

## Summary

The GDA work program „Healthy and successful working in the hotel and catering sector“ has set itself the objective of decreasing the frequency and severity of musculoskeletal disorders and strains. Their primary focus is on one-sided and static activities. To achieve this objective sustainably, surveillance services focus on the development and testing of screening instruments, which introduce the systematic compilation of strains, the evaluation of risk assessments as well as an assessment for the success achieved by the derived measures.

To ensure implementation and the permanent supply of preventative measures to reduce musculoskeletal disorders locally, a joint project with health insurances was formed. This relates to both physical as well as psychological stress factors. Reaching comprehensive trainings over a long distance is not possible for small and medium-sized enterprises. Therefore regionalisation of target-oriented training programs is an important factor to the success of this approach. By facilitating the access to these programs and the sensitization for topics like back health and mental stress, a culture of prevention and healthy sustainment in the catering and hotel sector is implemented and strengthened. Apprentices serve as a specific target group of particular importance because they act like multipliers as they could be holding leading and key positions in the catering industry within a few years.

From December 2010 to November 2013, the Berufsgenossenschaft Nahrungsmittel und Gastgewerbe (German Social Accident Insurance Institution for the foodstuffs and catering industry, BGN) and the state supervisory authorities of Brandenburg, Bremen, Hamburg, Hesse and Saxony tested the screening inventory as to its practicality. The program's approach had been piloted in 20 enterprises with initial and follow-up surveys. The intervention's structure was strengthened by the realization of 25 seminars and 4 health awareness days executed by vocational schools. The implementation of these health awareness days was combined with a previously executed advanced teacher training as well as the requirement to integrate the topics, reinforcing the learning transfer, into the lessons. The land of Schleswig-Holstein performed a health awareness day. The use of the Screening Inventory at local enterprises was not possible.

In the enterprises that were visited, safety officers and occupational physician encountered the fulfilment of the minimum requirements based on the DGUV regulations 2.

14 of 20 enterprises already provided their employees health promotion measures. Only half of them systematically applied the risk assessment with consideration of physical as well as mental hazards.

Concerning physical strains, the physical work was defined as easy up to moderate degree of difficulty on the basis of the indicator method.

The encountered psychic strains resulted in this service providing sector, which is often influenced by direct contact with the customer. Conflict situations, which occur due to the discrepancy between the clients' requirements and wishes and the

possibilities of the employees, need to be resolved. In addition to demands, caused by direct contact with the customer, other factors of a task have to be taken into consideration.

The customer demand in the catering sector can only be predicted to a limited extent. The quantity of tasks can suddenly increase at peak times and lead to very high job requirements, but can also be replaced by idle times, in which situations of low demand may occur. Especially situations of excessive and low demand raise the importance of the social environment. Psychic strains can result in a lack of internal communication and team skills. The absence of social support by colleagues and superiors will furthermore moderate the load situation. Working hours and working arrangements also represent a moderating variable.

By implementing the work program, the systematically conducted risk assessment and the derivation of according measures raised from 10 to 17 out of 20 enterprises. The sustained improvement can be recognized by observing that 17 out of 20 enterprises continued offering training programs as well as transferring the contents into initial operational training of apprentices.

The, within the context of the implementation of the work program, developed tool for surveillance services is a well suited instrument for identifying physical and mental strains in the catering and hotel sector in the sense of a screening program. Nevertheless it would require a more extensive database to define cut-off values and to support the supervisory person to initiate in-depth analyses. The BGN will continue to pursue this aim in conjunction with its supervisory duties. The enterprises visited in the GDA program mostly recognized the need for action on these topics and used supporting measures, for example offers for analysis and/or seminars. The lack of predictability in the hotel and catering sector leads to aggravating circumstances, regarding the implementation of such measures.