

The impact of Coronavirus on Sundial Group

Dear Friends of Highgate House and Woodside

I can honestly say that the current worldwide health situation is unlike anything our family business will have experienced in its 60 years history.

We can, however, assure you that we are determined to continue to take a long-term view, to support and protect our people, our guests and our reputation and to treat everyone fairly and honourably through this crisis.

The health and wellbeing of our guests and our team are our top priority and I want to reassure you of the diligence of our approach. The management teams have committed to uphold the following strategy and initiatives.

We are closely monitoring the changing guidelines and following government instructions accordingly. Here's what we are doing to ensure we can protect you as much as possible.

- If you are not feeling great, we ask you to postpone your visit with us until you are feeling better.
- Upon arrival our teams will let you know about our hygiene facilities that are on hand throughout your stay and special arrangements for anyone feeling unwell.
- We ask you and members of your party to follow the advice to wash your hands thoroughly as often as possible. All our team have committed to do so at least every 2 hours.
- We are cleaning and sanitising all touched surfaces i.e. door handles, cloakrooms etc every 2 hours.
- In our restaurants, bars and meeting rooms we are reducing the density of tables and chairs so there is greater distance between you and your neighbours.
- We check the health of every employee at the start and during their working day. Anyone that presents symptoms, will immediately leave work and not return for 7 days. We have increased our support to them via their sick-pay benefit.
- Team members will observe the 2 metre distance rule from guests and colleagues as much as possible, as recommended by the government.

This is a difficult time for everyone, the situation will continue to evolve. For now, we remain open for business. Highgate and Woodside are both in beautiful countryside locations where you can get plenty of good fresh air, please continue to come and see us.

Best wishes
Tim

Tim Chudley, Sundial Group Managing Director.

17/03/2020