

Πρότυπο παρουσίασης

ΠΑΡΑΔΕΙΓΜΑ ΚΑΛΗΣ ΠΡΑΚΤΙΚΗΣ	
ΘΕΜΑ	H&S Management Systems at Atlantica Hotels & Resorts-Good practices of implementation
ΤΙΤΛΟΣ ΤΗΣ ΛΥΣΗΣ	Continuous staff training on good H&S practices and H&S legal requirements
ΕΠΩΝΥΜΙΑ ΕΠΙΧΕΙΡΗΣΗΣ	Atlantica Leisure Group Ltd
ΑΡΙΘ. ΕΡΓΑΖΟΜΕΝΩΝ	400 (4 hotels in Cyprus)
Χώρα	Cyprus
Διεύθυνση	Potamos Yermasoyas, P.O Box 52001,4060 Limassol, Cyprus
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ΟΡΓΑΝΙΣΜΟΣ ΠΟΥ ΠΑΡΕΧΕΙ ΤΙΣ ΠΛΗΡΟΦΟΡΙΕΣ (αν διαφέρει από τον ανωτέρω)	Atlantica Leisure Group Ltd
Χώρα	Cyprus
Διεύθυνση	Potamos Yermasoyas ,P.O Box 52001,4060 Limassol, Cyprus
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Αρμόδιος επικοινωνίας	Sanja Saler
ΤΟΜΕΑΣ (Κώδικας NACE)	Hospitality Industry
Ιδιωτική / δημόσια / εν μέρει ιδιωτική	Private company
ΚΑΘΗΚΟΝ	
<p>Ensure that all occupational health and safety legal requirements are fully complied with in the organisation and train all staff to carry out their work at all time with priority on their safety. Another task was to Implement the International standard requirements for H&S in all our hotels in Cyprus (4 hotels) and get certification for Occupational Health and Safety.</p>	
ΠΡΟΒΛΗΜΑ (κίνδυνος/επικινδυνότητα/συνέπεια)	
<p>Lack of staff awareness on the H&S risks at work place.</p>	

ΛΥΣΗ (λήψη μέτρων για την πρόληψη κινδύνου)

Carry out risk assessments in all hotel departments, risk assessment to be carried out per risk area and per department and involve staff during risk assessment to make them aware of all risk areas.

Introduce H&S procedures related to all hotel departments (administration, food and beverage (kitchens, bars and restaurants), maintenance, housekeeping, central stores. Carry out 3 monthly departmental audits in order to ensure that all procedures are fully followed and that no new hazard areas have been developed from various hotel services/departments.

Carry out 3 monthly H&S team meetings (with staff participation) in order to identify all issues related to H&S and raise the staff awareness.

Carry out staff trainings on main H&S risks in the hotel industry and evidence all trainings in the staff training records, training subjects: fire drill exercises, chemicals handling, use of PPE, manual handling, use of lifting equipment, use of various machinery, trainings on emergency plans in case of flood, fire, earthquake, chemicals spillage, first aid trainings, AED trainings, life guard, use of electric and electronic equipment(electricity risks-staff trainings and awareness of electricity hazard),handling of waste(staff training on awareness of biological risks)

Introduce procedure on accidents/near miss reporting and investigation and train staff

Measurement of lighting levels, slippery floors and noise level-solutions to be provided if not within legal requirements levels.

ΑΠΟΔΟΤΙΚΟΤΗΤΑ ΤΩΝ ΑΠΟΤΕΛΕΣΜΑΤΩΝ

Good staff knowledge/ awareness on all H&S issues mentioned above and awareness on the risks at their work place with a result to eliminate or reduce to the minimum employees accidents, emergency preparedness for self-safety as well to provide safety to all our guests staying in the hotels.

ΠΑΡΑΓΟΝΤΑΣ/ΕΣ ΕΠΙΤΥΧΙΑΣ

Management and employees commitment towards H&S system implementation.

Continuous follow up, control of operational and health and safety procedures, management and staff meetings towards continuous improvement and full implementation of the H&S System.

ΚΟΣΤΟΣ/ΟΦΕΛΟΣ
(περιλαμβανομένου του κοινωνικού και οικονομικού κόστους και οφέλους, καθώς και του κόστους και οφέλους για το ανθρώπινο δυναμικό)

The cost related to our project was approximately 50,000 which included risk assessment preparations, staff trainings, system creation and implementation(consultancy cost and cost of company managers to implement the H&S system within various hotels),measurements of noise, lighting and slippery floor levels; improvements of Fire alarm systems in 3 hotels.

The whole project of full H&S system implementation lasted 1 year and all hotels successfully passed ISO 18001:2007 certification.

Benefits are significant reduction of staff accidents as well as customer accidents which significantly contributed to the reduction of customer claims .

Another benefit was the significant improvement of our company image among employees and guests.