

# 2.

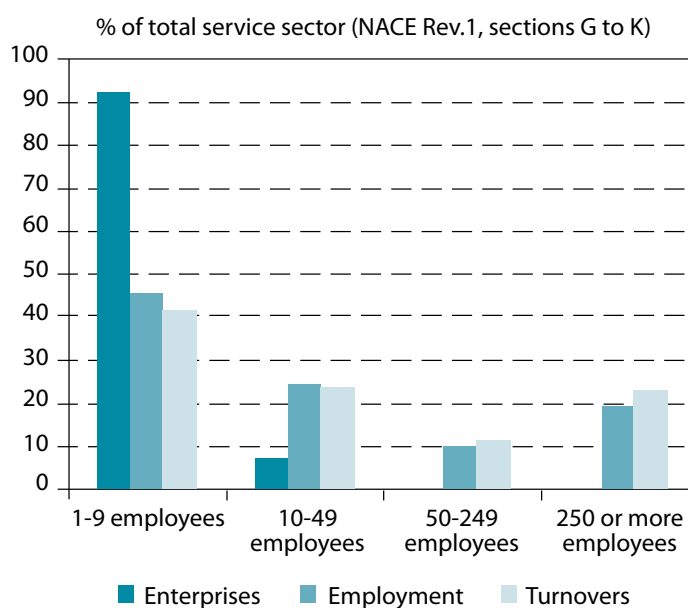
## SECTOR CHARACTERISTICS

# 2.1. EMPLOYMENT MARKET

The hotel and restaurant sector — which mainly covers hotels, restaurants, cafés and bars, camping grounds, canteens and catering — has witnessed tremendous development in the European Union. Restaurant chains and fast-food restaurants, in particular, have experienced considerable growth. In 2004, hotels and restaurants provided jobs for nearly 7.8 million people or 4 % of total employment in the EU-25 (Bovagnet, 2005). In recent years, the sector has grown strongly, and hence plays an important role as a job creator in both the whole economy and the service sector in many EU Member States (Schmidt, 2003). Whereas the employment growth rate in 2003/04 was just 0.6 % in the overall EU economy, it was 4.0 % in the Horeca sector (Bovagnet, 2005).

According to the analysis of the European Monitoring Centre on Change, restaurants, bars and catering enterprises (H55.3 to H55.5) dominate the sector (EMCC, 2005). In spite of the increasing presence of big hotel chains and franchises and the success of fast-food restaurants, more than 90 % of companies are micro-enterprises employing 10 employees or less. Many companies are family run. On average, each enterprise in the EU employs around 5.4 employees. Enterprises with fewer than 50 employees account for 99 % of all enterprises and generated 66 % of total turnover (see Figure 1). At the same time, large enterprises (>250 employees) account for only 0.1 % of total enterprises and employ around 20 % of the sector’s workforce (Faes-Cannito, 2004, EMCC, 2005)

**Figure 1: Share of enterprises, employment and turnover in hotels and restaurants, by size class in the EU, 2001**



Source: Faes-Cannito, F., 'Hotels and Restaurants in Europe', *Statistics in focus*.

## EMPLOYMENT STRUCTURE

# 2.2.

### 2.2.1. Age

The share of young workers (16-24 years old) is high compared with the services sector and the whole economy in general. People under 35 account for 48 % of total employment in the hotels and restaurants sector, as against 35 % for the services sector. On the other hand, people of 55 years and older represent less than 10 % of total employment (EU-25, statistics for 2004, Eurostat, 2005).

Young workers are mostly concentrated in restaurants and bars. Canteens, camping sites and short stay accommodation tend to have higher proportions of workers in older age categories (45 to 64 years). In southern European countries, young workers are more likely to be found in restaurants and canteens, rather than hotels.

According to a report on the working conditions in the sector (Klein Hesselink, et al. 2004) reasons for this particular age structure can be found in the labour market conditions of this sector.

- Low pay and the demand for unskilled or low skilled labour make it possible for young people to enter the labour market via this sector.
- Since a large amount of seasonal work is required, youngsters can temporarily earn money during the school holidays. The dynamic social environment of the sector attracts them and the unsocial hours and long working time doesn't affect them as much as older workers, since many of them don't have family responsibilities yet. Poor employment conditions make older people hesitate to work in the sector, because they need a more stable environment to meet their family responsibilities.
- The work is physically demanding.
- Only some of the jobs offer a lifelong career perspective.

The sector is considered a good starting point for work, but workers may leave after a few years because of unfavourable working conditions. However, in recent years, most of the employment expansion in the Horeca sector has been among older and part-time workers, which rose significantly from 2000 to 2004, while the number of 15–34 year-olds in the sector remained largely unchanged. Even more, it was among those over 55 years old that there was the biggest rise, of around 30 % (Hay, 2005a; Eurostat). With demographic changes in Europe and increasing unemployment, a further increase in older employees in Horeca can be expected, as the sector offers the possibility of finding a job without any qualifications.

### 2.2.2 Gender

Women represented the largest part of the labour force in Horeca (54 %) in 2004 and female employment also increased more rapidly than male employment between 1999 and 2001 (5.9 % compared with 5.2 %). Their share also increased in the new Member States. The most important share of female workers was registered in Latvia, Lithuania, Estonia and Finland with more than 70 % (Eurostat, 2005, Klein Hesselink, J., et al. 2004).

In core jobs in the sector such as housekeeping and restaurant work, more female workers are present. According to the Eurofound report on hotels and restaurants (Klein Hesselink, 2004) more women than men work in canteens, etc. Senior positions such as those of supervisory staff, managers and cooks tend to be dominated by men (EMCC, 2005).

### **2.2.3. Migrant workers and ethnic minorities**

Many migrant workers enter the sector via seasonal or casual work. Their jobs are in general more precarious than those of natives. Migrants also work more often in unhealthy environments, take the more dangerous jobs and work more often below the level of their qualifications. The proportion of migrant workers in the EU is estimated at between 6 and 14 percent, but the real figure is unknown, since many of these workers stay unregistered. Barriers to health and safety that are often reported are poor language skills, low levels of education, lack of knowledge of employment rights, not knowing who to turn to in case of a problem, low pay, and difficulties in validating qualifications. Very often differences in nationality or ethnic origin give rise to discrimination, in the access to labour market as well as in the workplace. (Vartiainen, M., Pahkin K. et al. 2006; ILO, 2001; ILO, 2003; AFL-CIO, 2005).

### **2.2.4. Level of education**

In 2000 more than 40 % of employees in the sector were relatively unskilled (EU-15), and less than one employee in 10 had attained a high level of education. Company managers and middle management account for only a small proportion of employees (Faes-Cannito, 2004).

In 2004 a small improvement in the qualifications of the workers was seen and the proportion of employees with low skills decreased slightly (Hay, 2005a, 2005b).

### **2.2.5. Part-time and full-time contracts**

Part-time work is more common in the sector than in the rest of the economy: 28 % of employment was part-time in 2004, compared with only 18 % for the whole economy. Nevertheless, full-time employment in Horeca is of higher importance than part-time employment (74 % to 26 %) except in the Netherlands where part-time employment accounts for about 67 % of total employment.

The rapid increase in numbers of female workers in the sector may be related to the fact that women account for a higher share of part-time jobs than men (73 % compared with 27 %) and in the Horeca sector part-time employment is of greater importance than in the whole economy (26 % compared with 18 %).

### **2.2.6. Working time and seasonal work**

The hotels and restaurants sector has longer working hours than the general economy (EU-25) except in Denmark, Germany, Ireland, the Netherlands, Finland, Sweden and the United Kingdom. In general employees in the sector work 2.2 hours longer than other employees. There is also an important difference between Member States regarding the number of unusual weekly worked hours. They vary

from 24.4 in the Netherlands to 49.9 in Greece. Two thirds of countries are above the EU average of 39.6 hours a week.

The sector is also dependent on tourism, meaning that employment levels also tend to be seasonal (EMCC, 2005). The share of seasonal work in employment varies by country, from 26 % in Austria to 47 % in Spain and more than 50 % in Italy (ILO, 2001).

## OCCUPATIONAL ACCIDENTS AND DISEASES

# 2.3.

### 2.3.1. Occupational accidents

According to European Statistics on Accidents at Work (ESAW, Eurostat 2004) <sup>(1)</sup> 190 736 occupational accidents resulting in more than three days of absence from work and 66 fatal accidents occurred in the hotels and restaurants sector in the EU-15 in 2004. These figures represent 5 % of the total amount of accidents in the economy. Twenty-six per cent of the accidents in the sector causing more than three days absence occurred amongst workers aged between 25 and 34 years old, closely followed by those in the age category 18–24 years old (21 %). In 2004, most fatal accidents in the sector happened to workers aged 35 to 44 years old, and 45 to 54 years old.

**Table 1: Eurostat, ESAW, standardised incidence rate of accidents at work by economic activity, severity and age (rate per 100 000 workers), EU-15, 2004**

| Age category | More than 3 days lost<br>(4 days absence or more) |                        | Fatal accidents |                        |
|--------------|---|------------------------|-----------------|------------------------|
|              | NACE AD-K <sup>(2)</sup>                          | Hotels and restaurants | Nace AD-K       | Hotels and restaurants |
| < 18 years   | 1 899   | 1 517                  | 1.0             | —                      |
| 18–24 years  | 4 481   | 3 414                  | 2.6             | 0.4                    |
| 25–34 years  | 3 326   | 3 026                  | 2.7             | 0.7                    |
| 35–44 years  | 2 980   | 2 755                  | 3.2             | 1.3                    |
| 45–54 years  | 2 820   | 2 934                  | 4.7             | 1.4                    |
| 55–64 years  | 2 686   | 2 539                  | 6.6             | 2.6                    |
| > 65 years   | 2 532   | 1 741                  | 15.0            | 5.5                    |
| <b>Total</b> | <b>3 176</b>                                      | <b>3 041</b>           | <b>3.8</b>      | <b>1.0</b>             |

<sup>(1)</sup> Data from all old EU Member States (EU-15) and Norway from 1996 to 2004.

<sup>(2)</sup> Agriculture, hunting and forestry; Manufacturing; Electricity, gas and water supply; Construction; Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods; Hotels and restaurants; Transport, storage and communication; Financial intermediation; Real estate, renting and business activities.

Excluding: Public administration; Education, Health and social work; Other community, social and personal service activities; Private households with employed persons; Extraterritorial organisations and bodies.

The incidence rate in Horeca (per 100 000 workers) for accidents causing more than three days' absence from work, is comparable to the rest of the economy (Nace AD-K). More accidents in the sector happen in the age category 45–54 years old compared with the rest of the economy (Nace AD-K). The incidence rate for fatal accidents is lower than for the rest of the economy.

### Nature of injury

No overall European statistics exist on the nature of injuries in the sector. However, the sector report on hotels and restaurants from Eurofound (Klein Hesselink, 2004) mentions that most accidents in the EU (EU-15) involve handling, lifting or carrying, slips or falls, hand tools, being struck by falling objects, exposure to or contact with harmful substances, and cuts and burns.

### 2.3.2. Occupational diseases

Occupational disease statistics exist up to 2003 (Eurostat, EODS data). In 2003, 1 103 new occupational diseases were registered in the sector. The number of reported diseases was on the increase from 2001 to 2003. Biomechanical factors are the most important causative group, followed by unknown causes and industrial factors and products.

In 2003, most of the diseases in Horeca were musculoskeletal diseases (50 %); the amount of MSDs is on the rise and has almost doubled from 2001 to 2003. Skin diseases were second and account for 29 % of the diseases in the sector.

The number of skin diseases is as high in the Horeca sector as in the rest of the economy (8.5 cases per 100 000 workers). The number of MSDs is lower than in the rest of the economy (14.7 against 23.9 cases per 100 000 workers).

**Table 2: EODS, number and incidence rate (per 100 000 workers) of occupational diseases by economic activity, disease (ICD-10), 2001–03, EU-15**

| Diseases                   | Number        |               |               |            |            |              | Incidence rate |             |             |             |             |             |
|----------------------------|---------------|---------------|---------------|------------|------------|--------------|----------------|-------------|-------------|-------------|-------------|-------------|
|                            | Total         |               |               | Horeca     |            |              | Total          |             |             | Horeca      |             |             |
|                            | 2001          | 2002          | 2003          | 2001       | 2002       | 2003         | 2001           | 2002        | 2003        | 2001        | 2002        | 2003        |
| Cancers                    | 1 499         | 1 977         | 2 361         | 6          | 4          | 6            | 1.7            | 2.3         | 2.7         | 0.2         | 0.1         | 0.2         |
| Neurological diseases      | 2 542         | 4 698         | 5 124         | 73         | 124        | 155          | 2.9            | 5.5         | 5.9         | 2.0         | 3.3         | 4.1         |
| Diseases of sensory organs | 4 077         | 8 626         | 9 988         | 34         | 26         | 21           | 4.7            | 10.0        | 11.6        | 0.9         | 0.7         | 0.6         |
| Respiratory diseases       | 4 507         | 5 606         | 6 505         | 29         | 38         | 46           | 5.2            | 6.5         | 7.5         | 0.8         | 1.0         | 1.2         |
| Skin diseases              | 4 569         | 6 848         | 7 377         | 252        | 303        | 321          | 5.3            | 8.0         | 8.5         | 7.0         | 8.1         | 8.5         |
| Musculoskeletal diseases   | 11 169        | 19 169        | 20 645        | 213        | 455        | 551          | 12.9           | 22.3        | 23.9        | 5.9         | 12.1        | 14.7        |
| <b>Total</b>               | <b>31 945</b> | <b>50 049</b> | <b>54 250</b> | <b>610</b> | <b>954</b> | <b>1 103</b> | <b>37.0</b>    | <b>58.2</b> | <b>62.8</b> | <b>17.0</b> | <b>25.5</b> | <b>29.4</b> |