



SLIC-campaign: Psychosocial risks in the hotel- restaurant & café sector

Sandrine Schatteman
Social inspector
Belgium



Choice of sector

- **All attention focused on 1 sector**
- **Deliberate choice**
 - Few proactive visits in the sector
 - Complaint files
 - Sector known as precarious
- **Expectations:**
 - Wellbeing at work legislation insufficiently known
 - Initiating development of psychosocial wellbeing
- **Difficult sector**
 - Mostly small & medium enterprises
 - Riskfactors perceived as evident
 - Sometimes persuasion needed



Development SLIC-campaign

- **2 phases:**
 - First inspection visits: April to June
 - Follow-up visits: Sept-Okt, but extended to Dec
- **Own checklist based on:**
 - ⇒ Belgian legislation: specific section psychosocial wellbeing
 - ⇒ SLIC questionnaire
- **Focus on psychosocial risk analysis**
+
Other obligations in the field of psychosocial wellbeing at work



Results

- **Total number of inspection visits: 294**
 - 171 different companies
 - 123 follow-up visits
- **Mostly companies of 10-50 employees**
- **Results in line with the expectations**
 - First inspection phase: 32 % have a psychosocial wellbeing at work policy
 - ⇒ employers had to be informed and sensitized
 - Follow-up phase: 56 % have a psychosocial wellbeing at work policy
 - Now: further follow-up action plan
- **Positive findings:**
 - Willingness to regularize larger than first expected
 - Most companies confronted with psychosocial risks have also taken action
 - Some of the companies took into account psychosocial risks without being able to produce the legally required documents (psychosocial risk analysis)



Conclusion

- **Belgium has a detailed legislation on psychosocial wellbeing at work since 2002**
- **Legislation insufficiently implemented in the sample which is probably comparable to its implementation in many other sectors**
- **Wellbeing as a whole was not always sufficiently developed within the sample**
- **Sustainable actions necessary in order to increase (psychosocial) level of wellbeing in this and similar sectors**



www.werk.belgie.be

FEDERALE OVERHEIDSDIENST WERKGELEGENHEID, ARBEID EN SOCIAAL OVERLEG