

Collective Consultation Group Announcement
Notes from Questions and Answers 5.6.2020 (summary from three groups)

Group consultation 1

- Everyone was asked if they understood the process and they do - all confirmed (all three sessions).
- The Directors reiterated their request for ideas and suggestions.
- Many participants voiced their support for what the Directors are doing, they appreciate the unprecedented situation and many saying they are happy to be flexible and support in any way they can.
- Sandy mentioned that he knows people will be struggling. Vicky supported this by saying if anyone is struggling or concerns with mental health or wellbeing to let one of the family know and they can do what they can to help and sign post

Q 1. If everything is moth-balled will the Oak Tree be strong enough to start up again? Sandy said hopefully yes the ball is being put in the court of the Govt and the business is being led by both Westminster and Scottish Government instructions. Ron followed up to say that moth-balling is the “planning for the worst, but hoping for the best” and this is the plan but is only just one option being explored.

Q 2. If we are allowed to open in autumn how will we want to open again? Stuart said that the business is doing all it can to diversify and may be able to do more with sites like the drive thru etc in a phased opening.

Q3. When we come back I know it will be gradual but what will be the criteria for staff returning in what area? Answer is that each area/department of the business will be looked at and then also decisions will be made using criteria from a matrix.

Q4. Are we talking about redundancies and is it from October to March? Sandy answered that he is looking at support from the government and the situation in terms of advice and government position is ever changing. He also said he does not yet know what the business needs now or in any form of phased opening or, if moth-balled until spring 2021, what level of operation he will be opening up again with. But it is most likely to be a reduced scale just given the circumstances.

Q5. The option of lay offs versus redundancy was asked about. Vicky said it is something the business could look at and these are options that can be discussed in the 1:1 discussions.

Q6. Can the company afford to pay redundancies? The reply is that it is the intention to give everyone what they are entitled to. It was also reiterated that this is a period of consultation, no decisions have been made and the next stage is individual consultations

Q7. When will the individual consultations start and what will that process entail? Vicky answered to say that the intent is to start at the end of next week (i.e. around 12th June) or the week after (week beginning 15th June) and the business is looking for any mitigation along the way which could include lay offs etc

Q8. What's going on with the drive through? Stuart said David is there trying to get it up and running it will probably be one of the first options to open. Last week the Oak Tree could have opened a take away but no toilet and other facilities so the business made the decision that it would be irresponsible to open. Stuart said the drive through would probably be operated by family first to get a flavour then they could build it up

Q9. When and if the businesses open in March do you think things will be back to normal or will people be wary? Sandy said people are hoping there will be a vaccine and spoke about ages and risks and making people feel safe. Ron said that things are so uncertain, no-one knows and no-one has the answers about business. The hospitality industry is currently one of the last scheduled by the governments to reopen so it is an unknown as to when and how customers will come back. Some

forecasters are saying that people will be wary and for many businesses it will be like starting over again, building business back up.

Q10. During this period are you looking for a niche or to develop any other business? Sandy said we may look to develop ideas that could help the business.

Q11. Stuart asked if there are any ideas of what is happening in other places and how it could be applied? The example in Lithuania is that restrictions are lifted for all outside spaces opened with no charges to put tables outside. The example of Italy opening its borders was mentioned however people are wanting to get out but are anxious

Q12. Question about any news on toilets being provided in the car park to support visitors returning to Balmaha. Sandy explained he has written a paper about solutions for the toilets issue in national parks

Q13. Clarification sought about furlough pay? Sandy said it stays as it is till end of July then changes.

Q14. Reading about B and B and self catering are hoping to open in stage 2 could the business do something like that? Yes, these and all options are being looked at, but it depends on the Government guidance. The current restriction on 2m distancing is a big challenge when 1.5 or even 1m is in place in many other countries. Keeping 2m is a big challenge for all hospitality businesses.

Q15. When does the business plan to reinstate reception? Sandy said there is no certain date as yet, but this along with all parts of the business is being looked at.

Q16. If someone is made redundant and it starts again will they need to apply for jobs again? Vicky stated that that is the case.