



**CROWNE PLAZA**

HOTELS & RESORTS

AN IHG<sup>®</sup> HOTEL

## Inculcate a Pervasive Training Culture



**Embark on a Safer Tomorrow:** We are dedicated to reducing annual accidents by half each year, promoting full engagement in training, and progressing from mere theoretical understanding to immersive, continuous hands-on learning, all with the goal of achieving a future with zero injuries and fatalities.



## Our Training Culture

- BizSafe Level 1 – General Manager / Hotel Manager
- BizSafe Level 2 – Security Team / RA Leaders
- CERT Members
- Yearly WSH Training Refresher
- External training for staff engaged in high-risk activities
  - Working at Heights
  - Operating Scissor Lifts



# Inculcating a Pervasive Training Culture

**Vision Zero:** How can training contribute to achieving this objective?

Here are several ways in which training can help you reach this goal:

- Safety Awareness
- Hazard Identification
- Skill Development and Standardization
- Fostering a Safety First Culture



Ensuring our staff are familiar with the above will drive WSH excellence and achieve our goal to **Vision Zero**.

# The Crowne Plaza Way of Vision Zero

## Our Practices

- WSH training for new colleagues on their first day
- WSH Yearly Refresher Training
- WSH Committee
- Yearly Risk Assessment Updates
- Weekly Safety Audits
- Mini Drills
- 10 Minutes Training
- Safety Posters
- 3<sup>rd</sup> party contractors are involved in our workplace safety practices



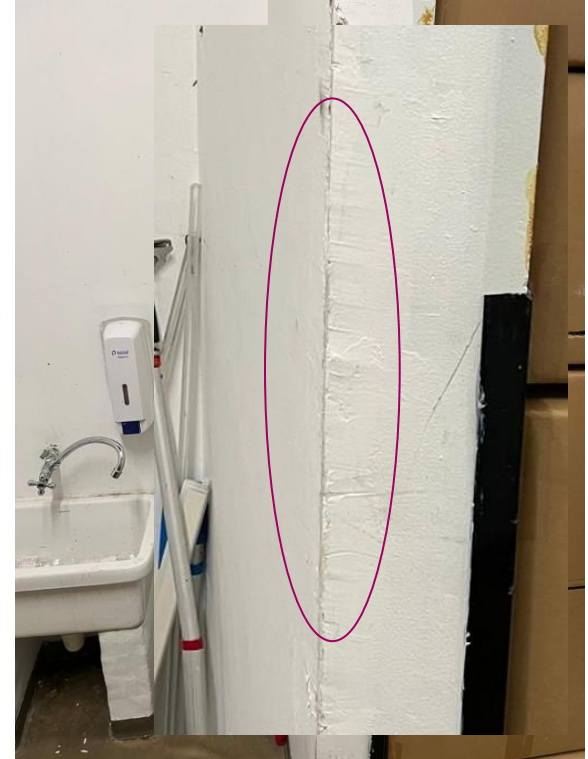
# Scenario 1 – Hit By Objects

- This incident occurred at the pantry on level 5.
- While pushing a trolley into the pantry, the room attendant shared that he sustained a small cut on the back of his right hand when his hand grazed against the wall.
- First aid was administered, and he went for a medical examination to ascertain his condition.



# Scenario 1 – Hit By Objects

- The ERT and Housekeeping team proceeded to inspect the wall in the pantry and assess the action to remove the hazard.
- After an investigation was done, the wall was padded up and has since been implemented for all pantries in the hotel.
- Further training had been done within departments to ensure caution and to report if similar areas were noticed.



# Scenario 2 – Slip, Trip and Fall

- This incident occurred in the kitchen's chiller room.
- While the chef was inside the chiller room, he slipped, sustained a back injury, and mentioned severe pain in his left leg.
- First aid was administered, and he was escorted to the clinic in a wheelchair for a medical examination to ascertain his condition.





# Scenario 2 – Slip, Trip and Fall

- The chef was given 3 days of MC after an x-ray examination and was told to return for a review.
- After assessing the incident, an investigation was done, and an action plan was put in place, such as quarterly shoe regimes and further training to emphasize the importance of wearing anti-slip shoes.



# Good Practices

- Highlight the importance of having a good pair of shoes at work.
- Started quarterly shoe regimes to reduce the number of slips and falls.



**Near Miss Posters** can be powerful tools for reducing actual accidents by:

- Raising Awareness
- Encourage a Reporting Culture
- Foster a Safe Work First Environment

These are part of a broader safety program that, when implemented effectively, can contribute significantly to accident prevention.



# Thank You

