

London Workplace Recovery Board Case Study

Business Name:	Edwardian Hotels
Industry Sector:	Hotels
Employees Full-Time:	?
Employees Part-Time:	?
Employees on Furlough:	150
Main London Office Postcode:	
What problems have you overcome in encouraging a return to the workplace?	Initially staff had concerns around commuting and travelling into work but that fear has now mostly passed due in part to the success of the vaccine program. One of the largest issues is recruitment, with a large proportion of staff being from Europe they have moved away and with Covid restrictions and due to Brexit are unable to return. The recruitment issue has been exacerbated by having a hard date on when hotels are able to reopen. This has put extra pressure on recruiting staff from an already depleted pool. There is also concerns over about staff anxiety over the change of work environment. The Edwardian Group is still offering a home working option where available, but most jobs need to be conducted in person.
How have you overcome barriers to returning to the workplace?	Have rewritten the working from home policy and looking at a hybrid model going forward. Service staff will be unable to work remotely but office staff can request working from home on a case-by-case basis, which may need to be formalised when completely reopened. Also focused on staff wellbeing and longer lasting benefits. Benefit schemes with local coffee shops or gyms for staff.
What best practice would you recommend to other companies that are returning to the workplace?	Started by giving all returning staff a reinduction to ensure all staff were aware of changes and Covid safety measures. Ensure all possible covid security steps are taken, including changing the staff canteen to a catered system instead of self-serve to cut down on potential contact contamination. Also changing keycode doors to key card systems to avoid contact contamination.