



WSH and overall well-being as a F&B service staff

**Challenges
of F&B
Industry**

**Top Hazards for
F&B Service Staff**

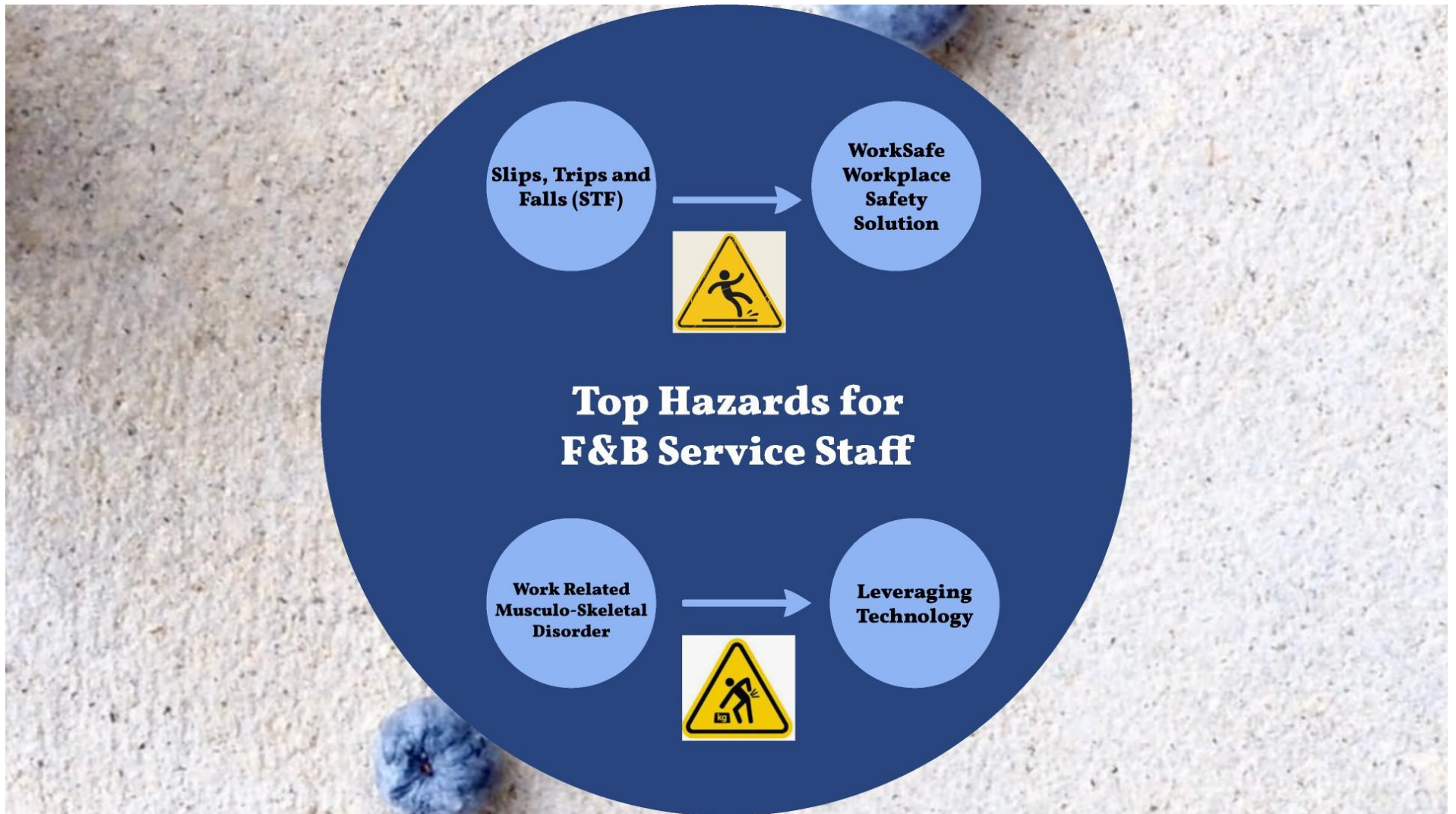
**Health
Advice**

F&B industry was among the hardest hit sectors during the pandemic over the past two years.

Challenges include:

- Manpower crunch
- Foreign workers decided to return home and not renew their work permits
- Border restrictions made it even harder to recruit foreign workers
- Low take-up from locals - F&B work is associated with low pay and long hours
- Staff productivity
- Struggle to upkeep the quality of service





Slips, Trips and Falls (STF)

Over 1,800 workplace injuries from slips, trips and falls in first half of the year



Top safety contraventions:

- Poor housekeeping
- Wet, slippery or damaged floors
- Failure to implement control measures to prevent STF

How to improve safety:

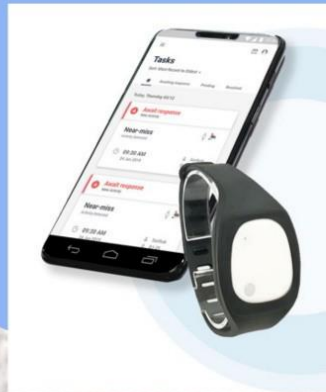
- Maintain good housekeeping
- Ensure floors are clean and dry
- Pathways are cleared of unnecessary items
- Products are properly stored and labeled
- Install anti-slip flooring and mats within the kitchen areas
- Put up wet and slippery floor signs
- Take ownership of personal and co-workers' safety

WorkSafe Workplace Safety Solution



VULCAN AI

Enhance safety in the workplace through AI-enabled slip, trip & fall detection



Challenges

- Difficult to monitor workplace safety & accidents that may take place

Benefits

- Detect hazards, prevent accidents & improve safety
- Protect the vulnerable through detection for near misses & falls
- Automated alert sent out in case of accident

Implementation

- Staff to put on the wearable upon start of work & remove once done
- Utilise WorkSafe App to receive alerts
- Analyse high-risk areas through WorkSafe Dashboard

Work Related Musculo-Skeletal Disorder

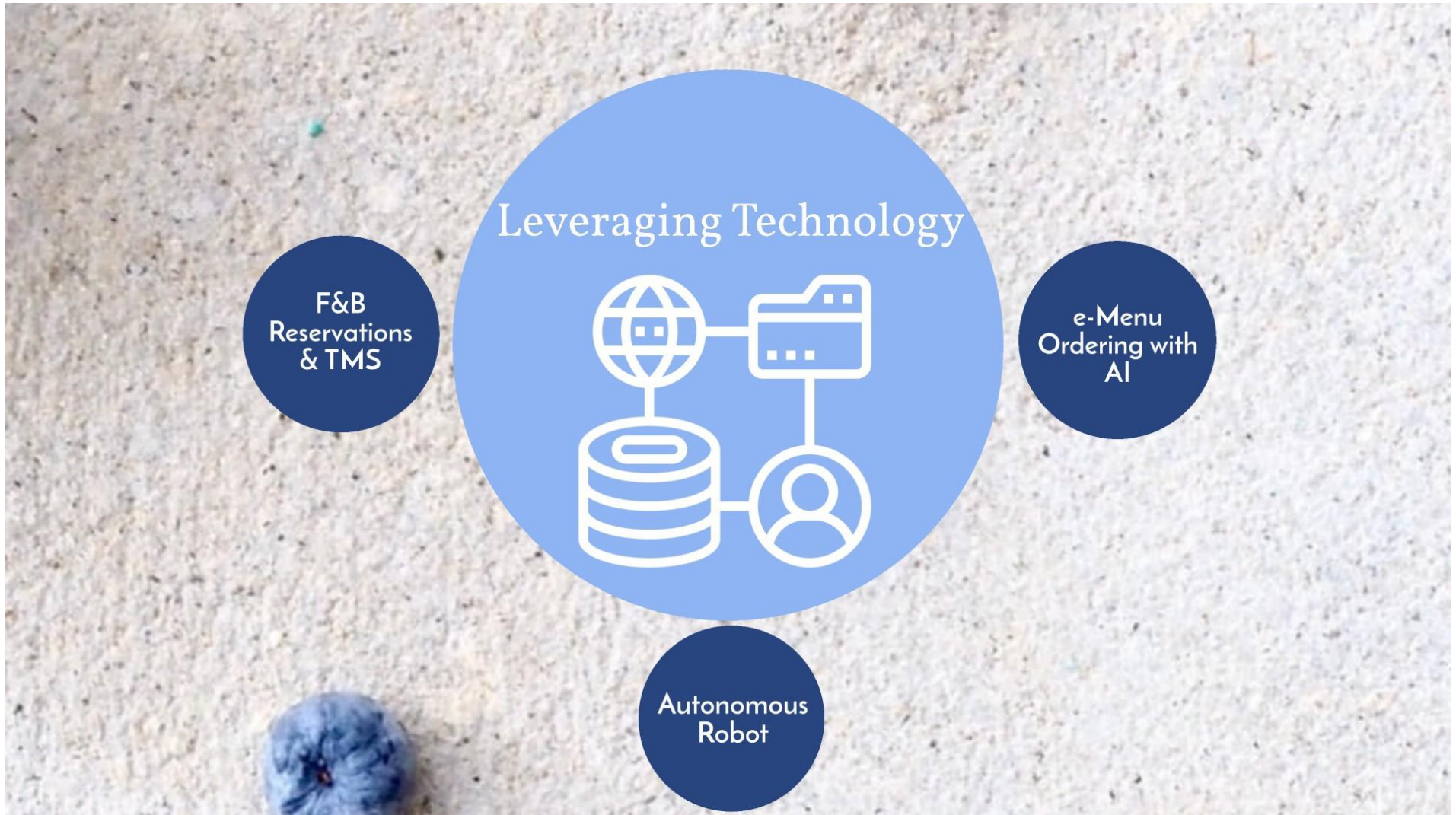
Common Disorders and Causes:

WRMSD	Causes(s)
Low back pain	<ul style="list-style-type: none"> Heavy lifting, carrying or pushing, sudden overloads, repetitive loading Awkward posture during work e.g. twisting or side bending of body
Carpal tunnel syndrome (pain, numbness and/or tingling in fingers)	<ul style="list-style-type: none"> Frequent and repetitive hand activity such as typing, hammering and polishing
De Quervain's Tenosynovitis (pain in the wrist)	<ul style="list-style-type: none"> Forceful gripping or hand twisting
Epicondylitis (inflammation of the elbow tendon)	<ul style="list-style-type: none"> Frequent use of screwdriver, hammering, meat cutting
Neck and shoulder pain	<ul style="list-style-type: none"> Prolonged static bend posture or twisting of neck e.g. using telephone, doing data-entry Hands extended above head e.g. overhead maintenance/repair work




Preventive measures:

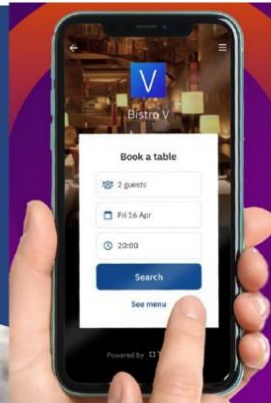
Workplace Risk Factor	Preventive Measure(s)
Heavy loads (e.g. carrying heavy objects over long distances)	<ul style="list-style-type: none"> Apply correct lifting techniques. Use mechanical tool e.g. hand trolley.
Awkward postures (e.g. twisting about the waist)	<ul style="list-style-type: none"> Have adjustable workstations/equipment. Use ergonomically designed hand tools.
Static postures (e.g. standing or sitting in same position for long period)	<ul style="list-style-type: none"> Provide anti-fatigue mats to stand. Change position or stretch when tired.
Repetitive actions (e.g. packing goods along process lines)	<ul style="list-style-type: none"> Take rest breaks at regular intervals. Do simple stretching exercises.



F&B Reservations & Table Management System

 **TableCheck**

Booking & Guest Experience Platform



Challenges

- Post Covid-19 era of dining requires special attention
- Social distancing measures
- Contactless initiation of orders (digital menu and ordering)
- Picking up of food

Benefits

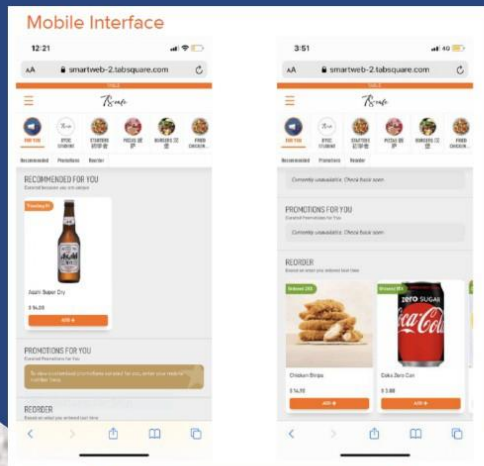
- Ordering from guests' devices, payment, reservation, dining offers and pick-up food
- Smart table management
- Revenue and Operational Data Analytic

Implementation

- TableCheck app must be integrated into the operations of the restaurants and bars

e-Menu Ordering with AI

TABSQUARE.AI



Benefits

- Personalized menu based on customer's taste and preferences (Netflix style matching of items)
- Personalized promotions based on customer's preferences with the goal to increase their spend
- Quick button to reorder items they have ordered in the past

Autonomous Robot

Challenges

- Manpower crunch
- Staff productivity can be improved
- Work is repetitive and monotonous

Benefits

- Enhanced operational processes
- Improved productivity
- Eliminate fatigue & work injuries
- Quality customer service with quicker respond time

Implementation

- Set robot to do mapping of the area to adapt to the surroundings

Robotic
Solutions

Robotic
Demo



MILLENNIUM HOTELS AND RESORTS DEPLOYS ROBOTIC SOLUTIONS TO ITS SINGAPORE PROPERTIES

Get your eggs cooked by AUSCA, the world's first robot chef, in six Singapore hotels by end November 2018



Above (L-R): AUSCA the robot chef deployed at Copthorne King's Hotel Singapore and M Social Singapore respectively

Singapore, 30 October 2018 – Following the highly successful launch of 'AUSCA', the world's first Autonomous Service Chef Associate, at M Social Singapore in 2017, Millennium Hotels and Resorts (MHR), the hotel arm of property giant City Developments Limited (CDL), is pleased to deploy AUSCA to the group's five other Singapore properties—Orchard Hotel Singapore, Grand Copthorne Waterfront Hotel Singapore, M Hotel Singapore, Studio M Hotel Singapore and Copthorne King's Hotel Singapore—by end November 2018.

AUSCA was first introduced to the hospitality industry in November 2017 as the world's first robot chef prototype, where he prepared eggs for guests of M Social Singapore as part of the hotel's breakfast offering. AUSCA was launched with the support from Singapore Productivity Centre's Hotel Productivity Centre Applied Research initiative, and was developed by Kurve Automation with industry guidance from Republic Polytechnic, School of Hospitality.

AUSCA has since gone through six upgrades over the last 12 months, with enhancements made to the speed and variation of eggs he can prepare. The first AUSCA prototype could prepare eggs—either sunny-side up or omelette style—at an average time of 2 minutes 30 seconds. The current version offers guests the choice of sunny-side up and omelette at an improved time of slightly more than a minute, and allows guests to choose from a selection of toppings for their omelette.

The latest version of AUSCA is currently deployed at M Social Singapore, Studio M Hotel Singapore, Copthorne King's Hotel Singapore and M Hotel Singapore. He will be launched at Grand Copthorne Waterfront Hotel Singapore on 12 November 2018, and Orchard Hotel Singapore by end November 2018.

This exciting deployment comes after the rollout of AURA, the group's front-of-house Autonomous Service Delivery Robot, to the group's properties in Singapore, including M Social Singapore, Orchard Hotel Singapore, Grand Copthorne Waterfront Hotel Singapore, M Hotel Singapore and Studio M Hotel Singapore.



Autonomous Robot Demo



State of the art robotic solutions



PuduBot
Suitable for Dining Hall,
Streamboat



BellaBot
Suitable for larger
outlets



Kettybot
Smaller outlets/Hotel



HolaBot
Utensil and plates
collection



Puductor II
Disinfection UVC+fog



Flashbot
For hotels and
buildings



Delivery robots

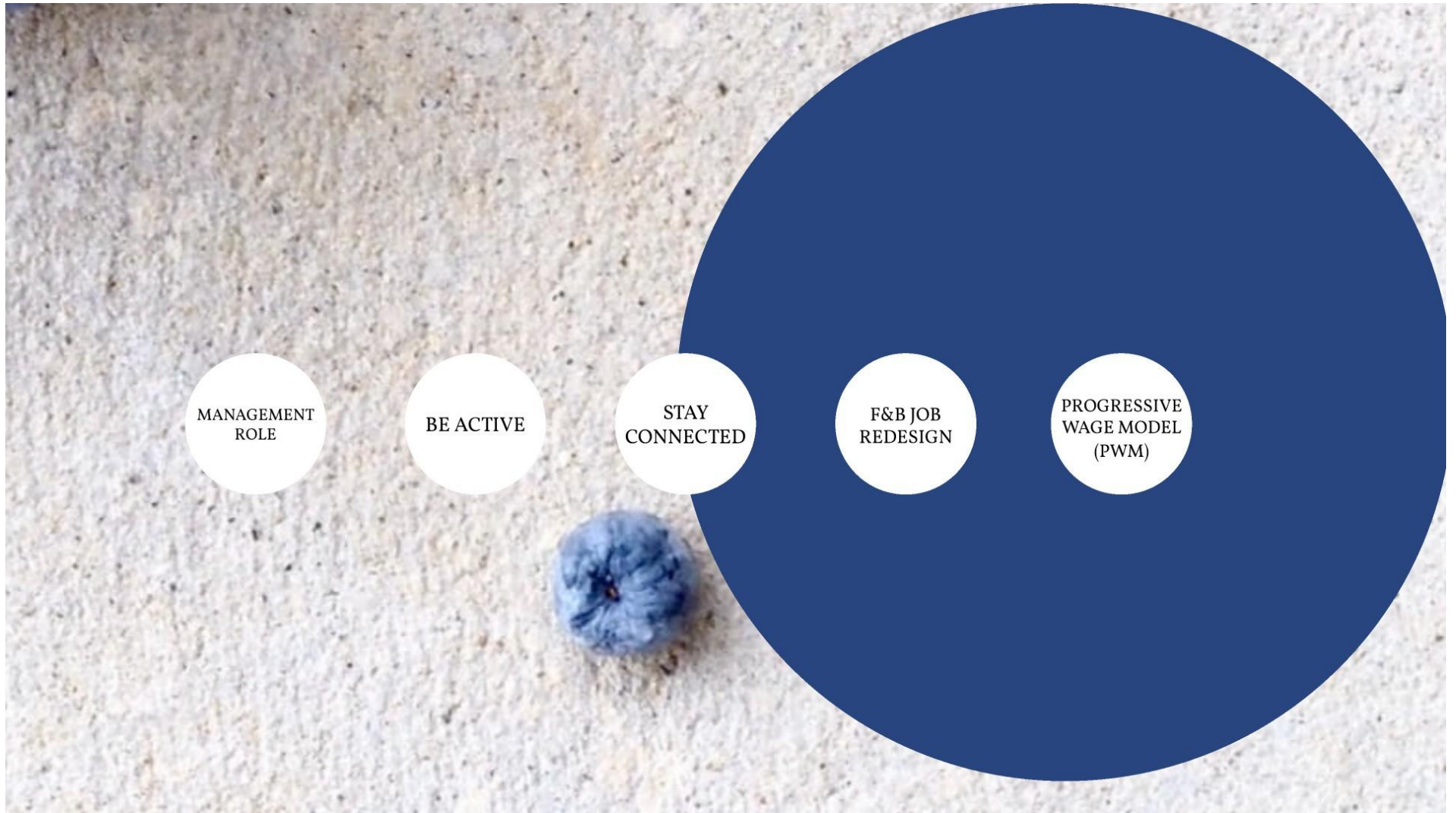


Cleaning robot

Maintain a
Healthy
Mental &
Physical
Wellbeing

Health Advice





MANAGEMENT ROLE

Having a happy and pleasant team is even more crucial in hospitality than in other sectors, and driving that enthusiasm, passion and hustle comes from the top.

Management plays a huge role in helping F&B staff cope with mental and health stress involved with the job.



GM preparing 'Chai Boey' for staff during the pandemic border closure.

BE ACTIVE

Regular exercise helps to lift mood and increase energy levels.

Organizations can tap into available resources to make positive mental and physical well-being an integral part of their workplace.

Dear Colleagues,

Please explore the variety of virtual health programmes put up by SNEF in the month of December 2021, there are activities such as health & mental wellness, stretching exercises, hip hop, yoga, Zumba and many others and it's Free!

You may refer to December 2021 calendar below:

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	1	2	3	4
			8-8:30am Stretch & Tone 12:30-1pm Lunchtime Yoga 12:30-1:30pm Mental Wellness: Happier You, Happier Child 5:15-6:15pm Piloxing 6:30-7:30pm KpopX Fitness	8-8:30am Stretch & Tone 12:30-1pm Lunchtime Yoga 5:15-6:15pm Zumba 6:30-7:30pm K-Kardio	8-8:30am Stretch & Tone 12:30-1pm Lunchtime Yoga 5:15-6:15pm Piloxing 6:30-7:30pm Cardio Hip Hop	
5	6	7	8	9	10	11
8-8:30am Stretch & Tone 12:30-1pm Lunchtime Yoga 5:15-6:15pm K-Kardio 6:30-7:30pm Zumba	8-8:30am Stretch & Tone 12:30-1pm Lunchtime Yoga 5:15-6:15pm Bounce 6:30-7:30pm K-Kardio	8-8:30am Stretch & Tone 12:30-1pm Lunchtime Yoga 12:30-1:30pm Signs of Probiotics 5:15-6:15pm Piloxing 6:30-7:30pm KpopX Fitness	8-8:30am Stretch & Tone 12:30-1pm Lunchtime Yoga 5:15-6:15pm Zumba 6:30-7:30pm K-Kardio	8-8:30am Stretch & Tone 12:30-1pm Lunchtime Yoga 5:15-6:15pm Piloxing 6:30-7:30pm Cardio Hip Hop		
12	13	14	15	16	17	18
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Calendar of health programs shared with our staff

STAY CONNECTED

Poor mental wellbeing can be avoiding social contact, however it is important to stay connected with others and talk about how you are feeling.



We conduct Bi-Monthly Town Halls to celebrate milestones, good news and staff recognition.

Job Redesign to improve skills & employability



Tien Court Service



Banquet Service

- Merge both sections to find trough period to improve productivity
- Upskilling and long-term career progression
- Improve GE

Job Redesign & Merger (Chef)



Chef



Food Photographer



Upload e-menu

- Chefs are trained to do food photography
- Photos taken can then be automatically uploaded onto e-menu

The Progressive Wage Model (PWM) helps to **increase wages of workers** through **upgrading skills** and **improving productivity**.

The PWM **benefits workers** by mapping out a **clear career pathway** for their **wages to rise** along with **training** and **improvements** in **productivity** and **standards**.

At the same time, **higher productivity improves business profits** for employers.

