

The background of the entire page is a photograph of two women in a professional setting. One woman is standing and looking at a tablet, while the other is seated and smiling. The image is overlaid with a semi-transparent yellow filter.

SAFETY MATTERS

A Guide to Safety and Hospitality Contingent Labor

WHY SAFETY & C For Hospitality Are Different

As Hospitality continues to recover from the impacts of COVID-19, the industry is grappling with an unprecedented labor crunch.

This has led many hotels, resorts, and casinos to increasingly rely on outside agencies to find a reliable supply of housekeepers, kitchen staff, servers, janitors, groundspeople and other vital personnel. Contingent labor is a vital part of the healthy operation of a property, but it is important to understand that the safety of these workers is equally important.

Hospitality employees regularly encounter a variety of potentially hazardous situations during their shifts. These can be anything from exposures to chemicals or pathogens when cleaning, to bodily strains when moving or lifting furniture or other heavy loads, and a variety of personal security scenarios and other risks to the welfare of staff and guests.

The Hospitality Guide to Pandemic Recovery

To help address the challenges Hospitality businesses have faced during the course of the COVID-19 pandemic, HSS and its parent company, KBS Services have developed a guide for raising standards and lowering costs during this challenging economic recovery period. In The Hospitality Guide to Pandemic Recovery, you can read about specific challenges the industry at large faces and several strategies to help position properties like yours for success during the short-term recovery period and well into the future.

Download the E-Book at hssstaffing.com/pandemicrecoveryguide

OMPLIANCE

Labor partnerships need to extend to partnerships in safety.

As a leader in Hospitality staffing that employs 10,000 housekeepers nationwide, Hospitality Staffing Solutions (HSS) understands the unique challenges our industry faces—most recently in light of COVID-19. That's why we maintain a strong commitment to safety, investing in preventative training, chemical and technology innovation, and client support so together we can keep our workforce and your guests safe.

Why safety matters

Aside from the obvious humane reasons for wanting to keep staff safe and secure, there is a very real business case for it: On-the-job injuries can, and often do, result in workman's comp claims and in some cases lawsuits. It can also result in penalties from OSHA (Occupational Safety and Health Administration) if a facility is found in violation of their health and safety regulations.. Then there is the impact of an injury on a staff member's ability to work. If the injury prevents returning to the job site, that means a reduction in staff. In today's already tight labor market, that can be a heavy hit because it impacts the ability to keep up with cleaning, maintenance, and service demands, which in turn, jeopardize guest safety and enjoyment.

Six Strategies for GM Success

1 Focus on Guests – Outsource the Rest

Delivering optimal guest satisfaction is the GM's ultimate and most important responsibility. As properties look to reestablish brand loyalty to safeguard future booking this is imperative.

The successful management of every department at a hotel has never been easy. Today's climate makes it more difficult than ever. The right partnership with an outside service provider delivers a huge benefit – it puts the focus to be on delivering the highest levels of guest satisfaction.

As the industry recovers, guest satisfaction surveys and scores have regained their primacy of place. Guest satisfaction is based on many factors: perceived value, quality, comfort, amenities, staffing, and cleanliness.

The central mission is guest satisfaction. Any activity that impedes it can and should be outsourced.

2 Address Tomorrow's Labor Challenges Today

Many GMs mistakenly view hiring full-time staff as the best and only solution to industry challenges. But given the host of challenges the industry faces today, this actually presents a host of problems in and of itself. Hiring qualified and trained staff is a major challenge with real costs – both in terms of money and time – time that could be better spent on activities core to the hotel's operation.

Contingent Labor, Direct Hire Recruiting, and Recruitment Process Outsourcing are three solutions that GMs can rely on, either as stand-alone services or in strategic combination to address tomorrow's labor challenges today.

Balancing out full time staff with Contingent Labor can help them to quickly ramp up when more leisure and business travelers return. It's a formula that's historically been proven to work; GMs can build from their core team and retain flexibility by using a Contingent Labor model.

Another solution is Direct Hire Recruiting, a fee-based service that has been aiding GMs in their quest for

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SAFETY RESPONSI

Who's responsible for employee safety?

In a word: **everyone**. At least in the mind of OSHA. In fact, this large regulatory agency, that oversees worker safety at both the federal and state level, gives out the most penalties for safety-related violations. This means both the hospitality client and the staffing vendor are responsible for effectively conveying safety expectations to staff, and giving them the training they need staff to stay safe and keep guests safe.



With the Occupational Safety and Health Act of 1970, Congress created the Occupational Safety and Health Administration (OSHA) to ensure safe and healthful working conditions for workers by setting and enforcing standards and by providing training, outreach, education and assistance.

While OSHA is a federal agency, there are currently 22 states with their own safety plans and regulations that have jurisdiction over both public and private workplaces. We recommend you become familiar with your state OSHA rules in addition to any federal OSHA rules that are relevant to your workforce and facility.

Learn more about OSHA and access other valuable information [here](#).

BILITY

The following are a few helpful resources your Hospitality facility should review and regularly reference to stay on top of OSHA expectations along with guidance on how to keep staff safe:

[Training Requirements in OSHA Standards](#)

[Safe Housekeeping and Sanitation Practices Fact Sheet](#)

[Fall Prevention Training Guide: A Lesson Plan for Employers](#)

[Respiratory Protection: NIOSH/OSHA/CDC Hospital Respiratory Protection Program Toolkit](#)

[Cleaning Chemicals: OSHA/NIOSH Protecting Workers Who Use Cleaning Chemicals InfoSheet](#)

[Fall Prevention Fact Sheet](#)

[Ladder Safety: Falling Off Ladders Can Kill, Use Them Safely](#)

[Bloodborne Pathogens - Bloodborne Pathogen Exposure Incidents Fact Sheet](#)

[First Aid Best Practices Guide: Fundamentals of a Workplace First-Aid Program](#)

[Bloodborne Pathogens - Personal Protective Equipment \(PPE\) Reduces Exposure to Bloodborne Pathogens Fact Sheet](#)



SAFETY MYTHS

Workplace safety impacts just about every aspect of a hospitality business, which makes misinformation and misunderstandings about safety particularly hazardous. In fact, they can lead to a range of unfortunate accidents, injuries, and exposures that can cause real harm to people and leave your business vulnerable to lawsuits, fines, and bad publicity.

Here are four myths that are commonly held by hospitality industry when it comes to safety:

MYTH 1 Hospitality venues have no responsibility for the safety of outsourced workers.

This is only partly true. While agencies like HSS certainly play an important role in training and preparing our staff to work onsite, the hotels, resorts, and restaurants where they work are also responsible – and liable. Then there is the staff member who must participate in available trainings, wear the necessary protective attire or equipment, and follow safety best practices through the course of their workday. Again, in the eyes of OSHA, everyone is responsible—including your business.

MYTH 2 Safety measures are just about reducing workers comp claims.

Reducing workers comp claims is important for any business. But that is not the only reason for hospitality businesses to take safety seriously. There is also increasing efficiency and reducing staff turnover. A work environment that values the safety of everyone it will operate more effectively and will see less of a revolving door. That is vitally important particularly in this tight labor market.

MYTH 3 The sole focus of safety is protecting workers.

While the welfare of your workforce is critical, guest safety and satisfaction is also important. It is critical that anyone working at your property is trained in proper safety protocols. This protects them and guests. Guest safety impacts satisfaction scores and also protects your property from bad publicity and legal action.

MYTH 4 Keeping workers safe is time-consuming and too expensive.

Appropriate safety and security training and protocols that are suited to your facility can take time and resources to establish. But once these are ironed out and rolled out across staff, those investments lessen over time. Plus, the expenses and time resources related to keeping staff safe are minimal when compared to the sum of workers comp and liability claims, lost labor hours, and possible revenue lost due to a safety event. Having a staffing partner that can guide your business in identifying safety areas and who will take your established protocols seriously is vital.

SAFETY

FREQUENTLY

QUESTIONS

What are the most common preventable injuries?

The most common injuries that can be prevented with training and other safety measures include:



Lifting, Pushing, and Pulling
Strains (sustaining muscle
strains, back injuries)



Slips (in bathrooms staff
are cleaning)



Finger caught in door
closely followed by
hitting head

Y ASKED

Keeping your workforce safe starts with understanding all of the potential hazards they could face in the course of doing their jobs. This allows hospitality facilities to better manage risks and prevent injury.

Here are a few commonly asked questions about safety and security for the hospitality industry:

What is the most effective way to ensure staff safety?

While there are a variety of ways properties can keep their workforce safe, **training and education** are central to on-the-job welfare.

More specifically, training workers in safety best practices and informing clients and site managers about any liability they could face if something does happen. Doing so can help reduce worker injuries, and as a result, lower worker comp claims. But not all trainings are alike. There is general awareness training that vendors like HSS provide staff; and then there is site-specific training provided by the hospitality facility that trains staff on how to work at their site while staying safe.

Please Note: **Staff should be paid for training and training should be conducted during regular working hours.**

What are the most common types of hazards hospitality staff face?

Slips, Trips, and Falls

can result in a wide variety of injuries, including head and back injuries, broken bones, sprained muscles, cuts and lacerations, and other types of bodily harm. In fact, they are the second most common cause of work-related injuries that result in missed shifts and hospitalization, according to the CDC (Centers for Disease Control and Prevention) and NIOSH (National Institute of Occupational Safety and Health). Falls alone account for 20% of the injury and accident claims HSS sees.

Preventative measures include:

- Signs that indicate slippery areas or spills
- Danger tape around any potential trip hazards
- Requiring staff to wear non-slip footwear
- Sufficient lighting
- Ensuring ladders and scaffolding are safe, secure, and used properly
- Quickly repairing/cleaning up any hazards

Lifting and Handling

heavy goods can lead to both acute injuries and long-term pain such as back, neck, arm, and leg pain. These kinds of injuries comprise 27% of the accident claims HSS sees.

Preventative measures include:

- Training on how to lift furniture and other heavy items
- Providing staff with lifting equipment and braces
- Assign multiple staff members to help with lifting heavy items

Lockout, Tagout

can cause harm to staff during the course of maintenance or repair procedures (e.g. elevators, escalators, and other large electrified equipment).

Preventative measures include:

- Using appropriate locking and tagging procedures and devices
- Verifying all electrified equipment is completely isolated from all energy sources
- Shutting down any system or equipment being worked on.
- Making sure all moving parts have stopped

Exposure To Bloodborne Pathogens (BBP) and Other Bodily Fluids

the risks of which include viral and bacterial infections—can lead to serious disease like COVID-19, Hepatitis A/B, and HIV.

Preventative measures include:

- Training on how to safely handle contaminated surfaces
- Encouraging frequent hand-washing
- Providing staff with appropriate protective gear and disinfecting agents



47%

of the claims HSS sees
are the result of injuries due to accidents

Personal Safety

injuries can be a result of acts of violence from guests, visitors, or other employees.

Preventative measures include:

- Encouraging staff to report incidents
- Detailed incident record-keeping
- Keeping track of incident causes to establish patterns
- Implementing security measures and providing training on those measures
- Installing security cameras and locks

Emergency Evacuations

due to severe weather, fire, earthquakes, active shooters and other hazards can result in confusion, injury, and in some cases, death

Preventative measures include:

- Encouraging staff to report incidents
- Detailed incident record-keeping
- Keeping track of incident causes to establish patterns
- Implementing security measures and providing training on those measures
- Installing security cameras and locks

Finding the Right Staffing Partner

Given the industry's ongoing labor shortage, more and more staffing agencies are popping up. While this might mean more sources of workers for hospitality facilities, these agencies don't necessarily have direct industry experience or a safety mindset. Instead, they are focused more on business opportunity versus consistency and longevity, and they are not investing in safety training among their staff.

If your hospitality business relies on staffing agencies to provide housekeeping, maintenance, landscaping, kitchen, front-of-house or other types of workers, here are questions to consider before choosing a vendor:

☐

What industries does the staffing vendor specialize in? How well do they understand hospitality and know the industry's unique safety concerns?

☐

How extensive is their recruitment process, including sourcing, selection, and screening (drug testing, background checks, etc.)?

☐

Does the staffing vendor stay up to date on all federal and state safety (OSHA) guidelines?

☐

Do they have experience recruiting workers for a wide range of Hospitality positions?

☐

What is the safety record of your contract partner, or the staffing vendor in consideration?

☐

Does they agency take into consideration the safety of your permanent staff and guests?

☐

How does the staffing vendor handle safety incidents when they arise?

☐

What kind of liability protection to they offer?

☐

Do they provide safety and compliance training? How comprehensive and frequent is the training? Do they offer in-person and online training opportunities? In what languages?

☐

What kind of risk mitigation policies, protocols, and management team do they have in place?

Why Partner with HSS?



Clear Communication

We listen to your challenges and answer with clear answers that everyone can align on.



Advanced Technology

We constantly adopt new technology in order to stay ahead of the curve.



Innovative Ideas

We bring fresh staffing ideas to the constantly evolving challenges and opportunities the hospitality industry faces.



Timely Support

We are a responsive partner that answers the call—no matter when.



Staffing Compliance

We vet the staff we hire to ensure they meet your criteria before being placed, and maintain the highest standards in Hotel Staffing Compliance.



Liability Mitigation

We shield your business from any liability with a multi-million dollar insurance policy, and have dedicated risk management and safety teams.



Training Commitment

We provide our staff with training and development opportunities to meet the rigorous standards we set and deliver the best quality service.

Safety Matters to HSS

As a leader in Hospitality staffing, HSS understands the importance of safety for our staff, your permanent employees and guests.

That's why we invest in comprehensive training, continuously innovate solutions that allow us to track and manage incidents, and prioritize clear communication with the businesses we serve. If you are looking for a hospitality staffing partner that is committed to your success—and ensuring the safety of everyone at your facility, contact our team to discuss your needs.

Learn about our commitment to Hotel Staffing Compliance at hssstaffing.com/compliance.

About the Authors

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Jay Segovia is a Marine veteran with over ten years of health, safety, and environmental experience in various industries. His experience includes managing fire brigades and emergency response teams throughout his career. He holds multiple OSHA certifications, such as OSHA 511, 204, 750, 784, etc., and was elected as Co-Chairman of various safety boards. Jay also holds Chlorine Institute Trainer certifications in emergency preparedness and handling of extremely hazardous chemicals. Jay has a Bachelor of Science in Interdisciplinary Studies with a focus in Communications from the University of Houston.

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Pablo Landaverde is a Bilingual (English / Spanish) Safety Professional with over 14 years of direct Occupational Safety & Health Administration Experience. Pablo holds multiple OSHA certifications such as OSHA 501, 511, OSHA outreach trainer certification, OSHA recordkeeping, confined spaces, HAZMAT, etc. Pablo also holds degrees in Occupational Safety & Health as well as Business Management. Throughout his time as a Safety Professional Pablo has dealt with OSHA inspections/audits. Has conducted multiple hazard assessment and has created, implemented, and managed a variety of safety policies and procedures. Pablo strongly believes that to reduce, prevent and eliminate work related injuries we must address unsafe behaviors. This can be accomplished by working on developing and nurturing a safety culture that addresses employee's needs and prioritizes on the job safety trainings. When we develop an affective safety training program, we will not only see a reduction in work related injuries but will also see improvement in employee performance and work quality.



Hospitality Staffing Solutions is the leading provider of contingent staffing support to the Hotel and Resort industry in the USA, serving more than 1,000 clients and employing nearly 10,000 employees daily to these properties. HSS also provides a robust suite of outsourced services within the Housekeeping and Janitorial operations of its client's properties. With operations now in 37 states, HSS is poised to continue leading this sector through its' aggressive growth strategy, as well as supporting into new vertical markets such as Senior Living and Medical facilities, Health and Wellness Retreats, Colleges/Universities and Convention Centers. HSS is now proudly a part of the Kellermeyer Bergensons Services (KBS) family of companies.

hssstaffing.com

