



**Decent Work, Workers' Rights and Health and Safety**  
**in the HRCT sector,**  
***including during extraordinary events***

The IUF's Hotel, Restaurant, Catering, and Tourism sector would like to issue a reminder that workers' rights cannot be "suspended" or "deferred" during extraordinary events such as epidemics/pandemics, terrorist attacks, and natural disasters. Employers' obligations are based on Conventions and human rights instruments and cannot be deferred or suspended. Employers must ensure a safe and healthy working environment for all staff by introducing comprehensive preventive and protection measures and ensuring their correct application to minimize workers' exposure to risk.

Governments must implement and enforce policies, in collaboration with trade unions and employers, to guarantee workers' health and safety and minimize risk during extraordinary events, as well as mitigate any negative financial effects.

The IUF therefore demands:

- In the event of extraordinary events or crises, such as the current Covid-19 pandemic, companies must work with unions and, in the absence of a union, their employees directly to immediately implement protocols designed to avoid unnecessary exposure of workers to risks that may endanger their present and future health.
- Employers must provide workers with a full range of technical, information, and preventive tools and take other appropriate technical and medical measures with the greatest possible urgency before workers begin their working shifts.
- When it is necessary for workers to perform duties that guarantee essential services to customers trapped in hotels or quarantined, etc., and irrespective of whether workers are obliged to be quarantined or not, employers must adapt shifts, breaks, and work organization plans in whatever way possible to minimize risks.
- Employers must introduce additional protection measures for workers with added risk factors, such as maternity, illness, existing medical treatment, etc.

- The right of all workers to make all necessary arrangements to care for their families is also a basic right that employers must respect during these events.
- Employers must ensure the employees' right to maintain their livelihoods and the protection of their employment. Any temporary measures that could be adopted in response to these extraordinary events must be negotiated with unions, and in the absence of unions, with workers directly to avoid any negative impact on those rights.
- Finally, in addition to severe health and safety risks, and given the impact on employment and the livelihoods of tourism workers of the many cancellations and reduction in tourism activities caused by such events, governments should recognize the employment risks and the potential extreme economic hardship facing workers. Governments, in collaboration with unions and employers, must introduce appropriate extraordinary measures to mitigate these risks.