



Employment and Training Strategy

August 2023

hub by Premier Inn

Brunswick Centre

London

WHITBREAD

This is an Employment and Training Plan for new site opening hub by Premier Inn London Brunswick Centre. Current opening dates projected in Spring 2026.

The strategy addresses the following requirements in anticipation of a Section 106 document yet to be provided by Camden Council.

How Whitbread will provide the appropriate training with the objectives of ensuring effective transition into work and sustainable job outcomes. Targets for recruitment of employees from within the administrative area of the Camden Council as well as timings for the implantation of such initiatives.

This document sets out the following information:

- 1. How Whitbread will provide the appropriate training with the objectives of ensuring effective transition into work and sustainable job outcomes.**
- 2. Targets for recruitment of employees from within the administrative area of the Camden Council as well as timings for the implementation of such initiatives.**

Section A - Employment initiatives and Opportunities

Whitbread is committed to investing in Employment & Training for our current and future workforce. As the fastest growing hotel brand in the UK, we believe there should be no barriers to entry and no limits to ambition when it comes to employing our team.

The new site in the Brunswick Centre will provide circa 55 new jobs across the hub by Premier Inn for the area (this will depend on contracted hours and business trade). The below outlines recruitment, provision of appropriate training to ensure effective transition into work and sustainable job outcomes.

Section B - Recruitment

The recruitment process for the 'typical' hub by Premier Inn commences approximately three – four months ahead of the new site opening. The same approach will be taken in this case.

Working with the Job Centre Plus and other local stakeholders', applications will be submitted online via the Whitbread online recruitment portal. Links to all roles will be shared through the wider DWP and on local Job Centres boards. We can also share links through Council communication channels if required.

Successful applicants are invited to a recruitment day, or individual interviews, let by the Whitbread Readiness Function and Hotel Management team held approximately four to six weeks ahead of opening.

Whitbread will work with our recruiting operations teams and central resourcing functions to manage adherence to this plan through the process. We will also work with both partnering organisations and individual applicants to support candidates with accessibility issues to apply for roles.

Whitbread provide valuable employability support for the unemployed, not in education or training (NEETS) in partnership with Job Centre Plus (JCP) :

- 2-week work placements with a guaranteed interview through JCP
- Sector Based Work academies with a guaranteed interview

We will use our best endeavours working with all groups as previously mentioned to continually recruit as many local residents as possible. However, it must be noted that this depends on full cooperation and timely responses from the agencies concerned and the willingness of local residents to choose hub by Premier Inn as their employment choice. The team will be made up of externally recruited applicants and internal transfers from positions within the company to ensure we are promoting eligible existing employees. The remainder will be made up of adjacent London boroughs.

Whilst using our best endeavors to meet any requirements set out with regards to employment, Premier Inn will always comply with good practice in employment recruitment including compliance with the equalities' legislation.

We will work to a proposed recruitment timeline of the following, subject to site handover and opening dates:

- 14 weeks to opening - online recruitment channels open (www.whitbreadcareers.co.uk)
- 12 weeks - Job Centre Plus/ local employment initiatives engaged, and Sector Based Work Academies commence (if available).
- 12 weeks – Engagement with local Universities, colleges and schools.
- 8 weeks - team recruitment starts
- 6 weeks - team fully recruited
- 4 weeks - team documentation checked and received/ contract signing.
- 3 weeks - team training starts
- 0 weeks – Site go live

Section C - Training

Our new site opening in the Brunswick Centre will be Whitbread's standard new opening training provided by the Estate Development Training Team. All team members will receive a minimum new opening training period of three weeks by department and includes:

- Role specific tasks and duties and how to complete them.
- Guest journey
- Cross departmental training if applicable

At the end of the training period the Management teams receive a full training sign off recommending further training requirements and support, if necessary. The Estate Development Training Team will also provide post opening support to a team if needed.

Our full Estate Development New Opening Training programme will ensure that all employees, no matter their previous experience, are trained as part of the new opening process in all required skills. An example of a hub by Premier Inn Training Plan is included in the Appendix.

Whitbread engage with Schools, Colleges and Universities to promote the sector and careers in our company by:

- Engaging local Schools, Colleges and Universities to promote employment opportunities within the local community and wider Whitbread careers.

Whitbread offers:

- Direct Hire Apprenticeships across a range of roles provided by Lifetime Training.
- The opportunity to join an Apprenticeship programme at any point in an employee's career.

More specifically these apprenticeships are:

- Hospitality Level, Hospitality Supervisor Level 3, Hospitality Level 4
- Production Chef Level 2, Senior Production Chef Level 3

Apprenticeship opportunities will be discussed through recruitment and on boarding of all new team for all the new hub by Premier Inn London Brunswick Centre team.

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Section D - Construction

In respect of jobs provided during the construction period, the contractor will look to work to CITB benchmarks for local employment when recruiting for construction-related jobs. The contractor will also seek to advertise construction and work placement opportunities initially via the King's Cross Construction Skills Centre and appoint works placements/apprenticeships from the local area during construction.

It is anticipated that a detailed Employment and Skills Plan will be secured via a suitably worded planning obligation captured within the s106 agreement, which will be required to be submitted to and approved by LB Camden prior to works commencing on site. The contractor will liaise closely with LB Camden and the King's Cross Construction Skills Centre ahead of construction to understand the objectives required by the s106 agreement.

Appendices

1. Example of Recruitment Activity Action Plan
2. Example of training timeline

Appendix 1 – Example of Recruitment Activity Action Plan

Date	Activity	Location	Time	Key Contacts	Info
18/08/2022	The events are aimed at getting the 50+ population back into employment. .	Tower Hamlets DWP		Catherine DWP	
24/08/2022		Hoxton DWP		Catherine DWP	
25/2022		Walthamstow DWP		Catherine DWP	
31/08/2022	DWP Recruitment Day 1	Altitude JCP	10am-2pm	Catherine DWP Contact	Catherine collating candidates to be booked in. This will be shared with HM prior to the day. Vib to gather support from region for the day.
01/09/2022	BAU Recruitment Day Attraction GO Live				
06/09/2022	Job Role Presentation -SWAP 1	Teams	10.00 am	Lorraine Lewsey Employee Development Executive	Lorraine will send invite over teams.
07/09/2022	Recruitment Day 2	Strafford JCP	10-2pm	Catherine DWP	Catherine collating candidates to be booked in. This will be shared with HM prior to the day. Vib to gather support from region for the day.
08/09/2022	Recruitment Day 3	Redbridge, Ilford	10.00-13.00	Catherine DWP/ Ryan	Ryan collating candidates to be booked in. This will be shared with HM prior to the day. Vib to gather support from region for the day.
09/09/2022	Job Cente recruitment Day HK	Redbridge, Ilford			Extra Job Centre recruitment Day arranged by Vib specifically for HK candidates.
12/09/2022	SWAP 1 - Interviews	Greenwich PI	11.30-2.30	Lorraine Lewsey Employability Development Executive	Vib to interview all the successful applicants who have completed the SWAP programme.
13/09/2022	Recruitment Day 4 (Housekeeping)	Barking JCP	10:30 - 3 pm		
14/09/2022	DWP Recruitment Day 5	Tower Hamlets, Settle Street JCP	10-2pm	Catherine DWP	Catherine collating candidates to be booked in. This will be shared with HM prior to the day. Vib to gather support from region for the day.
15/09/2022	BAU Mass Recruitment Event	Greenwich PI 11.30 -4.30pm	11.30-4.30pm	DM/ SC	Plan being drawn up with Central Resourcing team. Support to arrive by 10:00am. 30 mins brief. Vib arranging refreshments and pull up banners T-shirts being delivered to site.
16/09/22	Job Role Presentation -SWAP 2	Teams	TBC	Lorraine Lewsey Employee Development Executive	Lorraine will send invite over teams.

Appendix 2 -Example Training Timeline

Training plans for hub y Premier Inn run on a standard three-week timeline plus post opening support where possible. Training Plans are built based on each site and can be lengthened if there is the need – for example if the majority of the team are external with no hospitality experience. At the end of each day the training team will debrief with management and highlight team Members that may need additional support. The training team will provide a full training sign off document when the site opens which details training received as well as recommendations for any further training, should it be

Full Team – Pre onsite Training

Mon	Tue	Wed	Thu	Fri	Sat	Sun
6th Feb	7th Feb	8th Feb	9th Feb	10th Feb	11th Feb	12th Feb
Welcome to Whitbread	Charity Day - Farringdon Tube station teams of 3 People (Link with a Community Day)/Academy Online Training - Rota to be done	Academy Day	Off-site Training GF & BOH - Food Safety HK - Product Knowledge	Charity Day - Blackfriars Tube Station of 2 people / First Aid - DM's, MGT Team & Nights	Day Off	Day Off

	Wednesday 22 February 2023			Thursday 23 February 2023		Friday 24 February 2023		Saturday 25 February 2023	Sunday 26 February 2023	Monday 27 February 2023	Tuesday 28 February 2023	Wednesday 01 March 2023	Thursday 02 March 2023	
Trainer/Events	Mark	Martin	Anne Marie	Mark	Martin	James/Martin	Martin		Mark	Banu/Mark/Martin	Banu/Mark/Martin	Banu mark Charlie	Banu/Mark/Chair	
6.00-7.00														
7.00-8.00														
8.00-9.00														
9.00-10.00	Kiosk	Kitchen Setup		Breakfast Setup	Kitchen Setup	Breakfast Setup	Kitchen Setup							
10.00-11.00	Reception Role Plays	Dinner Service	Management Training - Details to Be Confirmed Nearer the Time	Community Breakfast/ Brunch	Community Breakfast/ Brunch	Community Breakfast/ Brunch	Community Breakfast/ Brunch		Bart Mop Up Training					
11.00-12.00	Break	Break							Break					
12.00-13.00	Guest Workshop	Dinner Service												
13.00-14.00														
14.00-15.00				Close Down	Close Down	Close Down	Close Down		Ground Floor & FOH Deep Clean					
15.00-16.00				Attainment Tests	Attainment Tests	Attainment Tests	Attainment Tests							
16.00-17.00				Academy Online	Academy Online	Academy Online	Academy Online		Academy Online					
17.00-18.00				Fire Drill	Fire Drill									
18.00-19.00														
19.00-20.00														

Colour Key: Management Lead (Yellow), Academy Online (Green), Onsite Training - Trainer Led (Blue)

	Monday 13 February 2023	Tuesday 14 February 2023	Wednesday 15 February 2023	Thursday 16 February 2023	Friday 17 February 2023	Saturday 18 February 2023	Sunday 19 February 2023	Monday 20 February 2023	Tuesday 21 February 2023
Trainer/Events	Paul	Trainer 1/Trainer 2 BOH - Martin	Banu/Mark BOH Trainer - Martin	Banu Boh Trainer Martin	BOH Trainer Martin Banu	Mark		Anne Marie/S&S Martin Management Team	Mark Martin
6.00-7.00								Exec Chair Training	
7.00-8.00									
8.00-9.00					KRKB & Kitchen Setup	Fire Drill		Bart 3	BART 3 Breakfast Cook Off
9.00-10.00					Knife Skills	BART 2		Break	Break
10.00-11.00			External Training	BART 1 & P&P	Break			Tech Tower Recap	Break
11.00-12.00	Leadership Session Delivered By Paul	Site Orientation Keys/Lockers	Fire Drill	Knife Skills	Perfect Egg			Bar Drinks and Tills (Set Up and Service)	Break
12.00-13.00		Departmental Set Up- Kitchen,BOH,FOH	Break	Break	Break			Bar Drinks and Tills (Set Up and Service)	Dinner Service
13.00-14.00	Handover Day	Break	Tech Tower, Merchandising Setup	Perfect Egg	Breakfast Cook Off			Break	Fire Drill
14.00-15.00		Departmental Set Up- Kitchen,BOH,FOH	Food Delivery	Break	Clean Down			Breakfast Setup	Academy Online
15.00-16.00			KRKB Recap	Breakfast Cook Off	Academy Online			Breakfast Cook Off	Academy Online
16.00-17.00			Room RAG Ratings	Clean Down	Clean Down			Drinks Product Knowledge, Service Steps	Academy Online
17.00-18.00								Academy Online	Academy Online
18.00-19.00								Dinner Menu Cook Off	Academy Online
19.00-20.00								Clean Down	Academy Online