

Unit 202: Understand Business Success

Worksheet 8: Know health and safety requirements of hospitality organisations

Based on the following report:

In your opinion do you think China has done all it could to contain the virus (explain what they did good and bad):

Good	Bad

What affects have the Coronavirus had on tourism and hospitality industries?

Identify the three recommended precautions and best practice identified in the case study:

1. _____
2. _____
3. _____

When being vigilant for signs of at-risk guests and potential self-harm give three behaviours you look for?

1. _____
2. _____
3. _____

Report 1: Coronavirus affects

Wyndham Hotels and Resorts has closed about 70 percent of its hotels in China, and with fewer guests in those that remain open, Chief Financial Officer Michele Allen on the company's recent earnings call. "We expect this to continue through at least the end of March," Allen said. Allen reported a 75 percent drop in occupancy at Wyndham's China properties.

On its earnings call, Wynn Resorts reported that it was losing as much as \$2.6 million per day from closures in Macau due to the outbreak.

Report 2: Coronavirus precaution to prevent workers compensation claims

Hospitality insurance brokerage Hub International is offering this advice for employers in relation to the Coronavirus:

Whether an employee contracted it while working abroad, or in the office from another employee, employers can be held liable for workers' compensation claims associated with coronavirus. Find out how to curb your risk.

As the deadly Coronavirus spreads its wings globally, many businesses have put a temporary pause on international travel. And yet the question remains: Can a business be liable if an employee tests positive for Coronavirus, or causes it to spread?

The answer is yes.

Consider the following scenarios in which an employer would file a worker's compensation (WC) claim due to Coronavirus:

- An employee is working overseas and contracts the Coronavirus.
- An employee contracts the Coronavirus and infects others at the office.

WC policies will typically cover lost time, permanent disability, medical expenses and a death benefit in these scenarios.

What can be done

Make sure your business is prepared with the following three Coronavirus precaution best practices:

1. **Be cautious.** Employees arriving home from overseas work who may have been exposed to the virus should be sent straight to a doctor to be tested, even before returning home or to the office. Require clearance for any exposed employees – even those exposed domestically – before returning to the office. Require employees waiting on coronavirus test results to remain at home until a negative result is official. Let the entire staff know they have been tested, and the result was negative.
2. **Be proactive.** If your business doesn't already have one, now is the time to create a business continuity, emergency preparedness and even pandemic reaction plan. First, establish a working group of employees from across your organization to author the plan. Consider

business interruption issues specific to your industry, business and location and establish procedures that can be enacted on a moment's notice.

3. **Stress regular hygiene.** Sounds self-explanatory but employees need constant reminders. Hang signs around the office, especially in food service and common areas, reminding employees to wash their hands frequently and cover their faces while sneezing and coughing. Urge employees who aren't feeling well to stay home and seek immediate medical attention. If necessary, amend your company policies to allow employees to work from home as needed, and remove consequences for doing so.