



EDWARDIAN HOTELS

LONDON

Q & A Friday 22nd January 2021

1. Are any further redundancies expected for 2021?

We currently do not anticipate that any further redundancies will be made in 2021. This statement is based on no further lock downs being required and that anticipated Government support will remain in place and that we begin to see a steady increase in demand for business once this period of lockdown is over.

2. Is the company planning to reduce hours any further?

There are currently no plans to reduce working hours any further than what has been put in place already.

**3. What roles are we expected to carry out and will there be appropriate training?
(i.e. if we are expected to do F & B, Housekeeping and vice versa).**

We are asking that all employees be flexible in terms of the duties they are asked to carry out. On a day to day basis employees will carry out the normal duties in which they were employed. In order to make sure that the business operates efficiently there may be times when we are all asked to perform other duties. If this is the case then all employees will receive the appropriate training for the task they are expected to perform.

4. Our pay reviews were scheduled for June, will this still go ahead?

June 2021 still remains the date that we will discuss employee contracts again and the viability of reverting those contracts back to their original form. This does not mean necessarily that the contracts will change as of that time but it is scheduled for discussion. As advised during the collective consultation process, reverting to contractual terms and pay reviews will be dependent on the Company meeting certain operational and financial KPIs.

5. The bonus scheme for employees that had agreed to the 20% pay reduction was due to start in January 2021, will this be extended into 2022?

This scheme will be in place for as long as the pay reductions are in place.

6. When will incentive schemes be reviewed?

We will review incentive schemes at the same time as the review of the employee contract, i.e. June 2021. See answers given in question 4 above.

7. Will we be bringing back the employee complimentary room rate?

We do intend to bring this benefit back but this will not be until our hotels are operational and we have larger teams working across all of our hotels. When our hosts stay in our hotels we want to ensure that they receive the same high standard of service that our guests receive which requires the hotel to be staffed accordingly. You will appreciate that we cannot bring in extra employees to service non-revenue generating guests at the moment.

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8. Will any employees be placed on lay off when the furlough scheme ends?

Yes it is possible that we may need to lay employees off for a period of time if we do not have sufficient work for everyone. Naturally we hope that this is not the case. That said it is hoped that government support would be extended if there is any extended restrictions to our trading, as has been the case to date. Though as this is subject to government discretion it cannot be guaranteed and therefore relied upon.

9. Will there be an updated contract as the one that was supposed to come into effect on 1st November 2020 didn't happen and if so when will we receive the contract?

The contract has come into effect from 1st November 2020. The furlough scheme is currently sitting over the top of this contract so as soon as the furlough scheme ends the contract that came into effect on 1st November 2020 will continue in place. We have not been able to issue the contracts yet as any change to our payroll system would affect the furlough payments people are receiving. As soon as the furlough scheme is over we will be generating contracts and issuing them to employees. You have of course already received the actual contractual changes and have accepted them. The issuing of contracts is therefore simply an administrative function.

10. Will all employees who have been on furlough leave be expected to return to work full time with 7 days notice?

Employees will be returning to work based on the contract that was varied effective from 1st November 2020 which for many is based on a 50% hours guarantee. Employees will be given 7 days notice to return to work. We are however expecting that all employees will work from 1st May 2021 onwards as the furlough scheme would be over by then. All employees should therefore make sure that they plan for this. We will of course continue to give operational updates and we provide all staff with notice of the commencement of paid hours closer to the time.

11. Will parents of small children be able to remain on furlough while home school is in place?

We understand that having school age children at home at the moment is very challenging so we can certainly be flexible with that, subject of course to what is the current position regarding schooling, the operational needs of the business and of course the rules of the furlough scheme. We would ask that both parents ask for support from their employers so that this responsibility can be shared.

12. Will the 2 days training still take place for those returning to work from furlough leave as has been the case the so far?

Yes training will be provided although this has now been reduced to 1 day. For the purpose of social distancing we have also created a virtual version of this in the event that we have large numbers of people returning on the same date.

13. Will we be able to get new uniforms as they have been stored in our lockers for so long?

If your uniform is no longer in good condition, then you are invited to exchange it. It may however be that washing the uniform as you normally would will bring it back up to the required standard.

14. Will there be opportunities for those on reduced hours to work at The Londoner where possible?

The Londoner continues to be one of the properties within our estate of hotels therefore there will be opportunities for employees to transfer to The Londoner as and when roles become available.

15. What health and safety procedures are in place with regards to changing rooms, bathrooms and showers?

Before commencing work all employees will be invited to attend a re-induction into the hotel they will be working in which includes the new covid secure working environment. For the hotels that are currently open we have introduced a number of measures to keep our employees safe inclusive of staggered shifts, limited access into certain areas including changing rooms, changes to food service in our host kitchens and maximum numbers at meal times. We continue to review best practice within the industry and government guidance.

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16. The smoking area at the back of The May Fair hotel, is very small. How will this be managed in terms of social distancing?

The smoking area at The May Fair is no longer in use.

17. Will Edwardian Hotels London Review the Working from Home Policy?

Yes we have reviewed this policy and will send this out to all employees shortly.

18. Should an employee need to self isolate will they be paid SSP?

Yes if they have been in contact with someone with Covid 19 or have been advised by track and trace to self-isolate they will be paid SSP. Employees will not receive SSP for periods of quarantine following travel to another country. People within the UK have been advised against discretionary travel and therefore if you need to self-isolate as a result of that it would be on an unpaid basis.

19. Will employees still be able to return to work if they do not want to have the vaccine?

Yes the vaccine is not mandatory so employees can return to work but should ensure that they are working safely. That said we would encourage all staff for their own, colleagues and our guests' safety to have the vaccine when invited to do so by the NHS.

20. Will the company be able to give the vaccination to people though the company doctor?

No, unfortunately the vaccination is only available through the NHS at the moment and is not available privately.

21. What PPE will be issued to employees and how often?

All employees will be issued 3 masks to wear. We have also increased the number of hand sanitizing stations across all of our hotels. Sanitizing spray is also available for uniforms should employees need to use it. More specialist PPE will be available when dealing with higher risk duties.

22. Can we start doing temperature checks when employees come into work to reduce the risk of employees spreading the virus?

The UK Government actively encourages employers not to rely upon temperature testing to detect Coronavirus in the workplace. We continue to work to a number of safe working protocols and monitor employees health in many other, more effective ways. Symptom free testing with rapid results is now becoming more widely available for those who are required to continue to travel for work purposes. We would encourage colleagues to contact your local authority and take advantage of symptom free testing wherever possible. We continue to review best practice within the industry and government guidance.

23. If we are required to share computer headsets, keyboards etc what is in place to ensure that these items are safe to use?

There has been a significant reduction in staff over recent months so there should now be enough headsets for employees to be issued one individually. Otherwise much like any other workstation such as a desk phone or keyboard a disinfection process must be in place.

24. As per the Tourism Minister the government is considering a programme for mass testing for those that must leave home to go to work during the national lockdown until the 31st March. This is due to be done twice weekly by lateral flow testing. Will EHL provide this testing up to and beyond the 31st March?

The current rollout that the Government is using is implemented via Local Authorities and is aimed at Key Workers in particular. It is intended for those unable to work from home and need to go to their workplace (Police / Teachers / Health Care Professionals etc). Currently there is no indication as to when and how Employers outside of the sectors can do this. It is still a voluntary scheme. There are a huge number of questions regarding the programme, for example, it is a self-administrated test that takes about 1/2 hour and is done at home. The most important question is regarding the actual validity of those tests - as 60% of those tested in Liverpool were undetected in those who were actually infected but symptomless. Currently there is no edict for Employers to undertake the tests but it is something to actively consider and have various options discussed. We continue to review best practice within the industry and government guidance.

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25. When is The Londoner expected to open and for those that had a job offer is it still available at the same remuneration?

The Londoner is set to open in June as things currently stand however Government Guidelines will dictate when we can open. For those offered a position the offer still remains however the remuneration offered will be as per the 1st November 2021 variation of contract.

26. Can we take a sabbatical leave at the end of furlough?

We are open to discuss this with employees. If you would like to discuss this please contact your General Manager or Senior Discipline Leader who will be able to make a decision on this for you.

27. EHL said that recruitment has been frozen due to redundancies and that only roles for The Londoner would be recruited for however there has been a few new Marketing roles and an M & E role, specifically for conversion given to external applicants, why is this?

The role for General Manager, M & E conversion was part of the structure that was presented by Hasnain Alloo at the beginning of this process. This role was made available to all current employees, a number of people were interviewed but were unfortunately not successful. This role was then recruited externally. The role for PR Manager was hired externally as this role requires a specific skill set that was not present within the company. Specifically, we were looking for someone who had previously worked within a PR agency. Throughout the process we made it clear that we would recruit externally during this time if the role was deemed as critical and if we did not have someone with the required experience that could fill the role internally which was the case with both of these roles.

28. Do employees need to provide proof that they have settled or pre settled status in the UK?

The responsibility lies with the employee to ensure that they have applied for settled or pre settled status in the UK and that they have the correct documentation. Proof of settled or pre settled status is required for any new employees going forward. If you do not believe that you have the right to remain and work in the UK it is important that you notify HR immediately.

29. If my contract ends in March would it be extended?

This question relates to an individual so I would encourage the employee to reach out to me so that we can look into this further and see what the options are.

30. When can we receive certification from internships?

If you are waiting for a certificate for your internship then please contact me and we would be happy to provide that for you.

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