BE INCLUSIVE HOSPITALITY

Inside Hospitality Report

The Inside Hospitality Survey results

April 2022

Inside Hospitality Report - 2022

Contents

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BE INCLUSIVE HOSPITALITY

Foreword

This is the second edition of the Be Inclusive Hospitality Inside Hospitality Report. This report is intended to provide insights into the views and experiences of all workers within hospitality, with a focus on Black, Asian, and ethnic minorities. 'The findings will be used to assist businesses to devise a people-centred approach' to accelerate Equity, Diversity, and Inclusion.

The past two years have been an extremely trying time for the hospitality industry, and what we know to be true is that the industry depends upon its people at all levels to survive and thrive.

From the inception of Be Inclusive Hospitality, we have received huge amounts of engagement from businesses and individuals keen to accelerate change within the industry. In light of the clear lack of ethnic diversity within leadership teams and roles of influence within the sector. In capturing over 1000 responses, this report will paint a comprehensive account of experiences and views, focusing on careers in hospitality, racism, education, Diversity and Inclusion.

This report does not set out to prove or disprove that race inequality exists within the sector. There are numerous studies that have been conducted to-date that clearly demonstrate that societal inequality exists here within the UK. Instead, what this report aims to explore is the nuances and possible barriers that may or may not be unique to the hospitality sector. This report will also provide clear insights aligned with pragmatic recommendations that businesses who are keen to accelerate change should consider.

Since embarking upon this journey, I have found that businesses who approach us to collaborate are often heavily focused on remedying the 'effects', without enough emphasis on the 'cause'. This report is the first of its kind to be produced, and the benefits of addressing the 'cause' is creating better work environments, broadening options of talent, better business performance, and not forgetting - it is morally the right thing to do.

This research has been independently conducted, and widely supported by our team and sponsors.

I want to send a huge thanks to the sponsors of the Inside Hospitality Survey/ Report'
Caterer.Com, mum, Harri, Flow Learning and Umbrella Training. With their support, this report production has been made possible.

Lorraine Copes,
Founder of Be Inclusive Hospitality

Introduction

Be Inclusive Hospitality is a not-for-profit organisation, building a thriving community to accelerate race equity within hospitality, food and drink.

The mission is delivered through:

- Supporting professional development and wellbeing initiatives for under-represented groups

- Providing educational tools and resources for businesses on all matters Equity, Diversity & Inclusion

- Partnering with businesses to deliver equitable initiatives

Be Inclusive Hospitality was incorporated by Lorraine Copes in July 2020, having observed very little visible ethnic diversity in leadership positions across the various hospitality sectors throughout the course of her 20-year career. This is despite Black, Asian and ethnic minorities representing over 17% of the Hospitality workforce which, is ahead of the rest of the UK workforce at 12% [1].

The Inside Hospitality Survey is an annual survey and sets out to understand the status quo within all areas of hospitality including, contract catering, pubs, bars, hotels, and restaurants. Over 1,000 employees and entrepreneurs from all backgrounds and career levels have been surveyed, in alignment with our mission to accelerate race equity.

There were 2.4 million jobs in the hospitality sector (defined as accommodation and food service in ONS Labour Force Survey) in the UK in September 2021, comprising 7 per cent of all jobs in the economy [2].Black, Asian, and minority ethnic employees account for nearly 300,000 hospitality workers. While hospitality representation of Black, Asian, and ethnic minority workers is higher than the proportional Black, Asian and ethnic minority population in the UK, recent reports such as the Resolution Foundation conclude that there is a barrier to progression in particular for those from Black, Mixed ethnic background and other Asian backgrounds [3]. The Resolution Foundation report on hospitality found that Black, Asian, and ethnic minority professionals faced "pay penalties"—pay gaps that account for workers' ages, qualifications, experience, and the category of job that they do—relative to White workers. Additionally, the Resolution Foundation report found that White professionals were proportionally more likely to be in higher-paying roles than Black, Asian, and ethnic minority professionals, despite a larger proportion of Black, Asian and ethnic minority professionals attaining and holding degrees.

'The Inside Hospitality Survey explores in more depth' the experiences and barriers faced by Black, Asian and other ethnic minority backgrounds with regard to work, career progression, racism, Diversity & Inclusion, and education. Although the key focus of the report is race and ethnicity it does touch on other areas of Diversity and Inclusion including gender, sexuality, and job level.

[1]ONS Labour Force Survey, 2020
[2]ONS Labour Force Survey, 2020
[3]Resolution Foundation, Ethnic minorities in the hospitality sector ,2020

BE INCLUSIVE HOSPITALITY

Introduction continued

Industry context

Hospitality has been hit hard by the coronavirus (COVID-19) pandemic and the impact has been uneven with bars and clubs faring the worst. During 2020 and 2021 many employees working in hospitality were furloughed. Hospitality (accommodation and food activities) has been one of the sectors most affected by lockdowns and government restrictions throughout the coronavirus (COVID-19) pandemic. The sector has also been affected by Brexit but, as the end of the transition period coincided with the start of the 2021 lockdown, it is hard to separate the effects of the two.

Consumer spending on hospitality, and therefore confidence in business survival, started to increase in spring 2021. This revival was particularly strong for the restaurant and mobile food service activities sub-sector; this is likely to be because more restaurants were able to provide takeaway services and outdoor dining was permitted. Since the summer of 2021 many businesses in the hospitality industry have evolved and adapted.

The Inside Hospitality Report 2022 will act as an informative sector wide report, that agents of change and hospitality leaders can use to inform their Equity, Diversity, and Inclusion efforts.

Executive Summary

Executive summary

This annual report is commissioned to improve awareness, understanding and provide insights to inform action to advance Equity, Diversity and Inclusion in Hospitality.

This report draws on the experiences of 1,016 people working at all levels across the UK, and the views and experiences include all backgrounds, genders, ages, jobs, and lengths of service. Responses to the Inside Hospitality survey were collected between the 22nd November and 13th February 2022.

As a community organisation, and social enterprise, we advocate for businesses building people-centred strategies for change. It is our hope that the sector can use this report as a resource and catalyst for change, in building a fairer and more inclusive industry.

The topics explored within this report include Careers in Hospitality, Racism, Diversity & Inclusion and Education, and these pillars are some of the essential indicators of Equity, Diversity, and Inclusion within the workplace.

In summarising the key findings from each chapter, we have outlined key recommendations that businesses should take to move the dial forward.

Key Findings

The outcomes for respondents within each of the four chapters of this report are largely influenced by two main factors: the job level of the respondent and their ethnic group. On a few occasions, other respondent demographics appear to have influenced the outcomes. This includes length of time within the industry, the sector and occasionally, gender.

Overall, the respondents are very positive about the sector; with the majority believing that the sector offers good career opportunities; employers are fair and there are high levels of confidence that employers can create a diverse and inclusive workplace.

However, when comparing perceptions of the industry with access to career development and, feelings of support, it is often those from Black, Asian, or ethnic minority backgrounds who have less access and feel less supported when compared to their White counterparts.

Concerningly, respondents have reported to have experienced or witnessed racism in their current workplace, with extremely low number of respondents having accessed any form of education on anti-racism, language or race.

All respondents acknowledge that some progress has been made within the industry over the past 12 months, working towards creating An equitable diverse and inclusive industry. There is also wide recognition that there is still a lot more work to be done.

Careers in Hospitality

Respondents who hold Senior Leadership roles appear to be the most optimistic about career opportunities, while also being the most likely to 'strongly agree' that employers are supportive of goals and plans (37%). Senior Leadership respondents are also the group most likely to have had a mentor (47%).

Asian and Black Senior Leaders feel they are being particularly let down by their employers and industry bodies regarding career progression compared to their peers. Asian Senior Leaders (38%) and Black Senior Leaders (39%) felt they are 'very well' or 'well' supported compared to two-thirds (65%) of White Senior Leaders.

In contrast Operations Teams are least likely to believe that the hospitality sector offers good career opportunities, with just 20% 'strongly agreeing' that their employer is supportive of their career and goals and plans. Merely 20% of Operations Team respondents have had access to a mentor.

Amongst Operations Teams there is a disparity between the experience of Black respondents (15%) compared to White respondents (20%) and Asian respondents (28%) that 'strongly agree' that their employer is supportive of their career goals. This trend continues for those in Operations Management roles.

Development schemes and qualifications appear to be most accessible by those in Central Group Function, though in these roles White respondents are more likely to have had access to a development scheme than either Asian and Black counterparts (34% compared with 21% and 23%).

Career development opportunities are available for all at the company

% Agree % Strongly agree % Strongly disagree % Disagree
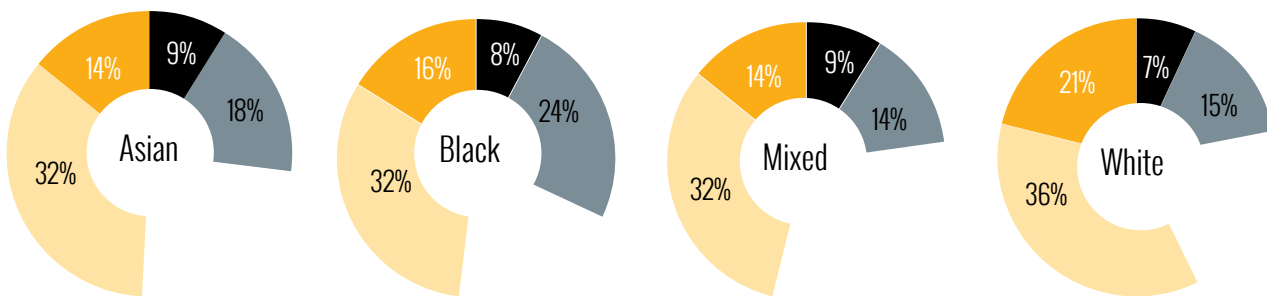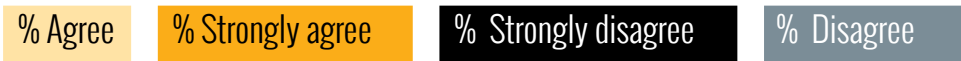
Base: 2022 Asian (109); Black (121); Mixed (88); White (67).
Unshaded is 'Neither agree nor disagree'

At every job level except Senior Leadership, it is Black respondents who are less likely than their White or Asian counterparts to have been offered qualifications.
Eight in ten Black respondents would like to access a development scheme or qualification, and in contrast two in ten have accessed either.

There appears to be limited access to career development initiatives throughout the industry, with almost half of respondents having not had access to any development scheme or qualification due to this not being offered by their employer. Despite this, Black and Asian respondents are still more likely to 'disagree' or 'strongly disagree' with the statement that career development opportunities are available for all.

Racism

The alarmingly high levels of concern about the impact of racism in the workplace is further cemented by 28% of Asian, 37% of Black and 39% of Mixed respondents confirming to have experienced or witnessed racism in their current place of work.

The findings show that those who have experienced racism in the workplace are far more likely to be concerned than those who have not experienced racism (66% versus 16%). For those that have experienced or witnessed racism both personally and at company level, 78% are concerned about racism in the workplace.

Over half (56%) of Black, Asian, and ethnic minorities in Operations Management are 'very' or 'quite' concerned about the impact of racism in the workplace. This is in contrast to Black Operations Management respondents at 28%.

Amongst respondents who have witnessed or experienced racism 23% of Asian, 16% Black, and 12% of Mixed respondents have been offered wellbeing support, including mental health or otherwise.

All respondents are least likely to report racism to senior management, and most likely to report racism to their friends. This might be influenced by a proportion of respondents having experienced or witnessed experience at a company level, which is from someone senior, but equally some employers may not be aware of the full extent of the issues taking place within the workplace.

It is those who have already witnessed or experienced racist incidents at work that are less likely to be comfortable reporting incidents of racism to anyone.

Witnessed or experienced racism in their current workplace

28% Asian

37% Black

39% Mixed

22% White

See page 33

Diversity & Inclusion

Overall respondents are mostly positive in rating their employers to be 'extremely fair' or 'fair' on career progression opportunities on offer to its employees.

For those respondents who do deem their employers to be unfair on career progression opportunities offered, 76% of Black and 63% of Asian respondents believe that unfairness is due to racial bias.

Black respondents, at 43%, are most likely to believe that ethnicity has hindered career progress at 43%, though Asian (37%), and Mixed (28%) respondents feel the same. In contrast, just 7% of White respondents believe this.

Black, Asian and ethnic minority respondents (24%) in Central Group functions are less likely than their White counterparts (46%) to feel comfortable being themselves at work.

The level of confidence in employers' ability to create a diverse and inclusive workplace appears to be largely influenced by job role held. Senior Management at 70% are most likely to be 'very' or 'quite confident'. In contrast, overall, 58% of Central Group Functions believe this. However when looking specifically at Black, Asian, and ethnic minority respondents in Central Group Functions only 39% are 'very' or 'quite confident'.

43%
of Black respondents **feel their race / ethnicity has hindered their career progression**

37%
of Asian respondents **feel their race / ethnicity has hindered their career progression**

just **7%** of White respondents feel this

Education

Only 1 in 5 of all respondents have attend an education or workshop about anti-racism, race or language. There is a strong appetite to do so, with 5 in 10 respondents who would like to.

Those in Senior Leadership (32%) and Central Group Functions (34%) are most likely to have attended courses, or workshops or education on this topic.

The format of learning received differ dependent upon job level, with those in Operations Teams and Operations Management more likely to access e-learning. Respondents in Central Group Functions and Senior Leadership mostly have accessed face to face workshops.

Though we treat these responses with caution due to the sample size, irrespective of ethnicity and job function, those respondents that have received education and workshops to-date were generally satisfied.

There is widespread desire for such education and workshops amongst all respondents, and only one in ten of respondents do not feel such education would be appealing.

1 in 5 have attended a course or workshop about anti-racism, race or language

% Yes   % No, but would like to

22%   21%   26%   22%

Asian   Black   Mixed   White

51%   59%   52%   51%
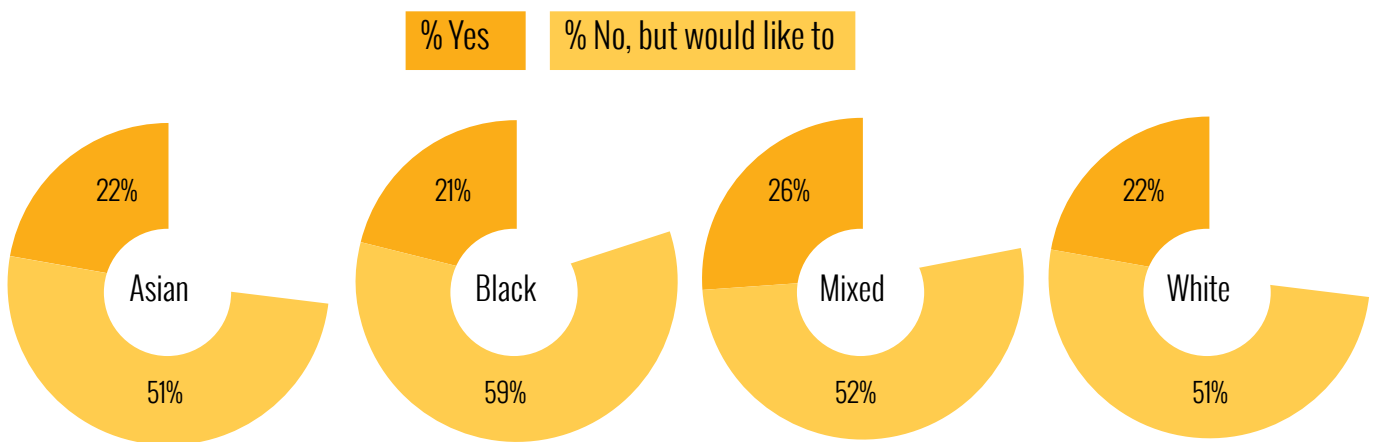
but **5 in 10** would like to

Methodology

Methodology

The aim of the survey was to provide a snapshot of the experiences of Black, Asian, and ethnic minority background groups working in the Hospitality industry in the UK. Topics explored include career progression, experiences of racism, diversity and inclusion and education.

Questionnaire

The survey, designed by Be Inclusive Hospitality included 40 questions, which was an expansion on the 2021 survey. Most questions were closed quantitative, with a few free that allowed respondents to type in their own answers.

Data collection

The sample who took part in the survey were self-selecting people working in the hospitality industry. A link to the online survey was promoted via the Be Inclusive Hospitality community, sponsors and other industry networks. This method allowed people who may not have previously had an opportunity to document their experience and views of the hospitality industry to do so. All the views and experiences expressed are real.

This is the only study of its kind conducted in the UK. Therefore, it was important to ensure that we had robust samples from different ethnic minority backgrounds. Due to this project being led by Be Inclusive Hospitality, the proportion of respondents identifying as Black, Asian, and ethnic minority groups was higher in our survey sample than in the general population, within the wider industry.
In their 2020 report, the Resolution Foundation[4] reported for the hospitality

sector that 17% are from an ethnic minority and 84% are White [4]. Their calculations suggest that the ethnic minority population breaks down as 3% Black, 9% Asian, 2% Mixed ethnic background and 3% other. Due to the notable differences between our sample composition and the general make up we avoid talking about a total in this report, considering over representation of ethnic minority groups. Instead, we focus on considering the experiences of different subgroups such as the differences between Asian and Black respondents.

Comparison with 2021

The sample composition differs in 2022 compared to 2021. As this year has a larger and more robust sample, we have not compared this year's results with last year. More details are outlined within the technical appendix.

Ethnic background

When we talk about Black, Asian, and ethnic minority backgrounds in this report it includes all those who are not from a White background. To allow for more detailed and robust analysis and reporting, we have grouped ethnic backgrounds-details are outlined in the demographic chapter.

We have also shortened the groups names for reporting purposes only, and the groupings used in this report are:

- Black respondents - includes those identifying as Black/African/ Caribbean/ Black British. It includes backgrounds such as African, Caribbean, any other Black/ African/ Caribbean background.

- Asian – includes those identifying as Asian/ Asian British include backgrounds such as Indian, Pakistani, Bangladeshi, Chinese and any other Asian background including Southeast and East Asian which in this report we refer to as Asian.

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Methodology continued

- Mixed ethnic background – includes White and Black Caribbean, White and Black African, White and Asian as well as any other Mixed / Multiple ethnic background.

- White includes English/ Welsh/Scottish/ Northern Irish/British Irish and other people who said they are White with no further grouping defined.

None of the respondents classified themselves as White Gypsy or Irish Traveller.

Analysis
The focus of the analysis in this report

is the experiences of people from Black, Asian, and ethnic minority backgrounds working in the Hospitality industry. Chapters cover careers in hospitality, experiences of racism, diversity and inclusion and education.

Though a primary focus on race and ethnicity, we have explored other factors that may interplay with race ethnicity including gender, job level or sector. Every question was analysed by job type, sector, age, gender, sexuality, education and length of time in the industry. We will report where there are notable differences or clear patterns.

Data was analysed using frequencies and shown in this report as integer percentages. Due to rounding, some totals in tables and charts add to 99% or 101%, and further details about the methodology, sampling and analysis are in the technical appendix.

Respondent demographics

Respondent demographics

To provide context on their experiences it is useful to understand who took part in the Inside Hospitality Survey 2022.

Ethnic group

Of the 1,016 respondents taking part in The Inside Hospitality Survey 2022, 66% are from a White background, 12% from a Black/ African/ Caribbean/ Black British background, 11% from an Asian/ Asian British background, 9% from a Mixed/ multiple ethnic background and 2% other ethnic groups.

Whilst we recognise the intricacies, nuances and distinct lived experiences of each ethnic grouping that make up the Black, Asian and ethnic minority communities in the UK, we have grouped data to provide more robust data for reporting purposes.

There are some respondents who described their ethnic background as other. This group is too small to analyse on its own. Three of twenty-five identify as Middle Eastern and the others give no further detail. To ensure that this small group is not excluded we have included them in the analysis when we compare the experiences of people from Black, Asian, and ethnic minority backgrounds with people from a White background.

Which most closely describes your ethnicity?

Ethnic background	Number of respondents	% of total
Bangladeshi	19	2%
Chinese	9	1%
Indian	44	4%
Pakistani	12	1%
Asian unspecified	25	2%
ASIAN	109	11%
African	62	6%
Caribbean	57	6%
Black unspecified	2	0%
BLACK	121	12%
White and Asian	25	2%
White and Black African	10	1%
White and Black Caribbean	22	2%
Mixed unspecified	31	3%
MIXED	88	9%
English/ Welsh/ Scottish/ Northern Irish/ British	527	52%
Irish	19	2%
Gypsy or Irish Traveller	0	0%
White unspecified	127	13%
WHITE	673	66%
Other	25	2%

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Respondent demographics continued

Gender & sexuality

A total of 52% of respondents identify as female, 45% as male, 2% as non-binary / gender non-confirming, 1% transgender and 1% 'prefer not to say'.
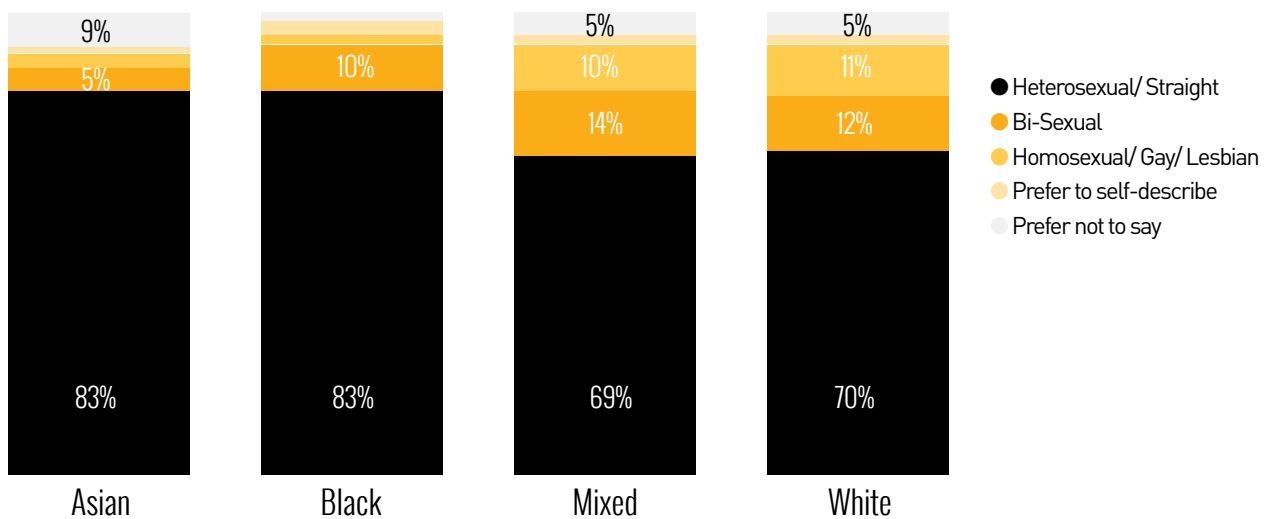
Almost three-quarters (73%) of respondents describe their sexual orientation as heterosexual / straight, 11% as bi-sexual, 9% as homosexual / gay / lesbian and 2% prefer to self-describe. One in twenty (6%) would prefer not to say their sexuality.
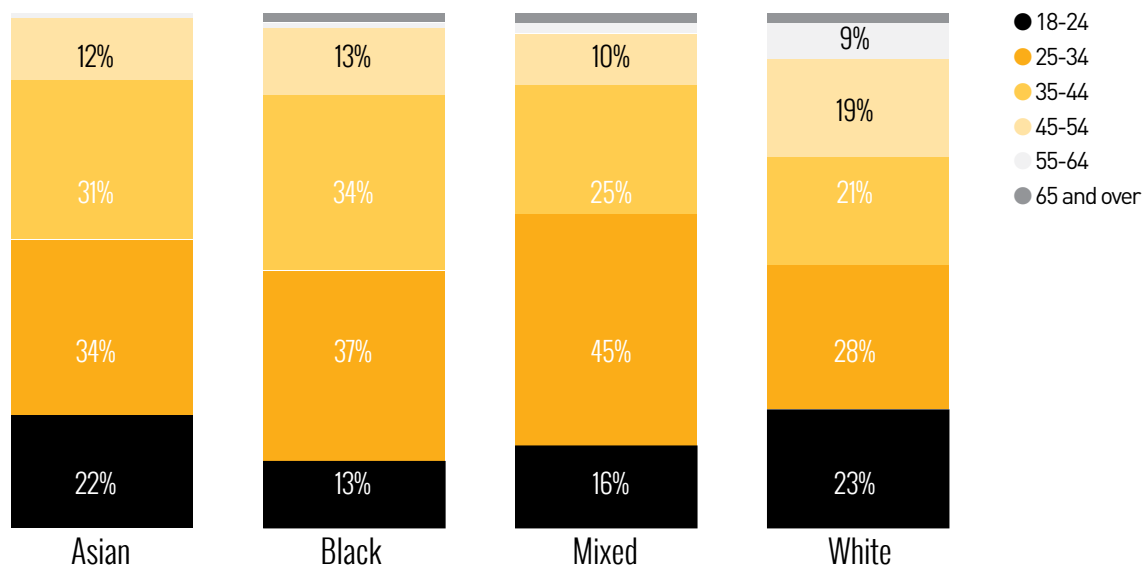
Age

From the 1,016 people taking part in the Inside Hospitality Survey 2022, 21% are aged 18-24; 31% aged 25-34; 24% aged 35-44; 17% aged 45-54; and 7% are aged over 55.

What is your sexual orientation?

	Asian	Black	Mixed	White
Prefer not to say	9%		5%	5%
Homosexual/ Gay/ Lesbian	5%	10%	10%	11%
Bi-Sexual			14%	12%
Heterosexual/ Straight	83%	83%	69%	70%

Legend: ● Heterosexual/ Straight ● Bi-Sexual ● Homosexual/ Gay/ Lesbian ● Prefer to self-describe ● Prefer not to say

How old are you?

	Asian	Black	Mixed	White
55-64				9%
45-54	12%	13%	10%	19%
35-44	31%	34%	25%	21%
25-34	34%	37%	45%	28%
18-24	22%	13%	16%	23%

Legend: ● 18-24 ● 25-34 ● 35-44 ● 45-54 ● 55-64 ● 65 and over

Base: Asian (109); Black (121); Mixed (88); White (673).
Rounding to nearest whole number means totals add to 100% +/-1. Percentage not shown if <3%

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Respondent demographics continued

Education

Half of the respondents taking part in the survey completed education at secondary level, with 36% having A-levels or a BTEC and 15% having their highest education level as secondary school.

Just over two-fifths (44%) have completed tertiary education. A quarter of respondents' highest education is an undergraduate degree (25%) and a further fifth have a postgraduate degree or qualification (19%). Asian respondents are significantly more likely than White respondents to have an undergraduate degree (34% vs 20%) or postgraduate degree (29% vs 16%). Black respondents are significantly more likely than White respondents to have an undergraduate degree (34% vs 20%).
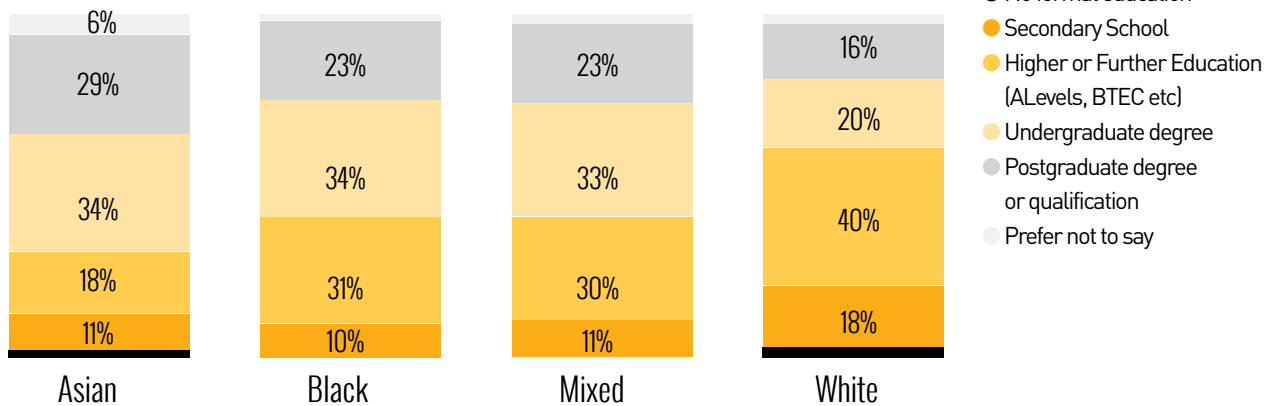
Length of time in hospitality industry

Almost three in ten (28%) respondents have only been in the hospitality industry for two or less years. Almost a fifth of respondents (17%) have been in the industry between two and five years, a similar proportion five to ten years (18%), 10-20 years (19%) and over 20 years (18%).
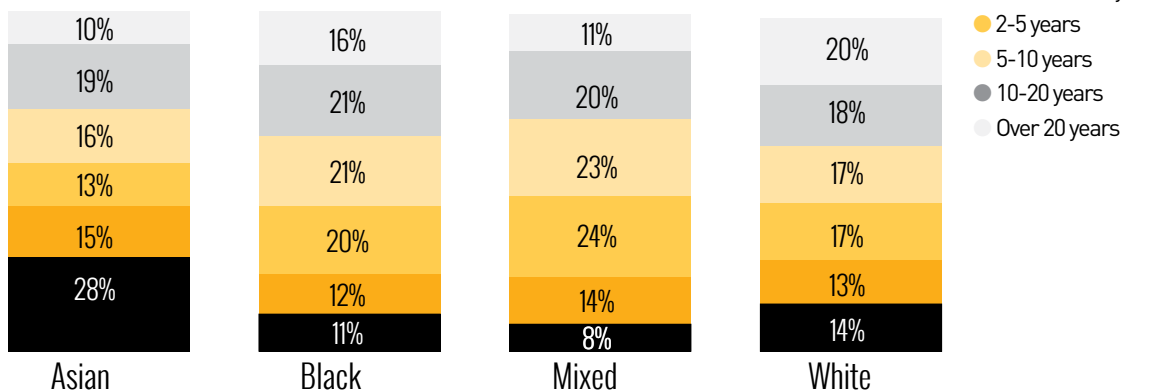
Amongst Asian respondents, 42% started in hospitality in the last two years, compared with 22% of Black respondents, 22% from a Mixed ethnic background and 27% of White respondents.
A large proportion of respondents who have been in the hospitality industry for two years or less work in Operations Team roles (85% of those who have been in industry six months or less and 78% of those who have been in it six months to two years).

What is the highest level of education completed?

	Asian	Black	Mixed	White
Prefer not to say	6%			
Postgraduate degree or qualification	29%	23%	23%	16%
Undergraduate degree	34%	34%	33%	20%
Higher or Further Education (ALevels, BTEC etc)	18%	31%	30%	40%
Secondary School	11%	10%	11%	18%

Legend:
- No formal education
- Secondary School
- Higher or Further Education (ALevels, BTEC etc)
- Undergraduate degree
- Postgraduate degree or qualification
- Prefer not to say

How long have you worked in the hospitality sector?

	Asian	Black	Mixed	White
Over 20 years	10%	16%	11%	20%
10-20 years	19%	21%	20%	18%
5-10 years	16%	21%	23%	17%
2-5 years	13%	20%	24%	17%
6 months - 2 years	15%	12%	14%	13%
Under 6 months	28%	11%	8%	14%

Legend:
- Under 6 months
- 6 months - 2 years
- 2-5 years
- 5-10 years
- 10-20 years
- Over 20 years

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Respondent demographics continued

Job role

In the survey, respondents were able to select from 16 job roles or write in their own job title. Job roles have been grouped into four groupings, and these grouping will be used to highlight the differences in experiences across organisational levels. The job roles within the groupings are shown in the following table.

What is your job role?					
Proportion of each ethnic group in each job function					
	Total (1016)	**Asian** (109)	**Black** (121)	**Mixed** (88)	**White** (673)
1.Operations Team		59%	45%	52%	49%
Front-of-house team Member	**25%**	27%	17%	27%	25%
Chef	**12%**	9%	19%	16%	11%
Back-of-house team Member	**9%**	13%	5%	3%	10%
Other	**4%**	10%	3%	6%	3%
2. Operations Management		14%	13%	14%	21%
Team Leader	**5%**	6%	2%	2%	6%
Assistant/General Manager	**8%**	5%	7%	5%	9%
Bartender/Manager	**5%**	4%	3%	7%	5%
Other	**1%**	0	1%	0	1%
3. Central Group Functions		17%	26%	19%	17%
Area/Operations Manager	**3%**	1%	4%	3%	2%
Brand Manager	**1%**	2%	2%	1%	<1%
Other Management	**7%**	7%	12%	11%	6%
HR/Learning & Development	**6%**	4%	7%	2%	7%
Other	**2%**	4%	1%	1%	2%
4. Senior Leadership		7%	15%	10%	9%
Operations Director	**1%**	0	0	1%	2%
Marketing Director	**2%**	0	0	2%	2%
Finance Director	**1%**	2%	3%	0	1%
Non-Exec Director	**1%**	0	2%	1%	1%
CEO/MD	**5%**	5%	8%	6%	4%
Chairman	**<1%**	0	2%	0	0
Other	**<1%**	1%	0	0	<1%
Other	**3%**	3%	2%	5%	4%

Rounding to nearest whole number means totals add to 100% +/-1

Group of job role nets have been calculated from raw data and therefore may be +/- 1%

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Respondent demographics continued

Income & working hours

The average salary of respondents in the survey, calculated using mid points, is £29,500. This does vary by ethnic group. Black respondents in this sample have a higher average salary but are more likely than other respondents to be in managerial positions and have been in the industry longer.

Respondents typically work about 35-40 hours a week. Half of Black respondents (53%) work more than 40 hours a week compared with 46% of Asian respondents, 47% from a Mixed ethnic background and 45% of White respondents.

Sector

Almost half (45%) work within the restaurant industry, 22% in hotels, 22% in bars and 18% in pubs. Responses suggest that respondents work across multiple sectors.

There are differences by ethnic group. Asian respondents are, on average, less likely to work in a bar or pub and more likely to work in fast food. Black respondents are, on average, less likely to work in a pub and more likely than average to work in contract catering or an entertainment venue.

A fifth of Black and Mixed ethnic group respondents taking part in the survey are self-employed (both 20%). They are four times more likely than White respondents to be self-employed (6%).

What is your annual take-home salary from the hospitality industry?
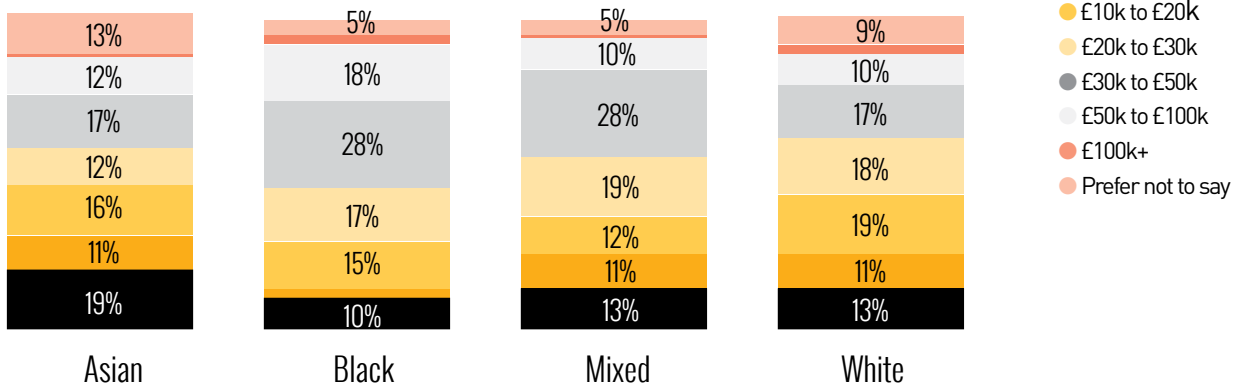
Legend:
- less than £5k
- £5k to £10k
- £10k to £20k
- £20k to £30k
- £30k to £50k
- £50k to £100k
- £100k+
- Prefer not to say

Asian: 13%, 12%, 17%, 12%, 16%, 11%, 19%

Black: 5%, 18%, 28%, 17%, 15%, 10%

Mixed: 5%, 10%, 28%, 19%, 12%, 11%, 13%

White: 9%, 10%, 17%, 18%, 19%, 11%, 13%

Base: Asian (109); Black (121); Mixed (88); White (673).
Rounding to nearest whole number means totals add to 100% +/-1. For clarity on chart, percentage not shown if <3%.

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Respondent demographics continued

Which of the following sectors do you work in?

% Ticked (could select more than one)

	Total (1016)	Asian (109)	Black (121)	Mixed (88)	White (673)
Restaurant	45%	46%	47%	41%	45%
Bar	22%	12%	20%	24%	23%
Hotel	22%	22%	19%	16%	23%
Pub	18%	10%	6%	16%	22%
Fast food / Quick Service	13%	24%	11%	9%	13%
Café	8%	10%	7%	6%	8%
Coffee Shop	7%	8%	7%	3%	7%
Contract Catering / Food Service	11%	8%	19%	10%	10%
Entertainment Venue	8%	3%	16%	10%	7%
Nightclub	6%	3%	7%	5%	6%
Self-Employed	10%	9%	20%	20%	6%
Other	12%	12%	12%	15%	11%

Self-employed

There were just under 100 self-employed respondents and just over half (56%) of these respondents are from a Black, Asian, or ethnic minority group and 44% are White.

On average, self-employed respondents have worked in the hospitality industry from 10 to 20 years. They are highly educated, as 38% have an undergraduate degree and a further 24% have a postgraduate degree. The self-employed respondents average take home salary is £35,430, which is above the average income for survey respondents.

A third of self-employed respondents are in an Operations Team role, notably chefs, and a quarter (26%) are in a Senior leadership role including CEOs or Managing Directors. Other self-employed people include Landlady and Recipe developer.

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Careers in hospitality

Careers in hospitality

With businesses keen to attract, recruit and retain talent, it is important to understand whether all people within the hospitality industry are receiving similar support to advance their careers.

This year, we build upon the themes of 2021 and explore the perceptions of the industry, and career support accessed.

Perceptions of career opportunities

There is mostly optimism in the belief that the hospitality sector offers good career opportunities.

Factors that appear to influence these perceptions include:

- Respondents in Central Group Functions and Senior Management are most likely to say that hospitality offers good career opportunities. Beliefs do differ when comparing ethnic groups, as Asian respondents in Central Group

Functions are less likely to agree with this statement when compared to their Black and White counterparts (68% compared with 81% and 82%).

- Operations Team members are least likely to say that the hospitality sector offers good career opportunities. Job roles likely to say this are front-of-house team members (55%), chefs (57%) and back-of-house team members (59%).

- Respondents working in pubs and bars are the least likely to agree that there are good career opportunities.

- Overall, male and female respondents have similar views, but when looking at different ethnic groups, the most notable difference is amongst Black respondents. While 66% of females believe the sector offers good career progression, 81% of males believe the same. In contrast, 68% of females from a Mixed ethnic background believe the industry offers good career progression compared to 55% of males.

Do you feel that the hospitality sector offers good career opportunities?

% Yes   % No

Asian 18% 62% | Black 14% 72% | Mixed 20% 60% | White 20% 64%
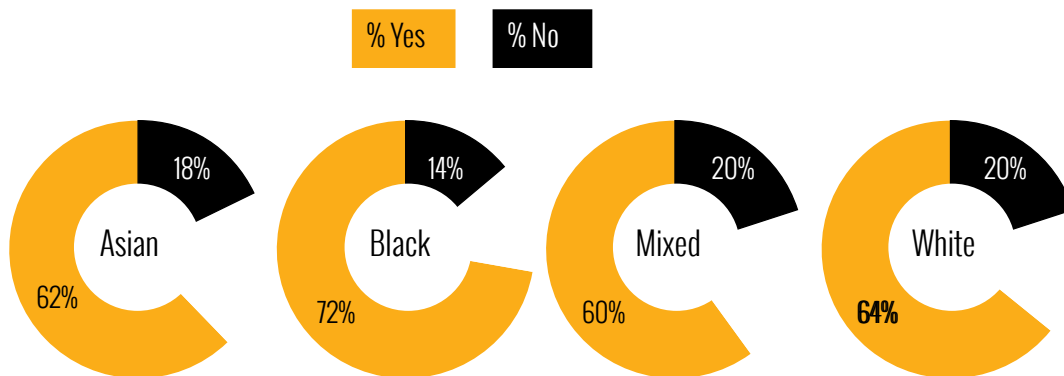
Base: 2022 Asian (109); Black (121); Mixed (88); White (673)
Unshaded is 'Not sure'

Careers in hospitality continued

What were your perceptions of a career in the hospitality sector prior to joining the industry?

% Ticked statement (could select more than one)

	Asian Base: (109)	Black (121)	Mixed (88)	White (673)
I didn't know about the career opportunities that existed in the sector until I ended up working in it	38%	40%	39%	34%
I thought the hospitality sector provided some good short term job opportunities but not for a long-term career	26%	32%	34%	37%
I thought the hospitality sector had good long-term career opportunities and was keen to pursue a career in it	39%	34%	26%	33%

Asian respondents are most likely to say that prior to joining the industry they thought the hospitality sector had good long term career prospects and were keen to pursue a career in it. It is worth noting that 28% of the Asian respondents taking part in the 2022 survey have only been working in the hospitality industry six months or less. White respondents, conversely, were most likely to think that hospitality offered short term career prospects and only found out about career opportunities once they were working in the sector.

Supporting career goals and progression

My employer is supportive of my career goals and plans

% Agree   % Strongly agree   % Strongly disagree   % Disagree

Asian: 6%, 11%, 25%, 31%
Black: 4%, 13%, 17%, 39%
Mixed: 5%, 10%, 19%, 33%
White: 5%, 10%, 24%, 35%

Base: 2022 Asian (109); Black (121); Mixed (88); White (673)
Unshaded is 'Not sure'

BE INCLUSIVE HOSPITALITY

Careers in hospitality continued

Amongst Asian respondents, 27% 'strongly agree' that their employer is supportive of their career goals and plans and 24% of White respondents 'strongly agree'. In comparison, just 17% of Black respondents 'strongly agree' that their employer is supportive of their career goals and plans.

Other factors that appear to influence views on employer supporting career goals and plans include:

- Senior Leaders are significantly more likely than other respondents to 'strongly agree' that their employer is supportive of their career goals and plans (37%). Only one in five within Operations Management (19%) or Operations Teams (20%) 'strongly agree' that their employer is supportive of their career goals and plans.
- Respondents working in hotels are least likely to 'strongly agree' that their employer is supportive of their career goals and plans (17%) and those working in fast food (27%) and coffee shops (28%) the most likely to 'strongly agree'.

- Amongst those in Operations Teams and Operations Management there is a disparity between the experience of Black respondents compared to White and Asian respondents in employer support. In Operation Teams, 15% of Black respondents 'strongly agree' that their employer is supportive of their career goals compared to 28% Asian respondents in those roles and 20% White respondents. In Operations Management roles, 13% of Black respondents strongly agree that their employer is supportive of their career goals compared to 33% Asian respondents and 19% white respondents.
- Central Group Function respondents who are Asian and Black feel least supported compared to their White counterparts (16% and 13% compared to 32%).
- Females tend to 'strongly agree' more than males that their employer is supportive of their career goals and plans. This is the case irrespective of ethnic background or job role.

How well do you feel that your career/business progression has been supported by employers or industry bodies?

	Asian	Black	Mixed	White
Very well	19%	12%	15%	17%
Well	26%	26%	28%	28%
OK	31%	40%	30%	34%
Poorly	16%	19%	20%	14%
Very poorly	8%	3%	7%	7%

Legend:
- Very poorly
- Poorly
- OK
- Well
- Very well

Base: 2022 Asian (109); Black (121); Mixed (88); White (673).

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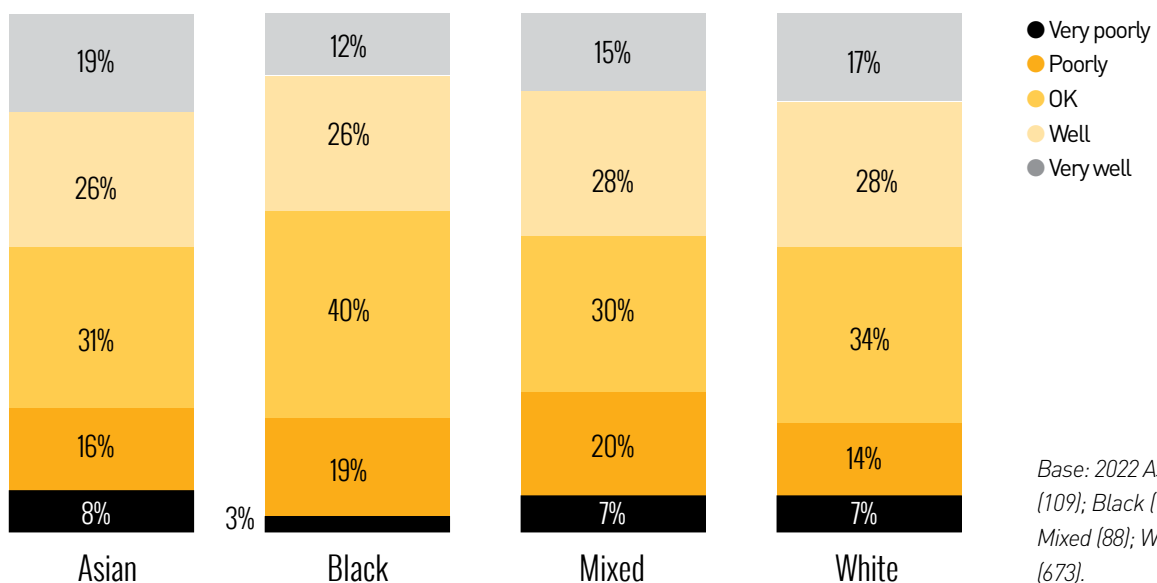
Careers in hospitality continued

Those in Operations Team roles feel least supported (39% 'very well' or 'well') by their employers and industry bodies with regards to their career progression, followed by those in Operations Management (42% 'very well' or 'well'). In comparison, 57% of Senior Leaders feel 'well' or 'very well' supported by their employers or industry bodies.
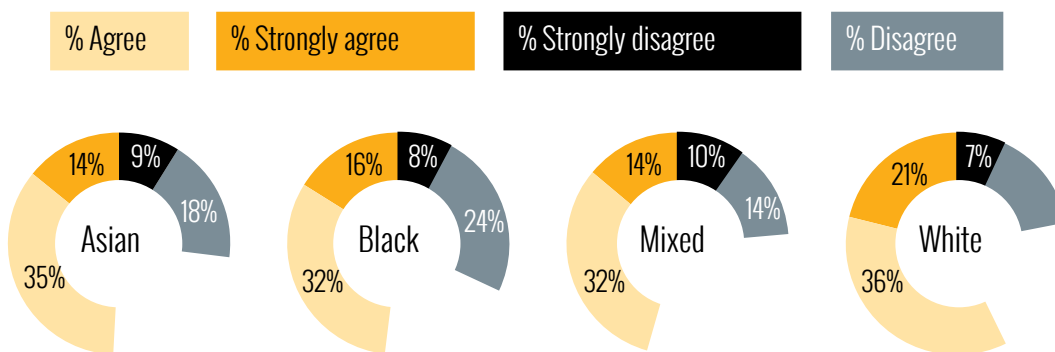
It is Asian and Black Senior Leaders that feel they are being particularly let down by their employers and industry bodies in support received to progress careers or business compared to their peers. Asian Senior Leaders (38%) and Black Senior Leaders (39%) felt they are 'well' or 'very well' compared to White Senior Leaders (65%).

Black and Asian respondents are more likely to 'disagree' or 'strongly disagree' with the statement that career development opportunities are available for all, 31% of Black respondents and 27% of Asian respondents believe this.

Other factors that appear to influence views of career development opportunities being available for all include:

- Respondents working in Operations Teams (16%) and Operations Management (15%) are less likely to 'strongly agree' with this statement than those in Central Group Functions (24%) roles and Senior Leaders (33%).
- Respondents working in the industry between two and five years are particularly unlikely to 'strongly agree' that there are career development opportunities for all at 14%, this falls to just 4% for Black respondents. For those respondents who have been working in the industry 10 years or more, there is less of disparity of views between different ethnic groups.
- Respondents working in pubs and restaurants tend to be less optimistic about career development opportunities being available to all, compared to those working in other sectors of hospitality industry.

Career development opportunities are available for all at the company

% Agree   % Strongly agree   % Strongly disagree   % Disagree

Asian — 14%, 9%, 18%, 35%
Black — 16%, 8%, 24%, 32%
Mixed — 14%, 10%, 14%, 32%
White — 21%, 7%, 36%

Base: 2022 Asian (109); Black (121); Mixed (88); White (673)
Unshaded is 'Not sure'

BE INCLUSIVE HOSPITALITY

Careers in hospitality continued

Have you had access to any of the following during your time within the hospitality industry?

% - yes

Base:	Asian (109)	Black (121)	Mixed (88)	White (673)
Mentor	28%	32%	26%	25%
Coach	12%	16%	11%	14%
Sponsor	6%	5%	2%	2%
Development scheme	14%	19%	18%	22%
Qualifications	28%	21%	32%	30%
NONE OF THESE	48%	43%	47%	46%

Black respondents are more likely to have had access to a mentor (32%), compared to Asian (28%), White (25%) and Mixed respondents (26%).

Those who have been in the industry longer are more likely to have had a mentor but, even amongst those that have been in the industry over 10 years, Black respondents (43%) are still more likely to have had a mentor than Asian (25%), Mixed (18%) or White respondents (34%).

Amongst those who have joined the hospitality industry in the last two years less than a quarter have had a mentor, and the differences between different ethnic groups is less apparent.

Almost half (47%) of the Senior Leaders respondents have had a mentor compared to just a fifth of Operations Managers (20%) and those in Operations Team roles (20%). Asian and Black respondents in Senior

Leadership roles are less likely to have had a mentor than White respondents at the same level (38% and 39% compared with 49%).

The same proportion of male and female respondents have had a mentor (26% and 27%) and there are no notable gender differences when you consider ethnic background.

As the verbatim comments illustrate, a mentor is viewed upon as invaluable in supporting development:

"It helped me continuously improve my skills and to broaden my horizons, understand the business in all other aspects apart from just my job role and develop both personally & professionally."

[Asian, male, Operations Management]

Careers in hospitality continued

Development schemes appear to be more accessible to people in Central Group Functions. In Central Group Functions, 30% of respondents report having had access, versus 14% of respondents in Operations Team roles.

"It was a way of me getting a 360 look at the industry, the qualifications I gained have been extremely valuable. The mentors were there for all my questions that I didn't always feel comfortable to voice, and they helped me believe in myself and guide me towards a successful career."

[Mixed ethnic background, female, Operations Team]

Similarly, it is respondents in the Central Group Functions (44%) most likely to have been offered qualifications and those in Operations Team roles (22%), and Senior Leadership roles (31%) the least likely to have been offered qualifications.

Amongst respondents in Central Group Functions, White respondents are more likely to have had access to a development scheme than their Asian or Black counterparts (34% compared with 21% and 23%). Asian respondents are less likely to have a Central Group Function role than other respondent groups within this sample.

At every job level, except Senior Leadership, it is Black respondents who are less likely than their White or Asian counterparts to have been offered qualifications.

Almost half of the respondents taking part in this study have not had access to either development scheme or qualification to support their career progression during their time working in hospitality, irrespective of ethnicity.

You have said you have not had access to a mentor/coach/sponsor/development scheme/ qualification or other career progression schemes in your current role, why is this?

	Asian (52)	Black (52)	Mixed (41)	White (310)
My employer(s) did not provide access to any of the above schemes	46%	63%	54%	56%
I am in a position where none of the above would be required	25%	15%	20%	21%
I am not sure how these schemes will benefit me/my career	21%	10%	10%	11%
I have opted not to participate in any of the above	4%	6%	5%	7%

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By far the main reason that people working in the hospitality industry have not had access to a mentor, coach, sponsor, qualification or career development scheme is that their employer did not offer it.

Respondents in Operations Management roles are most likely to respond that their employer did not provide access to such a scheme (71%) and are least likely to respond that they were in a position where none of these would be required (9%). It is respondents new to the industry, who have been in the industry for six months or less, most likely to respond that they are not in a position where it would be required (33%). Respondents who have been in the industry longer most likely to respond that they are not sure how such schemes would benefit their career (20%).

Most respondents say that they would find the possibility of accessing career development appealing, with Asian, Black and Mixed ethnicity respondents being more likely than White respondents.

Seven in ten White respondents would like access to a development scheme or qualifications and this rises to eight in ten Black respondents. **This is in sharp contrast to the two in ten Black respondents who have been given access to development scheme or qualifications.**

Do you find the possibility of accessing any of the below appealing?

% yes

	Asian (109)	Black (121)	Mixed (88)	White (673)
Mentor	80%	83%	72%	61%
Coach	67%	70%	61%	53%
Sponsor	57%	62%	51%	37%
Development scheme	71%	79%	82%	69%
Qualifications	76%	80%	77%	71%

Careers in hospitality summary

Positively, the hospitality industry is largely viewed as offering good career opportunities. Upon exploring the views on support offered, and access to development, there are some disparities found.

In many instances ethnicity and job level has an influence on the outcomes of responses.

Respondents who hold Senior Leadership roles appear to be the most optimistic about career opportunities, while also being the most likely to 'strongly agree' that employers are supportive of goals and plans (37%). They are also the group most likely to have had a mentor (47%).

Asian and Black Senior Leaders feel they are being particularly let down by their employers and industry bodies regarding career progression compared to their peers. Asian Senior Leaders (38%) and Black Senior Leaders (39%) felt they are 'very well' or 'well' supported compared to two-thirds (65%) of White Senior Leaders.

In contrast, Operations Teams experiences are very different to Senior Leaders and are least likely to believe that the hospitality sector offers good career opportunities, with just 20% 'strongly agreeing' that their employer is supportive of their career goals and plans. Just 20% have had access to a mentor, and Operations Teams and Management are less likely to 'strongly agree' that career opportunities are available to all.
Amongst Operations Teams there is a disparity between the experience of

Black respondents (15%) compared to White respondents (20%) and Asian respondents (28%) that 'strongly agree' that their employer is supportive of their career goals. This trend continues for those in Operations Management roles.

Development schemes and qualifications are more accessible to those in Central Group Function, though in these roles, White respondents are more likely to have had access to a development scheme than either Asian and Black counterparts (34% compared with 21% and 23%). These figures possibly provide an insight as to why Asian and Black respondents feel less supported.

At every job level except Senior Leadership, it is Black respondents who are less likely than their White or Asian counterparts to have been offered qualifications.
Eight in ten Black respondents would like to access a development scheme or qualification and, in contrast, two in ten have accessed either.

There appears to be limited access to career development initiatives, with almost half of respondents having not had access to any development scheme or qualification due to this not being offered by their employer.

Black and Asian respondents are more likely to 'disagree' or 'strongly disagree' with the statement that career development opportunities are available for all (31% of Black respondents and 27% of Asian respondents). These views are substantiated by the disparities identified in lack of access and support to develop careers in hospitality.

Racism

Racism

There is a serious cause for concern about the impact of racism and those experiencing it at work. Racism is multifaceted and can take many forms ranging from verbal abuse to experiencing blockers to career progression. Within this chapter we will explore how and where racism shows up within the sector.

Racism is defined as: Prejudice, discrimination or antagonism directed against a person or people on the basis of their race or ethnic group.

40% of Black, 39% of Mixed and 35% of Asian respondents are 'very' or 'quite' concerned about the impact of racism in their workplace. This is considerably higher than the 24% of White respondents who are 'very' or 'quite' concerned.

The level of concern about the impact of racism in the workplace seems to be further influenced by several other factors:

Black African are more concerned about the impact of workplace racism than those describing themselves as Black Caribbean (45% vs 35%). Similarly those from a Bangladeshi background are more concerned than those from a Chinese or Pakistani background (37% vs 22% and 17%). Amongst Asian respondents, 54% of 45–54-year-olds are more likely to be 'very' or 'quite' concerned whereas, amongst Black respondents, 50% of 18–24-year-olds are more likely to be 'very' or 'quite' concerned. For respondents in Operations Management roles from Black, Asian, or ethnic minority backgrounds, over half (56%) are 'very' or 'quite' concerned about the impact of racism, this contrasts with White respondents at 28%. A very similar disparity can be found in Senior Leader responses.

Specific roles with a high level of concern from Black, Asian, and ethnic minority groups are Team Leaders (75%), Back-of-house (57%) and Assistant/General Manager (53%). **Male and female respondents are equally concerned, with some slight variation to this when overlaying ethnicity.**

Impact of racism

Are you concerned about the impact of racism on yourself or your colleagues in your current workplace?

% Not concerned agree   % Very concerned   % Quite concerned

Asian: 9% / 26% / 50%
Black: 21% / 19% / 45%
Mixed: 11% / 28% / 50%
White: 8% / 16% / 66%

Base: 2022 Asian (109); Black (121); Mixed (88); White (673)
Unshaded is 'Not sure'

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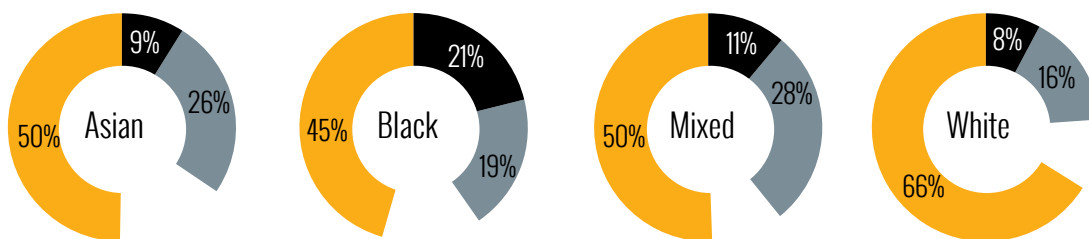
Racism continued

Witnessed or experienced racism in their current workplace

28%
Asian

37%
Black

39%
Mixed

22%
White

28% of Asian respondents, 37% of Black respondents and 39% of Mixed ethnic group respondents have witnessed or experienced racism in their current workplace compared to 22% of White respondents.

22% Asian 30% Black, 30% Mixed ethnic group respondents and 11% of White respondents have witnessed or experienced racism personally, from a peer.

10% Asian, 17% Black, 22% Mixed ethnic background respondents, and 12% of White respondents have experienced racism at company level, from a senior.

High numbers of Black, Asian, and ethnic minority background respondents of all age groups have experienced or witnessed racism in their current workplace, but 35–44-year-olds are the most likely to have.

Hospitality workers from Black, Asian, and ethnic minority backgrounds who have been in the industry two to five years are most likely to identify racism occurring at their current workplace (46%). They are also the people most likely to be concerned about it

in their workplace.

Respondents working in the nightclub sector are most likely to be concerned about, have experienced and witnessed racism. This sector is closely followed by contract catering and cafes.

Those that have experienced racism in the workplace are far more likely to be concerned about it than those who haven't (66% vs 16%). Amongst those that had experienced or witnessed racism both personally and at company level, 78% are concerned about racism in the workplace.

Black, Asian, and ethnic minorities in Operations Management are most likely to have experienced or witnessed racism in the workplace at 48%, and equally are most concerned about the impact of racism. This is closely followed by those in Central Group Function roles at 44%.

Respondents describe their experiences of racism in the workplace, demonstrating that it can take many forms:

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"My employers have repeatedly turned a blind eye to overt racism. When reported, no action has been taken, and dealt with, with no seriousness whatsoever"
[Black, female, Operations Management]

"Mostly from customers as I work in a predominantly White area in the UK and perhaps am viewed as an easy target."
[Asian, female, Operations Team]

"Staff members making racist jokes"
[Mixed ethnic background, male, Operations Team]

"Too painful to express I was completely humiliated bullied and left with no support from even the CEO when I had finally had the courage to seek help"
[Black, female, Operations Team]

"Overlooking someone for a promotion is Racism and has [sic] happened many times."
[Mixed ethnic background, male, Operations team]

"Racist remarks made by a colleague - generalising external groups of people/ nationalities. White members of staff repeatedly getting non-White people's names muddled up or wrong."
[Mixed ethnic background, female, Operations Team]

"Exclusion and micro-aggressions. A glass ceiling in career progression."
[Black, male, Senior Leadership]

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Racism continued

Wellbeing support

It has been documented that experiencing racism is likely to have a negative effect on mental health[5]. In this chapter we explore how employers are supporting the wellbeing of their employees.

Amongst respondents who have witnessed or experienced racism, 23% of Asian, 16% of Black and 12% of Mixed ethnic background respondents had been offered wellbeing support, including mental health or otherwise. For Black, Asian, and ethnic minority groups, those in Operations Team roles are more likely to have received this support, despite those within Operations Management roles being most likely to experienced or witness racism.

There are some small differences between views on employers caring about wellbeing, but the most striking differences are between those who have experienced and witnessed racism and those who have not. Those that have experienced or witnessed racism are less likely than those who have not experienced or witnessed racism to 'strongly agree' that their employer cares about their wellbeing (10% vs 24%).

Those who have worked in the sector less than two years or more than ten years tend to have more positive perceptions about employers caring about wellbeing. Between two and ten years, there appears to be a more pessimistic view.

The company cares about my wellbeing
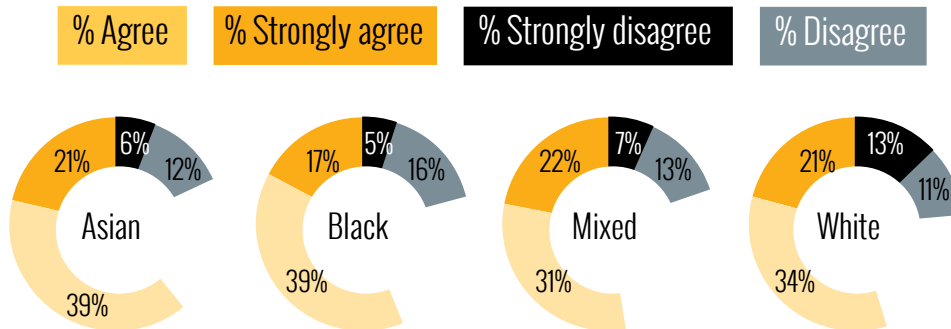
% Agree   % Strongly agree   % Strongly disagree   % Disagree

Asian — 21%, 6%, 12%, 39%
Black — 17%, 5%, 16%, 39%
Mixed — 22%, 7%, 13%, 31%
White — 21%, 13%, 11%, 34%

Base: 2022 Asian (109); Black (121); Mixed (88); White (673)
Percentage unshaded is 'Neither agree or disagree'

[5] www.mind.org.uk/information-support/tips-for-everyday-living/racism-and-mental-health/

Racism continued

How comfortable would you feel reporting incidents around racism at work to the following?:

% comfortable

	Asian (109)	Black (121)	Mixed (88)	White (673)
Senior Management	69%	64%	63%	77%
Human Resources	71%	73%	70%	78%
My manager	73%	74%	70%	82%
My colleagues	75%	75%	73%	84%
My peers	76%	81%	76%	83%
Friends	89%	93%	85%	91%

Reporting racism

Respondents of all ethnicities are least likely to report racism to senior management, and most likely to report racism to friends.

33% of Black respondents who have witnessed or experienced racism at work would not report a racist incident to their manager, a senior manager or human resources, neither would 29% of Asian respondents or 38% of Mixed ethnic background respondents.

Respondents who are least likely to report racist incidents at work are Black, Asian, and ethnic minority respondents in Operations Management, and they are also less likely to report racist incidents than their White counterparts.

Females are slightly more likely to report than males, but it is ethnicity or experience of racism that is the more crucial factor. Amongst those who have experienced racism at work, 40% of males would not report compared with 21% of females.

Racism summary

The alarmingly high levels of concern about the impact of racism in the workplace is further cemented by 28 % of Asian, 37% of Black and 39% of Mixed respondents confirming to have experienced or witnessed racism in their current place of work.

There appears to be several factors that influence the level of concern including age, ethnic group and role held.

The findings show that those who have experienced racism in the workplace are far more likely to be concerned about it, than those who have not (66% versus 16%). For those that have experienced or witnessed racism both personally and at company level, 78% are concerned about racism in the workplace.

The level of concern about the impact of racism at work, appears to differ dependent upon job level and ethnicity. Over half (56%) of Black, Asian, and ethnic minorities in Operations Management are 'very' or 'quite' concerned about the impact of racism

in the workplace, this in contrast to White respondents at 28%. Operations Management respondents are also the most likely to have experienced or witnessed racism in the workplace at 48%. This is closely followed by those in Central Group functions at 44%.

Amongst respondents who have witnessed or experienced racism, 23% of Asian, 16% Black, and 12% of Mixed respondents have been offered wellbeing support, including mental health or otherwise.

All respondents are least likely to report racism to senior management, and most likely to report racism to their friends. This might be influenced by a proportion of respondents having experienced or witnessed experience at a company level, which is from someone senior, but equally some employers may not be aware of the full extent of the issues taking place within the workplace.

It is those who have already witnessed or experienced racist incidents at work that are less likely to be comfortable reporting incidents of racism to anyone.

Diversity & Inclusion

Diversity & Inclusion

In this chapter we explore Diversity & Inclusion at work, feeling valued, employer confidence and perceptions of progress made within this area.

Overall, respondents are mostly positive in rating their employers to be 'extremely fair' or 'fair'. Respondents from Black and Mixed ethnic backgrounds are the two groups most likely to believe that their current employer is 'slightly unfair' or 'extremely unfair' on career opportunities offered.

Respondents who deemed employers to be 'slightly unfair' or 'extremely unfair' in career progression opportunities offered to its employees were asked what bias they believe had impacted the unfairness. 34% believe racial bias, 33% gender bias, 33% age bias, 27% social class bias and 12% disability bias. A high proportion of Black respondents (76%) and Asian respondents (63%) believe that unfairness is due to racial bias.

As documented in earlier chapters, this is a sizable gap in perceptions, with only 15% of White respondents believe that racial bias is the reason for this unfairness. Similarly, White respondents are the least likely group to believe that their employers career progression opportunities are 'slightly' or 'extremely unfair'.

How do you rate your current employer on career progression opportunities it offers to its employees?
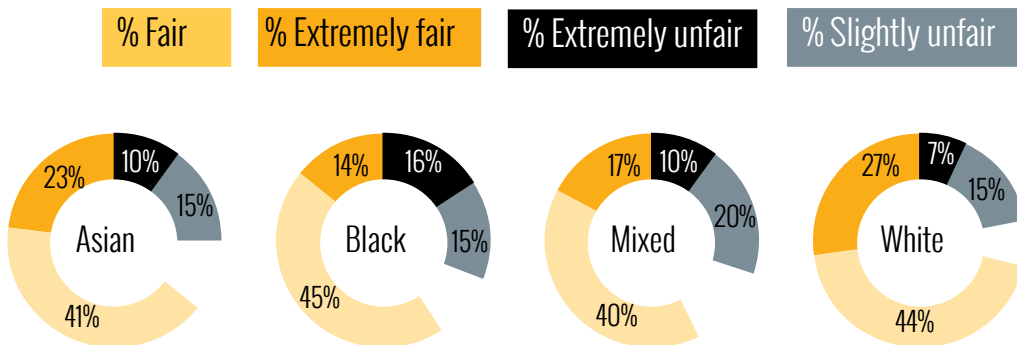
% Fair   % Extremely fair   % Extremely unfair   % Slightly unfair

Asian: 10% | 15% | 41% | 23%

Black: 16% | 15% | 45% | 14%

Mixed: 10% | 20% | 40% | 17%

White: 7% | 15% | 44% | 27%

Base: 2022 Asian (109); Black (121); Mixed (88); White (673)
Percentage unshaded is 'Neither agree or disagree'

Diversity & Inclusion continued

Do you believe that your race/ethnicity has hindered or helped your career progression in past or current workplaces?

% Yes, it has helped   % Neither helped nor hindered   % Yes, it has hindered

Asian — 20%, 37%

Black — 12%, 43%, 45%

Mixed — 17%, 28%

White — 18%, 7%
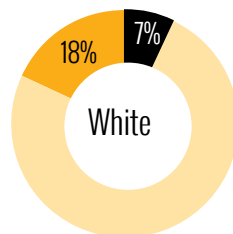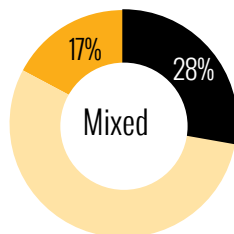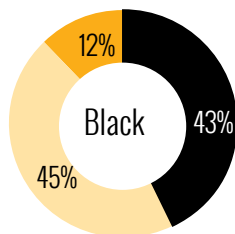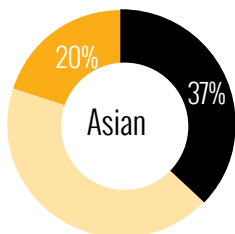
Base: 2022 Asian (109); Black (121); Mixed (88); White (673)

43% of Black respondents are most likely to believe that ethnicity has hindered career progression.

Experiences captured in the survey paint a vivid picture of barriers that are faced within the sector. Several comments highlight the frustration felt at not being provided the opportunity to demonstrate their capabilities, based upon their ability to do the job.

Other respondents note difference in treatment compared to co-workers:

> "**If you are Black, you can't move beyond management in this sector, no matter how hard you work, or how skilled you are.**"
> [Black, male, Operations Management]

> "I have lost count of the number of times I have been overlooked for a promotion, even though I have the skills and experience."
> [Mixed ethnic background, male, Operations Team]

> "Being Asian or even brown people just perceive you to be a line cook or pot wash."
> [Asian, male, Central Group Functions]

> "**I have always had to change jobs to progress. It has never been an option to do so internally.**"
> [Black, female, Central Group Function]

BE INCLUSIVE HOSPITALITY

Diversity & Inclusion continued

Two respondents shared how they have tried to bypass bias hurdles within recruitment process:

"There [are] not Senior leaders from an ethnic background in my organisation. I also have a double-barrelled surname and therefore I do not include my African surname on applications and use what is perceived as a British surname and generally get more interviews this way."
[Black, female, Central Group Functions]

"If you are not White British, and me being a Pakistani and having all the right qualifications means nothing because I have done my own social experiments with a white friend using my cv on the same job and he got it but I didn't "
[Asian, male, Operations Team]

Several respondents mention the lack of visible role models or senior leaders:

"It has just been apparent that there is a ceiling for progression, especially for Black people within the industry. I cannot think of a single Black CEO/ Board member within a hospitality business, which speaks loudly.
[Black, female, 35-44, Central Group Functions]

Some White respondents recognise the privilege that has been afforded to them because of their ethnicity:

"Being white and British, in addition from London and speaking fluent English has no doubt at times assisted in meeting perceived criteria, particularly in the luxury segment."
[White, male, Operations Management]

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Diversity & Inclusion continued

"My peers all look like me, which has probably helped me."
[White, male, Operations Management]

"Helped as there is a slight bias against black people."
[White, male, Operations Management]

It was documented earlier that Asian respondents are most positive about their employer being supportive of career goals whilst Black respondents least likely to agree. A similar pattern applies to 29% of Asian respondents 'strongly agreeing' that that they feel valued and supported by their manager compared to 20% Black respondents.

Operations Management roles are least likely to feel valued and supported by their manager (16% 'strongly agree'), in particularly Assistant / General Managers feel most unsupported.

Those who have been working in the hospitality industry five to ten years are most likely to feel unvalued and unsupported by their Manager, although it is people from a Black or Mixed background who have been in the industry this long that are notably less likely to 'strongly agree' with this statement (15%).

Feeling valued within the workplace can contribute to a sense of belonging and inclusion. Positively, the majority of respondents do feel valued and supported by their current managers.

I feel valued and supported by my manager

% Agree   % Strongly agree   % Strongly disagree   % Disagree
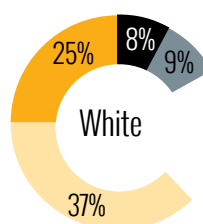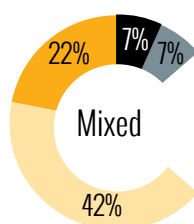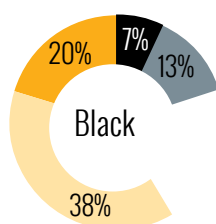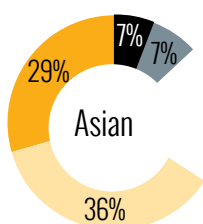
Asian	Black	Mixed	White
7%	7%	7%	8%
7%	13%	7%	9%
29%	20%	22%	25%
36%	38%	42%	37%

Base: 2022 Asian (109); Black (121); Mixed (88); White (673)
Percentage unshaded is 'Neither agree or disagree'

BE INCLUSIVE HOSPITALITY

Diversity & Inclusion continued

I feel comfortable being myself at work
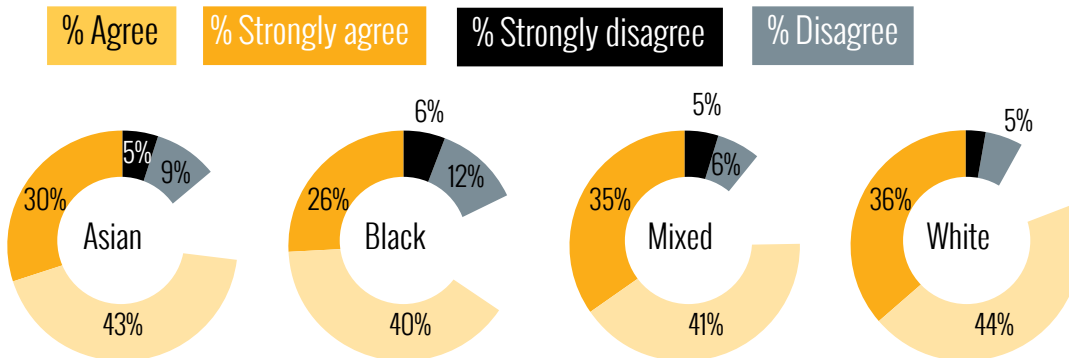
% Agree **% Strongly agree** **% Strongly disagree** **% Disagree**

Asian
- 5%
- 9%
- 30%
- 43%

Black
- 6%
- 12%
- 26%
- 40%

Mixed
- 5%
- 6%
- 35%
- 41%

White
- 5%
- 36%
- 44%

Base: 2022 Asian (109); Black (121); Mixed (88); White (673) Percentage unshaded is 'Neither agree or disagree'

Feeling comfortable being yourself at work can affect happiness, performance, and relationships.

White (36%) and Mixed (35%) respondents 'strongly agree' they feel comfortable being themselves compared to Black respondents at 26%.

There are no overall notable gender differences, though amongst those from a Black, Asian, or ethnic minority background, there is evidence that males are slightly more likely than females to 'strongly agree' that they feel comfortable being themselves at work (32% vs 26%).

Respondents in Senior Leadership roles are most likely to 'strongly agree' that they feel comfortable at work (54%), and those in Operations Team roles the least (29%).

Black, Asian, or ethnic minority background in Senior Leadership roles are highly likely to feel comfortable being themselves at work (62%). Respondents from a Black, Asian, or ethnic minority background, in Central Group Functions, however, are less likely than their White counterparts to feel conformable being themselves at work (24% vs 46%).

Creating diverse and inclusive workplaces

How confident are you in your employer's ability to create a diverse and inclusive workplace?
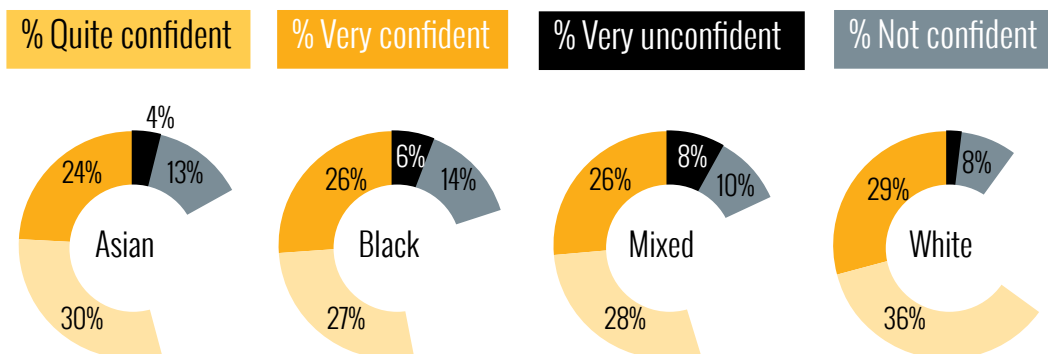
% Quite confident **% Very confident** **% Very unconfident** **% Not confident**

Asian
- 4%
- 24%
- 13%
- 30%

Black
- 6%
- 26%
- 14%
- 27%

Mixed
- 8%
- 26%
- 10%
- 28%

White
- 8%
- 29%
- 36%

Base: 2022 Asian (109); Black (121); Mixed (88); White (673) Percentage not shown if <3%.; Unshaded is 'Neither confident or unconfident'

BE INCLUSIVE HOSPITALITY

Diversity & Inclusion continued

Over half of all respondents are 'quite confident' or 'very confident' in employers' abilities to create a diverse and inclusive workplace.

This confidence does change when examining responses by job level. 70% of Senior Leadership respondents are most likely to be 'very' or 'quite' confident in their employer's ability to create a diverse and inclusive workplace work compared to 63% in Operations Management, 60% in Operations

Team and 58% in Central Group Functions. Respondents from a Black, Asian, or ethnic minority background, in Central Group Functions, are notably less likely to be 'very' or 'quite confident' in their employer's ability to create a diverse and inclusive workplace (39%).

Gender and sexuality do not appear to drive the response to this question in the same way as ethnicity. There is little variation unless you consider ethnicity as well.

Over the past 12 months, do you think that progress has been made within your current employer or wider industry to promote an equitable, diverse and inclusive industry?

Scale (1) no progress – (10) great progress

Legend:
- ● 0-3 no/little progress
- ● 4-8 Some progress
- ● 8-10 Progress made

	Asian	Black	Mixed	White
8-10 Progress made	28%	26%	30%	34%
4-8 Some progress	50%	41%	43%	44%
0-3 no/little progress	23%	32%	27%	22%

Base: 2022 Asian (109); Black (121); Mixed (88); White (673).

BE INCLUSIVE HOSPITALITY
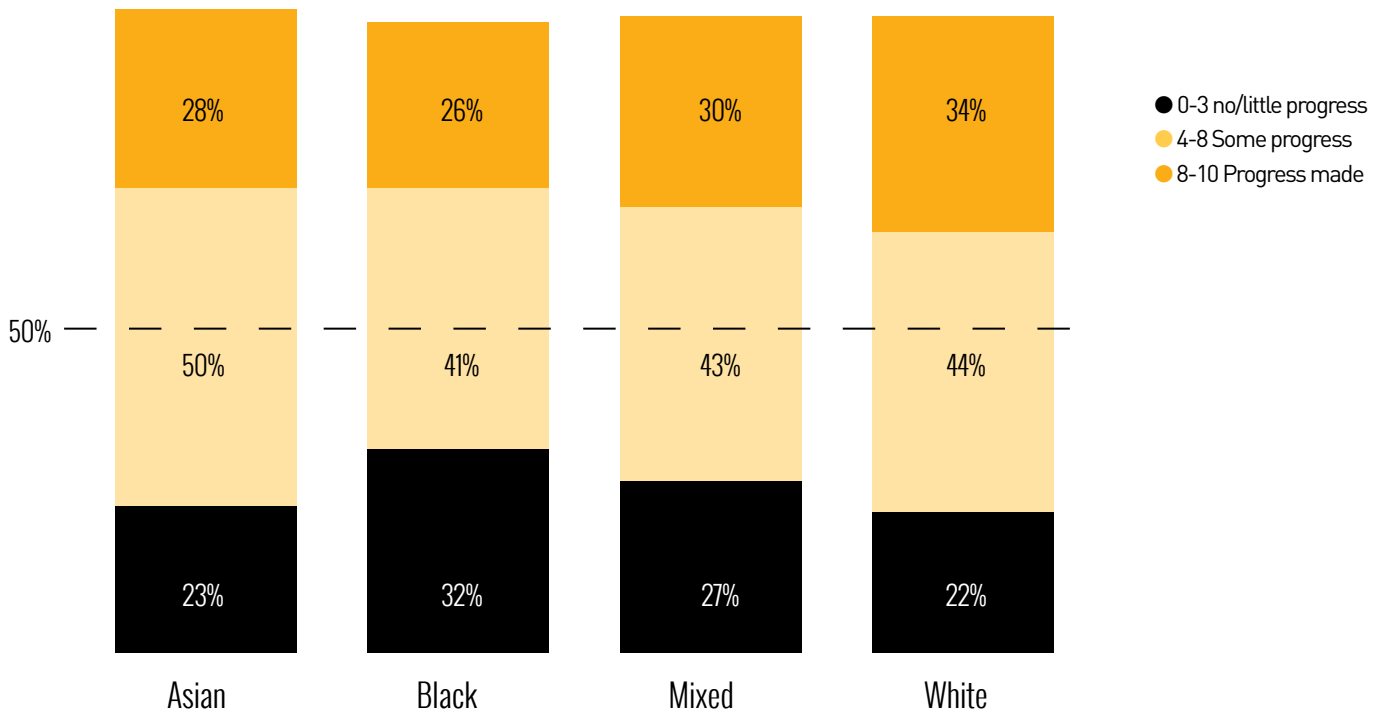
Diversity & Inclusion continued

There is mixed opinions about whether progress has been made over the past 12 months towards an equitable, diverse and inclusive industry.

Black respondents are most likely to believe that 'little to no progress' has been made, and there isn't notable difference between the options of female and male respondents.

Respondents shared views on 'what still needs to be done to make further progress':

"Better recruitment processes, more Senior Management and Board ethnic minority representation."
[Black, female, Central Group Functions]

Several respondents mention that a diverse workforce needs to have Senior Leaders that reflect the diversity of the whole

"Education across the business on how to create an inclusive business and industry."
[Mixed ethnic background, female, Central Group Functions]

"More diverse (mixed heritage, Asian, Black, female) people in senior roles... it's just old White men currently with the token White woman thrown in.
[Mixed ethnic background, female, Central Group Functions]

"I think Managers and directors have to been trained, prepare themselves to understand equality better not to close the door of talented BAME community."
[Asian, male, Operations Management]

Other views shared by respondents include:

"Actively look to recruit from a more diverse pool of talent."
[Black, male, Central Group Functions]

"More Non-White, non-male and non-straight role models need to be seen, supported and celebrated. Companies and teams need to be educated about impact of privileges, inequality and perfectionism to implement changes within their teams, networks, and communities."
[White, male, Senior Leadership]

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Diversity & Inclusion continued

"If we could remove the toxic masculinity that surrounds working in a kitchen and stop the back-of-house jokes that degrade women and other races. Certain behaviours and loudly spoken opinions are deemed acceptable in a kitchen when in any other workplace it would not be tolerated."
[White, female, Operations Team]

Diversity & Inclusion summary

Overall respondents are mostly positive in rating their employers to be 'extremely fair' or 'fair' on career progression opportunities offered, its employees.

For those respondents who do deem their employers to be unfair on career progression opportunities offered 76% of Black, and 63% Asian respondents believe that unfairness is due to racial bias.

Black respondents are most likely to believe that ethnicity has hindered career progress at 43%, though Asian (37%), and Mixed (28%) feel the same.

Most of all respondents do feel valued and supported by their current managers, however disparities can be found with Operations Management least likely to agree with this statement at 16%, and those who have worked within the sector for five to ten years.

White respondents are most likely to feel comfortable being themselves at work at 36%, and again the experiences differ depending on job role. Senior Management are most likely to 'strongly agree' that they feel comfortable being themselves at work at 54%, versus Operations Teams at 29%.

Black Asian and ethnic minority respondents (24%) in Central Group Functions, are less likely than their White counterparts (46%) to feel comfortable being themselves at work

The level of confidence in employers' ability to create a diverse and inclusive workplace appears to be largely influenced by job role held. Senior Management at 70% are most likely to be 'very' or 'quite confident'. In contrast, overall, 58% of Central Group Functions respondents are 'very' or 'quite confident' and when looking specifically at respondents from Black, Asian, and ethnic minority respondents in Central Group Functions only 39% are 'very' or 'quite confident'.

There is recognition from all respondents that some progress is being made towards creating an equitable, diverse, and inclusive industry, but there is also understanding that a lot more work needs to be done, and these views differ dependent upon ethnic group.

Overall, there is optimism in respondents' beliefs that employers can create a diverse and inclusive workplace, and whilst it is recognised that some progress has been made, Black, Asian, and ethnic minorities have less confidence and believe less progress has been made on this matter.

BE INCLUSIVE HOSPITALITY

Education

Education

Last year's report highlighted that most hospitality professionals found the idea of workshops and education on race, ethnicity and anti-racism at work appealing.
This year we aim to find out more about the experience of workshops and education being delivered throughout the sector, who is receiving this and what is being deemed effective.

Although only a fifth (22%) of all respondents have attended a course within this field, there is a strong appetite across respondents for this type of education (52%). The desire to attend such a course or workshop is greater in younger people, notably those under 35.

Respondents in Senior Leadership (32%) and Central Group Functions (34%) are most likely to have attended courses or workshops specifically teaching about anti-racism, race or language. Amongst Operations Team members, 16% have attended a course or workshop about anti-racism, race, or language and 23%

of Operations Managers have attended a course or workshop.

Respondents at all job levels would like to attend such courses or workshops; Operations Managers (56%), Senior Leaders (55%), Central Group Functions (52%) and Operations Team (50%).

The method of delivery for education received amongst respondents is as follows:
- Two-fifths had done this as an e-learning course via an external provider (40%)
- A fifth had done a face-to-face in-house training course (17%)
- Slightly fewer than this an internal e-learning course (15%)
- One in ten had done face-to-face via an external training provider (11%)
- One in twenty via a video (5%).

Operations Management roles are more likely than other respondents to have had internal e-learning, whereas Central Group Functions are more likely than other groups to have had face-to-face external training.
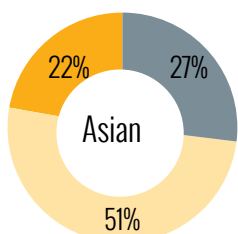
Experience of workshops and education

Have you attended any courses or workshops specifically teaching about anti-racism, race or language?

% Yes   % No, but would like to   % No, and would not like to
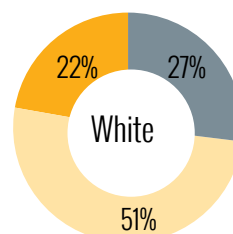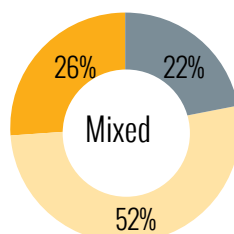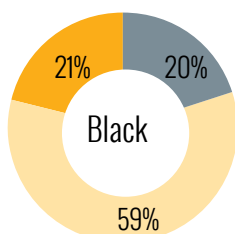
Base: 2022 Asian (109); Black (121); Mixed (88); White (673).

Education continued

What type of education/workshops have you received in relation to equality, diversity and inclusion?

	Operations Team (base = 80)	Operation Management (base = 43)	Central Group Functions (base = 62)	Senior Leadership (base = 32)
E-learning course via external provider	38%	35%	42%	41%
Face-to-face in-house training course	19%	19%	13%	25%
Internal e-learning course	14%	23%	10%	16%
Face-to-face external provider Training course	5%	7%	23%	6%
Documents to read through	10%	5%	5%	3%
Video	5%	5%	5%	6%
One-to-one session with line manager	4%	0	0	0

Though we treat these responses with caution due to the small sample, irrespective of ethnicity and job role there is general satisfaction with education and workshops delivered to-date.

How satisfied were you with the education/workshop?
% saying very satisfied or satisfied of those that had that type of course/workshop

	Operations Team (base = 80)	Operation Management (base = 43)	Central Group Functions (base = 62)	Senior Leadership (base = 32)
E-learning course via external provider (90 respondents)	83%	67%	65%	85%
Face-to-face in-house training course (39 respondents)	87%	100%	100%	75%
Internal e-learning course (34 respondents)	45%	100%	100%	60%
Face-to-face external provider training course (24 respondents)	75%	100%	86%	100%

Education continued

How appealing would you find receiving education and workshops on anti-racism, race or language?
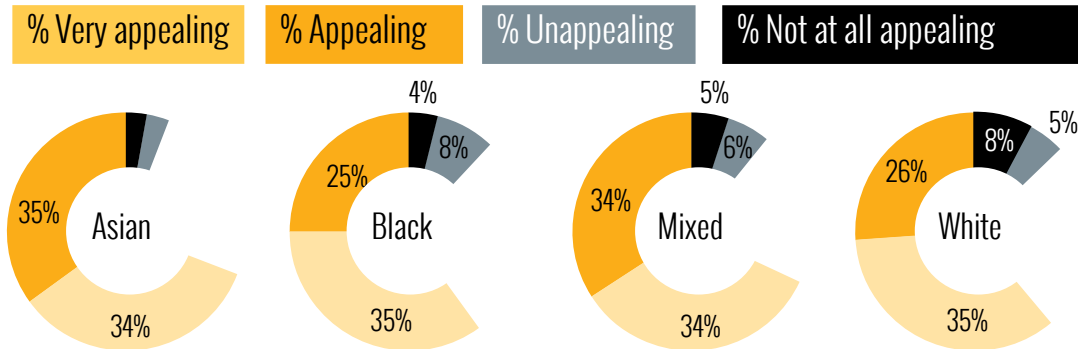
% Very appealing **% Appealing** **% Unappealing** **% Not at all appealing**

Asian
- 35%
- 34%

Black
- 4%
- 8%
- 25%
- 35%

Mixed
- 5%
- 6%
- 34%
- 34%

White
- 5%
- 8%
- 26%
- 35%

Base: 2022 Asian (109); Black (121); Mixed (88); White (673) Percentage not shown if <3%.; Unshaded is 'Neither confident or unconfident'

Although a fifth of respondents have had education about anti-racism, race or language there is widespread desire for such education and workshops within the sector. **One in ten (12%) of respondents do not think such education would be appealing ('Unappealing' or 'Not at all appealing').**

Three-fifths of White and Black respondents say that education or workshops on anti-racism, race or language would be appealing (60% 'very appealing' or 'appealing'), compared with 68% of respondents from a Mixed ethnic background and 69% of Asian respondents. Senior Leaders are most likely to find this type of education or workshop appealing (81% 'very appealing' or 'appealing'). This is followed by 75% of Central Group Functions; 62% of Operations Managers and 53% of respondents in Operations Teams. Although Operations Team respondents are most likely to find education or workshops about anti-racism, race or language unappealing, it should be noted it is merely 15% of these respondents that responded in this way ('Unappealing' or 'Not at all appealing').

Education summary

Just 22% of all respondents have received education or attended a workshop about anti-racism, race, or language. There is a strong appetite from respondents (52%) who would like to receive education or attend a workshop.

Those in Senior Leadership (32%) and Central Group Functions (34%) are most likely to have attended courses or workshops, education on this topic. The format of learning received tends to differ dependent upon job level, with those in Operations Teams and Operations Management more likely to access e-learning. Respondents in Central Group Functions and Senior Leadership are mostly likely to access face to face workshops.

Though we treat these responses with caution due to the sample size, irrespective of ethnicity and job function, for those that have received them, there is general satisfaction with education and workshops delivered to-date.

There is widespread desire for such education and workshops amongst all respondents, and only one in ten of respondents do not think such education would be appealing.

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Moving forward

Moving forward

The aim of this report is to take a snapshot of the current status quo within the industry. In exploring the challenges faced, we aim to align the findings with pragmatic recommendations to move the dial forward.

The following **five** steps that should be taken to support creating change areas explored within this report:

Careers in Hospitality

Racism

Diversity & Inclusion

Education

1. Examine Your Business This report aims to take a snapshot of the industry; do you currently have sight of the status quo within your own business? Does your company culture value and prioritise Diversity & Inclusion?

Key considerations:
> Capture data
> Employee engagement
> Education
> Policy & procedure
> Recruitment
> Promotion & pipeline management

Examining your business will support you to better understand your business through the lens of Equity, Diversity and Inclusion.

2. Education tailored to your business needs and hierarchy.

Key considerations:
> Education must start at the top
> Education should be tailored to the job level of your employees
> Education will benefit your teams and customers
> Use of internal communications

> Carve out an ongoing commitment for education

3. Zero tolerance to racism, discrimination and bullying. Consider that this can be multi-faceted and not limited to overt forms.

Key considerations:
> Clear reporting lines
> Transparency of process
> Accountability at all levels
> Clear communication
> Appropriate support

4. Career Development plays an essential part in advancing equity within the workplace

Key considerations:
> Transparency builds trust
> Initiatives supporting underrepresented groups
> Ensure that equity, diversity & inclusion is the responsibility of all leaders

5. Partner with agents of change and/ or community organisations who value diversity & inclusion.

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Moving forward continued

Key considerations:
Seek out objective views and opinions
› Forge relationships with neighbouring
› Community organisations
› Collaborate to drive change

They key considerations above are not an exhaustive list and are outlined to provide a starting point of areas to consider in support of advancing your equity, diversity and inclusion aims.

BE INCLUSIVE HOSPITALITY

About us

Be Inclusive Hospitality is a not- for - profit organisation with a mission to build a thriving community to accelerate race equity within hospitality, food and drink.

This mission is delivered through three key pillars:

Supporting professional development and well-being initiatives

- Elevate Mentorship Scheme
- Club Thrive Scholarships
- Professional Development Workshops
- Events

Educational tools and resources of businesses

- Diversity & Inclusion consultancy
- Workshops and Education
- Annual membership
- Strategy and vision development
- Culture Audit
- Engagement and baseline research
- Advisory services

Partner with businesses to deliver equitable initiatives

- Advisory
- Community connector
- Co-curation of initiatives and events

Donate or Fundraise - As a social enterprise we accept donations and fundraising to help advance our aims. 100% of all profits are re-invested in our cause.

For all general enquiries:
contact@bihospitality.co.uk
www.bihospitality.co.uk

Get in touch: contact@bihospitality.co.uk

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Social impact

Our vision is to help to create a hospitality sector that is inclusive and equitable.

Our goal is to support the upward social mobility of 10,000 employees and 2,000 business owners from underrepresented groups by 2026.

Social impact

The Community

400 Members
55 Ambassadors
60 Mentors
9 Advisory Board Members
10 Partners
30 Clients

Educational tools and resources for businesses

To-date we have delivered workshops throughout the UK, for restaurants groups, hotels, brands and producers
564 Hospitality leaders
39 workshops delivered
20 companies
77 hours of learning

Feedback from workshops:

"The workshop gave me the confidence to talk about race more comfortably, when appropriate"

"Looking into our own biases to better understand how we can challenge them and others in the future."

"Ask the questions to myself about my prejudices and biases. Thinking about the words used to describe people and what they really mean."

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Social impact

Research & Insights

Reports
Ethnic minorities in the hospitality sector, December 2020
Inside Hospitality Report, 2021
Focus Groups –
43 participants

Supporting Professional Development and Well-being

Workshops
The Savoy Education Trust funded workshops, covering topics such as Boundaries & Wellness, Turning Numbers into Action and Creating your own brand.
Facilitators have included industry leaders and role models including Ian Burrell, Mallika Basu and Melissa Thompson.

7 Facilitators
150 attendees

"The networking aspect with the speaker as well as those in the audience. I feel the speaker also gave great information about getting into the industry."

Feedback:

"This was the most informative, useful and honest workshop I've attended. Kudos to Melissa for being so real, it was much appreciated."

"I loved the interaction with other people. You don't usually get that, and this made it feel worthwhile because so many points of view were shared."

"I appreciated how open Ian was with the group, not only about his experience but also being willing to forge connections and make introductions beyond the workshop."

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Social impact

Elevate Meantorship Scheme

The 2021 scheme, sponsored by Caterer.com provided:
139 hours of Mentorship
23 Mentees
6-Month in duration

In the first mentorship scheme of its kind to be launched within the hospitality sector solely serving professional and personal development for underrepresented groups.

30% (7) of the mentees have applied and been successful in achieving their goal to access a new job, 10% have had promotions whilst on the scheme.

Mentees feedback

"**I have changed jobs to an incredible opportunity into the wine world, whilst also starting my diploma, which will take me far in the wine industry**"
Assistant Sommelier

"I feel I have a clear idea on how to progress to where I want to be"
Duty and Security Manager

"**I have had 2 promotions during the course of the scheme. Great personal growth with a supportive friend**"
Waitress

"With advice from my mentor, I felt empowered to start looking for new employment, and started my new job in September"
Sommelier and FOH

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The Community

Events:

Our events are designed to bring our community together, amplifying previously unheard voices:

53 panellists
12 Events held
25 1 to 1 community interviews
130 attendees in person –
2x sold out events
7,600 views
100% attendees would recommend the event

Event feedback

"So happy to be in an inclusive, support environment meeting new people"

"Expertly curated event bringing exciting voices within the industry to the forefront."

"Just wanted to email and say thank you for hosting such a wonderful event! Getting to see people who look like you who are into the same thing as you, means more than I can ever put into words"

"Inspiring, Informative and Engaging"

"The best networking event I have ever been to"

"Inspiring & Practical"

"Life Affirming"

Technical appendix

The full technical appendix including rounding, nets, midpoints, confidence levels and confidence levels can be found here.

The 2022 sample is more robust than 2021. We chose not to draw direct comparisons in the report as there might be differences due to different sample composition, rather than real differences. Further information on this can also be found in the technical appendix.

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Acknowledgements

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