

# 115 - 119 CAMDEN HIGH STREET



Hub by Premier Inn  
115 – 119 Camden High Street  
Camden

### **Hotel Operational Statement**

#### **Hotel Detail**

**Beds** – 80 bed hotel

**Concept** – hub by Premier Inn with a basement Lounge F&B area.

**Area** - Camden

The Hotel will operate 24 hours a day for residents. The Lounge will serve breakfast from 06.30am to 11.00am.

The Lounge will be open to non-residents with alcohol available for consumption on the premises during the following hours:-

Monday – Thursday : 10.00 – 23.30

Friday – Saturday : 10.00 – midnight

Sunday : 11.00 – 22.30

#### **Details of how the hotel will operate and be managed with regards to public safety and protecting the amenity of local residents.**

Appropriate team with Health & Safety training will be on site 24hrs a day.

The overall policy in hub hotels is for the back of house and fire escape doors to be locked at all times. Self-locking & Alarmed

Spy holes in back of house doors

Reception is always manned 24/7 and is located within sightline of the front door.

Team have Walkie Talkies.

A Guardian CCTV system is installed in hub entrances and desk/reception areas. All team have a guardian panic button, which when pressed goes to Secom who are able to real time view and talk into speakers.

- Fobs for teams to wear
- Investing in our team and their security as well as our buildings
- Real time 24/7 monitoring
- Deters crime as customers can see they are being monitored
- Visual verification of events
- Guardian camera allows immediate reaction to any incidents or threats
- Secom are able to talk on a loudspeaker into the reception to advise customer they are being filmed.
- Secom will also call police if needed.

Panic Buttons & Panic fobs.

Team also have a different fob to the one above. When this is pressed – Customers are not aware that the police are on their way and is urgent response.

- Instant Police presence
- Fob for teams to wear
- Located behind Bar
- Located in reception
- Located in restaurant

Full CCTV covering all areas of public areas.

- Reception
- Entrance
- External doors
- Lounge

All Back of house doors are alarmed

- If an external door is opened, an alarm is activated in Reception and on Pager, so that Duty Manager can check CCTV.

Secure Main entrance door entry for in-House guests only (Kaba Card)

- Doors Locked from 11pm – 7am (In the event of fire alarm going off, Main entrance doors open automatically.
- In house Guests are only able to enter the hotel via their Kaba card between the hours of 11pm & 7pm.
- If a customer turns up after 11pm there is an intercom system that they can press to talk to reception and Duty Manager has visibility on CCTV or site line of entrance door who is at the door. The intercom is also connected to a pager.
- Team can lock doors at any time, they are able to set the doors to exit only, or vice versa & open.
- In addition to the above there are then two other Kaba controlled entrances to the bedroom corridor and then Guest Rooms

## **Safety & Security**

### **Crisis Management**

The Safety & Security Team provide a 24 hour, seven days a week crisis support line.

Each site is issued with a Crisis Management Procedures poster; this should be displayed in an area which is clearly visible to Team Members.

### **Safety & Security Workshops**

These courses are designed for our Management Teams and Duty Managers to ensure that they understand how to manage Safety & Security, what their roles and responsibilities are and how to manage safety on a day to day basis at site.

### **Policies & Procedures**

A key component of our safety management system are the policies, which we have in place. These include a commitment from our Managing Director to ensure, so far as is reasonably practicable, the provision of a safe environment for all Team Members and Guests.

### **Risk Assessments for all areas of the Business**

Available on request

## **Policys & Procedures**

Many of the policies and procedures that we have in place are contained within: (And available on request)

- Premier Inn Health and Safety Manual
- Premier Inn Fire Safety Policy
- Premier Inn Security Manual
- Whitbread Food Safety Management System

## **First Aid**

First aid is the immediate assistance or treatment given to someone injured or suddenly taken ill before the arrival of an ambulance, doctor or other appropriately qualified person.

We train relevant Team Members via an Emergency First Aid at Work course. This always ensures that we have trained first aiders on site that are able to use the equipment provided in the event of a first aid emergency.

There should be at least one Team Member on duty that holds the Emergency First Aid at Work certificate at any one time. Therefore, Management Team Members, Night Receptionists and Receptionists are the appropriate persons to attend a course.

We provide first aid box's and bio hazard boxes.



## Organisation & Responsibilities

### Premier Inn Executive Team

The Premier Inn Executive Team is the ultimate decision making body and, in consultation with the Director of Safety & Security, sets the strategic direction for health and safety. They will review performance on a regular basis via proactive and reactive monitoring to ensure that health and safety risks are being effectively managed.

### Managing Director, Premier Inn & Restaurants UK

The Managing Director, Premier Inn & Restaurants UK is ultimately responsible for the effective implementation of the Health and Safety Policy and has:

- Overarching responsibility for ensuring the effective planning, implementation, monitoring and review of health and safety within WHR
- Responsibility for the provision of an adequate organisational structure to ensure the requirements of the Health and Safety Policy can be fulfilled
- Responsibility for providing adequate resources for health and safety

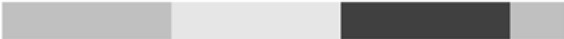
### Chief Operating Officer


The Chief Operating Officer is responsible for the effective implementation of the Health and Safety Policy and has responsibility for:

- The provision of an adequate organisational structure, in consultation with the Managing Director, to ensure the requirements of the Health and Safety Policy are met
- Providing adequate resources for health and safety
- Monitoring performance and compliance regarding health and safety within the business, and reporting progress to the Managing Director
- Notifying the Managing Director if the business is unable to implement the requirements of the Health and Safety Policy

### Director of Safety & Security

The Director of Safety & Security will provide the Premier Inn Executive Team with technical advice and support regarding health and safety matters. He will also:

- Advise the Premier Inn Executive Team and Operations Directors in reviewing health and safety performance
  - Establish and maintain WHR's health and safety management system
  - Design, develop and implement the WINcard health and safety audit system and ensure the accurate reporting of audit data to the Executive Team and the Brand's Operational Team
  - Review and update health and safety related policies and procedures as required
  - Effectively manage all health and safety related enforcement activity, on behalf of the Brand and ensure appropriate liaison with relevant enforcing authorities
  - Ensure that the Whitbread Safety & Security Team provide Operational Teams and Central Support Functions with competent advice, assistance and support relating to compliance with legislation and Company health and safety policies and procedures
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## **Operations Directors/Regional Operations Directors**

**The Operations Directors/Regional Operations Directors have responsibility for:**

- The provision of an adequate operational structure, in consultation with the Chief Operating Officer, to ensure the requirements of the Health and Safety Policy can be fulfilled within hotels under their control
- Notifying the Chief Operating Officer if their hotels are unable to implement the requirements of the Health and Safety Policy
- Liaising with the Director of Safety & Security to ensure that the health and safety implications of any proposed changes/Brand initiatives are adequately assessed
- Providing their Area Managers with, or access to, appropriate information, instruction and training to enable them to fulfil their health and safety responsibilities
- Ensuring the effective performance management of Area Managers who fail to meet the standards expected of them

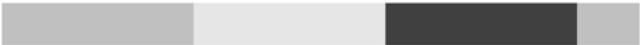
## **Area Managers**

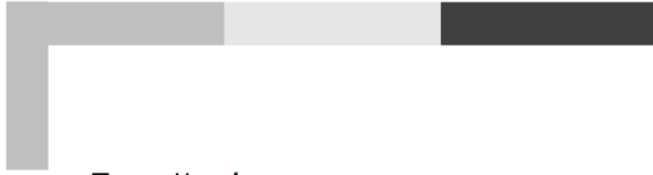
**Area Managers are responsible for:**

- Supporting Operations Managers under their control through the provision of, or access to, appropriate information, instruction and training to enable them to fulfil their health and safety responsibilities
- Undertaking compliance monitoring activity, via the WorkSafe system, to satisfy themselves that the health and safety management system is being implemented in hotels under their control
- Ensuring that any health and safety matters brought to their attention are effectively dealt with or escalated as appropriate
- Effectively performance managing Operations Managers who fail to meet the standards expected of them

## **Hotel Managers/Operations Managers**

**Hotel Managers/Operations Managers are responsible for:**

- Being fully conversant with the requirements of the Health and Safety Policy and associated procedures
  - Ensuring that the day to day tasks associated with the health and safety management system are diligently undertaken, arrange for remedial actions to be carried out as necessary and keep records where required
  - Ensuring accidents/incidents are reported/investigated and, where necessary, remedial actions are taken to prevent a recurrence
  - Ensuring adequate information, instruction and training is delivered to Team Members and reviewed as necessary
  - Reporting any health and safety issues which are beyond their authority/control to their Area Manager
  - Effectively performance managing Team Members who fail to meet the expected standards
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## **Team Members**

**Team Members are required to work in accordance with any health and safety information, instruction and training given to them. They will also:**

- Comply with health and safety related policies and procedures
- Exercise personal care and responsibility towards themselves and others, and co-operate in the execution of this Policy
- Diligently undertake any safety related inspections or tests delegated to them
- Make appropriate use of equipment provided including personal protective equipment
- Report any hazards, accidents or near misses to their Duty or Line Manager