

Jurys Hotel Management (UK) Limited.

Part of the Fattal Group

HEAD OFFICE: 146 Pembroke Road, Ballsbridge, Dublin 4, Ireland.

Local benefit proposal framework

Leonardo Hotel Manchester Piccadilly

260 Great Ancoats Street, Manchester M4 7DB

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Introduction

Jurys Inn and Leonardo Hotels operate 50 hotels across the UK and Ireland under five brands, employing over 3,800 people. Our hotels are busy environments with lots of guests passing through each day. All roles within Jurys Inn & Leonardo Hotels UK and Ireland offer customer interaction, a great deal of variety and a fun and friendly working environment.

We strive to make Jurys Inn & Leonardo Hotels UK and Ireland a great place to work and we get all our teams involved in engagement activities such as summer barbecues, Christmas parties, the annual charity challenge, monthly birthday celebrations, bi-annual team Thank You week, fun Fridays and much more.

Our vision is very simple; we aim to exceed our guests' expectations by delivering outstanding results through exceptional people.

This proposal framework sets out both the way in which Jurys Inn and Leonardo Hotels impact the local labour markets and additional information specific to Leonardo Hotel Manchester Piccadilly. We commit to tracking the effectiveness of this local benefit proposal framework and updating the City Council within the first 6 months of occupation.

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Jurys Inn and Leonardo Hotels

Recruitment

As an employer we put a big emphasis on career development and as a rule we recruit our operational team members for personality and experience – it is all about how they interact with others and demonstrate our values:

Consistent, Friendly, Genuine, Positive and Willing

We believe in developing our people and growing our management teams through our excellent Learning & Development. We are very proud that 80% of our General Managers joined the business in operational roles and have progressed through the Company with the help of our great development programmes and the opportunities that exist being a multi-site and growing business.

We advertise vacancies via our Applicant Tracking System and utilise jobs boards such as Indeed, Universal Jobmatch and Caterer.com alongside our own careers page to ensure our opportunities have widespread visibility. Each of our hotels work closely with their local jobcentre, colleges, universities, community groups and charities to promote our careers and provide opportunities within their local communities.

In addition to this, we also advertise vacancies internally via the New Opportunities stream on our employee App. This ensures a transparent approach to recruitment and that all of our team have the opportunity to put themselves forward for that next step in their career. We offer a generous referral scheme and encourage our employees to recommend their friends and family for roles, gaining them additional financial reward.

Diversity and Inclusion

A diverse workforce is one which mirrors the diversity of the local community and provides the same opportunities regardless of age, gender, sexual orientation, race, disability (or any other protected characteristic). We believe that every person, regardless of their background, should be able to fulfil their potential within the workplace. Jurys Inns and Leonardo Hotels are committed to an inclusive workforce that represents a variety of cultures, backgrounds and viewpoints. The Company will always strive to reflect the global communities where each hotel or office is based.

Disability Confident

Here at Jurys Inn and Leonardo Hotels we are Disability Confident Committed. The majority of our hotels in the UK are signed up to Level one, where they have all made a commitment to create more opportunities for people with disabilities. We work with Job Centre Plus and local charities to lead the way in changing attitudes towards disability, and provide opportunities to ensure that people with disabilities and those with long-term health conditions are able to fulfil their potential at work.



To be recognised as Disability Confident Committed, we are happy to provide inclusive and accessible recruitment, communicate vacancies, offer an interview to people with disabilities, provide reasonable adjustments and support existing employees. We are also committed to providing work

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experience, job shadowing and internship opportunities. We regularly review our own people practices and approaches to ensure that our workplace is as open, diverse, accessible and as inclusive as possible.

Learning and Development opportunities

We pride ourselves in the learning and development we offer to all team members. It's about giving our team the technical skills, knowledge and communication skills and to help them raise the bar on what they would like to achieve at work.

When employees first start with us, our BELONG induction programme and support from their Team Coach will ensure they feel part of the team as quickly as possible and have all their statutory leaning complete, as well as technical skills training needed for their role.

We believe that ongoing support and encouragement helps us to establish a world-class team. Throughout our teams' journey with us, they will have the opportunity to benefit from our GROW Learning and Development programmes and access our award winning e-learning platform GROW Online.

We deliver a career pathway of development programmes with regular intakes throughout the year to develop our talent and help to progress their career. Our programmes include:

- **Apprenticeships:** We work closely with Lifetime Training to deliver our apprenticeship programmes and currently have 25 apprentices within the business and hope to increase this figure back to pre-Covid levels in 2022. As an employer we pay higher than the National Minimum Wage for apprentices.
- **Insights Trainee Manager programme:** A 9-month development programme which aims to develop strong supervisors into Duty Managers. This blended programme contains both face to face and web based learning. There is an opportunity to complete a Level 2 or 3 Apprenticeship during the programme for eligible candidates
- **Grow Graduate Programme:** This 2-year programme is open to internal and external candidates and is built around three multi brand 8-month placements. During the programme candidates will develop the skills and behaviours to fast track to a Head of Department position upon graduation.
- **Accelerate:** A 12-month programme designed to start the journey of a Head of Department to Deputy General Manager level. Over the course of the programme leadership and business skills are developed in readiness for the next step in their hotel career.
- **High Potential Programme:** A challenging 18-month programme of personal development, project work and case studies developed to grow future General Managers and Hotel Managers from Deputy General Managers.

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Leonardo Hotel Manchester Piccadilly

Our newest hotel is opening in the heart of Manchester city centre and sits next to the Northern Quarter and Ancoats; two of the city's most vibrant neighbourhoods. The newly-built property will offer a Leo's Bar and Restaurant, Wellness Centre and 275 stylish bedrooms, complete with Leonardo DREAM beds and exclusively designed mattresses. Located on Great Ancoats Street, the hotel is within walking distance of Manchester Piccadilly Station, Metrolink trams and bus routes.

Planned structure

It is expected that initially Leonardo Hotel Manchester Piccadilly will employ over 50 people in the following departments:

Management	10
Kitchen	9
Food & Beverage	9
Housekeeping	15
Reception	8
Maintenance	1

We anticipate this number will grow significantly as the hotel becomes established within the market.

Working with local organisations

Jurys Inn and Leonardo Hotels operates two existing hotels within Manchester; The Midland and Jurys Inn Manchester. These sites have established relationships with local job centres, universities and colleges, and our team support in attending local recruitment days, providing work experience and giving guest lectures, workshops and training. We also engage with these organisations to promote recruitment opportunities.

Examples of local initiatives include:

- Our kitchen team at The Midland have worked on hosting a kitchen takeover at Tameside College, and we are in discussions around hosting a rolling 2-week placement programme to support their Hospitality students in gaining hands on experience.
- Within our existing two Manchester hotels, we currently have team members recruited from both Manchester College and Tameside College, providing them with employment opportunities that support their studies within Hospitality.
- Our local Human Resources team are currently in discussions with the Hospitality department at Manchester Metropolitan University regarding placements for their students within our Manchester hotels.
- We have recently began working with The Growth Company, who are based in Manchester and work with local industry, Manchester City Council and Manchester Hotelier Association, amongst others, in order to increase investment into the City, upskill the existing workforce and place people into work. The Growth Company currently run a Housekeeping Academy

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within the City and are looking to launch a Food & Beverage Academy and potentially a Front Office Academy. We have already had initial conversations with the Growth Company about utilising the Housekeeping Academy to assist with recruitment for the new Hotel and are planning to have further conversations in the New Year.

It is our intention to continue to expand on this work at Leonardo Manchester Piccadilly in order to engage the local community and ensure local opportunities are maximised at the site.

Recruitment within the local community

In recruiting the team for Leonardo Hotel Manchester Piccadilly we intend to recruit the majority of our team locally to the hotel, and anticipate that in excess of 80% of roles will be filled by those living in the area. We intend to utilise the following methods in order to achieve this:

- Advertising all new vacancies online to both internal and external candidates
- Engaging with local organisations to advertise roles and promote opportunities
- Advertise all vacancies through the Job Centre
- Continue to promote our employee referral scheme to our Manchester colleagues
- Attend relevant local jobs fayres and recruitment days

Employees will be given initial training and support by their colleagues from our other Manchester sites, and by taking this approach we hope to provide opportunities to both current employees and external candidates within the city; bringing additional quality jobs to the community.

Learning and Development opportunities

All employees at Leonardo Hotel Manchester Piccadilly will have access to the company's learning and development and promotion opportunities as previously outlined in this proposal.

It is also our intention to engage the following within the hotel:

- Work experience
- University placements
- Apprenticeship opportunities

We intend to work closely with local organisations and educational establishments to provide a quality learning experience, and therefore the timing of this will be cognisant of any restrictions as a result of the ongoing pandemic and the capacity of the new team to provide the learner with the support required.