Lone Workers in Hospitality Stats and Facts

FACTS

Lone workers in the hotel and hospitality industry, including hotel and hospitality workers, are exposed to a various hazard which include verbal threats, physical violence and robberies, lifting and moving objects, repetitive movements leading to ergonomic injuries and exposure to chemical or biological substances.

Besides these, environmental risks like slips, trips, falls, potential threats from moving vehicles, and electrocution risks are common in the hospitality industry.

Factors Contributing to Increased Risk

1. Isolation is a significant risk factor for lone workers in the hospitality industry. Being alone restricts immediate support during emergencies, makes them more susceptible to violence, and can induce psychological stress affecting their decision-making abilities.
2. The lack of close or direct supervision can lead to lone workers taking higher risks compared to when working with a colleague, making them more prone to suboptimal health and safety choices.
3. Lone workers are more vulnerable to physical violence, assault, verbal threats, illness, theft, and intruders because of their isolated work settings and the absence of immediate aid.

STATS

- A staggering 81% of lone workers, including those in the hospitality industry, have expressed concerns about violence and aggression, with an average of 150 attacks reported per

day.

- About 8,900 workers in the hotel and restaurant industries are injured on the job every year in British Columbia. More than half of these workers have to take time off work because of their injuries. The types of injuries range from severe cuts, burns, and scalds to strains, sprains, and broken bones.
- According to the Bureau of Labor Statistics, work injuries and illnesses average 5.8 for every 100 full-time hotel workers, compared to 4.4 for private industry as a whole.
- Housekeepers and other hospitality workers need to enter guests' rooms as part of their jobs. This sometimes means that they are alone with guests in their rooms and puts them at an increased risk of physical, verbal and sexual abuse. In fact, a survey from 2018 reports that nine out of 10 hospitality workers have experienced sexual assault at some point in their careers.
- Over a ten-year period, 5,000 sexual harassment complaints were made by hotel and restaurant workers –higher than any other industry.