



FACTS ON *The Hotel, Catering and Tourism Industry*

The leisure and tourism industry is one of the leading global economic activities, a multi-billion-dollar industry with 700 million international travellers per year around the world. Tourism is a motor for employment and income creation and, especially in poor countries, a vehicle for development.

But today it is not sufficient to simply create employment without regard for the quality of jobs and the social and environmental effects of tourism in vulnerable areas. A growing number of organizations, including the tourism industry leadership, are increasingly conscious of the risks and are adopting a more responsible attitude.

The social issues in this sector make it an ideal candidate for addressing employment and development challenges such as gender promotion, youth employment, migrant labour and child labour – all of which are at the heart of the ILO's decent work agenda. This is also true for problems related to the high rate of undesired part-time, temporary or casual and seasonal employment, the high and increasing rate of subcontracting and outsourcing with its potential implications for the conditions of employment of the workers concerned, and the very low rate of unionisation in the sector.

ILO meeting on tourism after 11 September

The social sustainability of tourism development was more than ever questioned after the events of 11 September, when worldwide travel suffered a sudden drop of more than 10% and up to 30% in some countries. Employment in the sector dropped accordingly. Governments, employers and workers from all over the world came together at the ILO in October 2001 and discussed how to mitigate the

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Key Statistics

- In 20 years, the number of international travellers alone will more than double from 700 million to 1.6 billion per year.
- The industry was growing worldwide over 4% per year before the September 11 attacks in the United States and is recovering rapidly.
- International travellers and tourists spent some \$463 billion at their destinations in 2001.
- Over 200 million men and women worldwide are estimated to work in the travel and tourism sector, equivalent to about 8% of global employment.
- Women make up 70% of the labour force in the tourism sector, and half the workers are age 25 or under.
- One job in the direct tourism industry induces roughly one-and-a-half additional (indirect) jobs in the tourism-related economy.
- Around the world, between 13 and 19 million people under 18 years of age work in an occupation tied to tourism.
- It is estimated that two million children in the world are victims of commercial sexual exploitation. International tourism is the sector where this evil can be effectively dealt with.
- A recent ILO report estimates that some nine million workers in the global hotel and tourism economy may have lost their jobs in the wake of September 11 and the economic downturn in 2001-2002.

social impact of the crisis through temporary measures to reduce the costs for tourism enterprises, provide training to workers, and promote consultation between the social partners. Efforts are being made to develop tools to prevent some of the negative social consequences of any instability in the tourism industry.

Role of the ILO

The ILO specialists on hotels, catering and tourism in the Sectoral Activities Department promote decent work in this sector by assisting ILO constituents in developing appropriate policies and programmes. In April 2001, the ILO organized a Tripartite Meeting on Human Resource Development, Employment and Globalisation in the Hotel, Catering and Tourism Sector, bringing together representatives from governments, employers' and workers' organizations. The meeting adopted proposals for action by governments, employers' and workers' organizations and resolutions on the following:

- measures to promote employment in the sector during the low season, including vacation programmes for senior citizens;
- improving occupational equality for men and women;
- occupational health and safety.

Relevant ILO Conventions and Recommendations

Convention No. 172 on working conditions (hotels and restaurants)

Recommendation No.179 on working conditions (hotels and restaurants)

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