

**Copied from a FB post dated 8<sup>th</sup> February**

Thank you for your email about the Reserved Matters application for a Premier Inn at Dartmouth, and for your questions on specific aspects of the proposals.

For ease, we are including our response as a direct follow-on response to each of your questions in turn, following the bullet point list you sent to us. Please see our responses below:

1. Are you going to use local laundries?

We will not be using local laundries. The laundry process is centralised, to reduce costs, which in turn keeps rooms affordable.

2. Will you source food products and ingredients from local farmers?

As with the laundry process, the sourcing of food products and ingredients is centralised, to reduce costs and maintain consistency across the hotels, which enables us to provide the food guests expect. We find that our hotels make a positive economic contribution to the communities they serve, as our guests go out to eat, drink, shop, visit attractions, and generally make the most of the local area. Our own research, based on 10,000 responses from our guests staying in leisure and coastal locations like Dartmouth during summer 2020, is that the average guest spends £55 per night excluding accommodation costs. Of this expenditure, 60% (£29) was spent in the local area (within two miles of where our guests are staying).

3. Will you be using local tradesmen to carry out maintenance and repairs?

We procure centrally and emphasise the need for building contractors to seek out local suppliers, but it is up to them to do so. We do not use local tradesmen for maintenance and repairs unless the firms are of a certain size and able to handle a portfolio of locations by region.

4. Central town shops were closed during peak season of 2022 due to lack of staff, and trying to get cleaning staff locally is difficult - where will your staff be sourced? The two supermarkets are already understaffed.

All recruitment and training is led by our in-house teams and we are particularly focused on encouraging people who are not currently working, in employment, or training to join us. We will work with Job Centre Plus, vacancies will be advertised online at Whitbread Careers and we will promote opportunities through other channels and work with the local council. There are also likely to be opportunities for internal promotions from other existing Premier Inn sites. Our recruiting teams adjust to the local market. What is happening in light of the tight labour market is that recruitment is starting earlier, and new joiners are being onboarded at trading hotels. This ensures we are able to offer and train quickly and minimise dropouts. We have already had members of the local community get in touch about possible opportunities at the proposed hotel and are successful across our hotels at recruiting and retaining staff from the local area.

5. Will this premier Inn become a destination and somewhere to house people waiting for social housing or asylum if it doesn't fill itself with tourists?

In short, no. We do not have contracts with government agencies for asylum claimants.

6. How do you plan to operate throughout the long off-peak season?

In similar locations, there is sufficient off-peak business to sustain a thriving hotel. The average occupancy of our hotels is more than 80%, driven by the unique customer base for Premier Inn, which is 50% leisure and 50% business.