
**COUNTRY PROJECT
OF OSH IN THE
HOSPITALITY INDUSTRY
ON A CONTINUOUS PROCESS**

What is Hospitality?

“The reception and entertainment of guests, visitors, or strangers with liberality and good will”.

I bet many of you are wondering...
What Does “*Liberality and Good Will mean*”?

Liberality: means generosity or broad-mindedness

Good Will: means willingness to help others

Make The Guests Feel Welcome!

This requires both a friendly manner on your part toward the guest and an atmosphere of “liberality and good will” among the people who work with you in serving the guest. That often translates to an organization in which workers get along well with one another.

Make Things Work For The Guests

Everything needs to be clean and in working order before the guests step foot on the establishment. A hospitality system requires a lot of work and the manager must see that it is done properly in a SAFE manner and maintained at all times.

OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT SYSTEMS

Trends Affecting the Future of the Hospitality Industry

- Increasing competition
- Emphasis on Safety
- Customers' growing value consciousness
- Changes in marketing and management made possible by technology

Trends Affecting the Future of the Hospitality Industry

- Increased responsibility on Safety for customers, employees and managers through employment
- Greater diversity of the workforce
- Customers' concerns with security
- Consumers' and governments' concern with Health and Sanitation
- Globalization

NEW LABOR CULTURE IMPETUS IN THE HOSPITALITY INDUSTRY

ç SOCIAL DIALOGUE

ç SHARED RESPONSIBILITY BETWEEN
EMPLOYERS & WORKERS

ç HUMAN DEVELOPMENT

LABOR AND SOCIAL WELFARE POLICIES

§ *SUPPORT FOR BUSINESS DEVELOPMENT*

- **ADVICE**
- **SIMPLIFICATION**

PROMOTION OF OSH MANAGEMENT SYSTEMS WITHIN THE INDUSTRY

§ **BENEFITS**

➤ **COMPANY**

✓ **EMPLOYERS**

✓ **WORKERS**

➤ **CUSTOMERS**

➤ **GOVERNMENT**

PROMOTION OF OSH MANAGEMENT SYSTEMS

§ *BENEFITS*

➤ COMPANY

- IMPROVED LABOR RELATIONS
- GREATER PARTICIPATION OF WORKERS
- COST REDUCTIONS
- IMAGE OF A RESPONSIBLE COMPANY
- HARMONIOUS RELATIONS WITH THE LABOR AUTHORITY

PROMOTION OF OSH MANAGEMENT SYSTEMS

§ *BENEFITS*

➤ WORKERS

- GOOD WORKING CONDITIONS
- RIGHT TO BE INFORMED
- GREATER PARTICIPATION
- TRAINING FOR HAZARD ELIMINATION OR CONTROL

PROMOTION OF OSH MANAGEMENT SYSTEMS

§ *BENEFITS*

➤ CUSTOMERS

- RIGHT TO BE INFORMED
- SAFE ORGANIZATION

PROMOTION OF OSH MANAGEMENT SYSTEMS

ç *BENEFITS*

➤ GOVERNMENT

- ASSURANCE OF SAFE WORKSITES
- PROMOTION OF COMPETITIVE COMPANIES
- REDUCTION OF SOCIAL SECURITY EXPENSES
- IMPROVED IMAGE

ACCEPTANCE CRITERIA

- VOLUNTARY COMMITMENT
 - MANAGEMENT AND LABOUR UNION OR WORKERS
- OSHMS DIAGNOSTIC
- OCCUPATIONAL SAFETY AND HEALTH PROGRAM
 - OSHMS
 - STANDARDS

INCENTIVES

+NO INSPECTION

Start: Acceptance

+RECOGNITIONS

Three levels

+ECONOMIC INCENTIVE

OSHMS Accreditation

INCENTIVES

+RECOGNITIONS

1°. FOR MANAGEMENT AND COMPLIANCE WITH OCCUPATIONAL SAFETY AND HEALTH STANDARDS (Merit)

✓ CRITERIA

☞ **MANAGEMENT** **30%**

☞ **STANDARDS** **85%**

☞ **OSH PROGRAM** **90%**

☞ **STATISTICAL INDICATORS:**

- **RATES OF INDUSTRIAL ACCIDENTS, FATALITIES AND PERMANENT DISABILITIES LESS THAN THE VOLUNTARY COMMITMENT**

INCENTIVES

+RECOGNITIONS

2°. FOR CONTINUOUS IMPROVEMENT IN OCCUPATIONAL SAFETY AND HEALTH (Merit)

✓ CRITERIA

☞	MANAGEMENT	70%
☞	STANDARDS	90%
☞	OSH PROGRAM	90%
☞	STATISTICAL INDICATORS:	

- **RATES OF INDUSTRIAL ACCIDENTS, FATALITIES AND PERMANENT DISABILITIES SMALLER THAN THOSE IN ECONOMIC SECTOR**

INCENTIVES

+RECOGNITIONS

3°. FOR OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT (Star)

✓ CRITERIA

☞	<i>MANAGEMENT</i>	<i>90%</i>
☞	<i>STANDARDS</i>	<i>90%</i>
☞	<i>OSH PROGRAM</i>	<i>90%</i>
☞	<i>STATISTICAL INDICATORS:</i>	

- *RATES OF INDUSTRIAL ACCIDENTS LESS THAN THE NATIONAL AVERAGE OR IN ECONOMIC SECTOR.*
- *ZERO DEATHS AND PERMANENT DISABILITIES.*

HANDLING OF REQUESTS

a) Companies requesting advice.

PROCESS

1. Promotion

Directed to: Management of company

Objective: To know the process and benefits

Result: Acceptance of sending workers for training of leaders for the process.

HANDLING OF REQUESTS

2. Training

Directed to: All Managers

Company Doctors

Safety and Health Committees

Objective: To enable them to evaluate the OSHMS, compliance with standards and development of an OSH Program.

Result: Presentation of voluntary commitment to the labor authority.

HANDLING OF REQUESTS

3. Advice

Directed to: All Managers

Company Doctors

Safety and Health Committees

Objective: Orientation about elements of OSHMS and verification of standards.

Result: Increase in application of OSHMS and promotion of the participation of companies and workers.

HANDLING OF REQUESTS

b) Departments that request accreditation

- Internet mechanism
 - Electronic form
- Labor Authority mechanism
 - Requirements
 - Time for resolution

EVALUATION

PARTIAL:

Timeframe: First 6 months
Sampling

Objective: To verify progress of Occupational Safety and Health Program, standards.

COMPLETE:

Timeframe: Annual
Request by Department

Objective: To verify progress of OSHMS and standards to expedite certification.

SUBSEQUENT EVALUATIONS

HOSPITALITY COMMITMENTS

- Report industrial accidents and illnesses of work and number of workers to the labor authority.
Timeframe: Every six months.
- Report on compliance with standards, OSHMS and OSH Program.
Timeframe: Each year for the first three years, with an evaluation visit each year.
- Report of compliance with standards and Program.
Timeframe: Every year for the following 3 years.
- Report of compliance with OSHMS.
Timeframe: The third year.

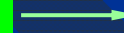
OPERATIVE PROCESS

PLANNING

*SELECTION OF
Departments*



MEETINGS



AGREEMENTS



OPERATIVE PROCESS

PLANNING

SELECTION OF
Departments

MEETINGS

AGREEMENTS

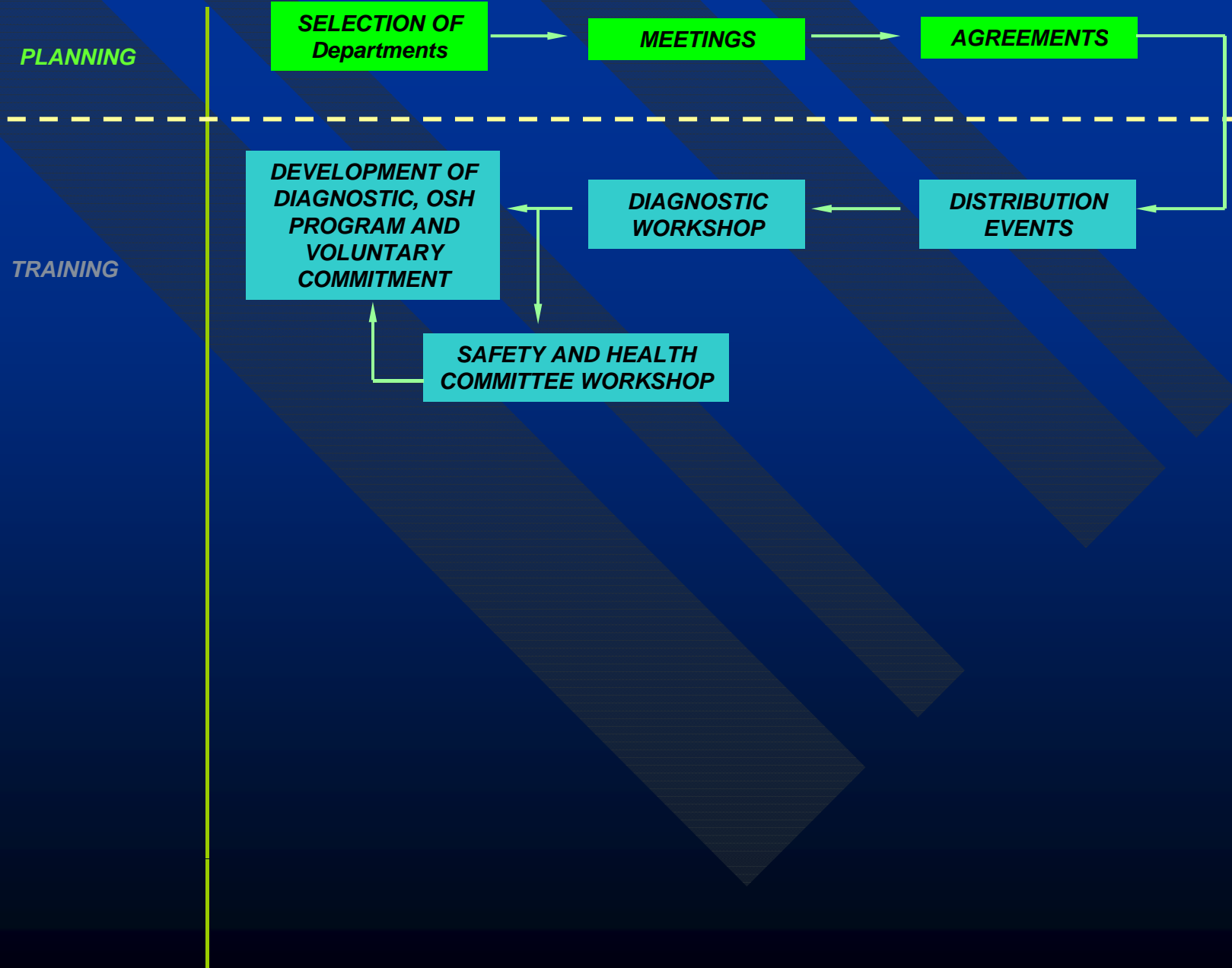
TRAINING

DEVELOPMENT OF
DIAGNOSTIC, OSH
PROGRAM AND
VOLUNTARY
COMMITMENT

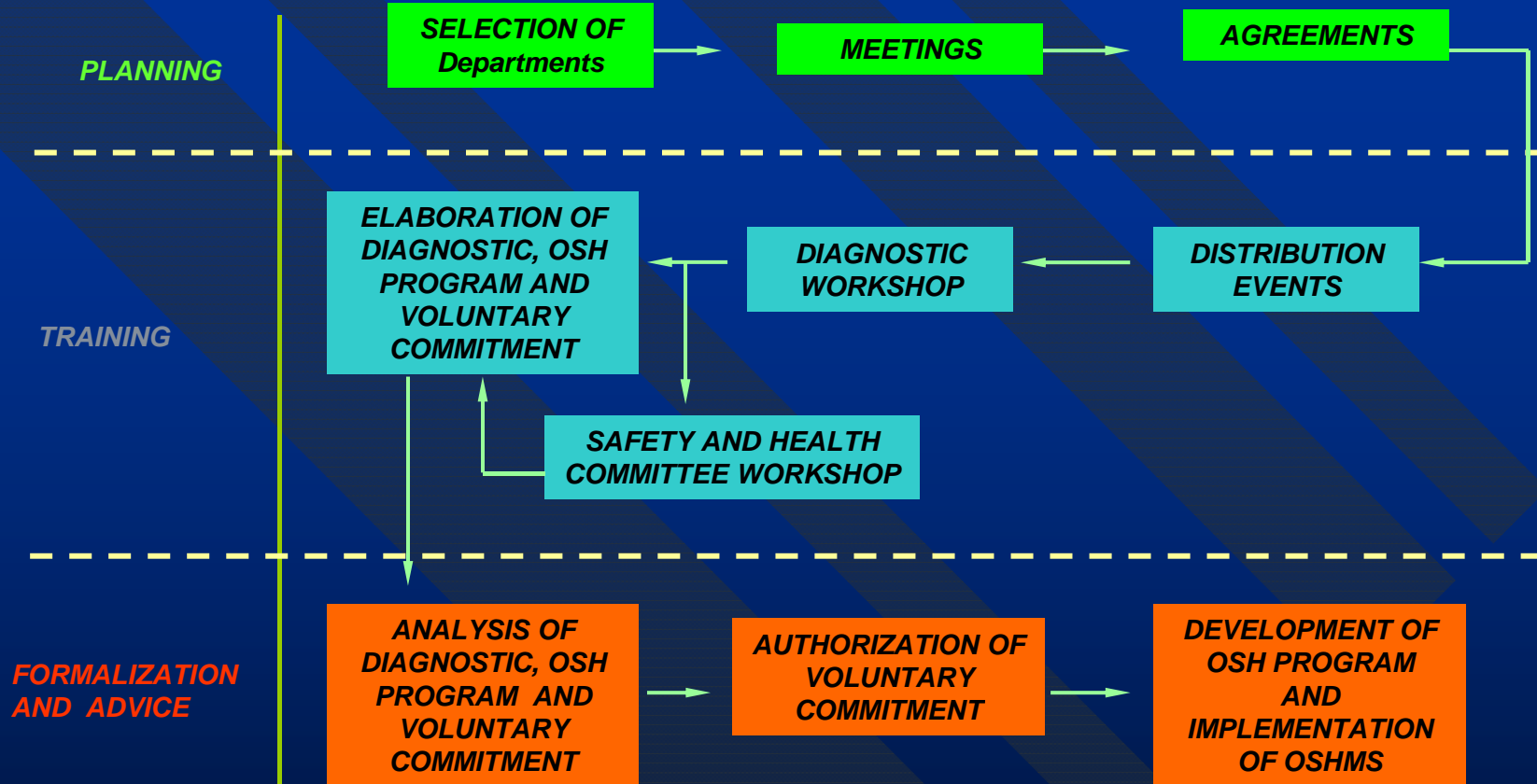
DIAGNOSTIC
WORKSHOP

DISTRIBUTION
EVENTS

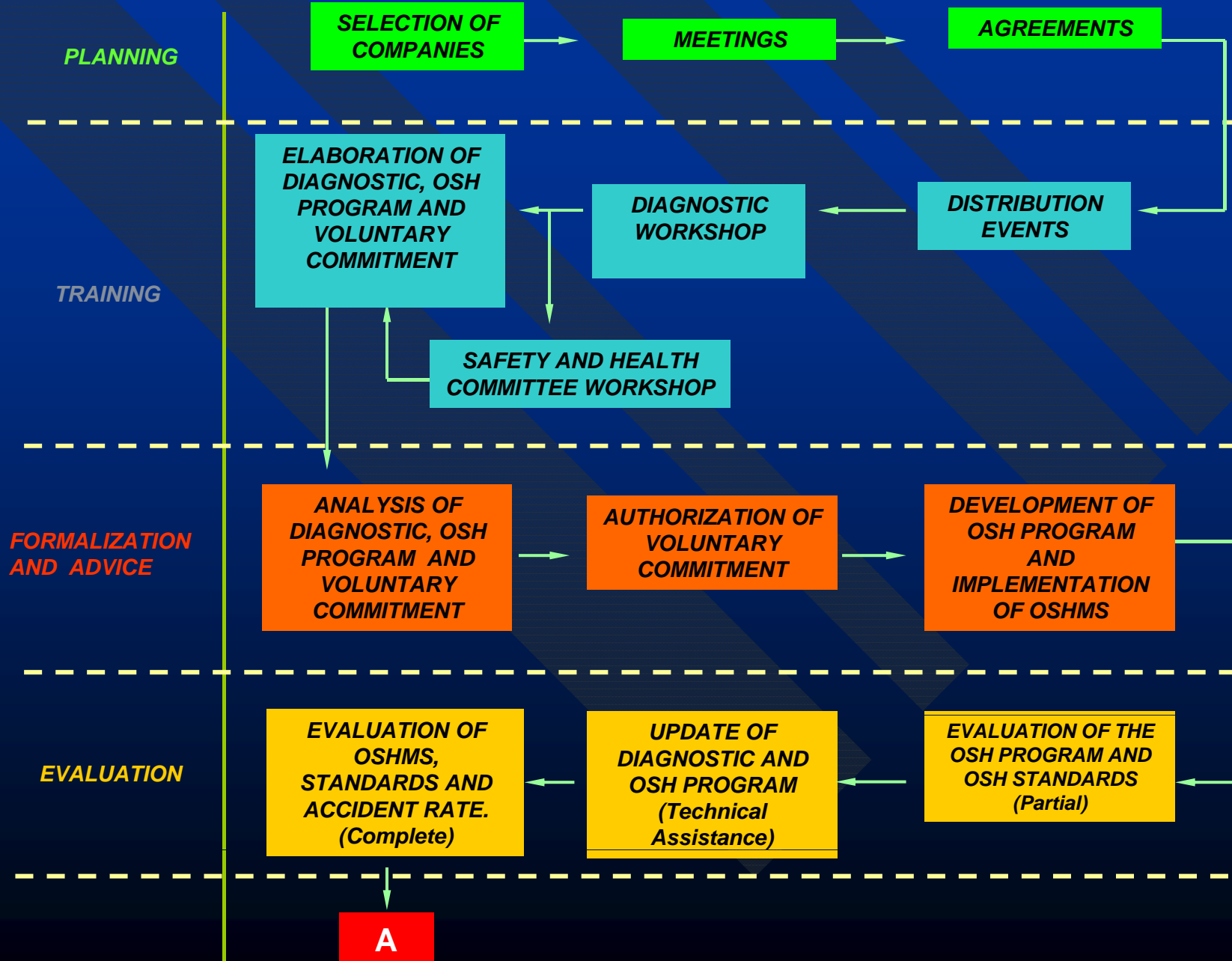
SAFETY AND HEALTH
COMMITTEE WORKSHOP



OPERATIVE PROCESS

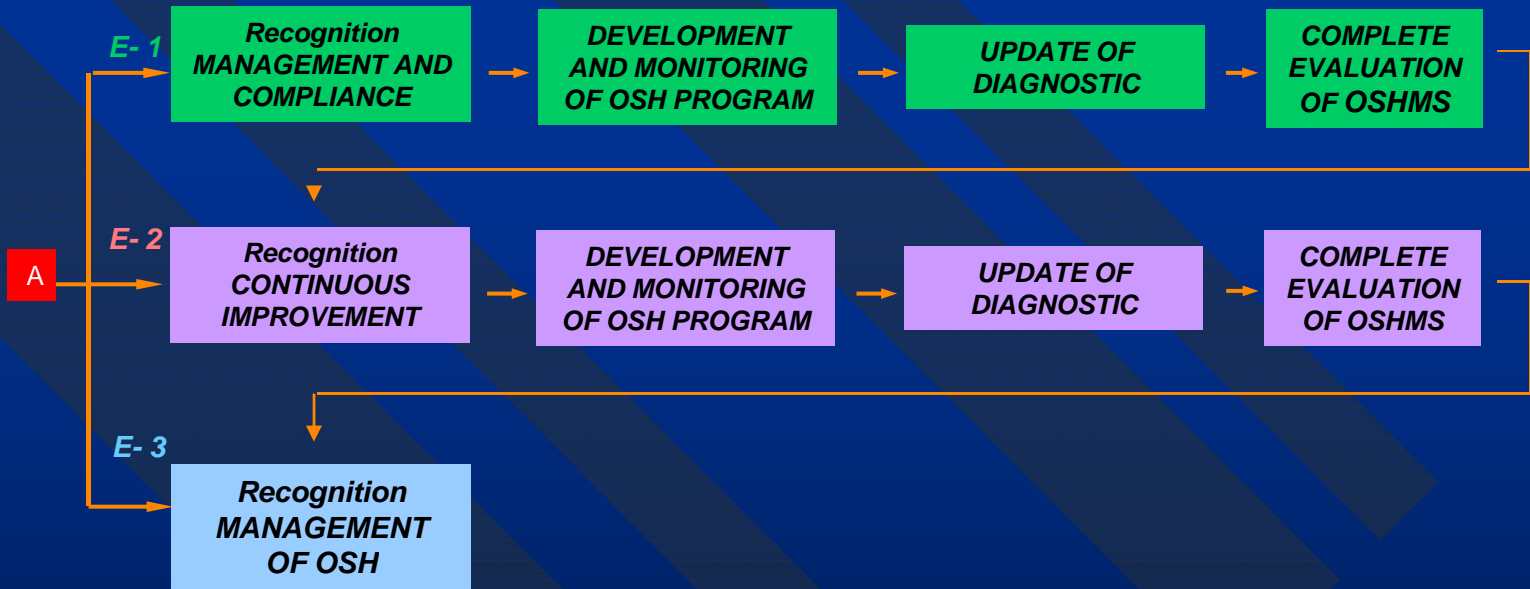


OPERATIVE PROCESS



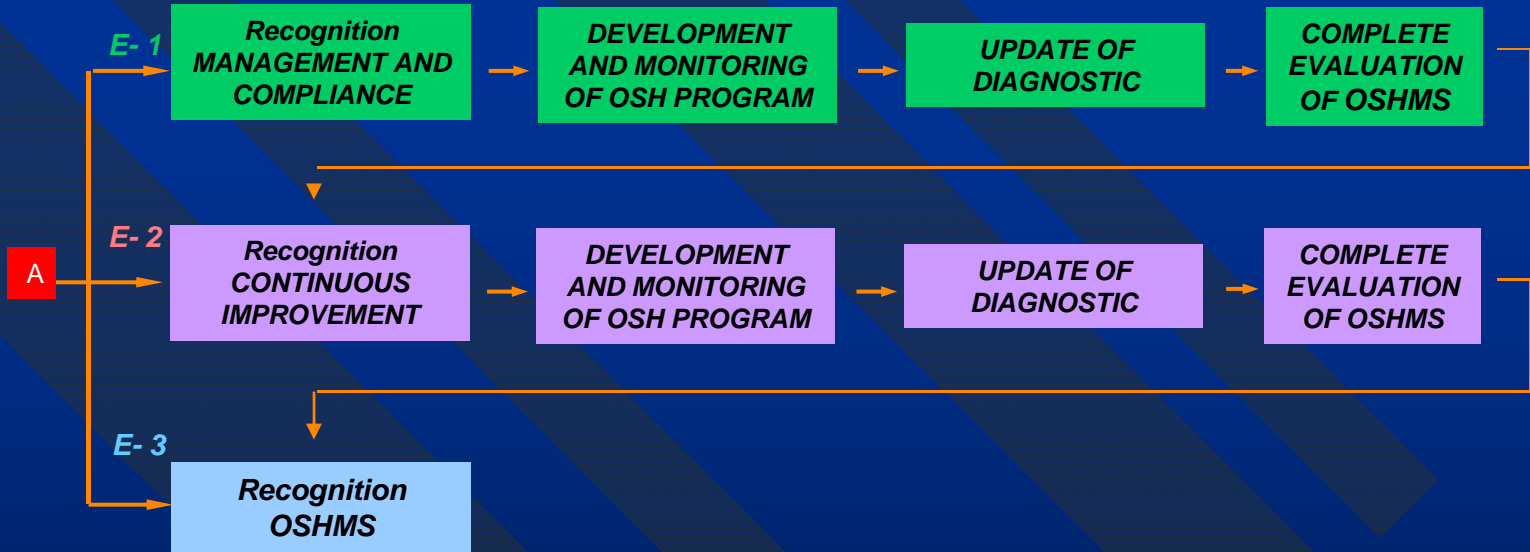
OPERATIVE PROCESS.-Cont.

RECOGNITIONS



OPERATIVE PROCESS.-Cont.

RECOGNITIONS



MONITORING



TECHNICAL DOCUMENTS

- ✓ OPERATIVE GUIDELINES
- ✓ VOLUNTARY COMMITMENT
- ✓ GUIDE ON PROVIDING ADVICE
- ✓ GUIDE ON COMPLIANCE WITH STANDARDS
- ✓ GUIDE ON EVALUATION FUNDAMENTALS
- ✓ RECORD OF PARTIAL EVALUATION
- ✓ RECORD OF COMPLETE EVALUATION
- ✓ DELEGATIONAL PROCEDURE
- ✓ CENTRAL PROCEDURE

FUTURE VISION FOR THE HOSPITALITY INDUSTRY

**Integration of Occupational
Safety and Health and
Environmental Protection**