

Hospitality company moves from paper to cloud SMS to improve safety and incident reporting across multiple locations



silk

Case Study

Company

Silk Hospitality

Solution

Safety Management System

Industry

Hospitality and Housekeeping

Size

400+ Employees

Location

Australia

Company Overview:

Silk Hospitality delivers outsourced housekeeping solutions to hotels across Australia.

Challenge:

As one of Australia's leading providers of outsourced housekeeping solutions for resorts and businesses, Silk Hospitality has one goal: to provide a level of housekeeping that lives up to and accurately reflects the positive power of every customer's brand image.

Providing top-quality housekeeping for major brands means Silk's 400-plus employees are constantly moving in and out of different commercial properties. That makes workplace safety compliance and incident reporting a top priority.

But the company's rapid growth has far outpaced its ability to efficiently maintain and report workplace safety incidents. To help, Silk partnered with HSI to transition its outdated paper-based safety reporting system to a seamless experience updated and managed in the cloud.

Solution:

Working with HSI, Silk was able to create a versatile safety reporting environment that accommodated a range of compliance and reporting measures across a complex web of international regulatory requirements.



"I was responsible for a large state-based team where safety, procedures, and environmental compliance are specifically important," explained Jeremy Dalton, former group executive of the eastern region for Silk Hospitality. "HSI made it easy for my team and I to conduct our observations, audits, and review risks in one platform, where we could see the dashboards."

Results:

In addition to helping the company meet a complex web of safety reporting requirements, the cloud-based system made it possible for the Silk Hospitality team to report safety incidents on-site, across a range of commercial resort properties.

Said Dalton: "In addition, the HSI support desk has been very helpful ensuring my team had no issues implementing across our many sites."

As a larger share of Silk's workforce embraces a culture of mobile-first safety reporting, HSI's cloud-based system means employees can now report safety incidents from anywhere, on nearly any device, be it a tablet, a PC, or their smartphones.

In a business as transient as Silk's that convenience cannot be overlooked.

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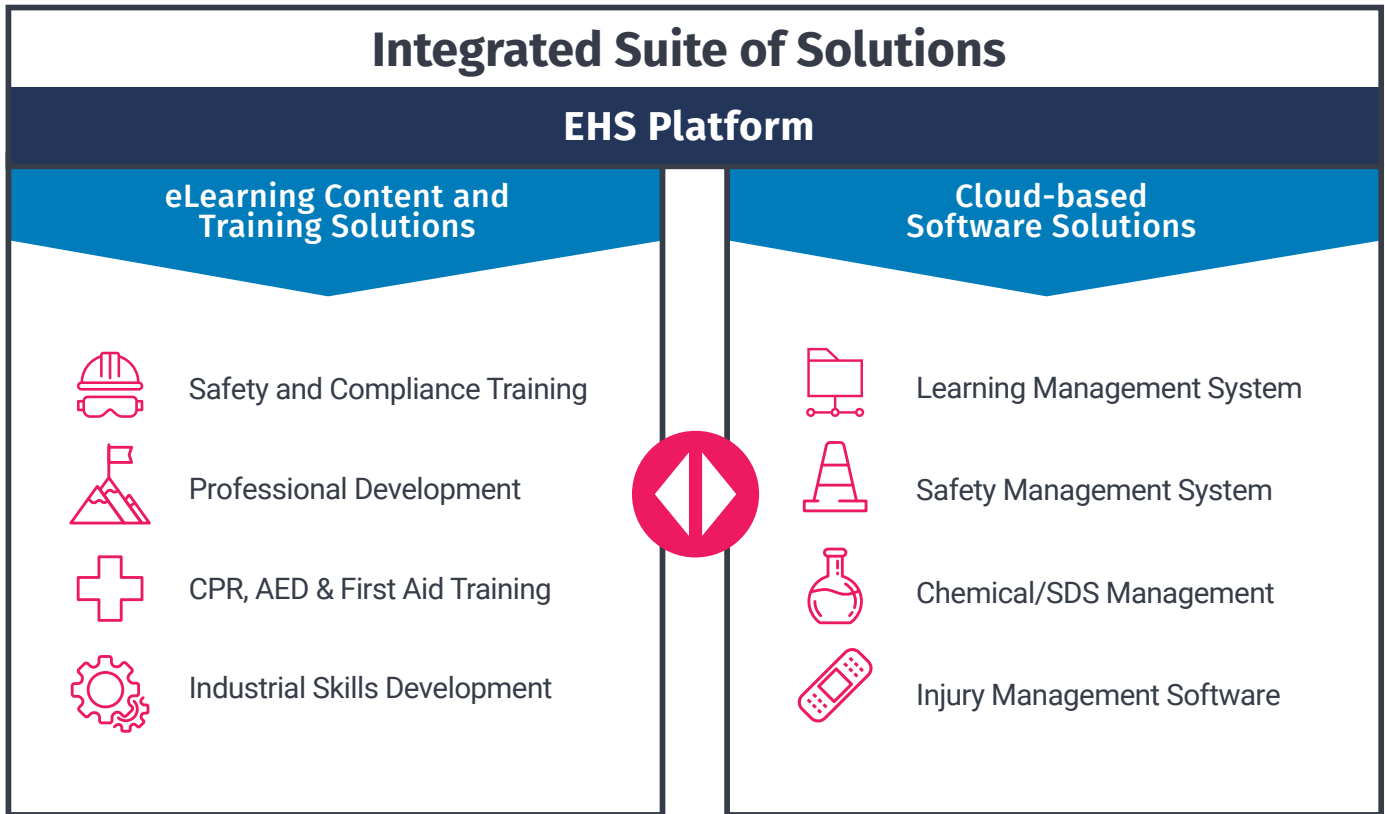
Jeremy Dalton, former group executive, Silk Hospitality

Why It Matters

Complex international safety compliance regulations

Old paper-based system not keeping pace with demand for safety reporting

Mobile-first safety reporting means employees can comply from anywhere



About HSI

HSI is your single-source partner for EHS, Compliance, and Professional Development solutions. HSI provides integrated e-learning content, training solutions, and cloud-based software designed to enable your business to improve safety, operations, and employee development. Across all industries, HSI helps safety managers, and technical employees, human resources, first responders, and operational leaders train and develop their workforce, keep workers safe, and meet regulatory and operational compliance requirements. HSI's focus is on training, software, and services for safety and compliance, workforce development, industrial skills, and emergency care. HSI is a unique partner that offers a suite of cloud-based software solutions including learning management, safety management, chemical SDS management, and more, integrated with content and training so businesses can not only monitor and manage multiple workflows in one system, but train employees via one partner.

For more information, visit [hsi.com](https://www.hsi.com)