

まんがでわかる



English

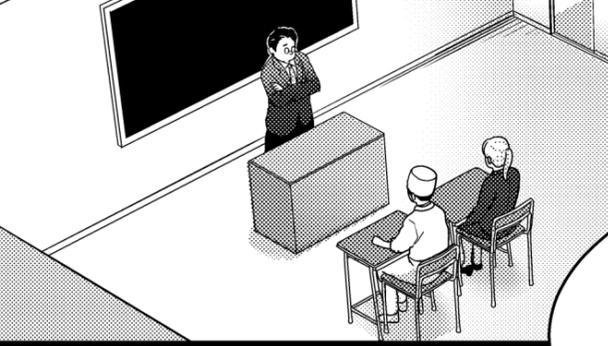
英語版

# 宿泊業の安全衛生

Learn Through Manga

The Safety and Health of the Lodging Industry





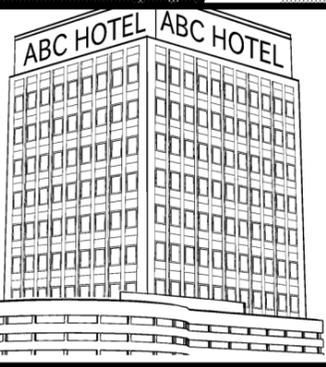
Let's learn about the safety and health of the lodging industry today!



The lodging industry is a wonderful job that serves customers.

That's right!

It seems to be a glamorous business and I long to be involved in it.



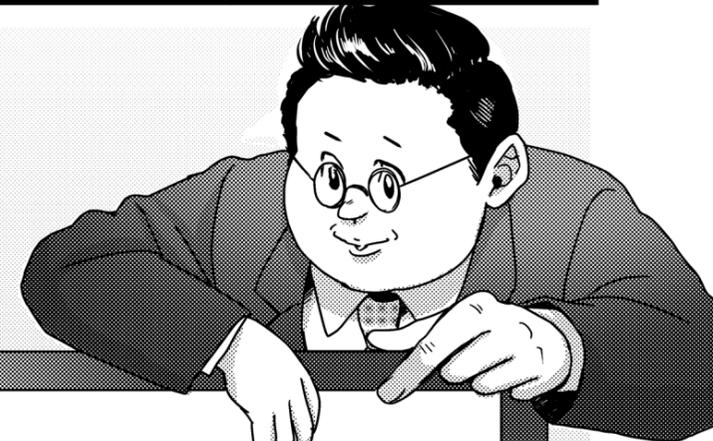
A well-kept workplace is also appealing!



Even then, work accidents occur in such places too.

What?!

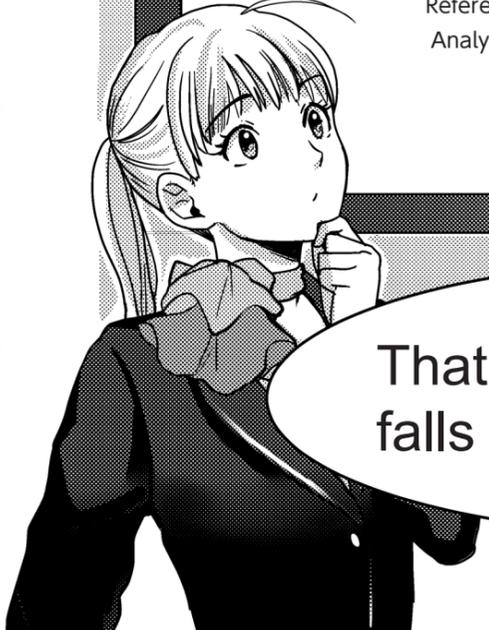
Let's look at the main causes of work accidents.



### Occurrences of Industrial Accidents

1	Tripping	761 cases
2	Falls from height	264 cases
3	Reaction to motion/Improper motion	165 cases
4	Crashes	111 cases
5	Cuts and scrapes	86 cases

Reference: Japan Industrial Safety & Health Association. Industrial Accidents Analysis Data in the Hotel Business Subtotal (2018). Updated August 2019.



That's a lot of tripping and falls from height....



That's right.  
First, let's look at slips tripping.  
There are three types.

Slips  
Trips  
Missteps

This is because we move around a lot inside the vast facilities of hotels and inns.

That's true. We see how busy the employees are in TV dramas and movies.

Another thing is, we don't want to keep customers waiting, so we're often in a hurry.

How can we prevent falls?

It's important to be careful, but it's also necessary to create a tidy environment to avoid falls.

Tidy (Seiri)  
Orderly (Seiton)  
Sanitary (Seiketsu)  
Clean (Seiso)

↓  
4S

What a burden to keep things tidy and in order...

Hahaha

We basically just need to watch our step, right?

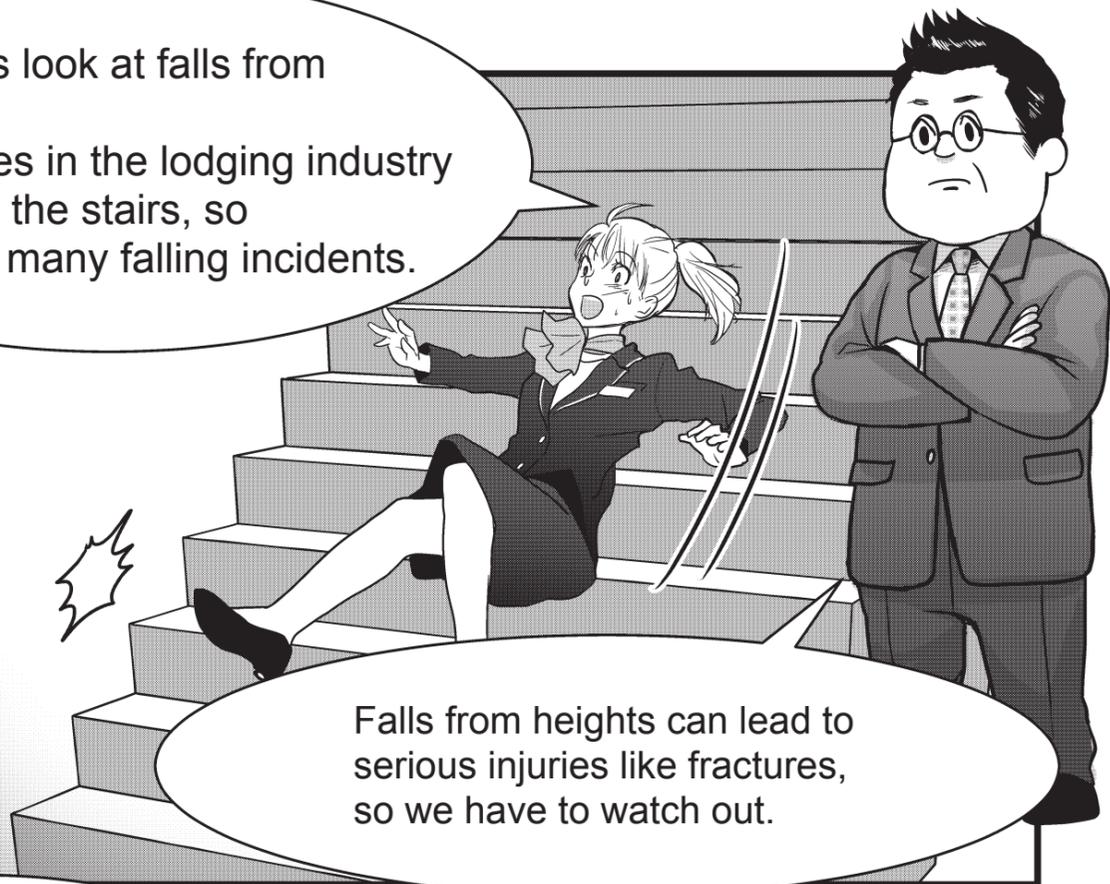
Eh?

We must create a workplace where nobody falls and not just you!!

Oo..Okay!

Uhh...

Next, let's look at falls from height.  
Employees in the lodging industry often use the stairs, so there are many falling incidents.

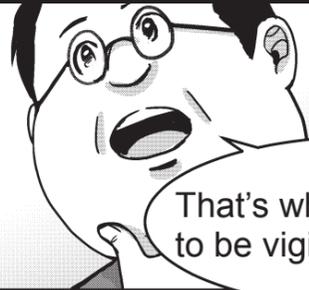


Falls from heights can lead to serious injuries like fractures, so we have to watch out.

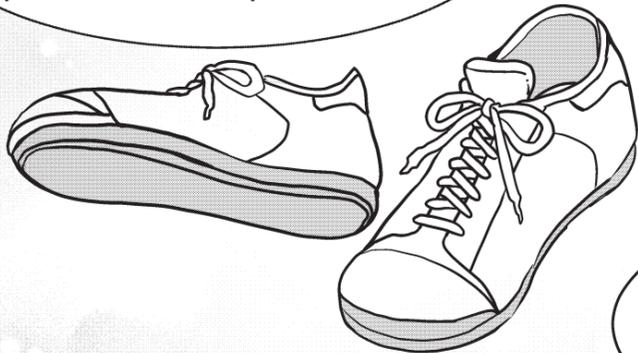
If I get a serious injury, my family will be worried and my income will decrease...



That's why it is important to be vigilant at all times.



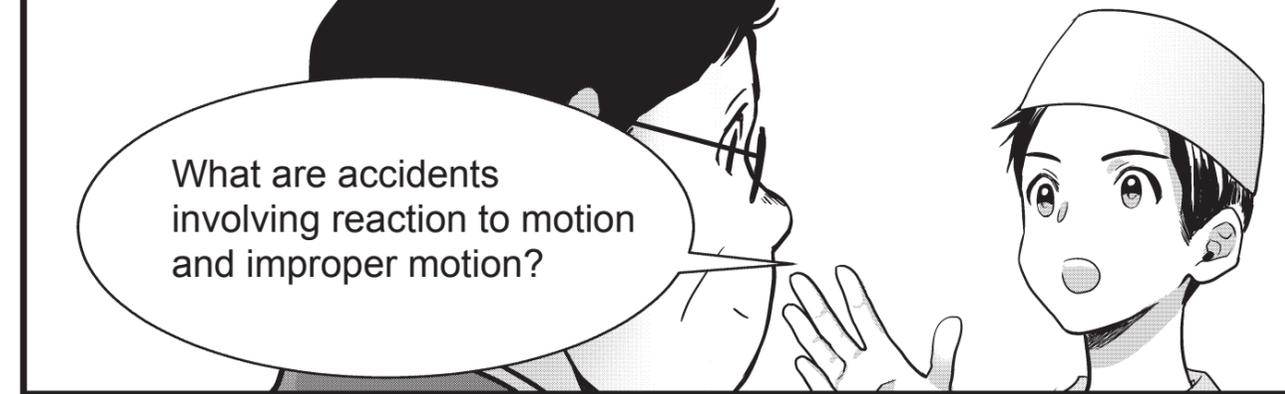
It's good to take precautions like wearing slip-resistant shoes and checking for any dangerous spots at the workplace.



To the staff,  
Do not run up and down the back-of-house stairs.  
\*They become slippery on rainy days, so be extra careful!!

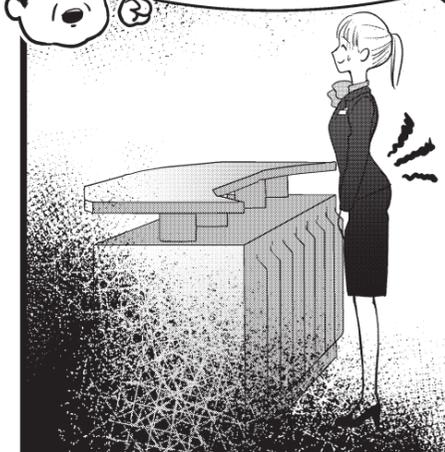
It is also important to make sure you have enough time when moving around.

What are accidents involving reaction to motion and improper motion?



Those include standing for long hours and

straining your back when carrying customers' luggage.



I see...

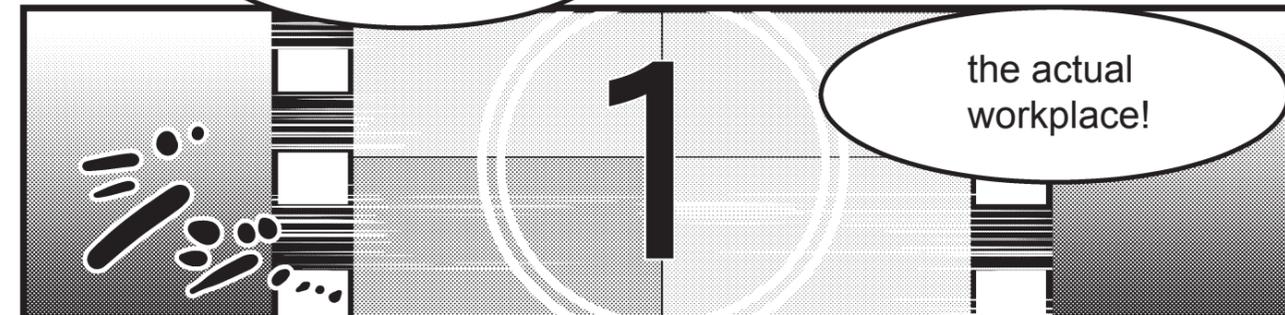


Well then,

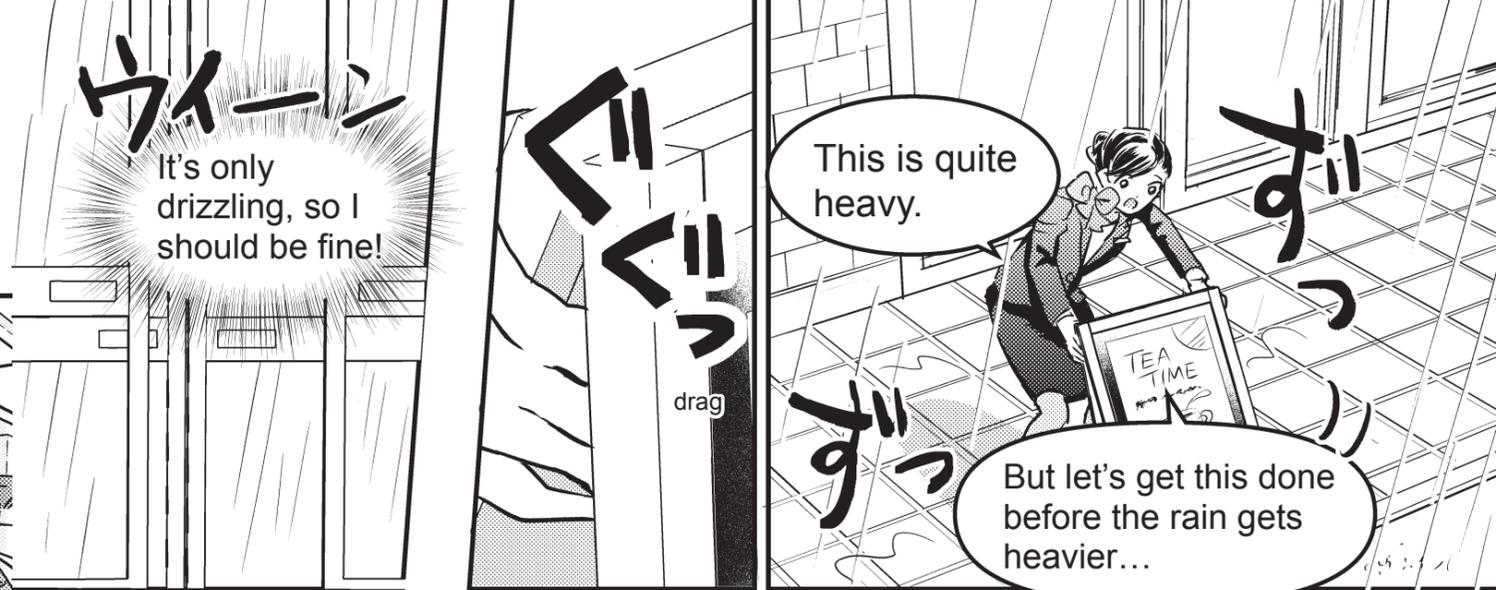
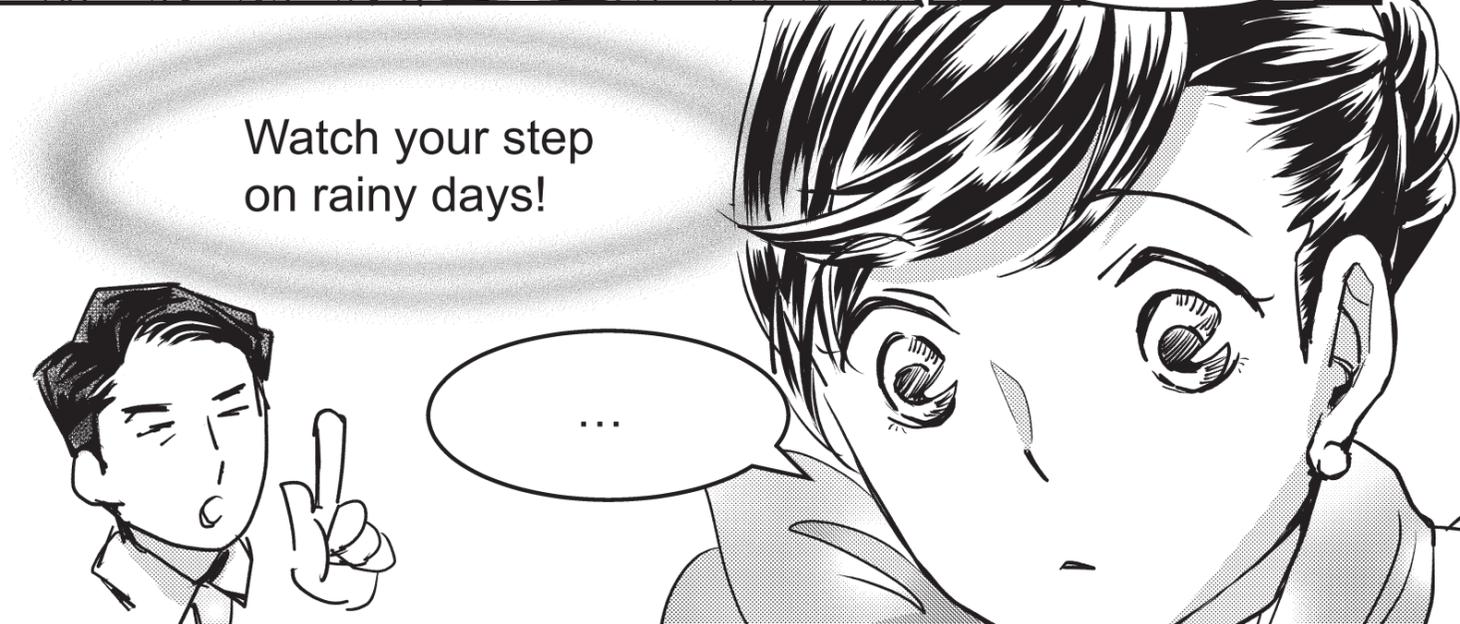


Let's look at

the actual workplace!



# CASE 1





Oww...

I hit my back...

Hello  
Welcome!



お荷物こちらで  
全部ですか

Is this all of  
your luggage?



Make sure  
not to slip.

Slowly...  
and steadily...



Um,  
what's wrong?



Nothing!  
Please don't  
mind me!



今からフロントに  
ご案内しますね  
I will take you to the  
reception desk now.

とっさ  
わけてして  
はははは  
That's how it was.  
Hahaha





Sir,

let me help you.

Thank you!!

すみません!  
大丈夫ですか?  
Sorry!  
Are you alright?  
こちらこそ  
失礼を...  
No, no.  
My apologies...



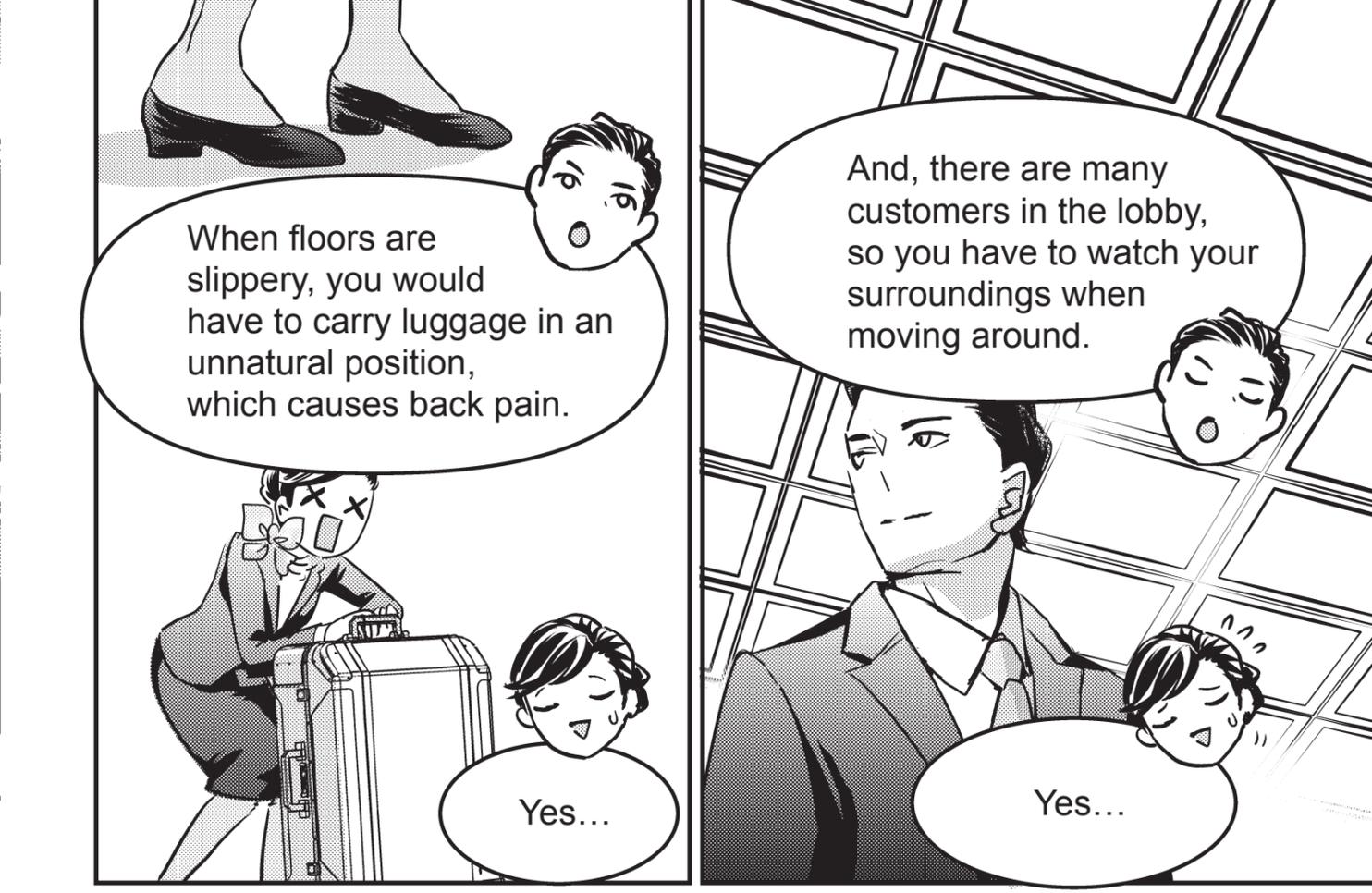
Now,

can I have a moment with you?



It's good that you weren't injured,

but you have to be careful because floors become slippery during rain and snow.



When floors are slippery, you would have to carry luggage in an unnatural position, which causes back pain.

And, there are many customers in the lobby, so you have to watch your surroundings when moving around.

Yes...

Yes...



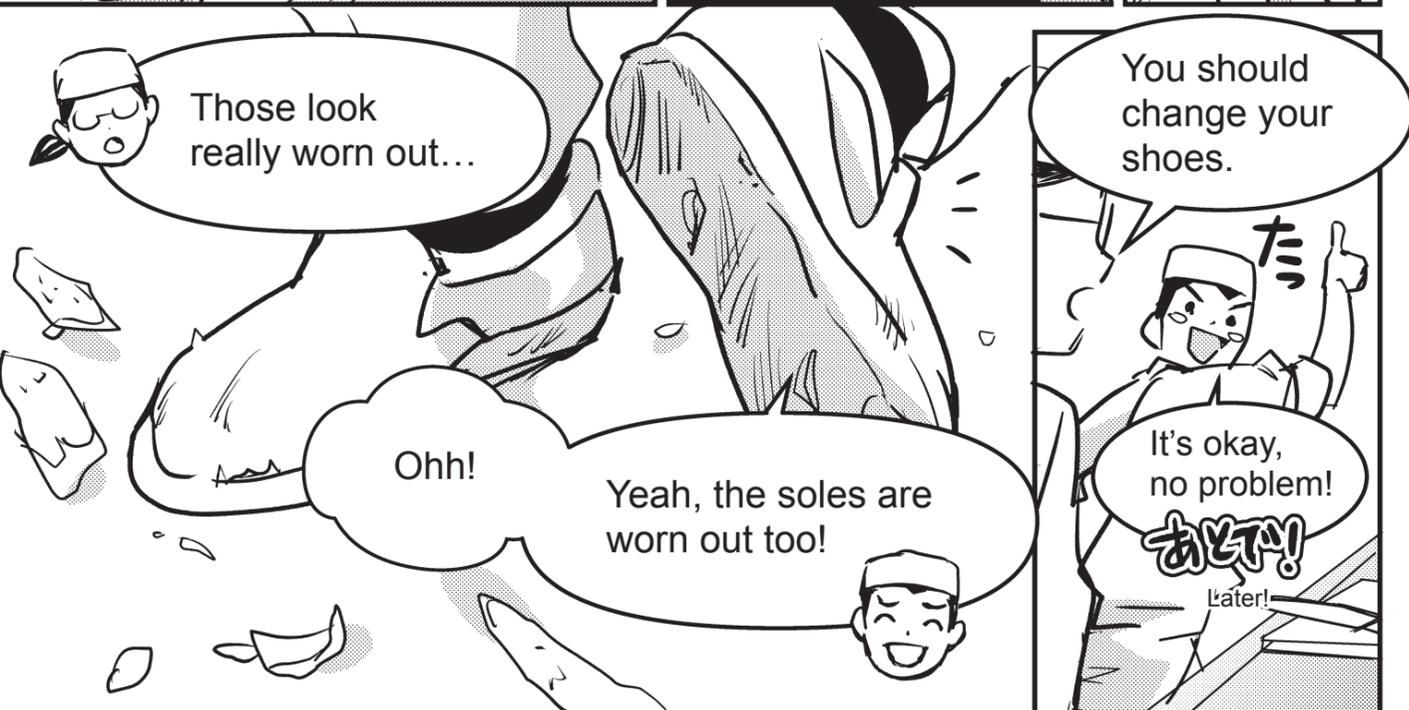
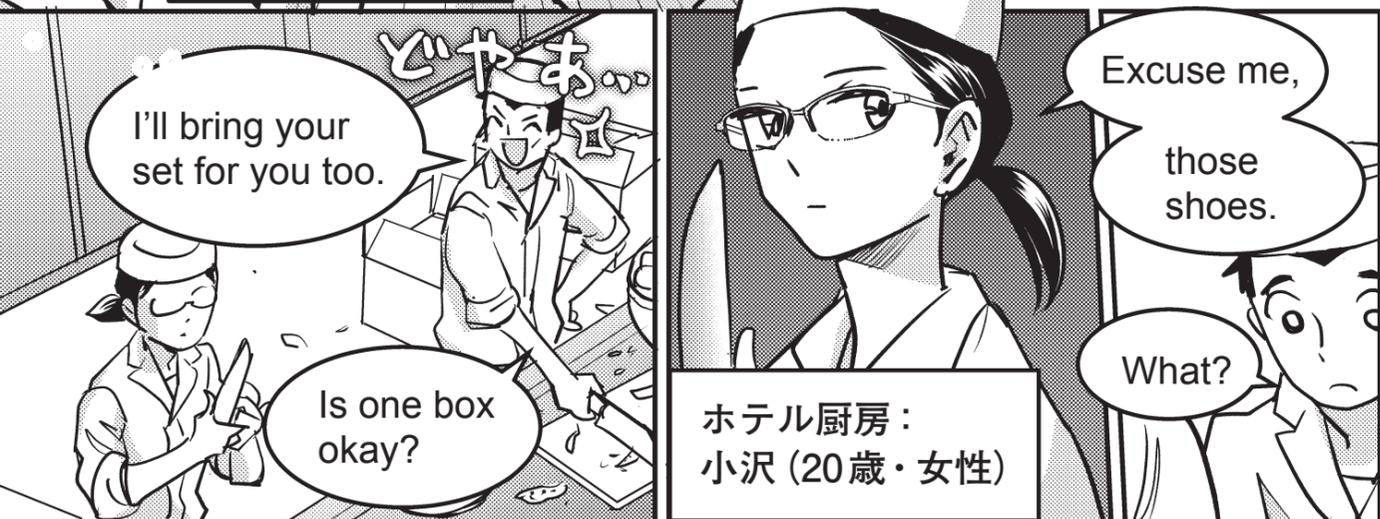
How many times do I have to warn you?

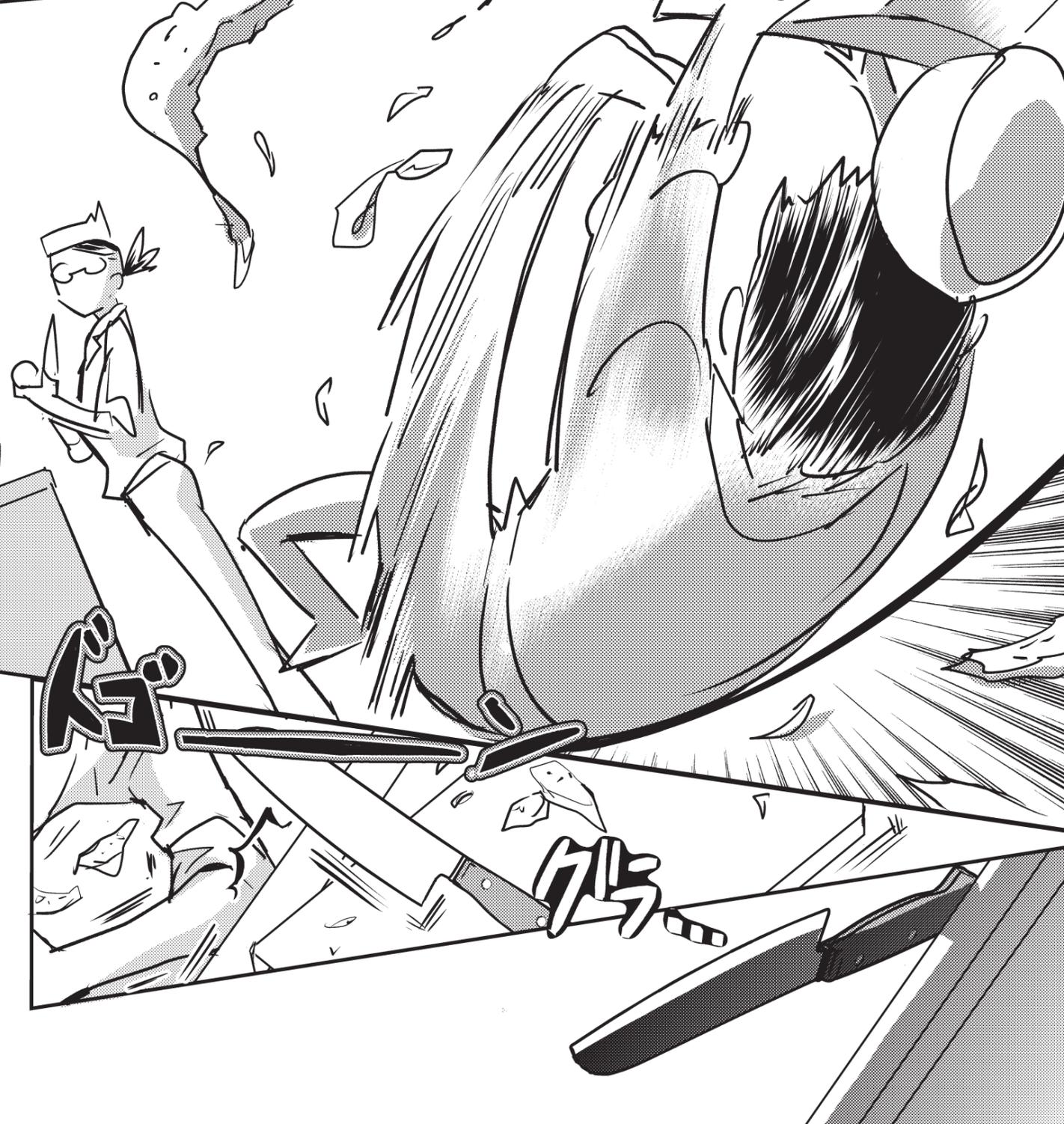
This is the second, no, third time.

すみません...  
I'm sorry...

I received a strict warning.

# CASE 2





Owww

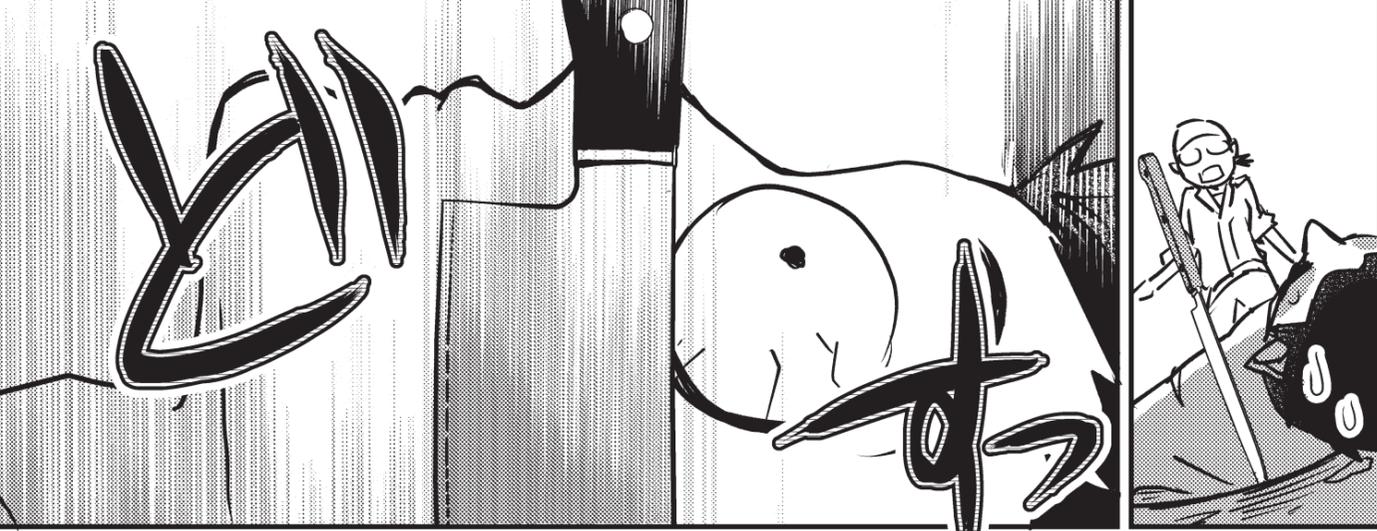
I hit my back...

I am

back now...

風間之太夫か

You okay?



Excuse me,

You should wear new shoes because worn out soles get slippery.

Plus, you shouldn't run, no matter how much you are in a hurry.

The 4Ss are the basics here.

When floors are wet, and food scraps are on the floor, it becomes easier to fall.

Things left on the floor can cause trips, so let's clean them up.

The kitchen especially has sharp tools like knives, so please be cautious of your actions.

If both hands are full with things, use a hand truck, or ask someone to help you.

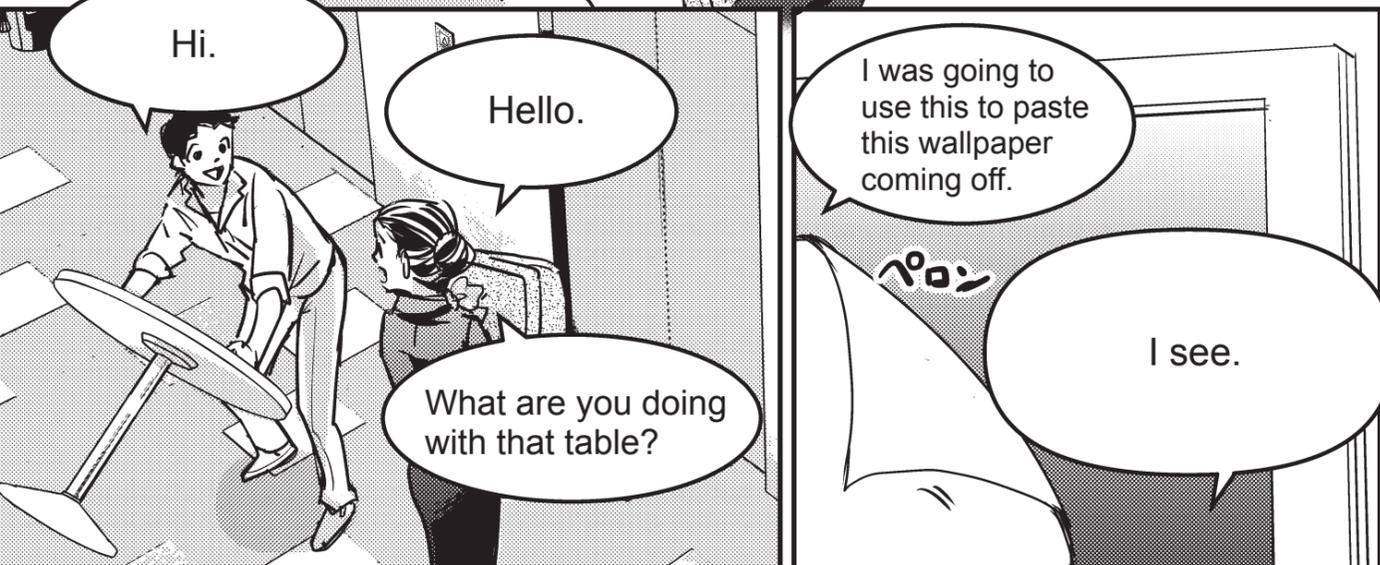
If you get hurt, your beloved family will be saddened.

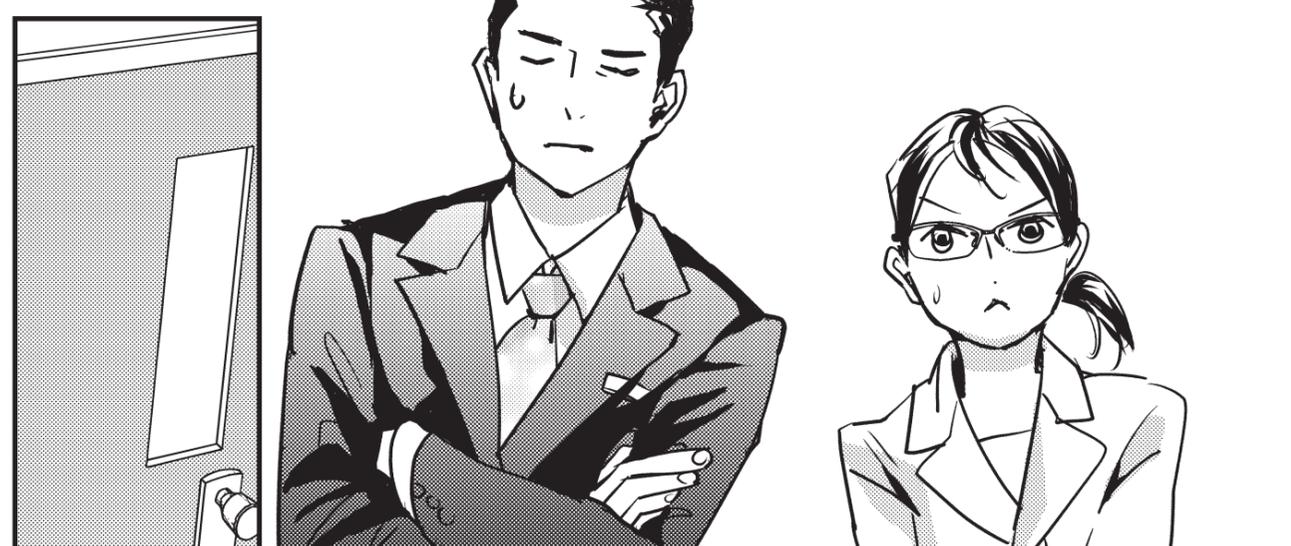
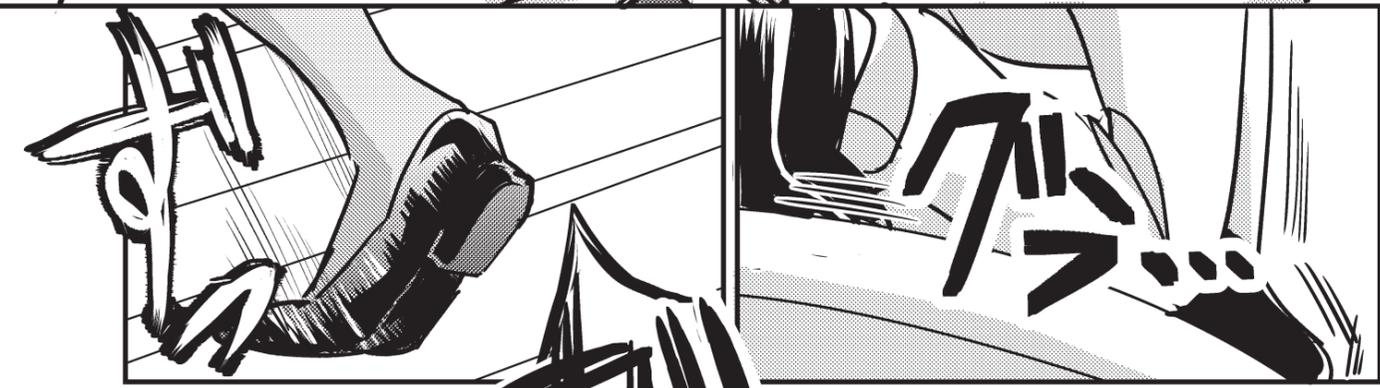
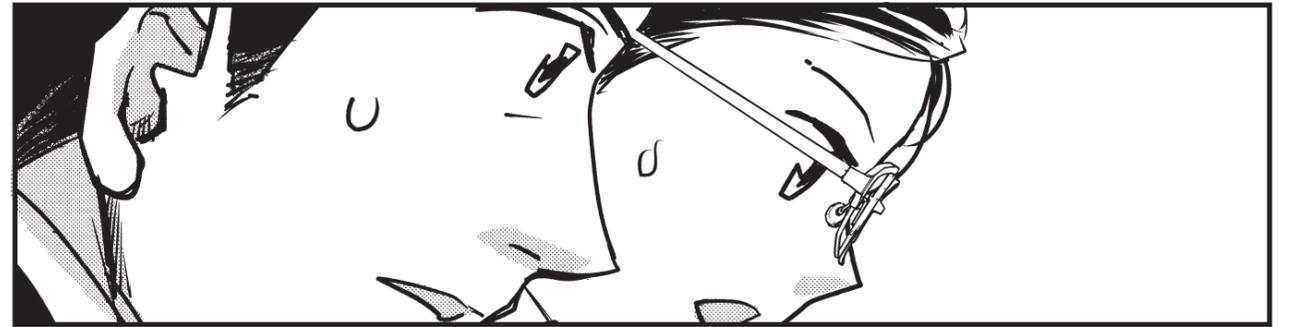
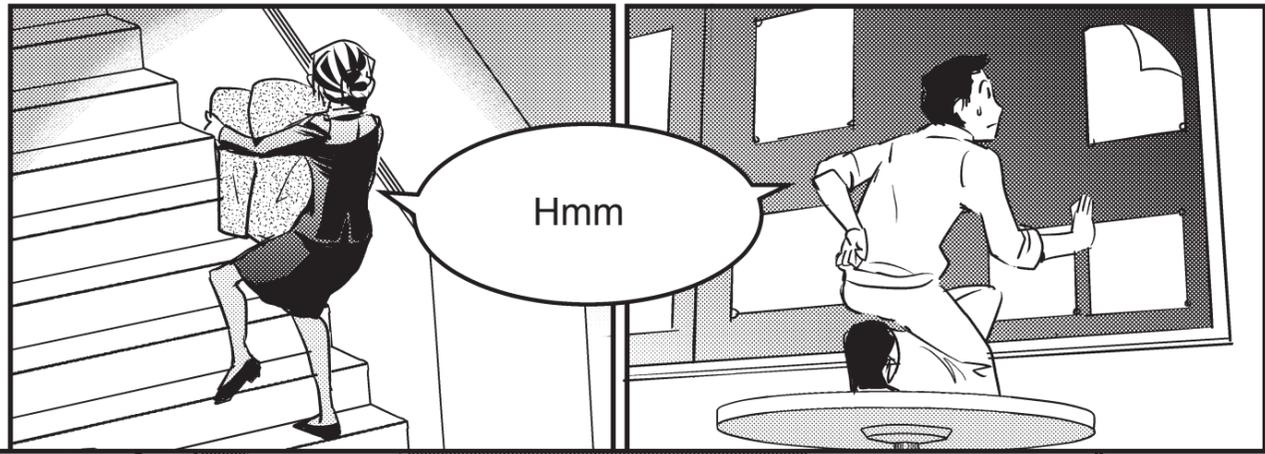
Let's work together to create a safe and fun workplace. Got it?

Ye

Yes...

# CASE 3

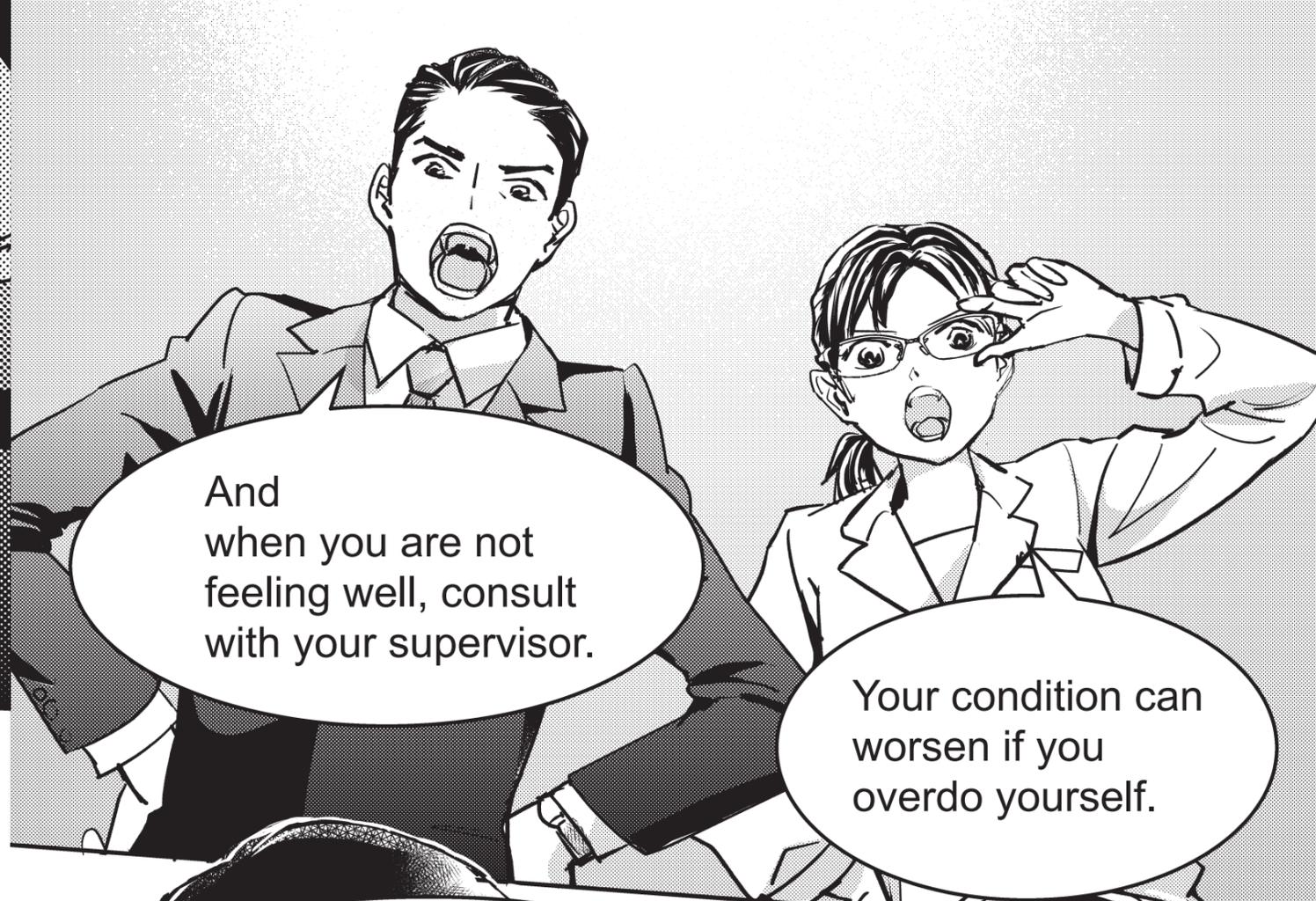






Hey

Listen to what I am going to say.



And when you are not feeling well, consult with your supervisor.

Your condition can worsen if you overdo yourself.



No matter how light of a thing you are carrying, use the elevator when both hands are full.



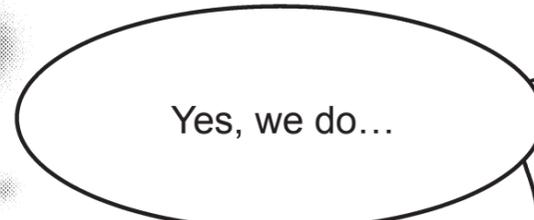
Use the ladder when working in high places.

Never use a table or chair for footing because they are unstable.

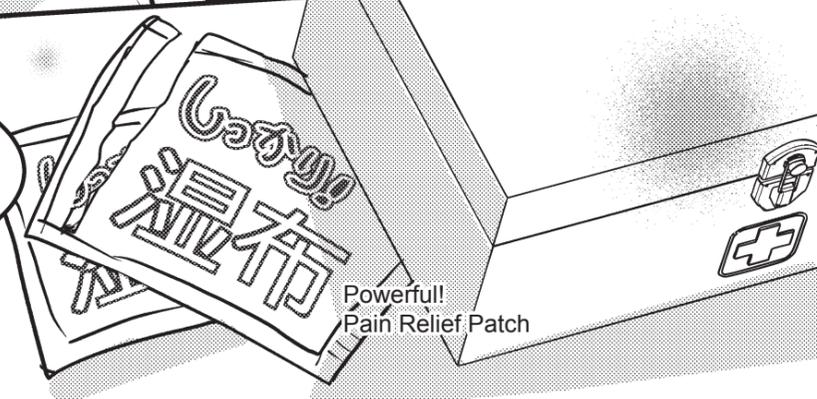


Got it?

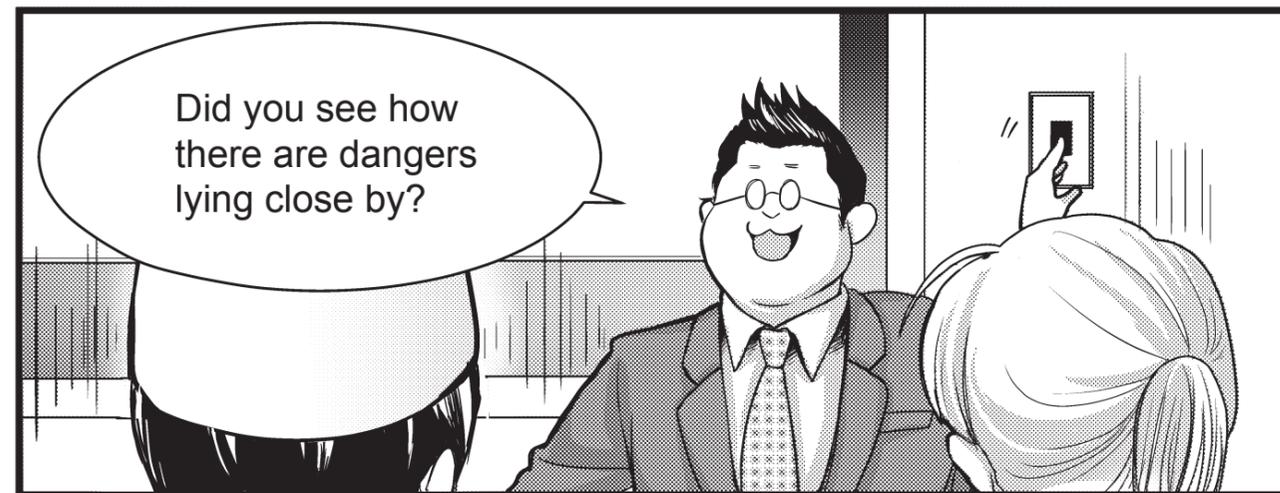
Do you understand!?



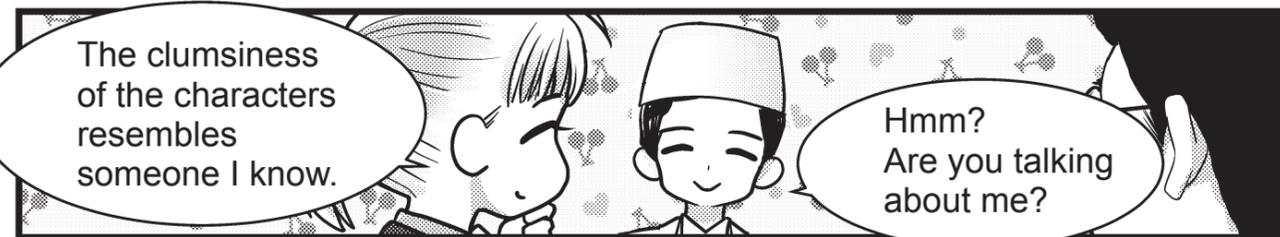
Yes, we do...



Powerfull Pain Relief Patch



Did you see how there are dangers lying close by?



The clumsiness of the characters resembles someone I know.

Hmm? Are you talking about me?



It is important that each person follows the rules and remains mindful to maintain safety and health at the workplace.

Let's review the case studies once again.

## Precautions to Take in the Lodging Industry



### 1 | Pay attention to your surroundings



Always pay attention to the customers' movements to prevent trips and collisions.

### 2 | 4S: Tidy (Seiri), Orderly (Seiton), Sanitary (Seiketsu), Clean (Seiso)



Keep the 4Ss in mind to prevent tripping. (Refer to common teaching materials)

### 3 | Working in high places



When working in high places, use step ladders properly.

### 4 | Carrying objects



Refrain from using the stairs if both hands are full.

Industrial accidents are not someone else's problem. It may happen to you.



Following the rules means that you are protecting your body, family, and livelihood. Remember that.

In case something happens, it's also important to talk with your coworkers on a daily basis.



Okay! I'll keep in mind of the safety and health, and do my best every day!

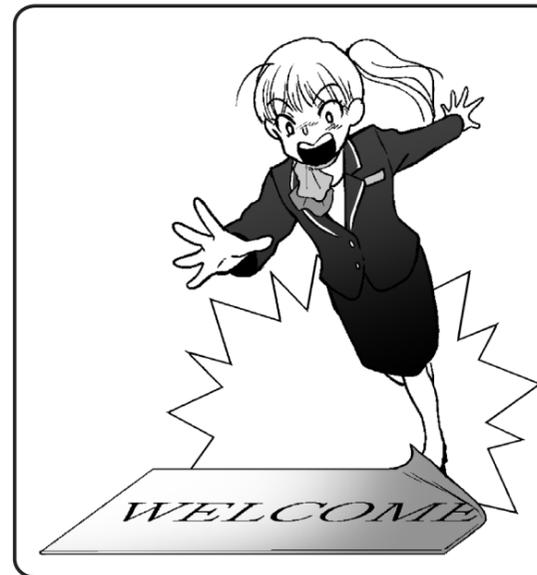


## Lodging Industry

### Be careful of these things! Tips for Maintaining Safety and Health!



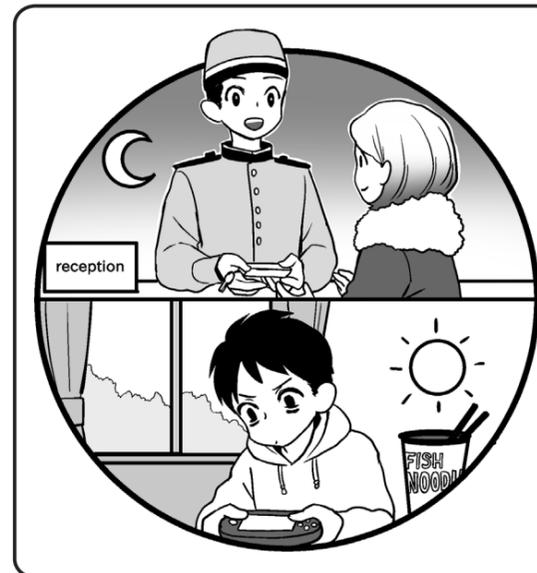
**1** | Be careful of tripping in unexpected places!



**2** | Be careful not to get caught in the door!



**3** | Make sure to sleep well after a night shift!



**4** | Carry objects in the correct posture!

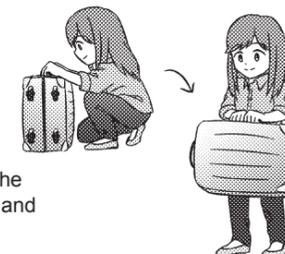
### DON'T

Lift up objects using only the force your back without bending your knees.



### DO

Lift up objects by bending your knees and using the force of your legs and knees.



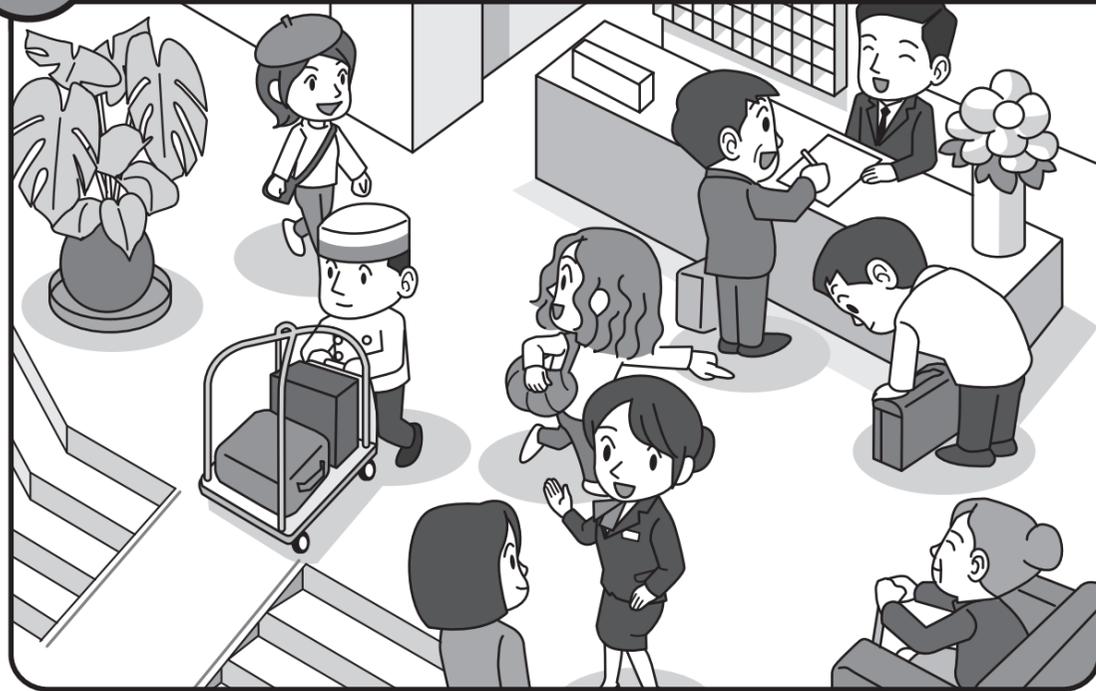
Learn through illustrations and photos

Be Aware of the Dangers Existing in the Workplace!

# Hazard Prediction Training

(Kiken Yochi Training: KYT)

**Q** Let's think about where dangers exist!



**A** These are the safety hazards!

**1** Pull the cart backwards.



**2** Pay attention to your surroundings.



**3** Bend your knees and stand up to lift.



Let's see if you can spot any other potential hazards.

## Learn Through Manga The Safety and Health of the Lodging Industry

Issued in March 2020

Published by: Ministry of Health, Labour and Welfare

Planning: Mizuho Information & Research Institute, Inc.

Supervised by: The Promotion Committee for Industrial Safety and Health

Teaching Material Preparation,

Working Group for the Preparation of Teaching Materials on Safety in  
the Lodging Industry

Production: Sideranch Inc.



For inquiries about this document, please contact:  
Safety Division, Industrial Safety and Health Department,  
Labour Standards Bureau of the Ministry of Health,  
Labour and Welfare