

# HRF

Hotel and  
restaurant  
workers' union  
in Sweden



HRF

HOTELL OCH RESTAURANG FACKET

# We started in 1996

- At our congress in 1996 we managed a large number of motions.
- The motions concerned housekeepers working situation regarding:
  - Work rate
  - Organization
  - Sexual harassments



# The first steps

- Created a group to work with two main issues:
  - The agenda on sexual harassments.
  - Clarifying collective agreements:  
  
regarding consultation between the management and the staff about how housekeepers work is organized.

# Important changes in the collective agreement



- Until 1993 the collective agreement was based on a system.
- That system was based on accord and said that the more rooms you cleaned the more you got paid.
- That system was a huge working environment problem, which we therefore decided to remove.

# The situation in the society

- During the last eight years the situation for housekeepers and our members has worsened in general.

One major reason is because of the former Conservative, non-Socialist, government in Sweden.



- More people have temporary employments and it has become much harder to get a permanent job.
- The global financial crisis has also made the situation for housekeepers worse.

# The collective agreement

- An important part in our campaign is to inform the housekeepers about the regulation in the collective agreement.

## 2. Hotel cleaning

Before the organization of the work of the cleaning staff is fixed in general at the hotel, the employer shall consult with a person among the affected cleaning personnel appointed by HRF. If HRF has not appointed a representative, consultations shall be made directly with the cleaning personnel.

The organization of the day-to-day operations shall be determined after consultations with the cleaning staff on duty at the hotel. In such consultations, the provisions of the Working Environment Act shall in particular be taken into consideration.

The consultations may, e.g., comprise a review of the average number of cleaned rooms/beds, cleaning quality, cleaning methodology, equipment and workplace safety.

Upon agreement following local negotiations with HRF, the working terms and conditions of the hotel cleaners according to the above should be specifically regulated.

*Note:*

*Provisions regarding special rules on the working environment are contained in the regulations of the Swedish Work Environment Authority.*

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# The questionnaire

- In the beginning of 2014 we carried out a questionnaire to the Housekeeping department.
- We wanted to know how many hotels that had consulting meetings between employer and the housekeepers.
- The questionnaire lead up to our report *"Clean rooms and pain free housekeepers"*
- The report shows that the work situation is very different at different hotels.



# Our campaign activities

- We have sent out press releases
- We have distributed information folders the housekeepers and the public
- We made a Podcast and talked about why we are having the Campaign
- We spread photos and stories in social medias and in newspapers
- The Swedish hashtag in the campaign is #SchystaStädvillkor
- We have distributed HRF pins



# Our campaign activities

- Our trade union officials have visited housekeepers at their work place to:
  - Organize
  - Inform about their rights
  - Improve their working conditions
  - To carry out a questionnaire
- We have arranged several meetings in hotels
- We have arranged a education day only for housekeepers

# People who support us

- Helen Pettersson from the Social Democrat Party.
- Helen Pettersson worked as a housekeeper before she became politician.
- Before her political career she was active in our union, HRF and she is still a member.



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# People who support us

- The Swedish Prime Minister, Stefan Löfven.
- The picture was taken when he visited our congress in November.
- Stefan Löfven has a past within the Swedish trade union federation.
- Before his political career he was president for IF Metall - the union for industry workers.



# People who support us

- Karl-Petter Thorwaldsson is the president of LO – the Swedish trade union federation.
- HRF is the union who increases our memberships the most among the 14 different unions within the Swedish LO.
- The encrease begun after we started the Housekeepers campaign.



# Our campaign in media – Nation wide

**DAGENS CITAT**

**”** Lagg använda handdukar  
i handfatet i stället för på  
golvet  
Hotell- och restaurang-  
facket drar i gång sin kam-  
panj för schysta villkor  
för städpersonalen.



Quote of the day:

*”Put your towels in the sink instead  
of on the floor.”*

**Hotel- and restaurant workers' union  
starts their campaign for fair working conditions for  
hotel housekeepers.**

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# Our campaign in media - Local media

Local trustees have sent letters to editor in local media, where they encourage people to take stand for hotel housekeepers working conditions when visiting hotels.

## Ställ krav på hotellstädarnas arbetsvillkor

**ARBETSVILLKOR** Ställ krav på schysta villkor när du bokar hotell! Hotell- och restaurangfackets kampanjvecka "Schysta städvillkor" sätter verkligen ljus på något som jag tycker är viktigt. När vi bokar hotell så frågar vi ofta om det finns restaurang och pool och hur långt det är till flygplatsen.

Men borde vi inte också fråga om arbetsplatsen har kollektivavtal för de anställda? Jag skulle vilja veta hur många rum som hotellstädarna måste städa ett arbetspass, tack! Har de ett rimligt arbetstempo eller jobbar de så hårt att de inte ens hinner ta rast? Det är frågor som jag kommer att ställa nästa gång jag bokar hotell.

**Andreas Härdin**  
förtroendevald HRF

The campaign also received attention in local radio.

## Städare startar kampanj för bättre villkor

Publicerat fredag 5 december kl 16:34



"Klarar inte ett helt yrkesliv utan försämringskador"  
(6:14 min)



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# A successful campaign

- We have written letters to the Press and we have received much attention in media. We have also arranged a successful campaign in social media.
- As a consequence we have received much more activity in our union. We have noticed that more housekeepers want to be active within the union.
- More people want to be active in our union and have started union clubs at their work places.
- We have managed to draw attention to the housekeepers situation to the general public.
- Since we started the campaign we have also increased our members.



# To continue the campaign

- The questionnaire will be compilation into a report about the housekeepers situation.



We will continue to educate our members and we will continue to organize them!