

Safety and Health Practices in Hotels and Restaurants Industry: 2008

(Eighth of a series on Industrial Relations Practices)

The Bureau of Labor and Employment Statistics (BLES) in coordination with the DOLE Regional Offices conducted the 2007/2008 BLES Integrated Survey (BITS) covering 6,460 non-agricultural sample establishments employing 20 or more workers nationwide. The main objective of the survey is to generate integrated data sets on employment of specific groups of workers, occupational shortages and surpluses, safety and health practices, occupational injuries and diseases and labor cost of employees.

This report focuses on the results of the survey on safety and health practices adopted and implemented by establishments in the hotels and restaurants industry as of June 30, 2008. It provides information on the safety and health of persons at work, as well as on the protection provided for other individuals against risk to their safety and health in connection with or as affected by activities of persons at work.

OVERVIEW

The hotels and restaurants industry plays an important role as a generator of jobs in the service sector and in the Philippine economy as a whole. Employing more than 150,000 workers in June 2008, the industry employed a high proportion of female workers and young workers in a wide range of workplaces.

Work in the industry also involved a wide range of tasks and jobs which pose different risks. It is therefore important to manage the risks and prevent the causes of accidents and diseases in the industry.

This report aims to provide an overview of the safety and health practices in hotels and restaurants at the workplace level.

SURVEY HIGHLIGHTS

Based on survey results, the following are the highlights on the common safety and health practices in the hotels and restaurants industry:

... as to facilities available/provided

Most establishments engaged in hotels and restaurants had provided their

workplaces with the following facilities: adequate supply of safe drinking water (98.6%); available water tank and functioning fire extinguishers (97.0%); access to clean and hygienic comfort rooms (95.6%); adequate space that allow sufficient freedom of movement to perform duties (95.5%); proper ventilation in work areas (94.2%); exhaust system (94.0%); adequate lighting in work areas, aisles, passageways (93.4%); and well-maintained office building (91.0%).

About 3 out of every 10 establishments had medical/dental clinic or treatment room (30.3%), while 2 out of every 9 establishments even had sports and recreational facilities (23.2%). (Table 1)

... as to reasons for non-provision of some facilities

Several reasons were expressed by establishments for the non-provision of some facilities. More than one-half of the establishments believed that some of the safety and health facilities were not needed (57.3%), while some establishments cited the non-applicability or unsuitability of these facilities in their work areas (48.0%); not required by law (22.9%); and too costly (13.4%).

... as to occupational health programs/services implemented

The survey revealed that 9 out of every 10 establishments conducted regular inspection and maintenance of equipment (90.8%); had available first-aid kits (90.7%); and regular monitoring of hazards such as fumes, dust, noise level and heat in work areas (86.8%). A drug-free workplace was a policy in 3 out of every 4 establishments.

Least implemented were HIV/AIDS policy program (35.8%); physical fitness program (23.7%); and family planning program (12.0%). (Table 2)

... as to preventive and control measures implemented

To prevent and control accidents and health hazards in work areas, most establishments had portable/built in fire extinguishers (90.0%) and conducted regular maintenance of mechanical and electrical facilities (88.9%). Other establishments posted safety signages (86.9%); observed proper operational procedures in doing the job (84.9%); conducted regular pest control treatment (83.6%); and had available safety manuals, labels or maintenance procedures (81.8%). (Table 3)

... as to occupational safety and health trainings/seminars provided

Occupational safety and health trainings/seminars on first aid treatment topped the list of trainings conducted in hotels and restaurants industry (80.4%). This was followed by training on safe work procedures (73.6%), safety management (68.9%) and good housekeeping (67.1%). Only a small proportion of establishments conducted trainings on family planning and reproductive health (28.6%). (Table 4)

Meanwhile, more than one-third of the establishments sought the assistance of the DOLE Regional Offices (36.0%) in the conduct of occupational safety and health trainings. Other establishments were assisted by the Occupational Safety and Health Center (26.0%); DOLE Accredited Safety Training and Consultancy Organiza-

tions (25.2%); and NGOs/ Universities/ Academic Institutions (21.2%).

DOLE Regional Offices	36.0%
Occupational Safety and Health Center	26.0%
DOLE Accredited Safety Training and Consultancy Organizations	25.2%
NGOs/Universities/Academic Institutions	21.2%

... as to person responsible on the implementation/monitoring of safety and health practices

More than half of the hotels and restaurants establishments reported that production and operations managers (51.4%) had the primary responsibility in the monitoring and implementation of health and safety practices in their workplaces.

Other persons responsible were managing proprietors/owners and general managers (44.5% each); human resource managers (37.4%); health and safety committees/officers (13.9%); and health professionals (9.3%).

Production/Operations Manager	51.4%
Managing Proprietor/Owner	44.5%
General Manager	44.5%
Human Resource Manager	37.4%
Health and Safety Committee/Officer	13.9%
Health Professionals	9.3%
Pollution Control Officer	5.9%
Health Associate Professionals	3.2%
Labor Management Committee	3.0%
Industrial Relations Manager	1.8%
Industrial Hygienist	1.3%

... as to health personnel who administered medical services to employees

Majority of the establishments relied on the services of the nearest medical clinic/hospital (68.1%) in the administration of medical services to their employees. Some establishments had trained first-aiders (40.6%) in their workplaces. Others had company physicians (16.5%) and registered nurses (15.8%) to administer

medical services. Only very few had dentists (4.5%) to provide the dental services.

Nearest Clinic/Hospital	68.1%
Trained First-Aider	40.6%
Physician	16.5%
Registered Nurse	15.8%
Dentist	4.5%

... as to maintenance of occupational safety and health records

About two-fifths (40.9%) of the establishments in hotels and restaurants kept records of Employees Work Accident/Illness Report while over one-third (37.0%) had Annual Medical Reports. The rest had Annual Work Accident/Illness Exposure Data (18.4%) and Minutes of Meeting of Health and Safety Committee (8.2%).

Employees Work Accident/Illness Report	40.9%
Annual Medical Report	37.0%
Annual Work Accident/Illness Exposure Data	18.4%
Minutes of Meeting of Health and Safety Committee	8.2%

... as to method used in communicating safety and health practices

Majority of the establishments (82.7%) made use of the general assemblies/meetings in communicating safety and health practices to employees. Other establishments utilized posters in conspicuous places (29.8%); newsletter/staff bulletin (26.8%); daily "walk through" the establishment by senior officials (23.0%); and conduct of drills (18.6%).

In contrast, only a small proportion made use of Labor Management Cooperation/Council Meetings (4.4%).

... as to frequency of management consultation on occupational safety and health matters

Nearly half of the establishments claimed that consultation with employee representatives or union officers were "sometimes" (46.7%) conducted on matters concerning occupational health and safety. About 43.9% of the establishments "always" consult with them. Only a small proportion (1.4%) reported that they had "never" conducted any consultation at all with their employee representatives or union officers.

... in terms of international standards certification held

Survey results revealed that 11.3% of the establishments in hotels and restaurants industry were certified by the International Organization for Standardization on Food Safety Management System (ISO 22000). Some establishments had certifications on ISO 9001:2000 - Quality Management System (4.9%). Below are the percentage shares of establishments and their ISO certifications:

ISO 22000 - Food Safety Management System	11.3%
ISO 9001:2000 - Quality Management System	4.9%
OHSAS 18001 - Occupational Health and Safety Management Standard	2.7%
ISO 14001 - Environmental Management Standard	1.0%
ISO 27001/27002 - Information Security Management	0.4%
ISO 12006 - Building Construction	0.2%

FOR INQUIRIES:

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TABLE 1 – Number and Percent Share of Establishments Employing 20 or More Workers in Hotels and Restaurants by Type of Facilities Available/Provided, Philippines: June 2008

FACILITIES AVAILABLE/PROVIDED	Number	% Share
Total	2,941	100.0
Adequate supply of safe drinking water	2,900	98.6
Availability of water tank and functioning fire extinguishers within reach	2,852	97.0
Access to clean and hygienic comfort rooms	2,812	95.6
Adequate space that allow sufficient freedom of movement to perform duties	2,810	95.5
Proper ventilation in work areas	2,771	94.2
Adequate exhaust system	2,764	94.0
Adequate lighting in work areas, aisles, passageways including emergency lights	2,746	93.4
Well-maintained office building (regular upkeep and repairs are done)	2,677	91.0
Proper waste (includes chemicals, pesticides & hazardous materials) disposal system	2,622	89.2
Adequate aisles/passageways	2,618	89.0
Separate toilets for men and women	2,563	87.1
Comfortable rest area for workers	2,396	81.5
Unobstructed fire exits at the workplace	2,378	80.9
Washing facilities and facilities for changing/storing working clothes	2,365	80.4
Pantry (small room used as eating area of employees)	2,244	76.3
Pipe-in music at the workplace	2,043	69.5
Parking space for employee's vehicle	2,017	68.6
Separate locker rooms for men and women	1,930	65.6
Ergonomically designed seats/tools/machines (to prevent musculoskeletal disorders and related injuries)	1,871	63.6
Designated smoking area/s	1,563	53.1
Facilities for persons with disabilities	1,503	51.1
Clean canteen for employees	1,228	41.8
Medical/dental clinic or treatment room	891	30.3
Elevator for buildings with at least four floors	787	26.8
Sports/recreational facilities	682	23.2
Other facilities	7	0.2

Note: Details do not add up to total due to multiple responses.

Source of basic data: Bureau of Labor and Employment Statistics, 2007/2008 BLES Integrated Survey.

TABLE 2 – Number and Percent Share of Establishments Employing 20 or More Workers in Hotels and Restaurants by Type of Occupational Safety and Health Programs/Services Implemented, Philippines: June 2008

OCCUPATIONAL SAFETY AND HEALTH PROGRAMS/SERVICES IMPLEMENTED	Number	% Share
Total	2,941	100.0
Regular conduct of inspection and maintenance of equipment	2,670	90.8
Availability of first-aid kits	2,668	90.7
Regular monitoring of hazards such as fumes, dust, noise level and heat in work areas	2,554	86.8
Drug-free workplace policy/program	2,204	74.9
Accident prevention program	1,998	67.9
Random drug testing	1,963	66.7
Emergency response preparedness program	1,919	65.2
Free health plan coverage by a health maintenance organization (HMO)	1,644	55.9
Anti-sexual harassment program	1,605	54.6
Free health and/or accident insurance by a private insurance company	1,585	53.9
Tuberculosis prevention and control policy/program	1,509	51.3
Free/subsidized medical care other than those provided thru the HMO or private insurance (includes medicines, special laboratory exams for ancillary procedures on top of annual physical examination, hospitalization)	1,423	48.4
Substance abuse and employee assistance program	1,351	45.9
HIV/AIDS policy program	1,054	35.8
Physical fitness program	697	23.7
Family planning program	352	12.0
Other health programs/services relative to the maintenance of safety and health conditions at the workplace	42	1.4

Note: Details do not add up to total due to multiple responses.

Source of basic data: Bureau of Labor and Employment Statistics, 2007/2008 BLES Integrated Survey.

TABLE 3 – Number and Percent Share of Establishments Employing 20 or More Workers in Hotels and Restaurants by Type of Preventive and Control Measures on Safety and Health Implemented, Philippines: June 2008

PREVENTIVE AND CONTROL MEASURES ON SAFETY AND HEALTH IMPLEMENTED	Number	% Share
Total	2,941	100.0
Portable/built-in fire extinguishers	2,648	90.0
Regular maintenance of mechanical and electrical facilities	2,616	88.9
Proper posting of safety signages	2,555	86.9
Observance of proper operational procedures in doing the job	2,497	84.9
Regular pest control treatment	2,460	83.6
Availability of safety manuals, labels or maintenance procedures	2,405	81.8
Provision of protective clothing/equipment to employees (e.g., gloves, head gear, footwear, etc.)	2,365	80.4
Proper storage and labeling for chemicals, pesticides and hazardous materials	2,359	80.2
Instruction/training on health and safety	2,268	77.1
Security measures to reduce exposure to physical danger	2,141	72.8
Information or advisory services on occupational safety/health	2,134	72.6
Emergency/evacuation plan	1,926	65.5
Correction action programs and performance audits	1,745	59.3
Conduct of emergency drills (fire, earthquake, chemical spills, etc.)	1,744	59.3
Appropriate number of trained health and safety officer	1,679	57.1
Sewage treatment plan	1,643	55.9
Use of video camera or alarm system	1,505	51.2
Provision of adequate machine guarding/railing or casing on moving parts	1,487	50.6
Availability of safety measures to airborne contaminants (e.g., solvent, heavy metals, mineral dust, virus, bacteria)	1,295	44.0
Conduct of process analysis for potential problems	1,286	43.7
Institutionalization of health and safety committee	1,273	43.3
Availability of Material Data Safety Sheets (MSDS) for chemicals	981	33.4

Note: Details do not add up to total due to multiple responses.

Source of basic data: Bureau of Labor and Employment Statistics, 2007/2008 BLES Integrated Survey.

TABLE 4 – Number and Percent Share of Establishments Employing 20 or More Workers in Hotels and Restaurants by Type of Occupational Safety and Health Trainings/Seminars Provided, Philippines: June 2008

OCCUPATIONAL SAFETY AND HEALTH TRAININGS/SEMINARS PROVIDED	Number	% Share
Total	2,941	100.0
First Aid	2,366	80.4
Safe Work Procedures	2,164	73.6
Safety Management	2,027	68.9
Good Housekeeping (e.g., 5S + 1)	1,975	67.1
Safety Drills (e.g., fire, earthquake, etc.)	1,715	58.3
General Safety and Health Provisions	1,702	57.9
Safeguarding the Environment	1,660	56.4
Safety Audit	1,627	55.3
Prohibited Drugs	1,614	54.9
Total Quality Management	1,607	54.6
Accident Investigation	1,575	53.6
Handling of Hazardous Materials	1,429	48.6
Health Hazard Evaluation	1,428	48.6
Emergency Preparations to Work Hazards	1,351	45.9
Conflict Management	1,058	36.0
Prescribed Basic Occupational Safety and Health (BOSH) Training	1,049	35.7
Stress Management	1,032	35.1
Principles of Ergonomics (to address musculoskeletal disorders/injuries in the workplace)	866	29.4
Family Planning and Reproductive Health	840	28.6

Note: Details do not add up to total due to multiple responses.

Source of basic data: Bureau of Labor and Employment Statistics, 2007/2008 BLES Integrated Survey.