Handling Harassment, Aggression and Violence Stats and Facts

FACTS

1. Harassment, aggression, and violence are significant issues in the hospitality industry, with many workers experiencing some form of inappropriate behavior during their employment. These incidents can range from verbal abuse and sexual harassment to physical violence, affecting employees across various roles within hotels.
2. A notable portion of harassment and violence incidents in hotels involve guests or customers.
3. Experiencing or even witnessing harassment, aggression, and violence in the workplace can lead to significant mental health challenges for hotel employees, including stress, anxiety, and post-traumatic stress disorder (PTSD).
4. Beyond the personal toll on employees, these incidents can also have economic implications for hotels, including increased staff turnover, lost productivity, and potential legal liabilities.
5. A significant percentage of women in Canada have reported experiencing sexual harassment in the workplace, with many incidents involving non-consensual sexual touching.

STATS

- In the Canadian workplace, harassment experiences vary by gender, with a significant portion of women (53%) reporting clients or customers as the primary source, compared to 42% of men. Men reported supervisors or managers as the next most frequent source of harassment (39%). Women also faced harassment from supervisors or managers, but at a lower rate (32%).
- According to new evidence presented by The Guardian, 89 percent of hospitality industry workers reported having

experienced one or more incidents of sexual harassment on the job. More than half report being harassed by a customer; a quarter by a manager.

- The EEOC estimates that as many as 75 percent of all workplace sexual harassment still go unreported.
- A national survey in Canada highlighted that harassment and violence are pervasive in Canadian workplaces, with 7 in 10 workers experiencing some form of harassment and violence at work. This indicates a significant problem that likely impacts various sectors, including hospitality.
- 50% of workplace crime victims are healthcare workers, highlighting the risks in public-facing roles, which could be analogous to those in the hospitality industry.