

With the rise in awareness (and the Government warnings) - that has been shared within the last 24 Hours, that the situation could get worse – We wanted to again update you all on our company position, preparation and guidelines.

**Prevention and Hygiene, which in part remains the same as before.**

- We have provided sanitiser liquid in each of our reception areas, canteens, back doors & kitchen areas. The stock was purchased with additional 5ltr drums for replenishment. If (and when) this product runs out, we will be unable to replace due to suppliers no longer having the stock (we have 30 litres per hotel on order for when supplies do return). However, as per Government advice, **washing hands with soap for 30 seconds** is better than the liquid and ensures better germ control. We will be raising visual awareness of handwashing with signage in staff and public toilets, to highlight this
- We need to ensure that all of our public and team bathrooms are well stocked and checked and cleaned **at least** every two hours. If we need to supply additional dispensers into the facilities for the short-term General Manager' s, are to action this. Please also ensure that your hotels checking process is fully trained in and we have implemented '2-hour check sheets'.
- The cleaning chemicals we use in our front and back of house areas all provide the same levels of sanitation; please ensure they are readily available and as a Team we are protecting each other by following rigorous hygiene controls to prevent cross contamination.... Telephone, POS terminals, our login/log out machines, cruets, sugar bowls, tabled and chairs (including the arms), telephones & leisure changing rooms... all surfaces in all department need to have constant cleaning routines. We have the chemicals and the tools to do the job, please use them. As before in terms of personal hygiene avoid touching your eyes, nose, or mouth with unwashed hands (this is a very quick way of transferring bacteria). Advice is cough into tissues or into the crook of the arm (inside elbow). Lead the way on hand washing.

**To quote the Government advice.**

- Public Health England (PHE) recommends that the following general cold and flu precautions are taken to help prevent people from catching and spreading COVID-19:
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. See Catch it, Bin it, Kill it
- Put used tissues in the bin straight away
- Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available. See hand washing guidance
- Try to avoid close contact with people who are unwell
- Clean and disinfect frequently touched objects and surfaces
- **Do not** touch your eyes, nose or mouth if your hands are not clean

Category 1 countries/areas	Category 2 countries/areas
Wuhan city and Hubei Province (China, <a href="#">see map</a> )	Cambodia
Iran	China*
Daegu or Cheongdo (Republic of Korea, <a href="#">see map</a> )	Hong Kong
Any Italian town under containment measures ( <a href="#">see map</a> )	Italy: north*

**Business Planning.**

- We have and will continue to have customers who have concerns about travel for both business and leisure to our hotels as well as groups.
- To be clear, this process that we have shared with you may be shared.... We take the protection of our team, guest and Hotels very seriously.
- If a guest wants to cancel and has terms within their booking, then we support this and will facilitate that request.
- If a guest wants to cancel but does not have the flexibility within the agreed rate or package to do so then we cannot support that request (until/if Government advice changes and travel restrictions are put into place).
- For bedroom groups and conferences, we review each request and question individually in terms of risk to the guests, the Hotel and again current Government advice. These questions need to be escalated to myself, Guy Marwood or Stewart Moss, the decision will be made within 24-hours of the request being received.
- Any Press or external PR interest in this issue needs to be directed to myself, feel free to share all of my contact details as and when requested.

**Summary.**

- We have a clear set of guidelines to ensure we manage this issue as and when the issue arises.
- We take a proactive approach to hygiene and our guidance to our teams is in line with Government guidance.
- For the business we want to support our customers, and this will be in line with Government guidance, until further information arises - it is business as usual.
- The Senior leadership team is here to lead this challenge and ensure we all work together on dealing with this issue, ask questions, report concerns and ensure we stay focused on facts and protecting our guests and each other.

I trust I can rely on your usual diligence and conscientiousness to ensure that we safeguard our Customer & business to the best of our abilities.

**Kind regards**  
**Wayne Topley**  
**Managing Director**