

# 1.

## INTRODUCTION

The hotels, restaurants and catering sector employs more than 7.8 million people in the EU and is characterised by high job demands (in particular due to direct contacts with clients) and high physical workload. Non-permanent employment patterns, in particular seasonal work, are prevalent. The sector also employs a high proportion of female workers, young workers and migrant workers.

This sector covers a wide range of workplaces, more than just hotels and restaurants. Many persons are employed in catering in other workplaces such as schools and hospitals.

## 1.1. THE AIM OF THIS REPORT

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The aim of this report is to make available information relating to occupational health and safety in Horeca and to provide an overview of good practices at both the policy and workplace levels.

## 1.2. METHODOLOGY

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The Methodology used for this report includes:

- a brief representative European-wide survey, to obtain the relevant information from all EU countries regarding policies and practices in the EU-25, at the sector, local, national, and supranational level;
- research on the prevention of risks in the Horeca sector, outlined in accessible sources such as reports, factsheets, surveys, articles, and guides;
- selection and description of EU-25 actions in the workplace to prevent harm to workers in the sector. A range of cases have been considered from across the EU, showing the various factors relating to the prevention of risks to workers in the sector, with success factors identified and conclusions drawn from them.



## STRUCTURE

# 1.3.

The report is divided into different parts, and presents:

### *Sector characteristics and working conditions*

This section includes a brief description of the key issues relating to the Horeca sector, together with relevant statistics. It provides an overview of the state of occupational health and safety in the sector and of working conditions.

### *European and national policies, actions, programmes and campaigns*

The aim of this section is to examine policy initiatives undertaken to reduce the risk to workers' health and safety at European, national, regional, local and sector levels, providing a representative coverage of activities across the EU and identifying success factors. These also include guides, actions and strategies, including action taken by social partners (e.g. through voluntary agreements).

### *Examples of good practice*

This part of the report focuses on the prevention of risks to workers in this sector. It provides descriptions of practical actions at workplace level and their background, including groups who are targeted, and ways of identifying and assessing results, side effects, success factors, and problems.

### *Conclusions and discussion*

The conclusions bring together all aspects covered in the report and summarise:

- the policy approaches taken within the EU at all levels to minimise occupational risks in the sector;
- success factors in workplace actions to prevent risks; and
- the current state of research on the prevention of risks in this sector.

