



HOSPITALITY

HOSPITALITY

Mitigating the Risk of Workplace Violence in the Hospitality Industry





Table of Contents

03	Critical Events In Hospitality: Stressors, Risk Factors, And Threats
04	Regulations And Compliance
05	Critical Event Management: Mitigating The Risk Of Workplace Violence
06	Multi-Faceted Approach to Safety
09	Training
10	Technology
12	Decreasing Workplace Violence In Hospitality Settings
13	Kinetic Global's Hospitality Panic Button Solution
14	Sources



CRITICAL EVENTS IN HOSPITALITY

Stressors, Risk Factors, and Threats

WHILE HOTELS ARE CROWDED ENVIRONMENTS, EMPLOYEES SPEND MOST OF THEIR WORK HOURS DOING SOLO TASKS AMONGST TOTAL STRANGERS.

For example, housekeepers work alone in guest rooms, often without security personnel or panic buttons nearby. Maintenance workers face similar risks, spending extended periods alone in the rooms.

It's a simple fact: the more people you interact with, the more prone you are to sickness. The [U.S. Bureau of Labor tables](#) shows an illness incidence rate of 4.3% for hospitality workers and 3.1% for the average worker. [NPR](#) reported that when the budget gets tight, most service workers go to work despite illness because they feel they can't afford to take time off.

Being surrounded by strangers puts staff in a vulnerable position that compounds harassment, theft, and violence with the occupational isolation hospitality workers experience.

Thankfully, the industry is responding.

Elie Maalouf, CEO of America ISG, says, "At ISG we have an unwavering commitment to the safety of our hotel colleagues. Our housekeepers, our front desk associates, our restaurant and bar associates, all have to feel that the passion that they bring to this industry and the passion they bring to our hotels is also reciprocated by respect, by safety, by proper policies and commitment, and by the dedication of our organization to provide that environment."

Maalouf spoke on behalf of the 20,000 hotel properties industry-wide that have pledged to protect their 1.2 million employees by signing onto the [5-Star Promise](#). This promise will set a standard for how to protect employees in an era of increasing threats due to demographic factors, health risks, and pandemic factors.

The pandemic put a massive economic strain on hotels and resorts across America as international travel fell by 76% and domestic by 34%. According to [Boston University](#), plummeting travel resulted in "8.3 million lost jobs in just March and April 2020, and 498,000 jobs lost in December 2020." When hotels and resorts are in the midst of financial struggle as they are now, [cuts](#) in security forces are a common money-saving strategy.



Regulations and Compliance

RECOGNIZING ALL THE NATURAL RISKS ACCOMPANYING HOTEL AND RESORT WORK, THE AMERICAN HOTEL AND LODGING ASSOCIATION (AHLA) HAS INSTITUTED ITS 5-STAR PROMISE.

These 20,000 locations [promise](#) to continue providing training and materials on safety and security, retain expert guidance on diversity and safety issues, ensure mandatory anti-sexual harassment policies in several languages, and provide ongoing sexual harassment identification and reporting training. They also pledge to increase partnerships with organizations promoting workplace safety and condemning sexual violence/ trafficking, and providing each employee with an emergency panic button.

The Occupational Safety and Health Association (OSHA) still needs to create a regulation that requires employers to have robust security personnel and safety software. It does, however, [require](#) that they “furnish to each of its employees a workplace that is free from recognized hazards that are causing or likely to cause death or serious physical harm.” This provision is known as the General Duty Clause.

In recent years, OSHA has been more active in using this clause to [conduct investigations](#) and issue citations to healthcare facilities for issues related to workplace violence hazards. To use this regulation for a citation, OSHA must prove that employees were exposed to an easily corrected threat that the employer recognized beforehand would likely cause harm or death. OSHA must also prove that the employer actively chose to do nothing about the hazardous conditions.

The city of Chicago recognized the need for legislation regarding security measures in the hospitality industry. In 2018, the [panic button ordinance](#) was instituted, requiring hotels to supply portable panic buttons to workers who “clean, inventory, inspect or re-stock supplies alone in guest rooms or restrooms.”

Corporations like [Hyatt Hotels](#) have begun supplying their staff with access to personal safety and threat alert technology from [Kinetic Global](#).

To date, no state or federal-level legislation is protecting front-line hotel staffers from the workplace stressors or threats listed above, and there is no public knowledge of legislation in the works.



CRITICAL EVENT MANAGEMENT

Mitigating the Risk of Workplace Violence

An integrated Critical Event Management (CEM) system is the most effective means of stopping workplace violence. Including a [panic button](#), employee geo-location, risk intelligence, case/incident management, and a reliable [Emergency Mass Notification Software \(EMNS\)](#) on the same CEM platform is the key to [protecting vulnerable employees](#).

Integrating these tools into one system is essential because “too often those mechanisms are siloed off in one department even though critical events themselves rarely respect neat departmental boundaries.”

SECURITY CHALLENGES
ARE BECOMING
INCREASINGLY COMPLEX
AND MULTI-FACETED—
REQUIRING SYSTEMS
STRONG ENOUGH AND
FLEXIBLE ENOUGH TO
DEAL WITH THEM.





A Multi-faceted Approach to Security

APPROACHING SECURITY AND CRISIS MANAGEMENT WITH SILO-MINDSETS INCREASES THE RISK OF INCIDENTS AND LEAVES YOUR BUSINESS AND ITS EMPLOYEES SUSCEPTIBLE TO CRIME AND VIOLENCE.

There is no silver bullet addressing the mitigation of workplace violence.

All hotels and resorts must develop security frameworks similar to the 5- Star Promise where people, policies, processes, and technologies are integrated so that no employee is truly alone in the face of a threat.

PEOPLE

The start of a comprehensive security framework happens at the management level. First, senior leadership must accept the ever-present and the growing threat of violence (physical or verbal) in the hospitality industry. Furthermore, management must be willing and able to do something about it.

After this, it's all a matter of breaking down silos, building communication, and getting the whole staff on the same page.

The mutual respect for one another, cultivated by focusing on elevating these three aspects of workplace culture, will result in teamwork that goes beyond job descriptions and fosters mutual accountability and trust.

The best policy is to hire security leaders who will spearhead safety training efforts, be “watchdogs,” and dedicate themselves to keeping up with the latest crime trends and defensive technologies. The mere presence of security officials can put [guests at ease](#) and make criminals think twice. Posting security officers at entrances and having them do building rounds does prevent crime.

Security officers are the first line of defense against workplace violence, and in an increasingly threatening world, we need them more than ever.



PROCESS

The CDC recommends that all businesses implement a strict zero-tolerance rule surrounding workplace violence. “Just as workplaces have developed mechanisms for reporting and dealing with sexual harassment, they must also develop threat assessment teams to which threats and violent incidents can be reported.”

The [Society of Human Resource Management](#) has developed a strict definition of prohibited violent conduct and even stricter adherence to the CDC’s detailed “if x then y” policies.

Furthermore, the [Department of Labor](#) has already set up clear guidelines for which persons are responsible for what in a workplace violence situation.

Below are a few examples of how policies can be implemented in hospitality industry settings.

DOMESTIC VIOLENCE

This situation could refer to physical violence within a family on the property of a hotel or resort. The first step in any potentially violent case is to [notify](#) authorities and security officials of the abnormality.

If you see something, [say something](#). Next, notify the [HR](#) department and your on-site risk management, and request a response to the situation. Domestic violence must always be reported to local police departments.

WORKPLACE AND STAFF-ON-STAFF VIOLENCE

When violence appears to be occurring between co-workers, one should, once again, start by [notifying](#) the proper authorities in the appropriate order. However, zero-tolerance policies would necessitate suspension from work pending an [investigation](#) into the situation that could result in the aggressor’s termination.

If the only witness is the victim, they should leave their post and immediately report the behavior to their supervisor and an HR representative. It is the responsibility of the HR representative to



follow the pre-established policies of suspension, investigation, and termination. In addition, the HR representative, witness, or victim can and should report the situation to their local police.

RAPE AND SEXUAL ASSAULT

When rape or sexual assault occurs at the housing facility, witnesses should [immediately report](#) the crime to local law enforcement. HR and management representatives must enforce policies surrounding preserving forensic evidence quickly and carefully.

ACTIVE SHOOTER

Security policies should be in place to deal with active shooters. They must include training for dynamic situations, prevention, migration, response, and recovery. Staffers should receive instructions about active shooter warning signs to recognize developing problems quicker – and potentially save lives. Front-line hospitality workers in populous, commercial locations in the 2020s have a right to know how to defend themselves from being targeted.

The policies for the above situations should all include providing victims and witnesses with necessary aftercare/ counseling.

Insurance companies often recognize the implicit asset of large clients with a study security apparatus and lower policy premiums.



Training

THE FOLLOWING PREPARATORY, REMEDIAL, AND INTEGRATED TRAINING PROCEDURES SHOULD BE CONDUCTED WITH EACH NEW EMPLOYEE AND REFRESHED EVERY 1-3 YEARS.

ANNUAL

- [Review](#) security measures, policies, and incident reports.
- All-staff [Active Shooter Drills](#). Police, security personnel, housekeepers, maintenance, desk workers, chefs, and others – should be cross-trained in responding to active shooter situations.
- All-staff should be enrolled or cross-trained in workplace violence training procedures.
- Crisis intervention training prepares staffers to [recognize](#) warning signs of potential violence.

EVERY 1-3 YEARS

- Evaluate and review workplace violence policies to determine whether they are still timely or need to be [updated](#).
- Test employees on proper violence response techniques. This examination process can help to minimize injuries. All staff should know how to summon assistance and move people out of danger and into safe areas.
- Develop a “[buddy system](#)” to make sure that everyone is accounted for in the event of an emergency.



Technology

MICHAEL SCHULTZ, THE CO-FOUNDER OF ACLAIMANT, SUGGESTS “THE ABILITY TO SEE SOMETHING, SAY SOMETHING AND – MORE IMPORTANTLY – DO SOMETHING IS CRITICAL TO AN INSURANCE UNDERWRITER RECOGNIZING THAT [A BUSINESS IS] BEHAVING RESPONSIBLY.”

One of the most effective means of facing modern problems head-on is utilizing modern solutions.

Crime and crime prevention have been locked in an arms race since the dawn of time, each side seeking to gain a tactical advantage over the other. Below are some vital defensive weapons that can maintain the security of the whole hotel or resort staff.

VIDEO SURVEILLANCE

IP cameras, specifically, if placed strategically, can safeguard all the public spaces within a hotel. Sound and motion detection can further elevate your surveillance apparatus, giving you eyes on anything moving or speaking without constant energy consumption. This motion-activated system would also allow the surveillance officer to focus only on public spaces with a potential threat.

ACCESS CONTROL KEYCARDS

Access control key cards are an added layer of protection for information, hotel records, and private property. While gaining access to private spaces beyond the guest's hotel room is possible, it is certainly far more challenging.

BODY CAMERAS

Equipping security personnel with body cameras protects and civilizes the alleged perpetrator, the victim, the security officer, and the hotel. The body camera will record the situation as



the officer sees it, protecting all parties from misconstrued stories and information about the event and allowing those handling it to apply justice.

STAFF DURESS ALARMS/PANIC BUTTONS

Panic buttons are essential for any hospitality staffer – many of whom work alone in the guest's rooms.

The vulnerability of the cleaning and maintenance staff's isolation likely leaves them susceptible to angry or predatory guests. In the case of any threat or perceived threat, it is always better for staffers to be equipped and feel like they have somebody watching their back and able to come at the drop of a hat.

Not only does this device protect formerly-isolated, front-line workers from any bodily threat or public health concerns that may arise, but simply having it available puts workers at ease. They know they can get help should they ever need it. They can focus on getting their work done and assisting guests.

MASS NOTIFICATION SYSTEMS

Mass notification systems are necessary communication channels for a fortified security framework. The best way to protect all employees is by giving every trained employee all the real-time information about the developing situation.





Decreasing Workplace Violence in Hospitality Settings

By establishing and enforcing [clear crisis policies](#), training employees to recognize and react to violent situations, and using effective techniques to manage emergencies better, organizations are better equipped to address workplace violence from multiple angles comprehensively. By creating a safe environment where people are on one team with a common goal, the experiences of working, staying in, and managing that hotel becomes more pleasant and effective.





ABOUT

Kinetic Global's Hospitality Panic Button Solution

AS THE PREFERRED SECURITY PARTNER OF HYATT HOTELS, KINETIC GLOBAL GIVES HOUSEKEEPERS AND HOTEL WORKERS PEACE OF MIND.

Providing a safe environment for your hotel staff has never been easier with the Kinetic Global Panic Button solution.

Your housekeeping staff is always connected to the Kinetic Global Security Command Center. In addition to panic button technology, Kinetic Global offers the following core modules that enhance the resilience of your security infrastructure:

- [Emergency Mass Notification System](#)
- [Threat Identification/Risk Intelligence](#)
- [Live Maps – Active Triangulation](#)
- [Global Medical Response](#)
- [Travel Risk Management](#)
- [Case/Incident Manager](#)
- [Integrated Admin](#)

Trusted by leading hotel brands, Kinetic is your trusted partner in effective hotel security law compliance. It's never been easier to quickly deploy Panic Button Technology to all your hotel workers and housekeepers.

Get in touch. Contact us to request a demo and learn more about Kinetic Global's hospitality emergency management platform.

KINETICGLOBAL.COM



Sources

A.J Singh, Bing Wang. "Impact of Covid-19 on the Hospitality Industry and Implication for Operations and Asset Management." Boston Hospitality Review, Boston University, 31 May 2021.

Albert, Douglas. "Council Post: Why Security Can't Live in a Silo." Forbes, Forbes Magazine, 2 Oct. 2020.

Ali Nisara, Shahbaz Haiderb, Faizan Alic, Shumaila Naza, Kisang Ryud Perso, et al. "Depletion of Psychological, Financial, and Social Resources in the Hospitality Sector during the Pandemic." International Journal of Hospitality Management, Pergamon, 14 Dec. 2020.

American Protection Group. "Why Is Hotel Security Important?" American Protection Group, American Protection Group, 18 Mar. 2021.

Amtrust, Financial. "Workplace Violence: Active Shooter Training: Amtrust Financial." AmtrustFinancial, AmtrustFinancial, 2020.

Author(s) Anthony Braga; James R. Coldren Jr.; William Sousa; Denise Rodriguez; Omer Alper. "The Benefits of Body-Worn Cameras: New Findings from a Randomized Controlled Trial at the Las Vegas Metropolitan Police Department." Benefits of Body-Worn Cameras: New Findings from a Randomized Controlled Trial at the Las Vegas Metropolitan Police Department | Office of Justice Programs.

Batra, Parminder. "Which Hotel Employees Face the Biggest Risks When Working Alone: By Parminder Batra." Hospitality Net, Hospitality Net, 11 Apr. 2022.

Batra, Parminder. "Why Human Trafficking Is Booming - and How Hoteliers Can Stop This Trend: By Parminder Batra." Hospitality Net, Hospitality Net, 1 Feb. 2022.



Barto, Aubrey. "What Is Workplace Violence Training? Everything You Need to Know." Roundtable Learning, Roundtable Learning, 6 Oct. 2021.

Bedell, Berkley. "What Are the Signs of Human and Child Trafficking in Hotels?" Guardian Group, The Guardian, 26 Aug. 2019.

Bludau, Author: Janelle. "Doctors: Covid-19 Pandemic Stress Causing Increase in Violent Crimes." Khou.com, KHOU, 11 Oct. 2020.

Brown, Lee. "Hero Texas Rabbi Threw Chair at Crazy Terrorist to End 10-Hour Hostage Ordeal." New York Post, New York Post, 17 Jan. 2022.

Brown, Nancy. "Domestic Violence Happens in Hotel Rooms." Nancy D Brown, Nancy D Brown, 14 June 2021, <https://www.nancydbrown.com/domestic-violence-happens-in-hotel-rooms/>.

Contributor, Guest. "Understaffing Restaurants and the Risk of Foodborne Illness." Food Safety News, FSN, 9 Oct. 2022.

"Developing & Implementing A Workplace Violence Prevention Program & Policy." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 6 June 2014.

Dodge, Robert. "How to Prevent, Prepare for and Respond to Active Threat Incidents in ..." Security Info Watch, Security Info Watch, 7 Apr. 2022.

"Does Safety Create a Productive and Safe Work Environment?" SafetyLine Lone Worker | Leaders in Work Alone Safety Monitoring, SafetyLine Lone Worker | Leaders in Work Alone Safety Monitoring, 17 Oct. 2022.

"DOL Workplace Violence Program." United States Department of Labor, United States Department of Labor.

Fox, Jena Tesse. "Tips for Managing Risk in the Hotel Industry." Hotel Management, 14 July 2021,

Gartner, Brooke. "Are Hotels and Hospitality More Vulnerable to Breach?" AXA XL, AXA XL Insurance Reinsurance, 9 Jan. 2018.



General Security. “5 Advantages of a Keycard Entry System.” General Security, General Security, 15 Apr. 2022.

Gray, Kimberly D. “The Importance of Reviewing Policies and Procedures.” Resourcing Edge, Resourcing Edge, 3 Dec. 2019.

History TM. “Gunman Opens Fire on Las Vegas Concert Crowd, Wounding Hundreds and Killing 58.” History.com, A&E Television Networks, 1 Oct. 2018.

“Hospitality Workers Are Vulnerable to Abuse.” For All Workers - We're Not Scared of Your Boss, For All Workers, 6 Feb. 2020.

“Hotel Security Officer.” The Career Project, The Career Project, 4 Nov. 2020,

“Hotel Workers ‘Claim Our Space’ as Panic Button Ordinance Takes Effect.” Times, Chicago Sun-Times, 16 Apr. 2019.

“How Can We Create a Culture Where Employees Feel Safe to Report Unfair Practices?” Mental Health America, Mental Health America, 2020.

“How Do You Develop Your Organisation's Reporting Culture?” Tap into Safety, 25 July 2022.

“If You See Something, Say Something® #SeeSayDay.” If You See Something, Say Something® Awareness Day | Homeland Security, If You See Something, Say Something® Awareness Day | Homeland Security, 2022.

International Association for Healthcare Security & Safety Foundation, SIA Health Care Security Interest Group. “Mitigating the Risk of Workplace Violence in Health Care Settings.” IAHSS, International Association for Healthcare Security & Safety Foundation, Aug. 2017.

Kinetic Global. “Hospitality Safety - Product Overview.” Kinetic Global, Kinetic Global, 21 Oct. 2022.

Leonard, Kimberlee. “The Importance of Training & Development in the Hospitality Industry.” Small Business - Chron.com, Chron.com, 25 Jan. 2019.



Maurer, Roy. "When Domestic Violence Comes to Work." SHRM, SHRM, 7 July 2021.

Michael Kissiah, eInvestigator.com. "Police Body Cameras: Do They Reduce Complaints of Officer Misconduct?" Private Investigator and Investigation Resources, 22 Aug. 2022.

NEO, GOV. "Why It Is Important to Review Policies and Procedures." PowerDMS, PowerDMS, 2 Dec. 2022.

Occupational Health Hazards in Hospitality Industry and Their ... Egyptian Journal of Occupational Medicine, 2021.

Paris Declaration of Aid on Effectiveness. Mutual Accountability: Emerging Good Practice - OECD. Paris Declaration of Aid on Effectiveness, 2005.

Petrino, Gene. "How to Put an Effective Active Shooter-Response Plan into Practice." SHRM, SHRM, 28 Oct. 2022.

"Reporting to Law Enforcement." RAINN, RAINN.

"Sexual Harassment in Hospitality [Infographic]." Hospitality Management Degrees, Hospitality Management Degrees, 2018.

Shallcross, Lynne. "Survey: Half of Food Workers Go to Work Sick Because They Have To." NPR, NPR, 19 Oct. 2015.

Shamaila Khan, PhD October 13. "How the 'Buddy System' Supports Frontline Workers' Mental Health." HealthCity, HealthCity, 13 Oct. 2022,

"Take off Your Mask so I Know How Much to Tip You. - One Fair Wage." One Fair Wage, One Fair Wage, Nov. 2020.

"The Hotel Industry Can Learn about Workplace Violence Prevention." Omngo, Omingo.

U.S. , Department of Labor. "DOL Workplace Violence Program." United States Department of Labor, U.S. Department of Labor.



US Government. "IIF Home." U.S. Bureau of Labor Statistics, U.S. Bureau of Labor Statistics, 2021, https://www.bls.gov/iif/home.htm#17Summary_Tables.

"Why Should You Use a Motion Detector Camera?: Cove Security." Why Should You Use a Motion Detector Camera? | Cove Security, 10 Aug. 2022.

"Workplace Violence." SHRM, SHRM, 22 Sept. 2022.

Zhao, Jinlin, and Brenden Dooley. "Hotel Crimes: An Unexplored Victimization in the Hospitality Industry." Security Journal, Research Gate.

"5-Star Promise." AHHA, AHHA, Sept. 2019.