Ensuring Sustainable Hospitality: A Case Study on Occupational Health and Safety Governance at Ros-In Hotel

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Abstract.
Workplace accidents often stem from worker negligence, human error, and insufficient management, including substandard occupational health and safety measures. Case studies, a common qualitative research method, utilize interviews and observations for primary data collection. In a specific case study at Hotel Ros-In, Yogyakarta, the Human Resources Manager was the key informant, participating in a 60-minute interview with three sub-themes: Covid-19 Post-Pandemic Regulation, Occupational Health and Safety, and Environmental Health. During the interview, Ros-In Hotel exhibited a robust commitment to complying with Ministry of Tourism and Creative Economy guidelines on hygiene, health, safety, and environmental sustainability. In the industrial sector, effective health and safety governance is crucial for maintaining consumer confidence and ensuring facilities meet stringent standards, protecting both consumers and workers. Strong safety protocols actively reduce workplace accidents and occupational diseases, fostering a safer work environment. This commitment not only benefits employees' well-being but enhances the company's overall reputation. Companies like Ros-In Hotel, through adherence to regulatory guidelines and robust safety measures, play a vital role in establishing a secure working atmosphere, instilling confidence in consumers and the broader community.

Abstrak.
Kecelakaan kerja sering kali berasal dari kelalaian pekerja, kesalahan manusia, dan manajemen yang tidak memadai, termasuk langkah-langkah kesehatan dan keselamatan kerja di bawah standar. Studi kasus, metode penelitian kualitatif umum, memanfaatkan wawancara dan pengamatan untuk pengumpulan data primer. Dalam studi kasus khusus di Hotel Ros-In, Yogyakarta, Manajer Sumber Daya Manusia menjadi informan utama, berpartisipasi dalam wawancara selama 60 menit dengan tiga sub-tema: Peraturan Pasca Pandemi Covid-19, Kesehatan dan Keselamatan Kerja, dan Kesehatan Lingkungan. Selama wawancara, Ros-In Hotel menunjukkan komitmen yang kuat untuk mematuhi pedoman Kementerian Pariwisata dan Ekonomi Kreatif tentang kebersihan, kesehatan, keselamatan, dan kelestarian lingkungan. Di sektor industri, tata kelola kesehatan dan keselamatan yang efektif sangat penting untuk menjaga kepercayaan konsumen dan memastikan fasilitas memenuhi standar yang ketat, melindungi konsumen dan pekerja. Protokol keselamatan yang kuat secara aktif mengurangi kecelakaan kerja dan penyakit akibat kerja, mendorong lingkungan kerja yang lebih aman. Komitmen ini tidak hanya menguntungkan kesejahteraan karyawan tetapi juga meningkatkan reputasi perusahaan secara keseluruhan. Perusahaan seperti Ros-In Hotel, melalui kepatuhan terhadap pedoman peraturan dan langkah-langkah keamanan yang kuat, memainkan peran penting dalam membangun suasana kerja yang aman, menanamkan kepercayaan pada konsumen dan komunitas yang lebih luas.

1.   Introduction

The hospitality industry is widely acknowledged as one of the largest and most significant sectors, but it is characterized by a combination of various sub-sectors. In everyday language, the hospitality industry is often associated with the tourism sector, although many individuals primarily connect it with establishments like hotels and restaurants. By broadening the scope of the hospitality concept to a certain extent, this industry essentially includes companies that provide accommodation, culinary services, or a combination of both. A successful hotel embodies the idea of being a "home away from home," catering to guests' desires for an appealing lifestyle. This entails providing essential amenities reminiscent of home, attractive aesthetics, cleanliness, serenity, and security. This kind of synergy transforms hotels into sanctuaries that offer more than just lodging, meeting the diverse expectations of guests from various backgrounds (Tahiri, Kovaci, Lekiqi, & Rexhepi, 2021).

The consumer mindset has evolved to become more informed and discerning, influenced by their travel experiences. They now actively seek significant value and the highest quality in exchange for their expenditures. For senior citizens, prioritizing quality and safety is paramount when making choices. While price remains a consideration, it occupies a secondary position as they anticipate a respectful adherence to the principle of "value for money"(Kosar, 2014). This is because safety and security are fundamental consumer rights within the tourism industry. Additionally, safety and security play a pivotal role in boosting employee motivation(Arifin, Hermiraj, Supriaddin, & Nur, 2023), Therefore, it can optimize the level of service provided to consumers.

In the hospitality industry, hotels bear a critical responsibility: ensuring the health and safety of their dedicated workforce. This duty goes beyond the typical guest experience and encompasses the overall well-being of their employees. Through the implementation of comprehensive safety protocols, the provision of ergonomic workspaces, and ongoing training, hotels establish an environment where their staff can confidently execute their duties. Their commitment to health and safety not only shields employees from potential hazards but also nurtures a culture rooted in respect and productivity. Ultimately, hotels that prioritize the welfare of their workforce cultivate a harmonious atmosphere that resonates positively with both guests and the broader industry. When discussing security and safety, it is integral to consider occupational health and safety management. This concept can be technically defined as a series of efforts aimed at safeguarding the workforce and others in the workplace or company, ensuring their continual well-being, and enabling the safe and efficient utilization of all production resources. (Widyaningrum, 2019).

In 2016, the World Health Organization (WHO) and the International Labour Organization (ILO) unveiled a disturbing statistic: approximately 1. 9 million lives were lost, with work-related accidents being responsible for 19 percent of these fatalities, totaling 360,000 deaths. This comprehensive study meticulously scrutinized 19 occupational risk factors, spanning from extended working hours to exposure to air pollution, asthmagens, carcinogens, ergonomic hazards, and noise. Among these factors, the most significant peril linked to prolonged working hours contributed to approximately 750,000 deaths. Furthermore, workplace exposure to air pollution, encompassing solid substances, gases, and fumes, tragically accounted for 450,000 deaths(ILO, 2021). Indonesia, under the oversight of the Ministry of Manpower of the Republic of Indonesia, has documented work accidents (WA) and occupational diseases (OD) that occurred between 2019 and 2021. The highest number of work accidents was reported in 2019, with a total of 15,486 cases and 13,519 victims. There was a decrease in 2020, with 6,037 reported cases and 4,287 victims. However, there was a resurgence in cases in 2021, with a recorded 7,298 cases and 9,224 workers affected. This data is sourced from Labor and Occupational Health and Safety (K3) oversight(Adiratna, et al., 2022).

Worker negligence or human error is a significant factor contributing to workplace accidents. Conversely, insufficient management or subpar implementation of occupational health and safety measures by a company can also be identified as a factor leading to workplace accidents. Given the background outlined above, the researcher's objective is to examine the implementation and management of occupational health and safety at Ros In Hotel Yogyakarta as part of an effort to minimize workplace accidents or occupational diseases.

2. Literature Review

Occupational Health and Safety Management Systems are increasingly gaining popularity within organizations (Mohammadfam, et al., 2017). Occupational Health and Safety (OSH) is a concept that varies in its definitions and interpretations, but it is universally recognized as a crucial concern in all countries and economic sectors. The International Labour Organisation (ILO) defines OSH as a discipline focused on preventing work-related injuries and diseases while safeguarding and promoting worker health. OSH aims to eliminate workplace hazards and enhance occupational health, although its precise definition and understanding may differ among sectors and cultures. In essence, OSH primarily strives to enhance working conditions and the work environment for employees. It can also be described as the science of identifying, assessing, and controlling workplace hazards that may impact workers' well-being, taking into account potential effects on communities and the environment (Adaku, Ankrah, & Ndekugri, 2021).

Occupational health and safety in Indonesia is a legal requirement governed by Republic of Indonesia Law No. 13 of 2003. Work-related accidents often result from non-compliance with occupational health and safety regulations and guidelines (Perdana, 2021). Job safety can be assessed by evaluating the level of safety integrated into a job role. It involves assessing whether employees are adequately educated about the potential hazards and risks associated with their job responsibilities and the measures in place to mitigate or eliminate those risks. Health and safety programs encompass well-defined steps for implementing training and policies aimed at ensuring the safety of employees. Both safety training and safety policies are crucial factors influencing safety performance and can be defined as the provision of knowledge and information to employees to enable them to work safely and without jeopardizing their well-being (Amponsah-Tawiah & Mensah, 2016).

3. Methods

This case study employs qualitative research methods to explore occupational health and safety management (K3) at the Ros-In Hotel in Yogyakarta. The primary data collection involves a 60-minute interview with the Human Resources Manager, using a structured question-and-answer format guided by an interview guide. This study aims to gain insights into the hotel's approach to K3 (Hardani, 2020). This semi-structured interview, focusing on occupational health and safety at Ros-In Hotel, utilizes a predetermined set of questions covering Post-Covid 19 Pandemic Regulations, Occupational Health and Safety, and Environmental Health. The approach allows for flexibility, enabling the interviewer to delve deeper based on the interviewee's responses, enhancing the richness of primary data collected.

In this research, non-participant observation is employed, meaning the researcher does not directly participate in the observed activities but rather observes the activities taking place at Ros-In Hotel Yogyakarta (Yusuf, 2017). The analysis technique used is descriptive analysis, with the primary goal of clarifying the research topic without relying on statistical calculations to address research questions. Descriptive research is designed to offer a systematic, factual, and precise depiction or explanation of the given issue (Nazir, 2003). Expertly conduct field data analysis, employing systematic coding and categorization to unveil patterns. Identify primary themes for insightful understanding.

Strengthen analysis with relevant theories and prior research, connecting current findings to established knowledge. Ensure a robust theoretical foundation for a nuanced and contextually anchored data interpretation. Secondary data is acquired from sources such as journals and documents, including the Implementation Guidelines for Hygiene, Health, Safety, and Environmental Sustainability in Hotels issued by the Ministry of Tourism and Creative Economy. Additionally, Government Regulation of the Republic of Indonesia Number 50 of 2012 on the Implementation of Occupational Health and Safety Management Systems also contributes to this secondary data.

4.   Findings and Discussion

4.1.   *Post-Covid-19 Pandemic Regulations*

The World Health Organization (WHO) declared a global health emergency in January 2020 due to the rapid spread of Covid-19. This declaration has had a profound impact on the daily routines of individuals and the operations of businesses worldwide. Governments across the globe responded by implementing a combination of both voluntary and mandatory measures. These measures included promoting personal hygiene, enforcing social distancing protocols, and imposing quarantines. Additionally, governments introduced travel restrictions, closed borders, and temporarily shut down businesses to curb the virus's spread. The hotel industry is one of the sectors that has been profoundly affected by the COVID-19 pandemic, leading to a significant decline in occupancy rates, room occupancy levels, and room bookings(Rivera, 2020). During times of crisis, businesses are often compelled to alter their strategies and adjust to emerging circumstances. The Covid-19 pandemic constitutes an unparalleled crisis that is likely to usher in a new normal within the hospitality industry. Companies are striving to anticipate the evolution of their respective industries, but making long-term forecasts has become challenging, given the potential for significant upheaval in the months ahead. While numerous previously planned changes have been expedited since February 2020, the global economic recession, along with its far-reaching ramifications, further compounds the sense of insecurity concerning both health and the economy(Bonfanti, Vigolo, & Yfantidou, 2021).

The hotel management devised safety measures including social distancing, enhanced cleaning, shutting down public spaces like pools and buffets, and providing protective gear to prioritize customer and employee safety. They communicated these changes through various channels and placed additional signage throughout the hotel to inform guests about the new procedures(Smart, Ma, Qu, & Ding, 2021). In the effort to update information regarding Covid-19, Ros In Hotel followed the government's recommendations and instructions from both central and regional authorities. Starting from October 4th to November 7th, 2022, Level 1 PPKM (Enforcement of Community Activities Restrictions) was implemented across all districts and cities in Java - Bali. Ros In Hotel ensured that their employees, who were responsible during this period, received regular morning briefings and guidance on the latest developments related to the Covid-19 pandemic. They also took steps to inform their guests about the pandemic by displaying various signs, boards, and written materials such as brochures and leaflets throughout the hotel. Additionally, the hotel made adjustments to its standard operating procedures (SOPs) by removing some temperature measuring equipment and markers indicating a safe distance of 1 meter, reflecting the relaxation of restrictions. However, in their commitment to maintaining vigilance and preparedness, Ros In Hotel continued to provide masks at the reception desk for guests, visitors, and employees who were not wearing masks.

Ros In Hotel also encouraged both guests and employees to use the PeduliLindungi application for health screening, Individuals responsible for safeguarding public access to facilities, tracking

individuals who are suspected of having been exposed to Covid-19, and disseminating information regarding the mapping of Covid-19 exposure zones play a crucial role in protecting the community(Herdiana, 2021). The central facilities owned by Ros In Hotel have also experienced a relaxation of restrictions due to the implementation of Level 1 PPKM (Enforcement of Community Activities Restrictions) in Java - Bali. Facilities such as meeting rooms and the spa are now operating at 100 percent capacity, and food and beverages are served in a buffet-style manner. These actions are in accordance with the guidelines outlined in Minister of Home Affairs Regulation No. 45 of 2022. Minister of Home Affairs Regulation No. 45 of 2022 addresses the Enforcement of Community Activity Restrictions in the context of Coronavirus Disease 2019 (Covid-19) in the regions of Java and Bali.

In the fourth paragraph, it specifies that the regions in Java and Bali are under PPKM Level 1, while still maintaining the implementation of health screening through the PeduliLindungi application for employees and support staff. Only individuals categorized as "Green" in the PeduliLindungi application are allowed entry, with exceptions for those who cannot be vaccinated due to health reasons, all while maintaining a 100 percent capacity limit. The adoption of CHSE (Clean, Healthy, Safety, Environmental) health standards is widespread among hotels, particularly upscale ones. They are mandated to incorporate PeduliLindungi QR code scanning for guest check-ins, enabling prompt Covid-19 information dissemination. However, in practice, the tourism sector, especially hotels, remains focused on adhering to established health protocols to take a proactive approach in accordance with the latest guidance and updates on the Covid-19 pandemic's progression (Hidayatullah, Alvianna, Sugeha, & Astuti, 2022).

4.2. *Occupational Health and Safety*

The occupational health and safety management practices adopted by Ros In Hotel can be regarded as commendable, aligning with the Guidelines for Implementation of Hygiene, Health, Safety, and Environmental Sustainability. The hotel demonstrates a proactive approach to ensuring the well-being of its employees and guests. As part of their safety measures, they have thoughtfully placed first aid kits (P3K) in each office department, thereby streamlining the response to any accidents that may occur on the hotel premises involving both staff and visitors. The presence of readily accessible first aid kits and the distribution of multilingual brochures, which offer guidance on surviving emergencies and recommended safety precautions for guests, play pivotal roles in ensuring guest satisfaction and fostering a heightened sense of security (Montero-Lopez, Diaz-Pompa, Serrano-Layva, & Ortiz-Perez, 2022).

Ros In Hotel has implemented additional support systems to efficiently address minor accidents or health concerns experienced by employees or guests. Their commitment to the welfare of individuals on their premises is evident through the provision of a doctor on call. This service ensures that immediate medical assistance is readily available when needed. Additionally, they facilitate access to nearby healthcare facilities by offering complimentary transportation services, reinforcing their dedication to safeguarding the health and safety of all those within their establishment. These proactive measures undoubtedly contribute to the overall excellence of their occupational health and safety management. On the contrary, it's important to recognize that the health services provided by hotels are not comprehensive medical treatments; they primarily encompass first aid procedures. In a broader perspective, incidents like drowning, heart attacks, or electrical shocks can occur within the hotel environment, making timely and effective first aid services essential. Therefore, it is crucial for hotel staff to possess a solid understanding of first aid procedures and the necessary skills, as their prompt response can undeniably have a positive impact on people's lives (Emir & Kus, 2015).

In their commitment to reducing workplace accidents, Ros In Hotel takes a proactive approach by providing comprehensive training to their employees on how to handle various scenarios, including natural disasters, fires, and criminal incidents. To ensure the effectiveness of these training programs, the hotel has forged partnerships with key organizations such as the Regional Disaster Management Agency (BPBD) of Bantul Regency, specifically focusing on disaster evacuation procedures. Furthermore, they collaborate with Pati Geni Yogyakarta to equip their staff with the knowledge and skills necessary for responding to fires and conducting evacuations within the hotel premises. This training encompasses the proper use of fire extinguishers (APAR) and is conducted annually in January to continually enhance employee proficiency. What sets Ros In Hotel's approach apart is their integration of these training sessions with ongoing employee development initiatives, all under the vigilant oversight of relevant authorities. In the context of natural disasters, BPBD Kabupaten Bantul plays a pivotal role in guiding the hotel's preparedness efforts, while Pati Geni Yogyakarta lends their expertise in fire-related training.

Earthquakes in seismically active regions can trigger devastating fires afterward, known as Fire Following Earthquake (FEE) events. FEE severity depends on factors like earthquake magnitude, ground motion, time, wind, season, and population density. Densely populated urban areas are especially vulnerable, with firefighting efforts often hampered, and water supply a challenge. Among 20 documented cases from seven countries, many caused significant damage. Wind and water availability are critical, and tall buildings face higher risks. FEE should be a recognized hazard, especially in unprepared urban communities (Khorasani & Garlock, 2017). An emergency evacuation plan is essential, encompassing procedures for both hotel guests and employees. Various challenges, such as accommodating individuals with different abilities, can influence the actions taken during evacuations. People often tend to follow the movements of others, underscoring the importance of incorporating visual signs to support the evacuation procedures (Gwynne, Kuligowski, Kinsey, & Hulse, 2016).

As a result of these meticulous training efforts, Ros In Hotel has developed distinct evacuation procedures tailored to different types of incidents. They have established five specific response procedures, each addressing a unique scenario: intrusion response, fire response, mass handling, earthquake response, and bomb threat response. These tailored procedures are executed in accordance with the nature of the event, contributing to a comprehensive and adaptable safety strategy within the hotel's operations. Highlighting the significance of tangible elements like safety and security systems is crucial, as they can significantly impact how guests assess the quality of their hotel experience. Guests have identified certain key factors as paramount in their perception of safety and security, including "compliance with local fire prevention regulations," the presence of a well-thought-out "emergency plan (particularly for fire evacuation)," an efficient "emergency lighting system," the reassuring presence of a "24-hour uniformed security guard," and the commitment to "regularly testing the hotel's safety and security systems. " Additionally, the use of "closed-circuit television systems (CCTVs) in hotel public areas" was among the top priorities for guests. While a hotel cannot exclusively base its safety and security measures solely on customer preferences, comprehending how guests evaluate these systems' quality can offer valuable advantages to hoteliers. These insights empower them to gain a competitive edge, distinguish themselves from competitors, foster customer loyalty, enhance their corporate reputation, and ultimately enhance their business performance (Chan & Lam, 2013).

The analysis of hotel building fires underscores three primary causes of such incidents: unsafe behavior by individuals, electrical equipment and wiring failures, and the ignition of flammable and combustible materials. Consequently, effective fire accident prevention necessitates meticulous control and management of each of these factors. To mitigate the risk of fires, several preventive measures have been proposed based on the identified causes. Among these, a pivotal focus is placed on enhancing daily fire safety management, particularly in critical areas and involving key personnel.

Additionally, the routine inspection and maintenance of equipment and facilities are essential to ensure the proper functioning of firefighting systems in the event of a fire, thereby aiding in the prevention of fire propagation. The key takeaway here is that by prioritizing these essential measures, the overall safety of hotel buildings can be significantly improved (Hu, 2016). Creating fire scenarios plays a vital role in the performance-based fire protection design process. This approach hinges on a comprehensive understanding of several key factors. Firstly, a deep knowledge of building characteristics is essential. This encompasses aspects such as construction materials, layout, and occupancy patterns, which all influence fire behavior. Equally important is a clear assessment of fuel loads and the types of combustible materials within the structure. Recognizing the various flammable substances present helps in predicting fire development and potential hazards. Understanding the function of the building is another critical aspect. Different building uses have distinct fire safety requirements, so tailoring the fire protection design accordingly is essential. Passive and active fire protection systems are integral components of the safety strategy. Knowing how these systems operate and interact is crucial for ensuring their effectiveness in controlling or suppressing fires. Occupant load characteristics play a pivotal role. The number of occupants, their mobility, and familiarity with escape routes are factors that influence evacuation strategies and overall fire safety. Developing fire scenarios in performance-based fire protection design requires a multifaceted understanding of building features, fuel sources, building functions, fire protection systems, and occupant behaviors. This knowledge forms the foundation for designing effective fire safety measures (Hurley & Rosenbaum, 2016).

In managing fire incidents, Ros In Hotel has implemented a comprehensive strategy. Throughout the hotel premises, including corridors on each floor, the lobby, public areas, meeting rooms, and guest rooms, smoke detectors are strategically placed. To further enhance fire safety measures, the hotel has also installed fire sprinklers. In preparation for effective fire response, Ros In Hotel maintains a total of 65 fire extinguishers (APAR), which include various types such as water, powder, and CO2 extinguishers, strategically positioned throughout the entire hotel. To support the internal fire response team in carrying out their duties, essential inventory items, including gloves, protective clothing, helmets, boots, axes, and hydrants, are readily available in each corridor on the hotel's floors. Ensuring the readiness and suitability of this inventory, both engineering and security teams conduct regular inspections and equipment checks on a monthly basis. Ros In Hotel's internal fire response team is comprised of employees from various departments. The composition of this team varies for each shift, depending on the designated in-charge employee at that time. However, in accordance with Ros In Hotel's established procedures, the internal fire response team typically consists of the Chief Engineer, Executive Chef, and an Engineering Supervisor who serves as the Firefighting Leader. The team also includes engineering staff, security personnel, and members from the Food & Beverage Kitchen department, ensuring a coordinated and efficient response to fire incidents.

This approach offers distinct advantages by fostering positive collaboration between hotel disaster prevention teams and local fire agencies in advance of any calamities. It enables these entities to establish a foundation of mutual support and cooperation, which proves invaluable when faced with an actual disaster scenario. Additionally, government fire agencies can tap into real-time information provided by hotel disaster management teams during the crisis. This information serves as a vital resource for staying informed about the evolving disaster prevention requirements and the conditions of both hotels and their guests. Moreover, by having access to timely updates from hotel teams, fire agencies can proactively prepare resources like sandbags ahead of disasters, ensuring a swift response. Furthermore, they can take the initiative to inform all hotels in the vicinity about the locations of nearby evacuation sites, enhancing overall disaster preparedness and response efforts (Tsai, Linliu, CHang, & Mak, 2020). In the unfortunate event of a fire, it is natural for panic to spread among both guests and employees, especially when the fire has escalated significantly. In anticipation of such undesirable circumstances and to ensure the safety of all individuals within the hotel premises, Ros In Hotel has meticulously devised a structured evacuation procedure. This comprehensive procedure

has been crafted to provide clear and effective guidance for the safe evacuation of every person present in the hotel. Ros In Hotel has established three distinct teams, each entrusted with specific responsibilities for executing the evacuation procedure in the event of a fire:

1. Evacuation Team: The Evacuation Team is under the leadership of key personnel, including the Executive Housekeeping, F&B Manager, Financial Controller, and Front Office Manager. Comprising members from various departments such as Housekeeping, Front Office, Food & Beverage Service, and Accounting Staff, this team plays a pivotal role in ensuring the organized and orderly evacuation of both guests and staff from the hotel premises.

2. Assembly Point Team: Supervised by the Director of Sales and Marketing (DOSM) and the Human Resources Manager (HRM), the Assembly Point Team is responsible for efficiently managing the designated assembly area where individuals gather following their evacuation from the building. This team includes members from the Sales department as well as paramedic staff who are equipped to provide immediate medical assistance if required.

3. Exit Point Team: Led by the Chief Security Officer and the Security Supervisor, the Exit Point Team is entrusted with the crucial task of ensuring the safe and efficient evacuation process. Comprising security personnel and law enforcement officers, this team strategically stations itself at exit points throughout the location of the incident. Their role is to assist individuals in safely and swiftly exiting the premises. By distributing responsibilities among these three specialized teams, Ros In Hotel aims to foster a well-coordinated and highly efficient response in the event of a fire. This approach is designed to guarantee the secure evacuation of all individuals from the hotel premises, prioritizing their safety above all else.

Ros In Hotel is well-prepared for emergency situations with two dedicated emergency staircases—one located in the West Wings corridor and the other in the East Wings corridor. These staircases are clearly marked with prominent emergency exit signs on each hotel floor, serving as essential guides for guests in the unfortunate event of a disaster or fire. Furthermore, the hotel has strategically designated an assembly point in its courtyard or drop zone area, ensuring a centralized and easily identifiable gathering place during emergencies. Efficient and effective evacuation procedures, along with the preservation of human lives and property, hinge greatly on early disaster response, whether it's a fire outbreak or flooding. Achieving this relies on the utilization of various modern monitoring methods, sensors, information technologies, communication tools, and other essential resources that adhere to established standards and regulations. A critical aspect of successful evacuation lies in the early detection of disasters, particularly crucial when it comes to evacuating buildings during a fire emergency. These highlighted factors underscore the importance of conducting object evacuations in strict accordance with established laws and standards, irrespective of the financial considerations involved. It emphasizes the necessity for a well-regulated approach that ensures the safety and security of individuals and property during emergencies (Jevtic, 2015).

To enhance communication capabilities during critical situations, Ros In Hotel equips its employees with HT (Hand Talkie) devices. These devices offer effective communication with a range extending up to 2 kilometers, enabling seamless coordination and information dissemination during emergencies. The formation of specialized teams, each assigned specific roles within the evacuation procedure, is a fundamental component of Ros In Hotel's preparedness. In the event of a natural disaster or workplace accident, these teams operate with precision, automatically implementing the appropriate procedures based on their prior simulations and training. This structured and well-practiced approach ensures that staff members designated as in-charge are thoroughly prepared to swiftly execute the necessary protocols, ultimately prioritizing the safety of all individuals within the hotel premises.

4.3. Environmental Health

Ensuring the well-being and security of hotel patrons is undeniably a top priority for hotel management, as well as a fundamental concern for the travelers who choose to lodge in their establishments. The safeguarding of guests' health and safety ranks among the foremost responsibilities of hotel managers, who must meticulously oversee every aspect of their guests' stay to guarantee a secure and comfortable environment. This commitment to guest welfare not only exemplifies professionalism and dedication within the hospitality industry but also fosters a sense of trust and satisfaction among those who entrust their well-being to the hotel's care. For travelers, the assurance of a safe and healthy stay is a paramount consideration in their choice of lodging, and it is a fundamental expectation that their chosen hotel will go to great lengths to provide a secure and hygienic environment throughout their stay. In essence, the health and safety of hotel guests are central to the success and reputation of any hotel, making it a shared concern that unites both management and travelers alike (Almanza, et al., 2015). Ros In Hotel places a strong emphasis on maintaining the environmental cleanliness of its public areas, considering them a top priority.

The hotel consistently undertakes regular maintenance activities to ensure these spaces remain in impeccable condition. This proactive approach includes tasks such as thorough brushing, performed by the dedicated public area staff, with special attention given to areas like the parking space basement. Additionally, the staff is responsible for the washing and buffing of ceramic floors within the public areas, as well as the crystallization of marble floors, ensuring they maintain their pristine appearance. The hotel's commitment to cleanliness extends beyond indoor spaces and encompasses the outdoor premises. Regular sweeping is conducted in areas frequently used by hotel guests for various activities. The process of cleaning hotel rooms entails a sequence of repetitive actions, which encompass continual bending to neatly make beds, sanitizing bathrooms, vacuuming floors, dusting surfaces, and engaging in physically demanding tasks like lifting, lowering, pushing heavy cleaning trolleys, and relocating cumbersome mattresses or furniture items. Housekeepers often find themselves operating under constant time constraints, as they strive to ensure that rooms are promptly prepared for incoming guests. This time-sensitive nature of their work adds an additional layer of pressure to their responsibilities, as efficiency and thoroughness must coexist in order to meet the high standards expected in the hospitality industry. These housekeeping professionals are tasked with not only maintaining the cleanliness and orderliness of guest accommodations but also ensuring that the rooms are inviting and comfortable, despite the physically demanding nature of their work (Hsieh, Sonmez, Apostolopoulos, & Lemke, 2017).

Tenants are encouraged to supply their own covered waste receptacles, refrain from leaving hotel waste outside their premises, and avoid using public trashcans for hotel garbage. Waste segregation is promoted, with an emphasis on decomposing biodegradable materials and recycling non-biodegradables. Hoteliers can adopt the principles of reducing, reusing, and recycling by urging suppliers to minimize packaging. Vendors can be requested to deliver products without excessive packaging and retrieve packaging materials on the following day. Energy efficiency practices involve signage to remind occupants to turn off lights, the use of energy-saving bulbs like halogens, and VingCard systems that automatically deactivate electricity when rooms are unoccupied. Water efficiency is a priority, with the installation of high-efficiency kitchen equipment, low-flow pre-rinse spray nozzles, and ultra-low-flow restrictors on restroom faucets, all aimed at conserving water resources. These measures collectively enhance sustainability in hotel operations (Simpao, 2023).

The waste generated from these cleaning endeavors is meticulously sorted into three categories: wet waste, dry waste, and recyclable waste. Dry waste collection is carried out during the morning and afternoon shifts, while wet waste collection is scheduled for the night shift. This procedural approach is strategically designed to minimize disturbances to hotel guests, recognizing that nighttime activities

tend to be less frequent and, therefore, less susceptible to disruption caused by waste collection, which can emit strong odors. Furthermore, Ros In Hotel demonstrates its dedication to environmentally friendly practices by opting for paper bags as an eco-conscious alternative to plastic bags. This choice aligns with the hotel's overarching sustainability objectives, promoting recycling, waste reduction, reuse, and the replacement of materials. This commitment underscores the hotel's environmentally responsible approach, contributing to a more sustainable and eco-conscious operation.

Ros In Hotel places significant emphasis on responsible resource management, including water, electricity, and gas, as part of its commitment to ecological balance and sustainability. The hotel implements energy conservation measures, particularly in areas where rooms are vacant or not in use by guests or staff. This proactive approach extends to spaces such as meeting rooms, guest rooms, and corridors on floors without current guests. By actively monitoring and managing energy usage, the hotel strives to minimize its environmental impact and promote sustainability. In its ongoing dedication to environmental health and cleanliness, Ros In Hotel actively seeks and welcomes feedback and suggestions from its guests and visitors. This open channel for criticism and recommendations serves as valuable input for the hotel's continuous evaluation and improvement processes. It underscores the hotel's unwavering commitment to upholding consistent environmental health and cleanliness standards while continually enhancing its services and environmental practices.

5. Conclusion

In the industrial sector, health and safety governance management is of paramount importance, as it plays a pivotal role in upholding consumer confidence. It ensures that security, safety, and health standards in various facilities meet stringent requirements. This not only protects the interests of consumers but also forms the cornerstone for the well-being of workers and the general public. Through robust safety protocols and practices, it actively reduces the risk of workplace accidents and the occurrence of occupational diseases, promoting a safer and healthier working environment.

In the context of the hotel industry, prioritizing occupational health and safety is equally critical. This commitment to safety not only safeguards the welfare of hotel employees but also has a ripple effect throughout the establishment. It indirectly enhances the quality of services provided to guests, creating an environment where both employees and patrons can trust in the security and well-being of their experience. Guests are more likely to choose hotels that prioritize safety, contributing to the hotel's reputation and profitability. Moreover, a safe and healthy work environment for hotel staff fosters job satisfaction and productivity, ultimately benefiting both the employees and the guests they serve.

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