

London Workplace Recovery Board Case Study

Business Name:	Hippodrome Casino
Industry Sector:	Leisure
Employees Full-Time:	544
Employees Part-Time:	39
Employees on Furlough:	0
Main London Office Postcode:	
What problems have you overcome in encouraging a return to the workplace?	<ul style="list-style-type: none"> • Reassuring staff that the working environment is safe • Staff mental health issues • Staff financial issues • Non-UK citizens concerned about their families abroad • Loss of right to work in the UK • Staff taking up new employment while on furlough • Churn of staff, particularly in the lower pay range
How have you overcome barriers to returning to the workplace?	<ul style="list-style-type: none"> • Continued to allow appropriate staff to work partly from home until the end of 2021 • Reviewed staff rotas to allow staff to travel to work outside of peak times where possible • Increased the number of staff rest rooms • Enhanced front of house, office and staff rest room cleaning • Provided several masks to each staff member at the company's expense • Provided free COVID testing kits to staff • Continued with weekly staff communications via the Company App from the Directors • Continued with a monthly webinar with the Directors which involves a Q&A session • Arranged for all heads of departments to undertake a mental health first aid course • Reintroduced season ticket loans prior to reopening • Reintroduced wage advance loans prior to reopening • Paid staff if they are self-isolating • Arranged staff discounts with local takeaways and restaurants • Supported staff with holiday and unpaid leave if they need to visit their families abroad • Introduced an ongoing recruitment policy • Paid overtime when necessary • Reviewed staff pay rates

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What best practice would you recommend to other companies that are returning to the workplace?

- Communicate frequently with the staff, particularly following government announcements
- Provide mental health support to staff
- Provide financial support to staff
- Encourage managers and influential employees to feedback staff concerns to the Directors
- Be sympathetic to staff issues and concerns
- Ensure the working environment is clean and well maintained