

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 common myths held by the 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.