

## Indian Hotels: Building a culture of safety

IHCL launched a six-month workshop called the safety focus initiative in October 2023. Led by the safety leadership team, the initiative featured a series of more than 70 engaging workshops that covered a wide array of crucial safety disciplines, including – electrical safety, fire safety, general safety, road safety and contractor safety management. Each workshop was meticulously planned to equip employees with the skills and knowledge necessary to handle unprecedented situations effectively and safely. To optimise the effectiveness of these sessions, the workshops utilised interactive activities, group discussions, and simulations of real-world scenarios.

### Context

In the hospitality industry, safety and security form the foundation of unforgettable guest experiences. The initiative was launched to strengthen the organisation's safety culture and empower employees.

### Benefits

This dynamic and engaging approach facilitated a deeper understanding of the themes, enhancing knowledge retention and practical application. The initiative's success has been evident leading to a 233% increase in monthly training participation and a 54% increase in monthly reports of potential safety issues through the yellow card system. These positive metrics reinforce the importance of safety in every aspect of company operations.

