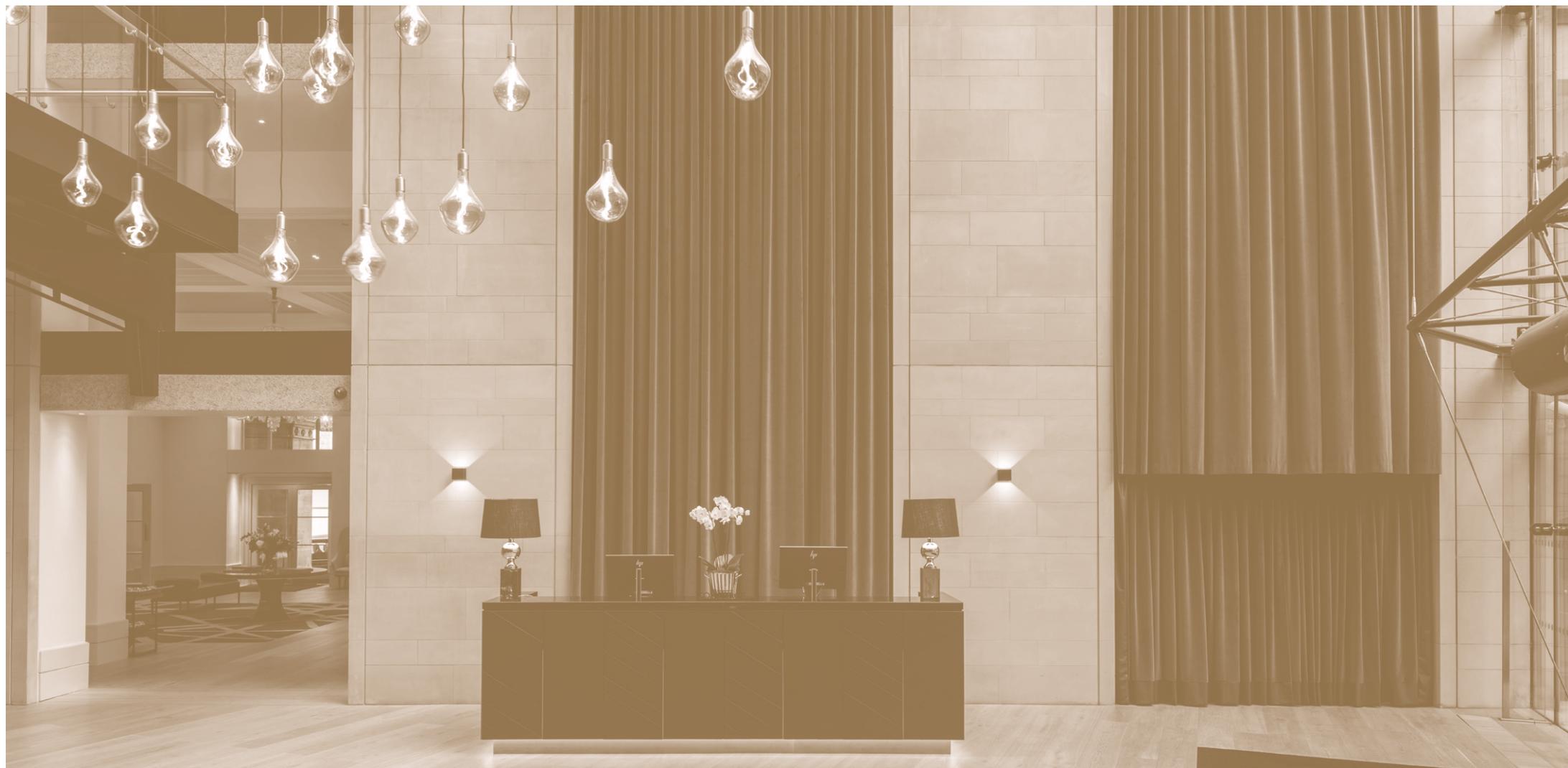
EDWARDIAN  
HOTELS

LONDON

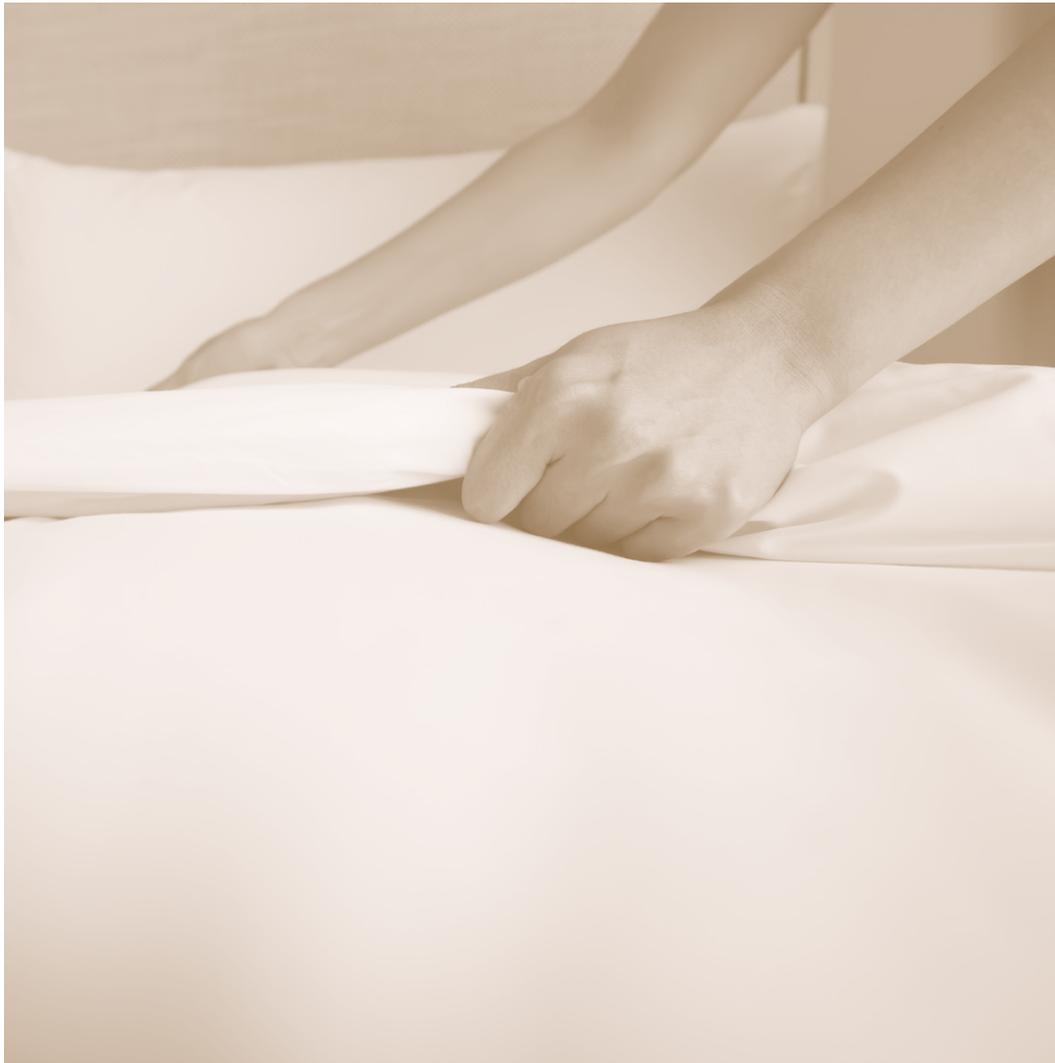
*New operating procedures for a safe future*

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## *New operating procedures for a safe future*



As a family-owned business, Edwardian Hotels London treats anyone who walks through our doors as part of that family, meaning the health and safety of our guests and our staff has always been, and still remains, our topmost priority. After careful consideration and analysis, the Edwardian Hotels London Covid-19 advisory board has set out the group's new policies and procedures with guidance from the government, World Health Organisation, Radisson Hotel Group and SGS. Our new measures will be under constant review, as we monitor the updated requirements set out by these authorities.

### **Safety in our hotels**

- Enhanced cleanliness and sanitation in all areas of our hotels
- Specialised disinfection tools, proven to eliminate bacteria
- Improved air circulation
- Protocols approved by SGS, a world-leading testing and certification body

### **Safety for our guests**

- Recommended social distancing measures in place
- Contactless technology for check-in, check-out and more
- Reduced capacity in our restaurants and bars
- Alterations to our breakfast buffet offering

### **Safety for our hosts**

- New, comprehensive health and safety training
- Personal protective equipment (PPE) where necessary
- Staggered arrival and departure times for admin staff
- Enhanced advice and support from the dedicated advisory board

*“As a family-owned business, Edwardian Hotels London treats anyone who walks through our doors as part of that family – meaning the health and safety of our guests and our staff has always been, and still remains, our topmost priority.”*

Jasminder Singh  
Chairman & CEO, Edwardian Hotels London

During these uncertain times, it is this very same ethos that is shaping the way forward as we emerge from the COVID-19 pandemic.

This means caring for each other, taking necessary and responsible actions to stop the spread of COVID-19, and protecting our people and all who choose to stay with us.

Importantly, it also means continuing to offer a comfortable and enjoyable experience for our guests, and a safe workplace for our employees.

With over 40 years of caring for our guests, we have always put health and safety first and take great pride in the fact that the standard of cleanliness in our hotels, restaurants and bars, kitchens and back of house areas are second to none.

With continued investment and the ongoing training of our teams, we have held 5\* Environmental Health Officer ratings in all 12 of our hotels for several years.

Furthermore, we have always been very quick to respond to situations and changes to the way we are required to operate.

Having the ability to adapt to change allows us to continue to put fundamental measures in place, in order to safeguard the wellbeing of our guests and ourselves.

In the wake of the COVID-19 outbreak, Edwardian Hotels London acted rapidly to ensure that all health and safety standards were followed impeccably, with new measures put in place to protect our guests and employees up until the closure of our estate.

Since then, we have continued to monitor the official advice given by both the World Health Organisation and the guidelines from Public Health England.

This vital guidance continues to play a pivotal role in deciding when to reopen our doors to our ever-valued guests and employees.

As we look forward to the reopening of our properties, and in response to the COVID-19 pandemic, we are implementing ‘*Stay With Confidence*’ - a comprehensive programme of additional measures developed in consultation with global and local public health authorities, to ensure added rigourousness to our health and safety protocols.

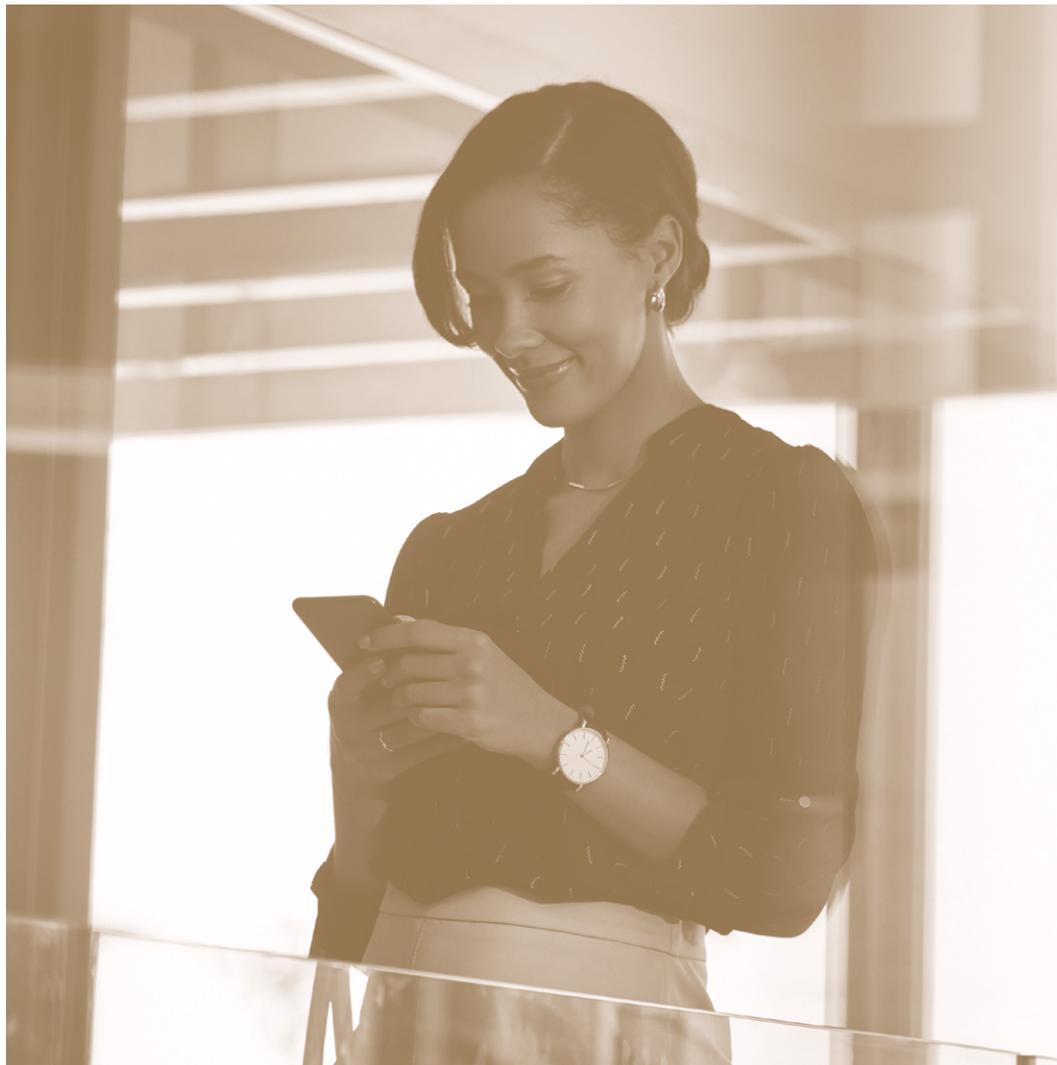
I would like to take this opportunity to personally thank you for your continued trust and support. I can promise that whenever you do wish to travel and visit us, we will be here to host you as professionally and safely as you have come to expect.

Take care and stay safe,

**Inderneel Singh**  
Managing Director

# Stay With Confidence

After careful consideration and analysis, the Edwardian Hotels London Covid-19 advisory board has set out the group's new policies and procedures with guidance from the government, World Health Organisation, Radisson Hotel Group and SGS. The 'Stay With Confidence' programme will provide additional safeguarding methods across all areas of our properties, preparing us for the new COVID-19 environment and beyond.



While this new environment may look different, the Edwardian Hotels London experience will not change. Our guests will receive the same exemplary service and personalised care for which we are known and trusted.

## Stay Contactless

Technology has always played a key role in our guest experience. Now, more than ever, our award-winning **Edward App** will become a necessity in this new era of contactless service. Developed by Edwardian Hotels London in 2016, the Edward App puts control in the hands of our guests, event organisers and employees, with AI technology paving the way for effortlessness and seamlessness.

Available to guests before, during and after their stay, the Edward App enables them to check in and check out online, make a payment, order room service, book a taxi to the airport, ask for directions, and more. Our Edward Virtual Host chatbot speaks 59 languages and replies instantly to guests' queries, sending push notifications to relevant members of staff when guests and event organisers make requests.

## Peace of Mind

We fully understand your need for flexibility when planning future travel. Therefore, we invite you to review our latest cancellation policy and to contact a member of our reservations team to discuss any future travel plans.

Edwardian Hotels London is much more than a collection of hotels. We are an extended family that provides a home away from home for all our guests. It is therefore our promise that when you do choose to visit us again, you can **stay with confidence**.

## Social Distancing\*

- It is the responsibility of every business, and all of us as individuals, to respect government guidelines in this area and to ensure we are respectful of the needs and concerns of other individuals.
- Our teams will be available to escort guests to their bedrooms if required and will be able to provide as much, or as little, interaction as needed by each individual guest.
- Any guest wishing to check in and check out the traditional way will be able to do so from the recommended distance with minimum contact.
- Seating in public areas will be rearranged to create the recommended spacing between guests and workstations.
- To prevent close encounters, lift use will be limited and, when appropriate, guests will be encouraged to use the staircases.

*\*The information above is not an exhaustive list of social distancing measures.*

## *Keeping Everyone Safe*

As a family-owned hospitality group, we have an instinctive duty of care to anyone who walks through our doors – whether it is a hotel guest, employee, meeting delegate, event attendee or diner. In order to provide everyone with the confidence that we are taking every possible safety measure in this new environment, we will be making some changes to the way we operate.

The list of new protocols being implemented across our hotels and restaurants is extensive. This is a living document which will continue to evolve and be updated to reflect ongoing government and medical advice, client feedback and industry best practice.

We are all entering a new landscape in luxury travel and service and we are committed to going above and beyond for each and every one of our guests.

Our protocols are approved by SGS, a world-leading testing and certification body. They include enhanced cleanliness and sanitation, improved air circulation and social distancing applied to all areas of our hotels, including:

- Reception and Lobbies
- Restaurants and Bars
- Meetings and Events
- Spa and Wellness
- Communications



## *Enhanced Cleanliness and Sanitation*

We will be improving and extending our already rigorous set of cleaning procedures across guest-facing areas, meeting rooms and staff back of house areas.



All visitors to the hotel will find more hand sanitation facilities, an increase in public area cleaning protocols and a robust audit process to ensure that all new measures are being implemented.

Appropriate action will be taken to ensure the safety of both the relevant team member, wider hotel team and guests as required. PPE will be provided to team members where appropriate, including face masks, disposable gloves and additional uniform supplies.

Newspapers and magazines will no longer be available in public areas for all guests to use. Instead, these items will be kept behind reception and can be provided on request for guests to keep as their personal copy.

All team members will undergo comprehensive training around our new health and hygiene protocols prior to the reopening of our hotels.

### **Sanitation Standards and Tools\***

#### **XtraProtect Cleaning Solution**

- Used within all bedrooms, public and back of house areas.
- An all-purpose water-based disinfectant that eliminates bacteria within 30 seconds of application.
- Proven to kill MRSA, E-coli, Norovirus and Coronavirus.
- Cleans and disinfects all hard surfaces, fabrics, carpets and other areas where hygiene is paramount.
- Removes all ingrained dirt from contaminated areas.

#### **Pro Aqua Vacuum Machines**

- Uses water separation technology to clean surfaces thoroughly and remove dust, allergens and odour from the air – a significant improvement from “filtered” vacuum cleaners, as well as being certified as an air purifier.

#### **XtraRefresh Pro Machine**

- Eliminates stubborn odours such as smoke from rooms.
- Acts as a room disinfection unit by using an adjustable output valve that determines the micron particle size, which can be directed in a controlled manner over nine metres.
- Allows fogging with both fragranced and fragrance free sanitiser solutions to clean and disinfect the air and surfaces.
- Rooms are fully dissected to reduce microorganism to safe levels.

*\*The information above is not an exhaustive list of our cleaning methodologies and processes.*

## *Restaurants and Bars*

With recent awards such as Peter Street Kitchen's 'Best Luxury Restaurant in the UK' and May Fair Kitchen's 'Best Luxury Restaurant in London', we are accustomed to providing only the very highest quality of food and service.



Following government and Public Health England guidance, we will be making necessary changes to our entire restaurant and bar operations.

Our commitment to you:

### **Creating safe spaces to dine**

All of our areas have been made suitable for social distancing, including the allocation of tables, to ensure the minimum required distance between each party. We will take further guidance from the government on distancing measures in due course.

To ensure the safety of our diners and our teams, all guests will be requested to use the hand sanitiser station at the entrance to the restaurant.

### **Managing our capacity**

As a temporary measure, the maximum table size permitted in our restaurants will be six guests. Please note that this may change depending on updated government guidelines.

We actively encourage all guests to make a reservation in advance when seeking to dine in our restaurants. To comply with the current advice from the government regarding Track and Trace, any walk-in guests will be asked to provide their contact details on arrival.

### **Breakfast**

While we await further guidance from the government regarding buffets, we have, as a precaution, made some changes to our breakfast offering.

We have evolved our breakfast buffet to now offer exquisite individually portioned and sealed options for our guests to choose from, alongside an increased offering of à la carte dishes and beverages to order to your table.

To ensure we manage our capacities, we are introducing a booking process to allow our guests to dine in comfort at a preferred time and to reduce peak service periods.

Should guests prefer not to dine in our restaurant, our enhanced in-room dining menu will remain available as well as our bespoke breakfast to go packages.

## *Restaurants and Bars*

*continued*



### **Thorough cleaning processes**

All of our properties have held 5\* food hygiene accreditations for a number of years. To support the existing standards and procedures required to achieve such status, we have put additional cleaning processes in place in all areas of high touch points to reduce any possible risks.

We are also introducing a no-touch policy, so for the time being, we would ask our regular guests to refrain from greeting our valued team members with a handshake or a hug.

### **Training our teams**

All of our teams will be receiving detailed return-to-work briefing sessions, shown all new processes and standards in detail, given daily wellbeing checks and provided with enhanced protection in their work environment.

### **Utilising contactless**

We understand that limited contact will be important to our guests. As part of our service delivery, we assure guests that while still maintaining five-star service, our waiting staff will make minimum contact with all guests as an added precaution.

In addition, our menus will be available digitally via a QR code and contactless payment will continue to be accepted.

**We are passionate about reopening our restaurants and bars in a safe way, and we need your support to do so. For the safety of our guests and our teams, we simply ask that if you, your guests or colleagues are feeling unwell, please do not visit us until you are feeling better.**

Edwardian Hotels London is much more than a collection of hotels, restaurants and bars. We are an extended family that provides a home away from home for all our guests. It is therefore our promise that when you do choose to visit us again, you can do so with confidence.

Following advice from the UK Government and World Health Organisation, we are dedicated to evolving our service delivery model in line with the permitted parameters and it is our commitment to ensure that all of our guests depart with simply remarkable memories.

## *Meetings and Events*

Our new operating procedures also extend to our meeting and event spaces, facilitating a comfortable and safe experience for organisers, delegates and attendees alike.

Aside from the measures outlined throughout this document, we also offer powerful tools to aid meetings and events in a contactless world:

- **Edward:** a unique AI virtual host created specifically to assist our meeting and event planners and guests. Edward is at your disposal 24/7 via the app or through SMS messaging, allowing you to communicate directly and discreetly with our operations team without disturbing your meeting.
- **Hybrid meetings:** the perfect blend of real interaction and virtual convenience. Meet with people in various locations with HD image clarity, crisp sound and uninterrupted connectivity.



## *Spa and Wellness*

Currently, we are pending further guidance from the government regarding the reopening of our spas and gyms.

Upon receiving further clarity, we will make an informed responsible decision as to how and when our facilities will be made accessible.

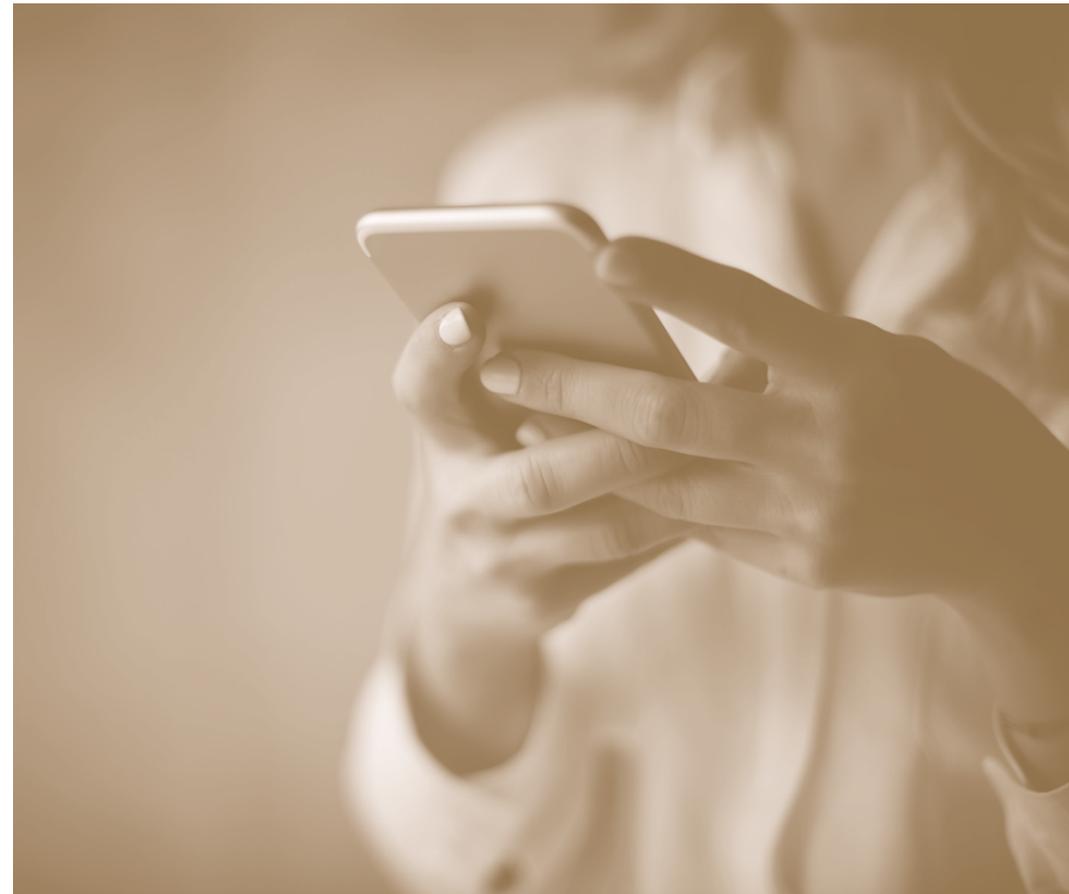


## *Communication*

Edwardian Hotels London is committed to ensure that the most up to date information on our services and protocols will be available on our website and that all client-facing team members will be fully up to speed on all protocols.

We are reviewing the safest and most appropriate ways to provide our guests with information around our services, facilities and menus. This includes adding new capabilities to our **Edward App**.

We will endeavour to ensure that all relevant information is included in our updated confirmation emails and letters. Our team is on hand to answer any questions or additional queries you may have.



*“Edwardian Hotels London is committed to ensure that the most up to date information on our services and protocols will be available on our website and that all client-facing team members will be fully up to speed on all protocols.”*

Inderneel Singh  
Managing Director, Edwardian Hotels London

## *Team Safety\**

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We rely on our team of dedicated hosts to look after our guests, ensuring that every need is met to create long-lasting memories and magical moments.

It is very important to us that our hosts feel safe and secure in their working environment. To this effect, we are introducing a wide number of health and safety commitments to ensure their ongoing wellbeing.

- If deemed necessary, PPE will be provided to team members; including face masks, disposable gloves and additional uniform supplies.
- Additional hand washing procedures and records will be introduced to every department and to every shift.
- Staggered arrival and departure times will be implemented for admin staff.
- Thorough training will be introduced, focusing on educating and empowering our hosts to deliver the enhanced health and safety programme with confidence, passing on this care to every guest.
- Advice for all hosts on the global training programme will be available from The Edwardian Hotels London COVID-19 Advisory Board, including:
  - Ensuring hosts have a well-informed understanding of the disease and its transmission.
  - Providing guidance on appropriate social distancing and use of personal protective equipment.
  - Ongoing physical and mental health monitoring and support.
- Grounded in emotional intelligence, our employees will undergo behavioural training, ensuring empathetic, personalised care and connection are not lost in the absence of the close contact and face-to-face interaction that they are used to delivering.

*\*The information above is not an exhaustive list of team safety measures.*



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