THE

INSIDE HOSPITALITY

REPORT

2023

OUR PARTNERS

Contents

Foreword

LORRAINE COPES

CEO & Founder of
Be Inclusive Hospitality

This is the third edition of the Inside Hospitality Report. This report intends to provide insights into the views and experiences of all hospitality workers, specifically focusing on Black, Asian, and ethnic minorities.

**THE FINDINGS WILL
SERVE TWO PURPOSES:**

→ *Assist us in building programmes and initiatives to deliver social impact for our communities*

→ *Act as a valuable resource for sector leaders, enabling them to adopt an informed and people-centred approach to advancing Equity, Diversity, and Inclusion in the UK hospitality sector.*

Since the launch of the first Inside Hospitality Survey in 2020, the economic climate has continued to be challenging for various reasons. However, what remains true is that the sector's sustainability and progress depend on the people and the culture that permeates it.

Since our inception, we have released our first Impact Report, outlining our work towards achieving our mission. We have supported over 2,000 business owners and employees through mentorship, scholarships, funding, focus groups, workshops, and events.

Moreover, we have conducted workshops on race, inclusion, and language for over 1,000 leaders across the UK. Additionally, we are building a membership community comprising organisations that believe in the power of community and are committed to continuous learning and development for their teams.

I am also encouraged to see the number of respondents increase from 300+ responses in 2020 to 3,000+ in 2023.

This report is the only one of its kind and magnitude focusing on Equity, Diversity, and Inclusion in the hospitality industry. I firmly believe that without a fundamental understanding of the realities faced by the people 'Inside Hospitality', it will not be possible to bring about real, long-lasting change.

Organisations with the power of marketing and PR shape the narrative of progress. This report represents the voice of the people within the hospitality industry, who have no motives other than wanting to see a better and more inclusive sector.

The survey engagement and our work signal a growing appetite and desire for support, development, and education for all. When I produce this report two years from now, the landscape will look different to what it does today.

This research has been independently conducted by The Department of Hospitality and Tourism Management at the Ulster Business School in partnership with the London Geller College of Hospitality and Tourism at the University of West London, and it has received broad support from our partners and the community.

I want to extend a huge thanks to the sponsor of this report, Harri. With their support, this initiative has become possible.

5

Executive Summary

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

The report draws on the experiences of:

→ *3,120 people working at all levels across the UK. The views and experiences encompass all backgrounds, genders, ages, jobs, and lengths of service. Responses to the Inside Hospitality survey were collected between the 31st of January 2023 and the 31st of March 2023.*

As a not-for-profit and social enterprise, we advocate for businesses to develop informed, people-centred strategies for change. We hope that both employees and founders can utilise this report to educate themselves and that it can act as a catalyst for change and a resource for building a fairer and more inclusive industry.

The topics explored within this report include Careers in Hospitality, Culture & Leadership, Lived Experience, and Training & Education. These pillars are essential indicators of workplace Equity, Diversity, and Inclusion.

When summarising key findings from each chapter, vital recommendations are outlined for businesses to consider to advance Equity, Diversity, and Inclusion in hospitality. This report highlights opportunities and optimism within some chapters. However, it also addresses disparities and concerns that require necessary attention.
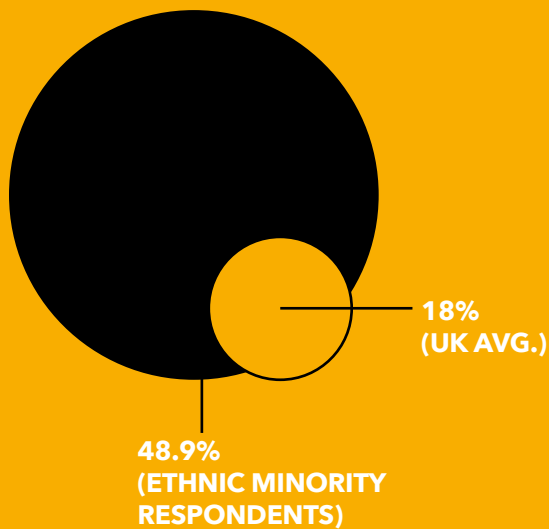
Throughout this report, we revealed anonymous verbatim views and experiences from the respondents, which we label 'Hospitality Speaks'.

This report presents an optimistic view of the hospitality industry, showcasing good career opportunities and long-term prospects. The length of service within the sector influences individuals' optimism and pessimism levels.

Furthermore, the report highlights disparities in earnings, employment terms, and representation in various roles for ethnic minority groups. It indicates a need for more awareness and knowledge regarding Equity, Diversity, and Inclusion initiatives and actions within organisations. Notably, ethnic minority respondents consistently show higher awareness levels than White respondents. There are worrying levels of discrimination experienced, and the gap remains in training and education on race. The lowest level of access to this training and education is for CEOs and Founders, who also have the highest appetite for such training and education.

7

The respondent demographic information reveals that:

44.20%

→ A notable proportion of Asian respondents (44.20%) have a length of service of under six months.

black*&*mixed

→ Respondents have worked in the sector for longer periods. Despite this, higher proportions of ethnic minority groups are more likely to hold entry-level positions and earn the least.

18% (UK AVG.)

48.9% (ETHNIC MINORITY RESPONDENTS)

→ Due to the nature of our community network, a higher proportion of respondents are from ethnic minority backgrounds.

zero-hour

→ Black respondents are more likely to be on zero-hour contracts, and Asian respondents are more likely to be on part-time contracts.

white

→ Respondents are most likely to hold managerial positions, earn the most and occupy full-time employment than any other ethnic group.

→ Ethnic minority respondents are three times more likely to be self-employed and most likely to be educated with postgraduate degrees.

This chapter explores perceptions of the industry, support received towards achieving career goals and preferred means of support desired.

→ There is slightly higher optimism among Black and Asian respondents regarding career opportunities within the sector.

job role

→ By job role, less optimism can be found in CEO/Founders and supervisory level operations, who have worked in the sector between 3 and 10 years.

→ 7 in 10 had knowledge of career prospects before joining the sector.

83.9%

→ of respondents with no formal education explored career opportunities in the sector before entering.

→ Asian and White respondents were more likely to agree that career development opportunities are available for all.

→ Respondents with a longer length of service appear to have a greater sense of disappointment regarding career/ business support.

mentor

→ Black and Asian respondents (76.9% and 64.7%, find the idea of a mentor to be the most helpful form of support for career progression.

→ Perceptions about the industry's potential to offer stable and long-term career opportunities are optimistic among all respondents.

9

To advance Equity, Diversity, and Inclusion in the workplace, it is necessary to implement actions, change behaviours, adopt new practices, and shift mindsets.

→ A significant portion of respondents (32.1%) do not know if their company has a written Equity, Diversity & Inclusion (EDI) statement.
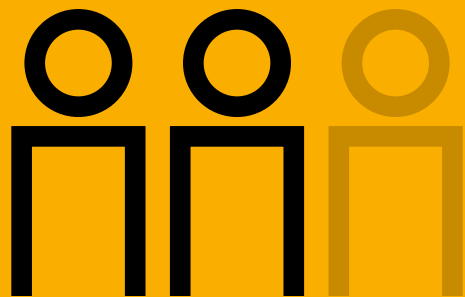
→ Two out of three Black respondents are likely to know if their company has a EDI statement, compared to White respondents, who are most likely to 'not know' (36.30%).

awareness

→ In larger companies, two out of three were aware of statements versus 2 out of 3 in micro-companies who were not.

55.7%

→ Of White respondents did not know if their employer had implemented an EDI initiative in the past 12 months.
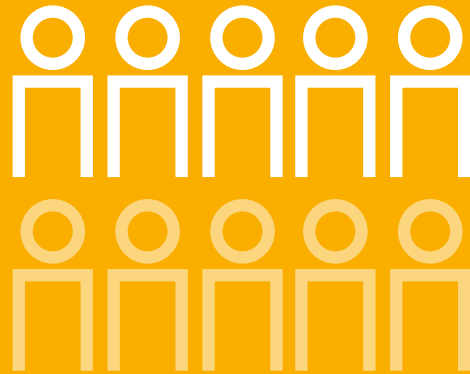
→ 54.4% of respondents were uncertain if their company collaborates with a third party to drive change, while 19% responded 'yes'. A higher percentage of White respondents (62.2%) were unaware compared to other ethnic groups.

65%

→ Of Black respondents were more inclined to believe that their company considers EDI in recruitment.
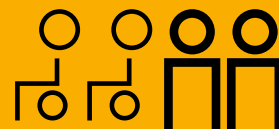
→ Respondents are optimistic about the advancements made in EDI over the past 12 months. Black, Asian, and Mixed respondents expressed that the least progress had been made regarding issues of race and disability.

→ *1 in 3 respondents had witnessed and experienced discriminatory behaviour at work.*

→ Only 52.4% of the respondents who encountered discriminatory behaviour in their workplace had the opportunity to report this.

racial bias

→ For Black and Asian respondents who answered 'yes' to witnessing discriminatory behaviour, 62.4% of Asian and 62.6% of Black respondents cite racial bias as the most prevalent form of discrimination.
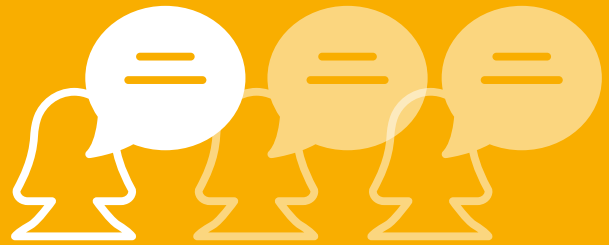
→ Only one-third of respondents who filed a complaint were satisfied with the handling of this complaint.

84.1%

→ Of respondents at the director level and Central Group Functions (79%) have witnessed discriminatory behaviours.

40%

→ Of respondents have low levels of confidence in the company's ability to address discrimination in the workplace; this is especially the case for ethnic minorities.

job level

→ Personal experiences of discrimination by job level are more prevalent at the director level (77.2%), followed by 68.3% of founders and the central group functions.

→ 46.9% of respondents are unaware of any well-being support for employees facing discrimination.

→ Higher proportions of respondents in nightclubs, pubs and bars report experiencing and witnessing discrimination.

→ *Only 1 in 4 respondents have participated in EDI education, with more than half expressing willingness to participate.*

education

→ Respondents from ethnic minority backgrounds, have a higher level of interest in training & education than the White respondents.

→ E-learning is the most common form of education accessed, with over 75% of respondents engaged in this learning method.
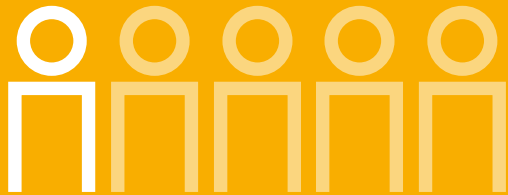
→ CEOs/Founders and entry-level employees exhibit low attendance levels in EDI training, at 22.64% and 21.13%, respectively. There is a high appetite among CEOs/Founders to attend, with 62.26% expressing interest.

36.76%

→ There is an overall 36.76% satisfaction rate on race training & education accessed, suggesting a sizable opportunity for improvement. CEOs and Founders consistently express the lowest levels of satisfaction.

40%

→ Directors are the highest percentage of respondents who have attended such training and educational workshops at 40%.
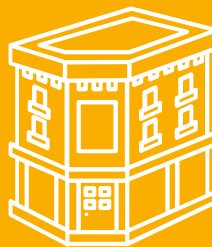
→ Bars, restaurants, and cafés have lower participation percentages in this training. Notably, restaurants have the highest proportion rate of ethnic minorities.

12

Background & Introduction

Be Inclusive Hospitality was founded due to the lack of representation of Black, Asian, and ethnic minorities in positions of influence and the supply chain within the hospitality sector.

These observations were explored throughout the Inside Hospitality Report, initially launched in 2020. The first survey captured 387 responses, and the following year captured 1,017 responses.
The key themes explored over the three years have remained consistent, and despite significant growth in respondent numbers, similar results have been yielded on some of the report's key themes.

→ *More than half of respondents from a Black, Asian, and ethnic minority background reported having witnessed or experienced racism in the workplace.*

→ *Career progression*

High proportions of Black, Asian, and ethnic minority respondents felt that their race and ethnicity had hindered their career progression.

→ *Training on diversity*

There was a clear appetite for training and education on race and ethnicity, with 60% finding the idea appealing.

→ *Only 28%*

Of respondents had received any education on race and inclusion.

→ *Respondents were optimistic about the sector, with the majority believing the industry offers good career opportunities.*

→ *Career development*

When comparing access to career development, Black, Asian, and ethnic minorities had less access and felt less supported than White respondents.

→ *Impact of racism*

There were alarmingly high levels of concern about the impact of racism in the workplace from ethnic minority groups.

→ *Only 1 in 5*

Only some respondents (1 in 5) had accessed education or training, while 5 in 10 expressed a keen appetite to do so.

Methodology

The survey aimed to provide a snapshot of the experiences of Black, Asian, and ethnic minority groups working in the UK hospitality industry. Topics explored include Careers in Hospitality, Leadership and Culture, Lived Experience, and Training & Education

THE QUESTIONNAIRE

This year, the survey was designed by Be Inclusive Hospitality in collaboration with Ulster University and the University of West London. The survey included 40 questions, as in the 2022 survey, with slightly modified questions to gather more data on Equity, Diversity, and Inclusion (EDI).

Most questions were closed quantitative, with a few open questions that allowed respondents to share their narratives.

THE RESPONDENTS

The sampling strategy followed a non-probability sampling approach to distribute a questionnaire link to hospitality professionals and university alumni through targeted online channels and other industry networks.
Since this is the only study of its kind conducted in the UK, it is always essential to ensure that we have 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 (48.9%) than within the wider UK hospitality industry (17% with 3% Black 9% Asian, 2% of Mixed Ethnicity and 3% other – according to a Resolution Foundation study in 2020).

48.9%

of respondents identify as Black, Asian and ethnic minority.

17%

of the wider UK hospitality industry identify as Black, Asian and ethnic minority.

ETHNIC BACKGROUND

To be consistent with the previous surveys, when we talk about Black, Asian, and ethnic minority backgrounds in this report, we have grouped the respondents as:

BLACK.
Those identifying as Black/African/ Caribbean/ Black British. It includes African, Caribbean, and other Black/ African/ Caribbean backgrounds.

ASIAN.
those identifying as Asian/Asian British include backgrounds such as Indian, Pakistani, Bangladeshi, Chinese, Japanese, and any other Asian background, including Southeast and East Asian.

MIXED ETHNICITY.
Those identifying as White and Black Caribbean, White and Black African, White and Asian, and any other mixed/multiple ethnic backgrounds.

WHITE.
Those identifying as White English/ Welsh/ Scottish/ Northern Irish/British Irish, Gipsy or Travellers and others who said they are White with no further grouping defined.

ANALYSIS

The analysis in this report focuses on the experiences of people from ethnic minority backgrounds working in the Hospitality industry. For ease of analysis, we have collapsed data into four distinct groups Asian, Black, Mixed Ethnicity and White. Chapters cover Careers in Hospitality, Leadership & Culture, Lived Experience, and Training & Education.

Though a primary focus on race and ethnicity, we also examine how other protected characteristics, such as gender and sexuality, intersect to explore how belonging to multiple social groups might influence experiences within the workplace. Every question was analysed by job type, sector, gender, sexuality, education, and length of time in the industry, and we report where there are notable differences or clear patterns.

The statistical software IBM SPSS (Version 28.0.1.1) was used for data analysis. That data was utilised to visually represent the results, such as tables, graphs, and charts.

Respondent Demographics

This section provides insights into respondent demographics which helps understand the context of the experiences of those that participated in the Inside Hospitality Survey 2023.

Out of the 3,120 respondents, 79% report that they are still employed in the hospitality industry.

DO YOU CURRENTLY WORK IN THE HOSPITALITY INDUSTRY?

YES

79%
2,466

NO

21% **654**
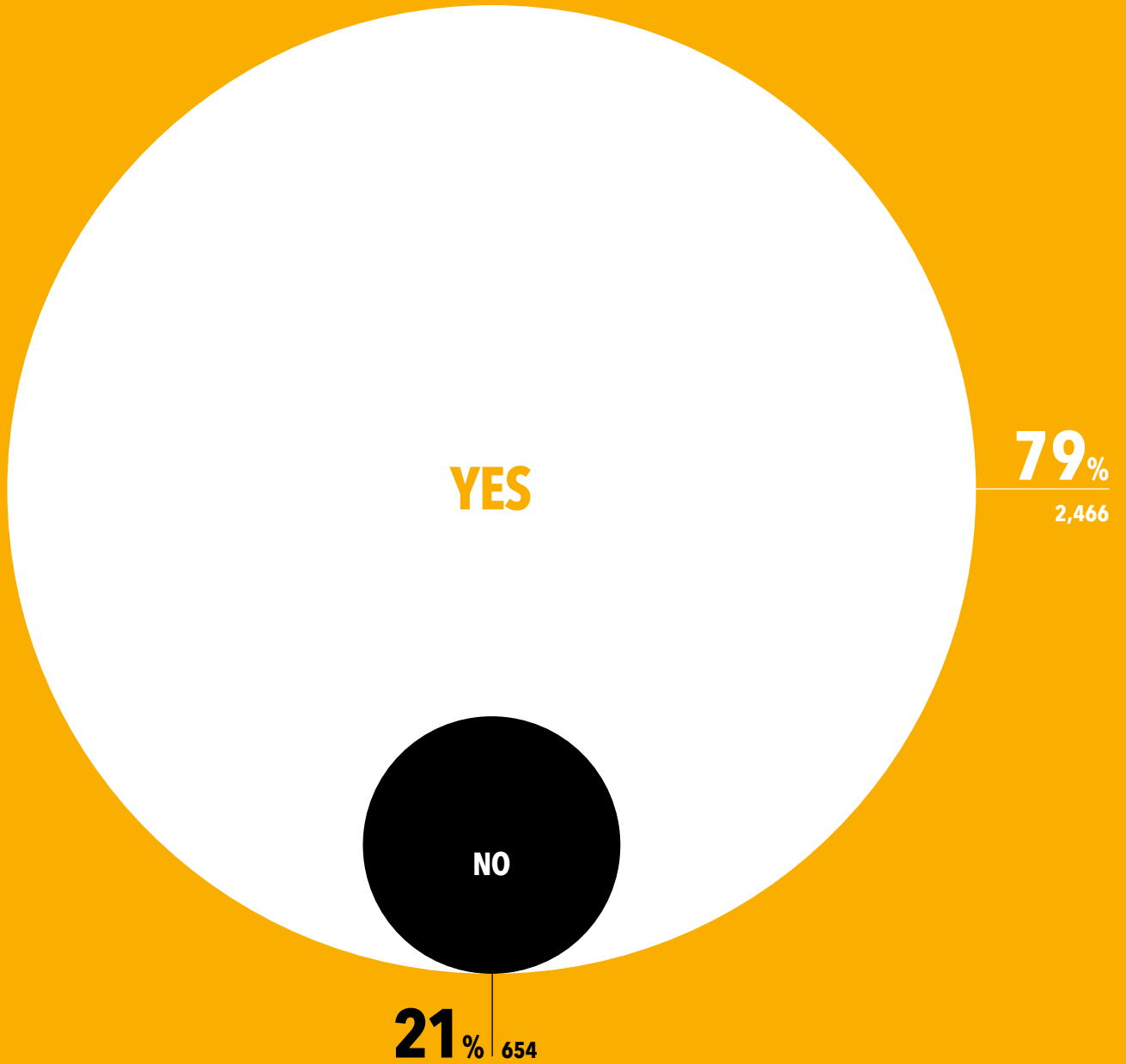
NO LONGER WORKING IN HOSPITALITY

It is worth highlighting that of the 654 (21%) respondents who no longer work in hospitality just over 50.1% of them had worked in the industry for only 6 months.

→ *654*

Respondents no longer working

22.34%

25.55%

8.80%

10.91%

13.46%

18.94%

7.34%

9.79%

5.50%

11.47%

15.29%

50.61%

OVER 10 YEARS

3 - 10 YEARS

19 MONTHS - 2.9 YEARS

12 MONTHS - 18 MONTHS

6 MONTHS - 11 MONTHS

UNDER 6 MONTHS

STILL IN HOSPITALITY

NO LONGER IN HOSPITALITY
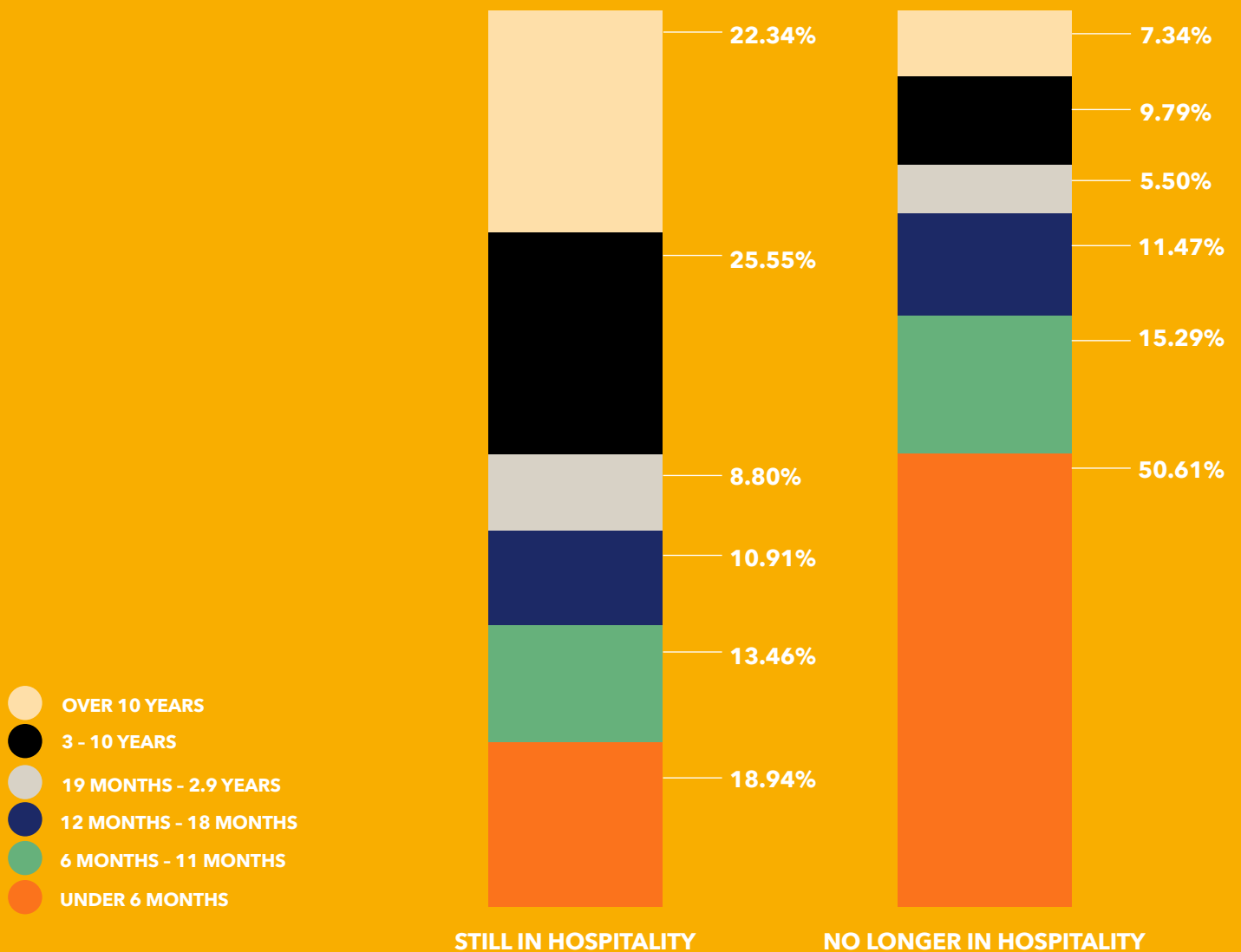
ETHNIC GROUP

Of the 3120 respondents taking part in the Inside Hospitality Survey 2023, 1594 (51%) are White, 701 (22.5%) are Asian, 457 (14.6%) are of Mixed Ethnicity, and 340 (10.9%) are Black. A small number of 28 respondents (0.9%) did not disclose their ethnicity.

The next table illustrates respondents' ethnic backgrounds more explicitly. Whilst we recognise the intricacies, nuances and distinct lived experiences of each ethnic group we have grouped data to help readers with less intricate tables and to provide more robust data for reporting purposes and crosstabulations.

3,120
TOTAL RESPONDENTS

51%
1,594

TOTAL WHITE

22.47%
701

TOTAL ASIAN

14.65%
457

TOTAL MIXED ETHNICITY

10.9%
340

TOTAL BLACK

EUR. 23.27%	**BANGLADESHI** 3.46%	**MIXED/MULTIPLE** 3.81%	**BLACK AFRICAN** 8.69%
U.K 26.41%	**CHINESE** 1.41%	**WHITE AND ASIAN** 3.11%	**BLACK CARIBBEAN** 2.21%
GYPSY / TRAVELLER 0.35%	**JAPANESE** 0.52%	**WHITE AND BLACK** 1.54%	
WHITE UNSPECIFIED 1.06%	**INDIAN** 13.91%	**MIXED UNSPECIFIED** 6.19%	
	PAKISTANI 3.17%		
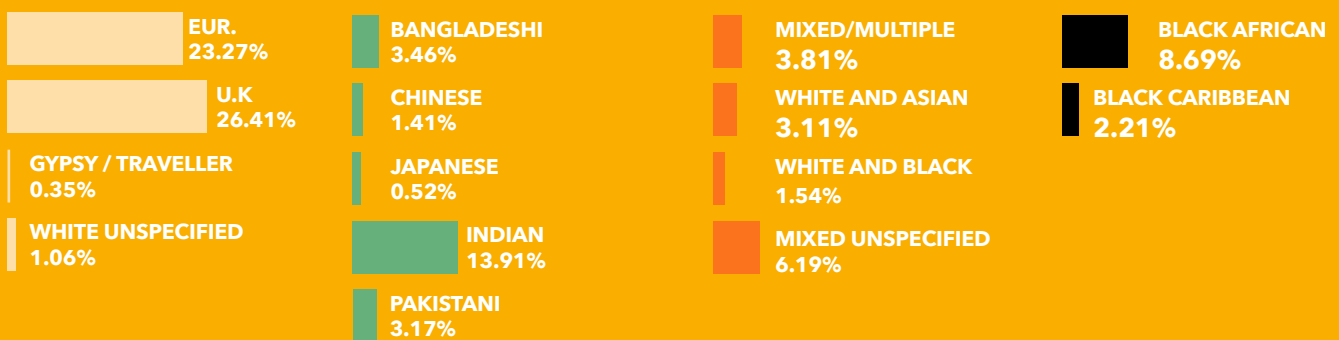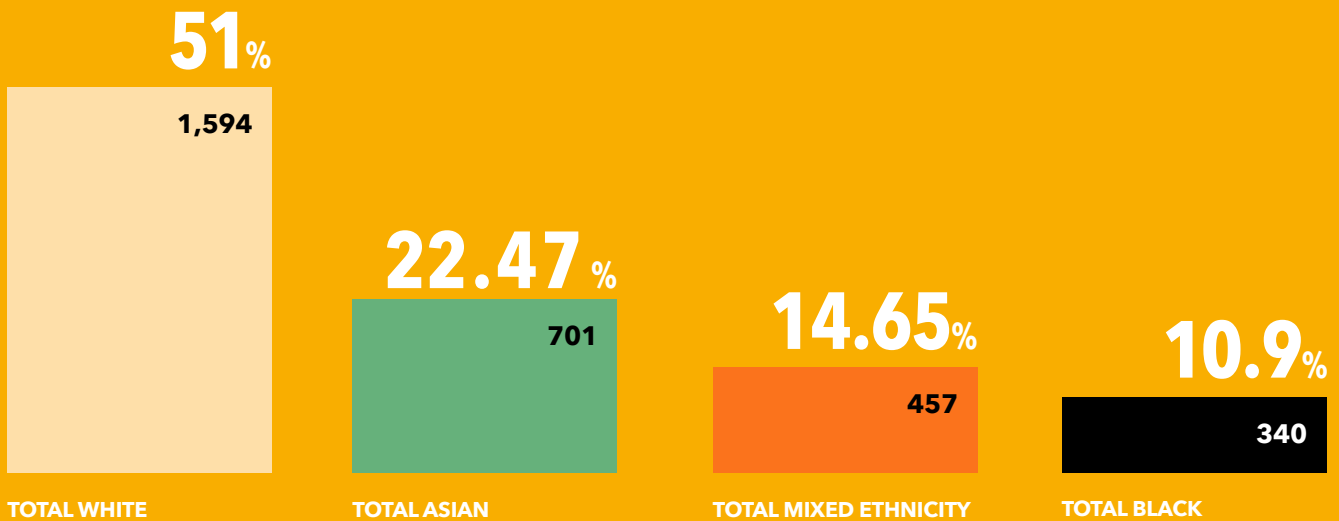
GENDER & SEXUALITY
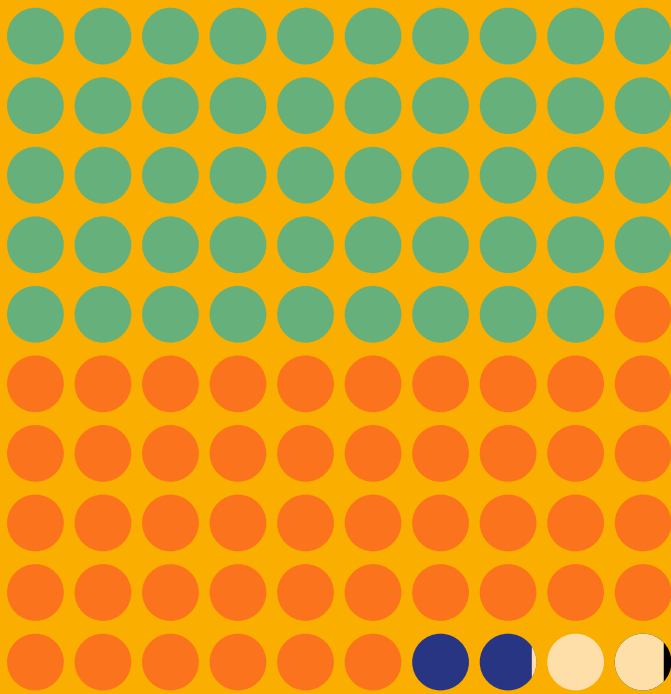
MALE

49% **1,529**

FEMALE

47% **1,472**

PREFER NOT TO SAY

1.9% **59**

NON-BINARY/ NON-CONFIRMING

1.7% **53**

PREFER TO SELF-DESCRIBE

0.2% **7**

A total of respondents (72.6%) describe their sexual orientation as heterosexual, 15% as LGBTQIA+, 11.3% prefer not to say and 1.2% prefer to self-describe.

RELIGION
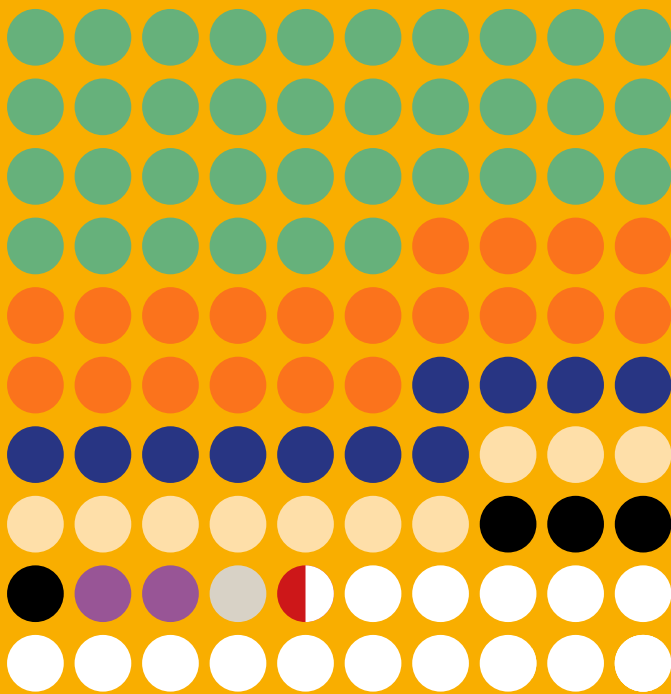
CHRISTIANITY

35.5% **1,107**

ATHEIST

20.4% **638**

ISLAM

10.8% **336**

HINDUISM

9.6% **301**

OTHER

4.2% **132**

BUDDHISM

1.9% **58**

SIKHISM

1.4% **44**

JUDAISM

0.5% **16**

PREFER NOT TO RESPOND

15.6% **488**

Over a third of respondents (35.5%) identify as Christians whilst 20.4% identify as Atheists and 10.8% as Muslim. A significant number of respondents (15.6%) preferred to refrain from responding.

EDUCATION

A little over half of the respondents (50.8%) hold a higher education degree, of those 26.4% holds a Postgraduate and 24.4% have an undergraduate degree. Almost a third (29%) has an A Level or a BTEC level education and 12.6% have their highest education in secondary school.

$\rightarrow$ *50.8%*

of respondents hold a
higher education degree

% (PERCENT)	FREQUENCY
1.8%	56
12.6%	393
29%	906
24.4%	762
26.4%	823
5.8%	180

NO FORMAL EDUCATION

SECONDARY SCHOOL

HIGHER OR FURTHER EDUCATION
(A LEVELS, BTEC ETC)

UNDERGRADUATE DEGREE

POSTGRADUATE DEGREE OR
QUALIFICATION

PREFER NOT TO SAY
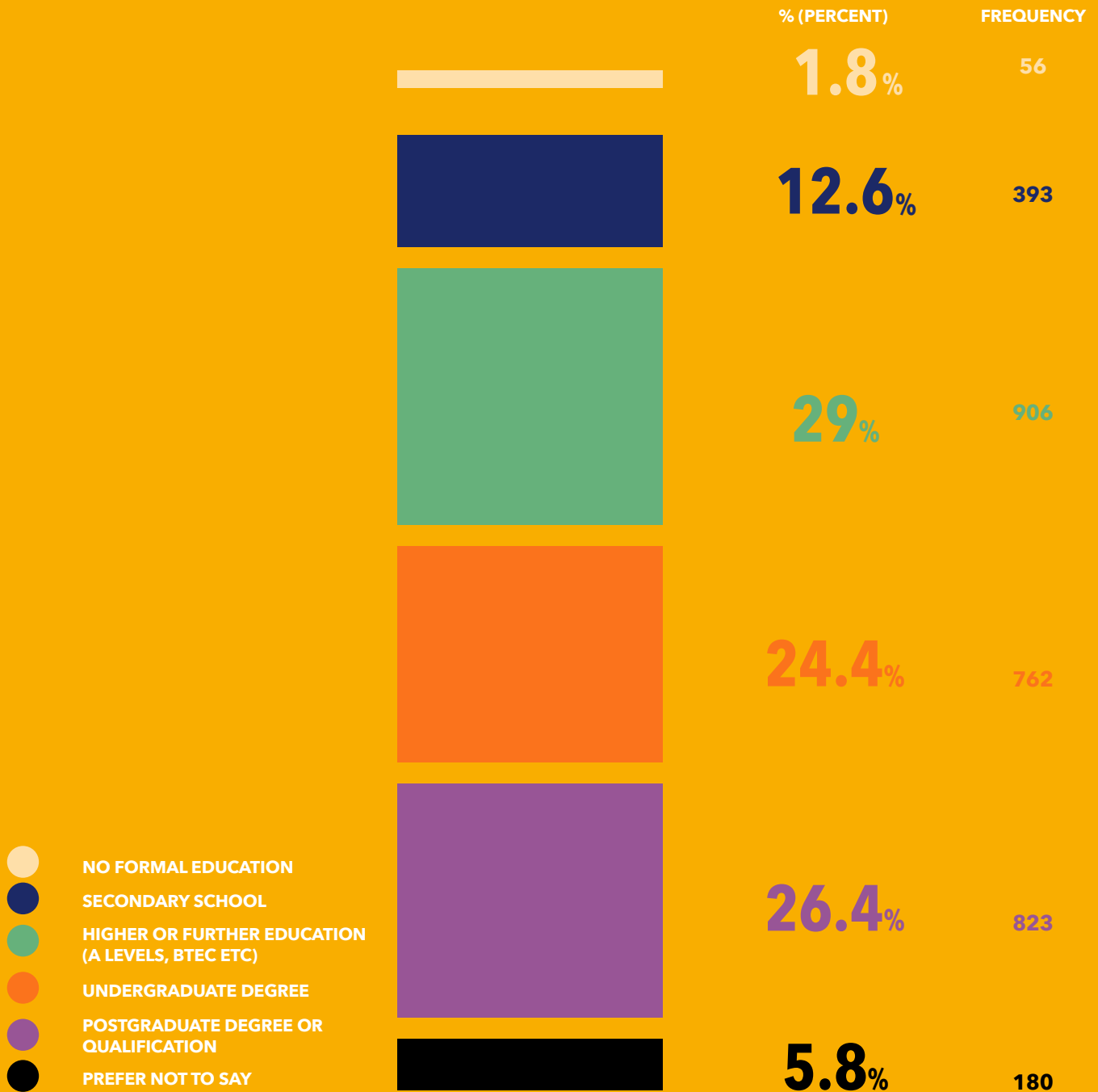
→ A higher percentage of Ethnic minority respondents have attained a university degree than White respondents.
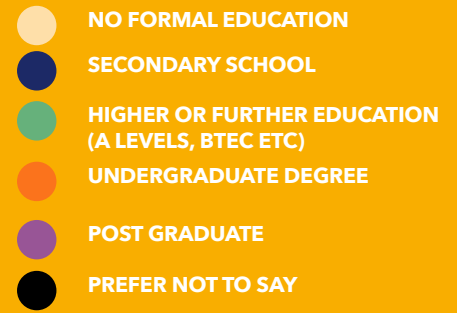
→ 53.1% of Asian respondents hold a postgraduate degree compared to 32.9% of Black, 24.3% of Mixed Ethnicity and 14.1% of White respondents.

In terms of undergraduate degrees Mixed Ethnicity respondents are at 27.6% followed by Asian (25.8%), then White (23.2%) and Black (22.9%).

Legend:
- NO FORMAL EDUCATION
- SECONDARY SCHOOL
- HIGHER OR FURTHER EDUCATION (A LEVELS, BTEC ETC)
- UNDERGRADUATE DEGREE
- POST GRADUATE
- PREFER NOT TO SAY

ASIAN
- 1.3%
- 3.3%
- 3.7%
- 12.8%
- 25.8%
- 53.1%

BLACK
- 2.1%
- 5.0%
- 9.4%
- 32.9%
- 27.6%
- 22.9%

MIXED
- 2.0%
- 7.2%
- 13.6%
- 24.3%
- 25.4%
- 27.6%

WHITE
- 1.9%
- 5.9%
- 14.1%
- 23.2%
- 17.1%
- 37.8%
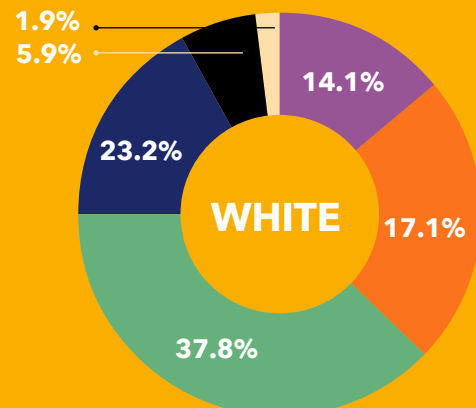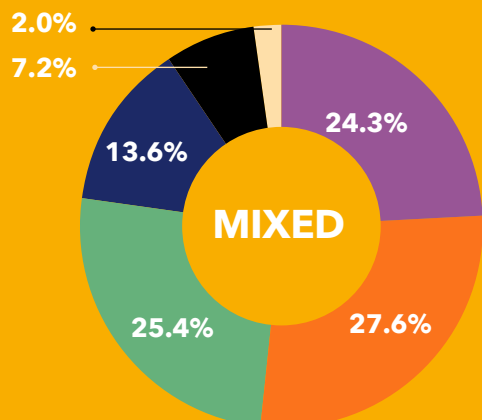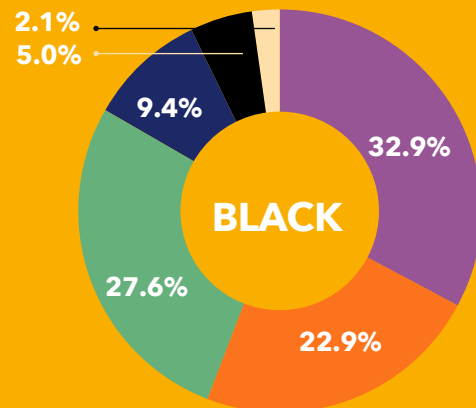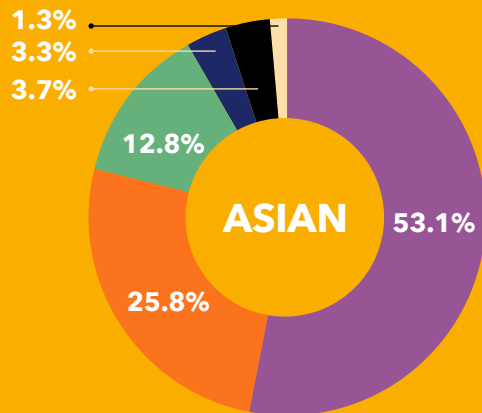
LENGTH OF SERVICE IN THE HOSPITALITY INDUSTRY

A little over a quarter of respondents (25.6%) report a length of service in the industry of under 6 months. 22.2% have been in the industry for 3 to 10 years and 19.2% for over 10 years.

→ *44.20%*

of Asian respondents have been in the industry for under 6 months.

25.6%

UNDER 6 MONTHS

44.20%

34.10%

25.20%

15.30%

13.8%

6 MONTHS – 11 MONTHS

17.70%

18.20%

12.30%

11.90%

11%

12 MONTHS – 18 MONTHS

13.10%

9.70%

13.10%

9.90%

8.1%

19 MONTHS – 2.9 YEARS

5.70%

7.60%

7.90%

9.10%

22.2%

3 - 10 YEARS

11.70%

20.30%

20.60%

28.00%

19.2%

OVER 10 YEARS

7.60%

10.00%

21.00%

25.70%

- ⬤ **NO FORMAL EDUCATION**
- ⬤ **SECONDARY SCHOOL**
- ⬤ **HIGHER OR FURTHER EDUCATION (A LEVELS, BTEC ETC)**
- ⬤ **UNDERGRADUATE DEGREE**
- ⬤ **POSTGRADUATE DEGREE OR QUALIFICATION**
- ⬤ **PREFER NOT TO SAY**
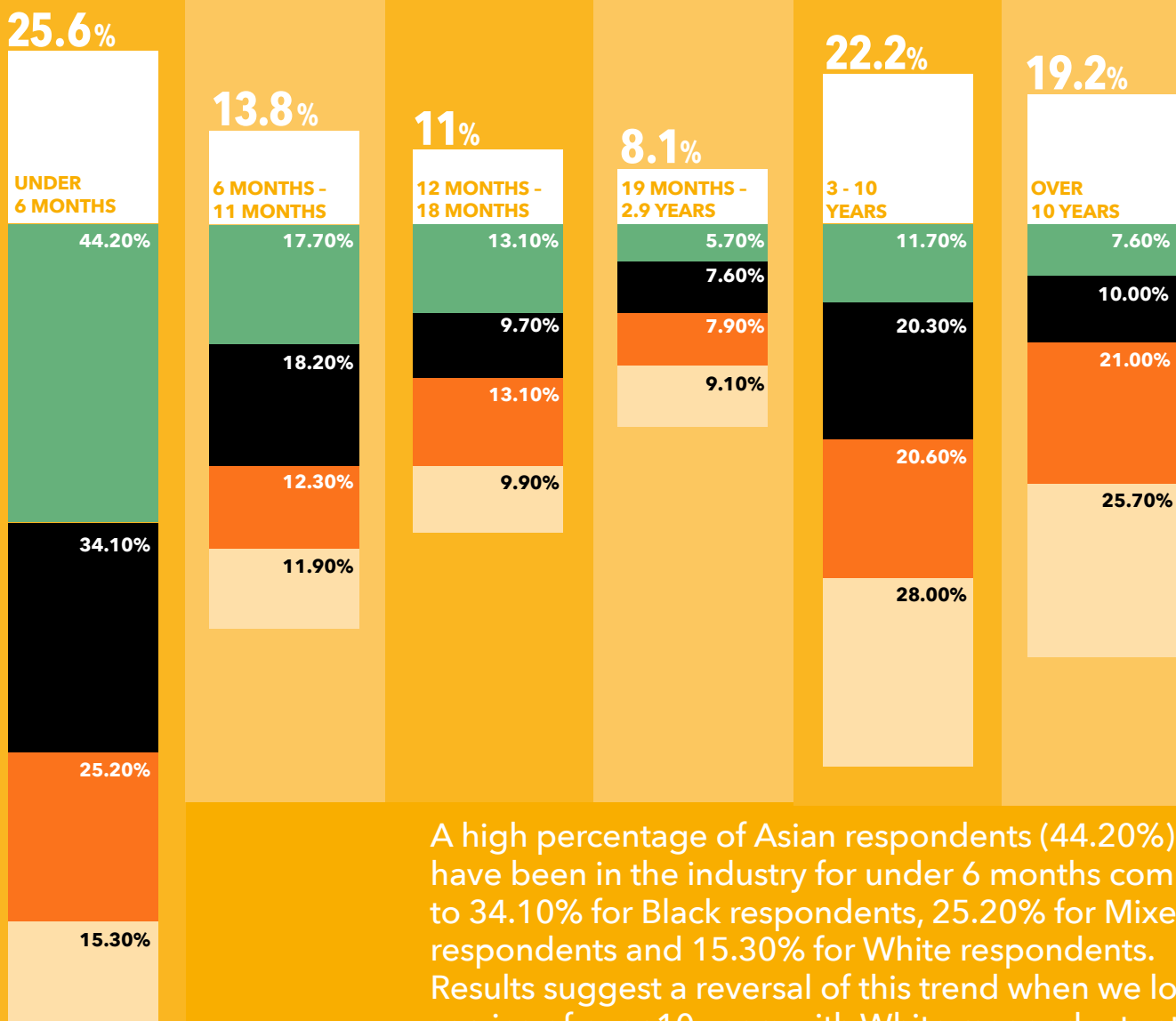
A high percentage of Asian respondents (44.20%) have been in the industry for under 6 months compared to 34.10% for Black respondents, 25.20% for Mixed respondents and 15.30% for White respondents. Results suggest a reversal of this trend when we look at service of over 10 years with White respondents at 25.7%, Mixed Ethnicity 21%, Black 10% and Asian at 7%. More than one in two (53.7%) of White respondents are in the industry for 3 or more years. This compares with 41.6% Mixed, 30.3% Black, and notably less for Asian respondents at 19.3%. A large proportion of respondents with under 6 months in the hospitality industry are in entry-level positions (38.50%) whilst those with over 10 years of industry experience hold Director (70%) General Manager (58%) and CEO or Founder (49.10%) positions.

JOB ROLES
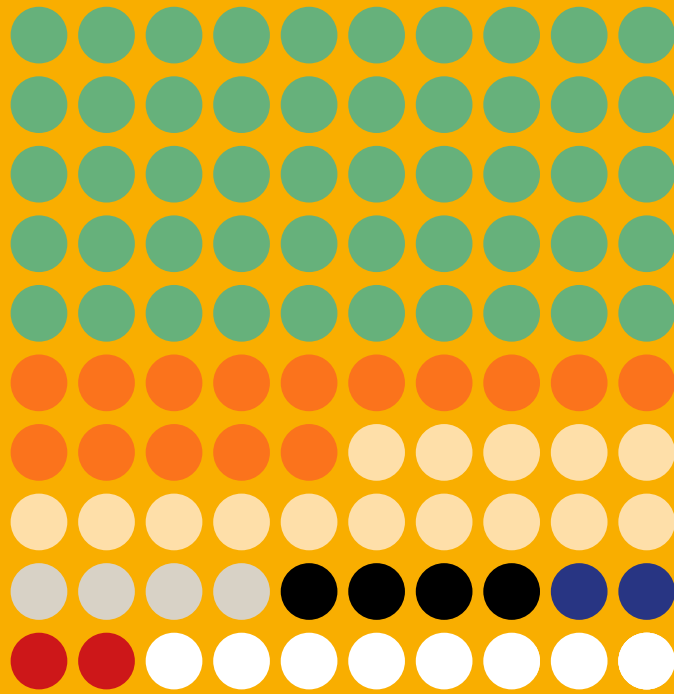
ENTRY-LEVEL
49.9% 1,557

SUPERVISORY
14.7% 459

MANAGEMENT
14.9% 466

CENTRAL GROUP
4.4% 136

GENERAL MANGER
4.2% 132

DIRECTOR
2.2% 70

CEO/FOUNDER
1.7% 53

OTHER
7.9% 247

→ *49.9%*

are entry-level employees, and 19% of the respondent are from managerial or General manager level and Supervisory (14.7%) level employees

In this survey, we limited the number of roles to eight possible selections to more accurately analyse the data in areas where we might expect a likelihood of variations in the survey responses. Almost half of the respondents (49.9%) are from entry-level employees, and 19% of the respondent are from managerial or General manager level and Supervisory (14.7%) level employees.

→ *70%*

As expected, the Director level is the highest proportion of respondents (70%) that have been in the industry for over 10 years

In terms of length of service in hospitality, a high percentage (38.5%) of respondents at entry level have been in the industry for under 6 months. As expected, the Director level is the highest proportion of respondents (70%) that have been in the industry for over 10 years. Respondents that held supervisory level positions make up two out of five of those with a length of service in the industry of 3 to 10 years.

HOW LONG HAVE YOU WORKED IN THE HOSPITALITY SECTOR?

CEO / FOUNDER

- 7.5%
- 3.8%
- 7.5%
- 9.4%
- 22.6%
- 49.1%

DIRECTOR

- 5.7%
- 5.7%
- 1.4%
- 17.1%
- 70.0%
- 70.0%
- 17.1%

GENERAL MANAGER

- 3.0%
- 5.3%
- 7.6%
- 4.5%
- 21.2%
- 58.3%

CENTRAL GROUP

- 11.0%
- 5.9%
- 7.4%
- 4.4%
- 24.3%
- 47.1%

MANAGEMENT

- 5.4%
- 5.2%
- 5.6%
- 6.2%
- 36.5%
- 41.2%

SUPERVISORY

- 8.5%
- 10.2%
- 13.5%
- 10.5%
- 38.3%
- 19.0%

ENTRY LEVEL

- 4.8%
- 38.5%
- 19.8%
- 13.6%
- 9.2%
- 14.2%

OTHER

- 12.1%
- 45.3%
- 17.0%
- 13.0%
- 6.9%
- 5.7%

Legend:
- ● UNDER 6 MONTHS
- ● 6 - 11 MONTHS
- ● 12 - 18 MONTHS
- ● 19 MONTHS - 2.9 YRS
- ● 3 - 10 YEARS
- ● OVER 10 YEARS

White respondents are more likely to hold managerial positions. We see an approximate 8% difference in management-level positions in favour of White versus Asian or Black ethnicities. The difference is only 4% between White and Mixed Ethnicities. There is also a notable difference in entry-level positions with higher percentages of representation by respondents from ethnic minority backgrounds.

JOB ROLES BY ETHNICITY

ASIAN (701)

- 2.3%
- 0.7%
- 3.1%
- 1.7%
- 10.1%
- 15%
- 57.6%
- 9.4%

BLACK (340)

- 2.9%
- 1.8%
- 2.1%
- 3.5%
- 10.6%
- 14.1%
- 53.2%
- 11.8%

MIXED (457)

- 3.1%
- 2.2%
- 3.9%
- 5.9%
- 14.2%
- 14%
- 48.8%
- 7.9%

WHITE (1594)

- 0.8%
- 3%
- 5.3%
- 5.3%
- 18.2%
- 15%
- 46.1%
- 6.3%

Interestingly those in ethnic minority groups seem often 3 times as likely to start up their own businesses compared to White respondents.
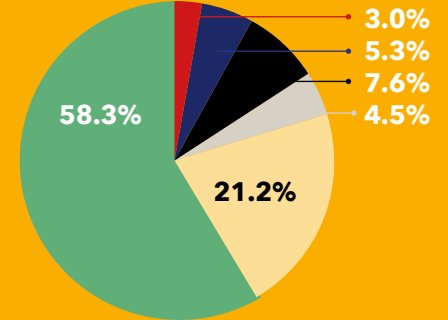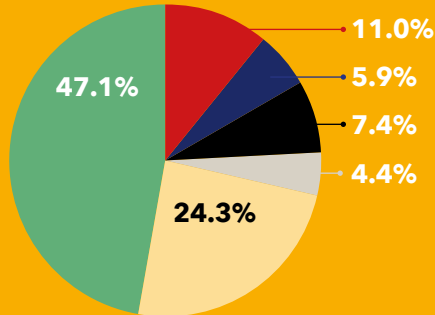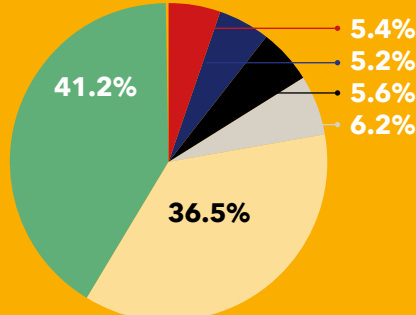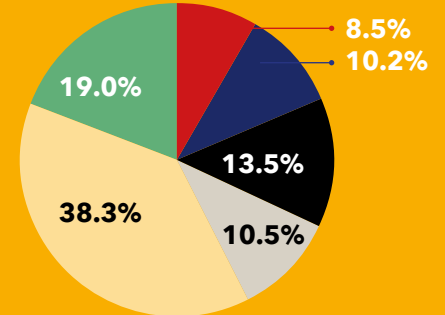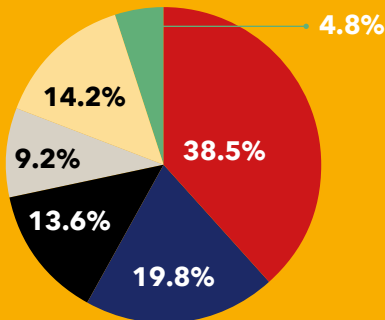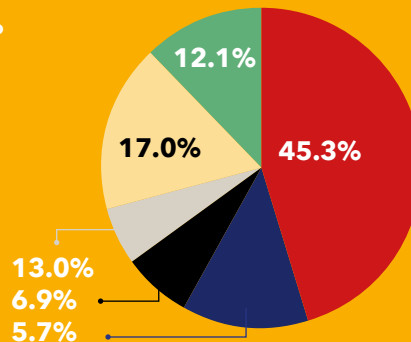
- CEO / FOUNDER
- DIRECTOR
- GENERAL MANAGER
- CENTRAL GROUP
- MANAGEMENT
- SUPERVISORY
- ENTRY LEVEL
- OTHER

INCOME AND EMPLOYMENT TYPE

UNDER £10,000	£10,001 TO £20,000	£20,001 TO £40,000	£40,001 TO £75,000	OVER £75,001	PREFER NOT TO SAY
27.6%	21.8%	28.7%	7.3%	2.9%	11.7%

UNDER £10,000
- 39.9% (Asian)
- 24.1% (Black)
- 26.3% (Mixed)
- 23.3% (White)

£10,001 TO £20,000
- 23.4% (Asian)
- 24.4% (Black)
- 23.0% (Mixed)
- 20.5% (White)

£20,001 TO £40,000
- 18.4% (Asian)
- 27.1% (Black)
- 28.2% (Mixed)
- 33.9% (White)

£40,001 TO £75,000
- 4.1% (Asian)
- 7.9% (Mixed)
- 9.3% (White)
- 3.2%

OVER £75,001
- 4.1%
- 0.6%
- 2.1%
- 2.4%

PREFER NOT TO SAY
- 13.6% (Asian)
- 19.1% (Black)
- 12.3% (Mixed)
- 8.8% (White)

Legend:
- ASIAN
- BLACK
- MIXED
- WHITE

In terms of income, a large percentage of respondents (28.7%) earns £20K to £40K per annum whilst the second largest group (27.6%) was of those earning less than 10K per year.

When scrutinising the level of income, higher percentages of Black, Asian and Mixed ethnicity respondents earn £20,000 or less, compared to White respondents. In contrast for all salaries of £20,000 and above, higher percentages of White respondents earn the higher salary bandings.

→ **28.7%**
A large percentage of respondents (28.7%) earns £20K to £40K per annum.

→ **£20,000**
Higher percentages of Black, Asian, and Mixed ethnicity respondents earn £20,000 or less, compared to White respondents.

INCOME AND EMPLOYMENT TYPE

In terms of the type of employment, just over half of respondents (51.5%) are in full-time employment and 35.2% in part-time employment. Respondents in zero-hour contracts made up 10.9% of our respondents whilst those in seasonal contracts made up 2.1% of the sample.

Investigating further Black respondents are more likely to occupy zero-hour contracts, and Asian respondents are more likely to occupy part-time contracts and White respondents are more likely to be in full-time employment than any other ethnic group.

→ *51.5%*

of respondents are in full-time employment and 35.2% in part-time employment.

→ *Zero-hour*

Black respondents are more likely to occupy zero-hour contracts, Asian respondents are more likely to occupy part-time contracts

ASIAN

2.30%
8.4%
34%
55.3%

BLACK

2.40%
15.3%
39.7%
42.6%

MIXED

3.10%
9.6%
31.3%
56%

WHITE

1.60%
11.2%
26.7%
60.5%
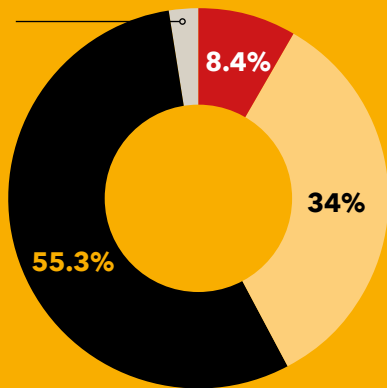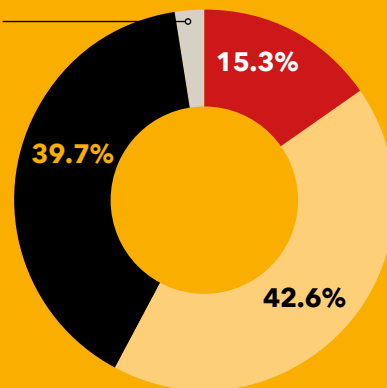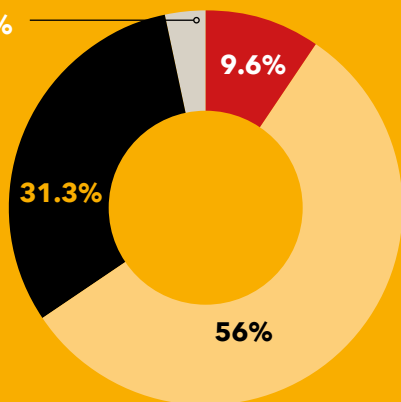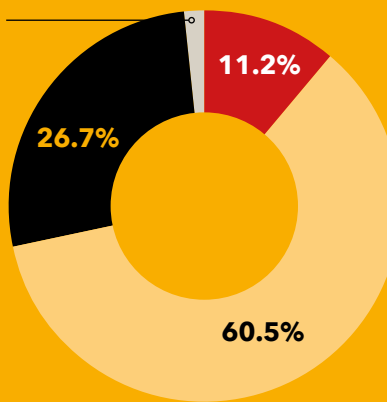
● 0 HOUR ● FULL TIME ● PART TIME ● SEASONAL

INDUSTRY SECTOR

→ *More than half of the respondents work in the restaurant sector.*

There is a good representation across all sectors except nightclubs where only 5% of respondents have worked in them.
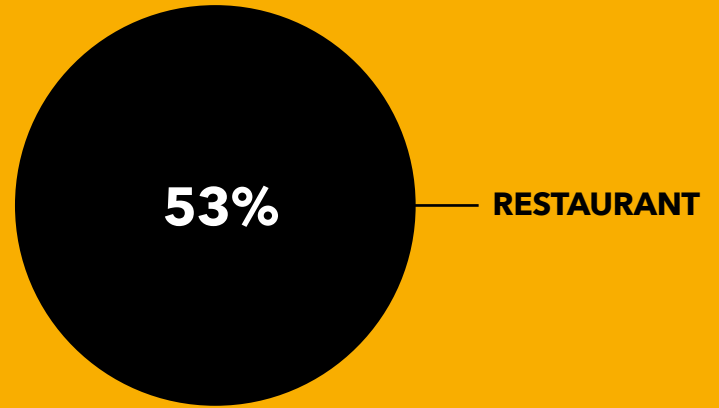
→ *20.8%*

Respondents could select more than one sector and the top three sectors after restaurants in this sample are the Accommodation sector with 20.8% and Bar with 16.5% of respondents.

53% —— **RESTAURANT**

20.8% —— **ACCOMMODATION SECTOR**

16.5% —— **BAR**

14.2% —— **CATERING**

14% —— **EVENTS**

12.6% —— **CAFÉ/COFFEE SHOP**

16.2% —— **OTHER**

11.7% —— **PUB**

—— **NIGHTCLUB**
5%

In all ethnic minority subgroups respondent samples are higher in the restaurant sector.

There are some slight variations as seen in the next table of respondents from different ethnic minority backgrounds showing concentrations of respondents in specific sectors. For example, Black respondents in the catering (12.29%) and events (11.62%) sectors whilst those of Asian background lead in the Café (10.7%) and Nightclub (4.30%) sectors.

Although the differences are marginal, the results may indicate possible sector patterns based on ethnicity.

ACCOMMODATION SECTOR

10.4%
12.3%
13%
14%

BAR

7.2%
10.6%
8.6%
11.9%

NIGHTCLUB

4.3%
3.4%
3.3%
2.5%

CATERING

9.4%
12.3%
8.8%
7.4%

EVENTS

9.6%
11.6%
8.7%
7.3%

RESTAURANT

34.6%
27.9%
35%
30.8%

PUB

4.5%
4.6%
5%
9.6%

CAFE / COFFEE SHOP

10.7%
5.4%
8%
6.9%

OTHER

9.3%
11.9%
9.6%
9.6%

● ASIAN ● BLACK ● MIXED ● WHITE
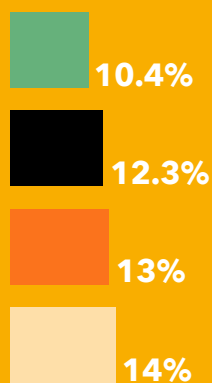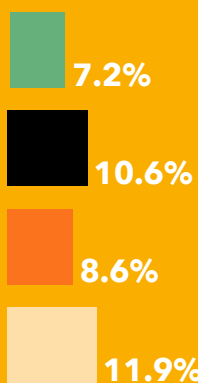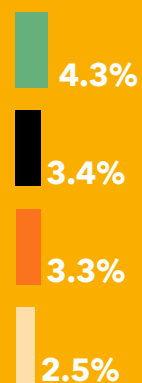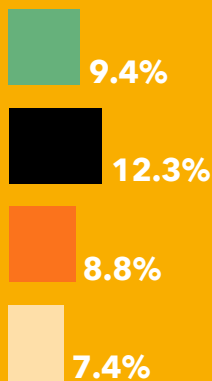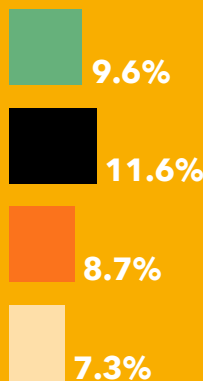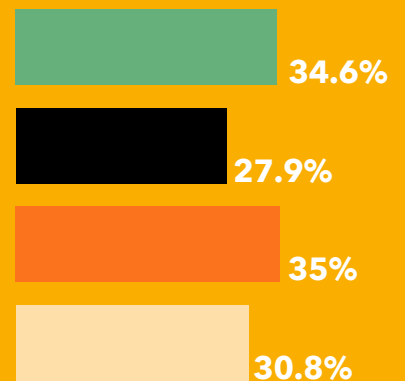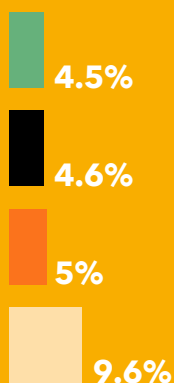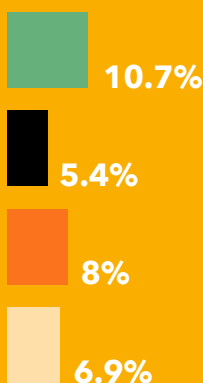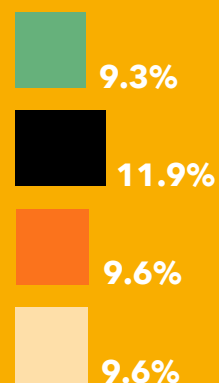
HOW WOULD YOU DESCRIBE YOUR COMPANY SIZE?

34.7%
(1,082)

LARGE
(250 EMPLOYEES AND ABOVE)

29.5%
(921)

MEDIUM
(50 TO 249 EMPLOYEES)

25.2%
(786)

SMALL
(10 TO 49 EMPLOYEES)

MICRO
(LESS THAN 10 EMPLOYEES)

10.6%
(331)
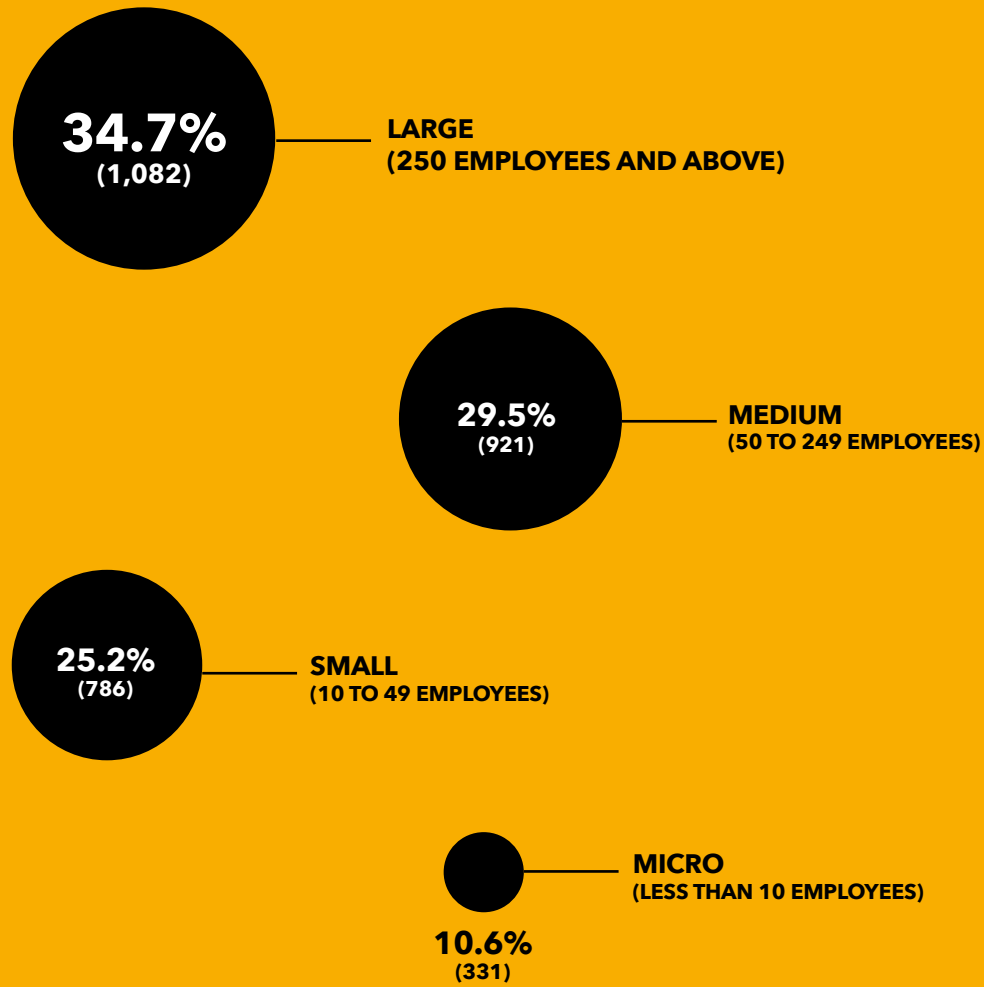
SELF-EMPLOYED PARTICIPANTS

→ *There are 182 respondents who declared as self-employed with 68% of these being Asian, Black or of Mixed Ethnicity.*

→ *22%*

A high (22%) **of self-employed respondents have worked in the industry for over 10 years**. Although almost a quarter (24.73%) have worked in the industry for under 6 months.

→ *Educated*

They are highly educated as **almost 60% of those hold an undergraduate** (31.32%) or postgraduate degree (28.57%). Almost 30% work in the catering (12.01%) or restaurant (17.88%) sectors.

→ *46%*

of self-employed respondents take home more than 20K per year compared to 42% of employed respondents

Careers in Hospitality

Hospitality
speaks

"*Raise collective consciousness and create awareness campaigns. Make it more acceptable and aware at a grassroots level.*"

Hospitality
speaks

**BLACK, FEMALE,
SUPERVISORY LEVEL, BARS**

→ *My employer never offered development opportunities. Working in fast paced environments, it's always about getting the job done, I've loved majority of my previous jobs, but most don't it offer these type of support systems. The jobs themselves are character building.*

**ASIAN, FEMALE,
SUPERVISORY LEVEL, RESTAURANT**

→ *As much as I love working in the hospitality sector, as I've gotten older, I have grown tired. I have learned so much about myself and others, I've always had an open mind so working with so many other people of different cultures is such a breath of fresh air. Working in hospitality it's hard to have a life/work balance. I'll never regret getting into it but it's not so progressive.*

**WHITE, FEMALE,
MANAGEMENT, RESTAURANTS**

→ *In one of my previous jobs, I was supervised by a general manager. I was getting regular feedback, advice, and help. That helped me grow up as an assistant manager. Without a good mentor, you lose motivation or just feel burned out.*

Careers in Hospitality

Overall respondents perceive the hospitality industry as a viable and attractive industry for careers. Most respondents (83.8%) agree that the hospitality industry offers good career opportunities, and almost 1 in every 3 expressed their firm conviction for that (strongly agree).
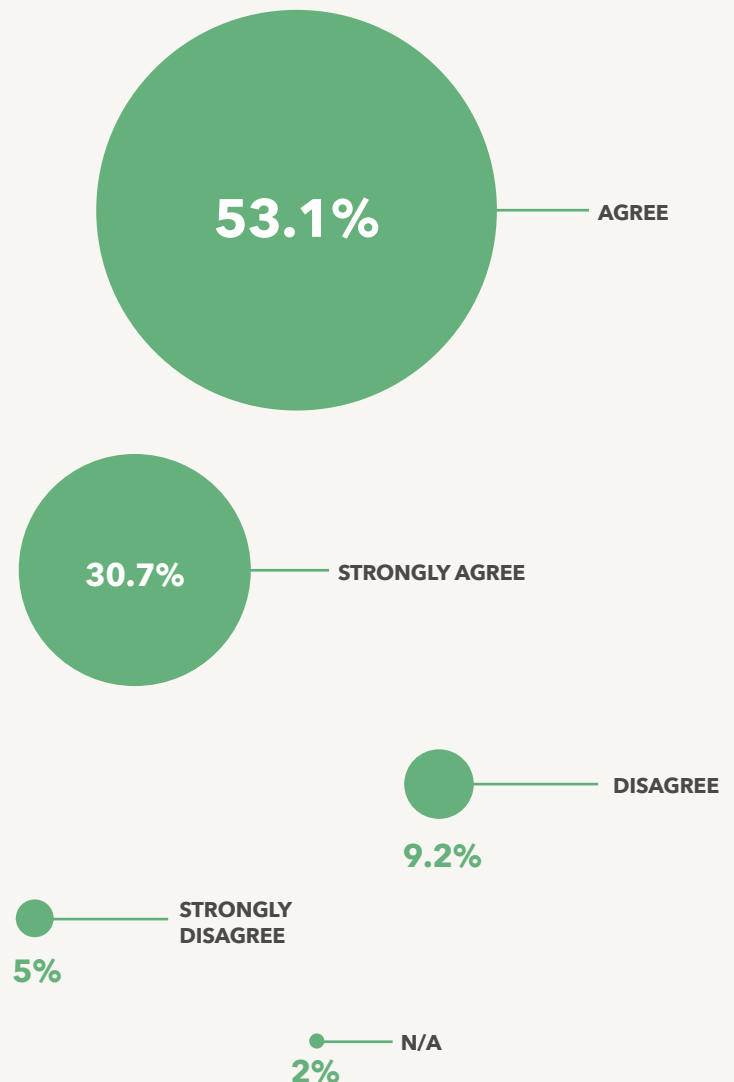
This view remains consistent across all ethnic groups, with Black and Asian respondents holding a slightly more optimistic view.

THE HOSPITALITY SECTOR OFFERS GOOD CAREER OPPORTUNITIES

53.1% — AGREE

30.7% — STRONGLY AGREE

9.2% — DISAGREE

5% — STRONGLY DISAGREE

2% — N/A

THE HOSPITALITY SECTOR OFFERS GOOD CAREER OPPORTUNITIES

	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
AGREE	45.40%	52.90%	57.80%	55.30%	53.00%
STRONGLY AGREE	39.90%	31.50%	25.40%	28.40%	30.70%
TOTAL	**85.30%**	**84.40%**	**83.20%**	**83.70%**	**83.70%**
STRONGLY DISAGREE	6.30%	5.30%	5.30%	4.10%	5.00%
DISAGREE	6.40%	7.40%	9.40%	10.40%	9.20%
TOTAL	**12.70%**	**12.70%**	**14.70%**	**14.50%**	**14.20%**
NO ANSWER	1.90%	2.90%	2.00%	1.80%	2.00%

Base: Asian (701); Black (340); Mixed (457); White (1594)

Regarding job roles, again, there is a consistently positive view across the board with those respondents working in a central group function such as marketing, procurement and human resources management holding the most positive perception (89.7% agreement).

Interestingly, within this sea of optimism, the slightly less optimistic (i.e., level of agreement around 80% as opposed to an average of 83.7% in the other groups) are the respondents in the CEO/Founder and the supervisory-level operations employees. Similarly, the respondents from micro companies show a somewhat lower degree of optimism (75.2%)

89.7%

of those working in central group functions have a positive perception of career opportunities in hospitality compared to 75% of respondents in micro companies

I KNEW ABOUT THE CAREER OPPORTUNITIES THAT EXISTED IN THE SECTOR BEFORE JOINING IT.

50.5% — AGREE

22.1% — DISAGREE

6.7% — STRONGLY DISAGREE

16.8% — STRONGLY AGREE

3.8% — N/A
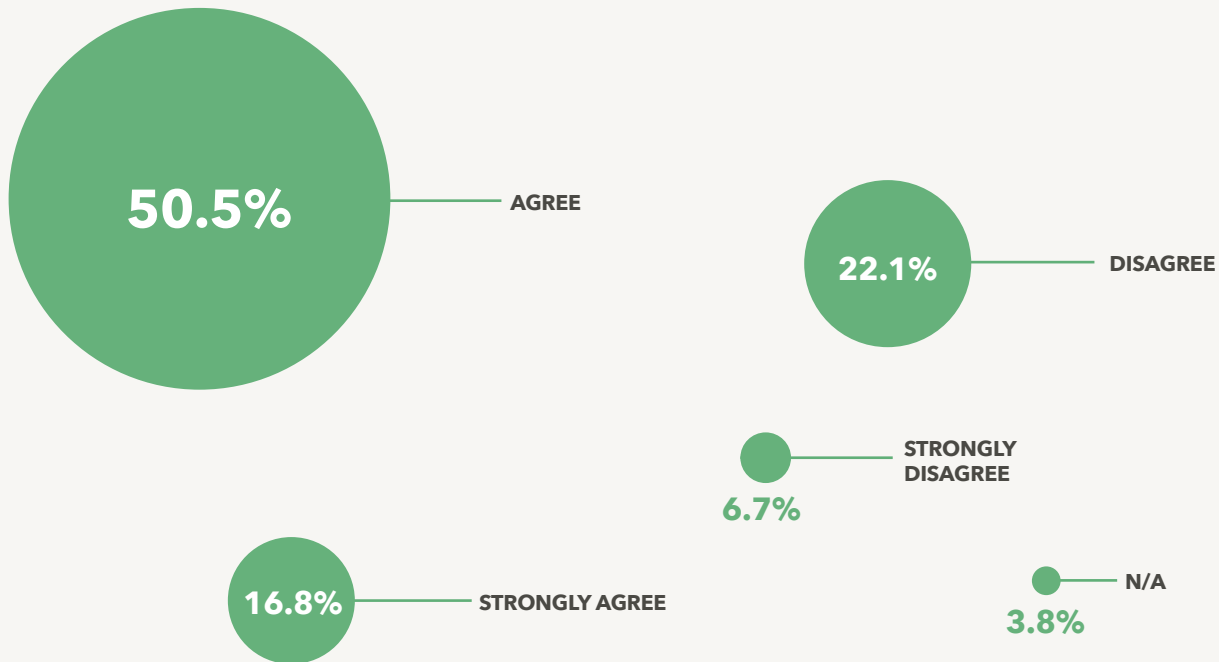
In this survey, almost 7 out of every 10 respondents felt they knew about career opportunities in hospitality before they entered the industry. The response was consistent across respondents from all sectors of the industry, with those working in the events and pub sectors showing somewhat less confidence than the rest (64.9% and 67.2% as opposed to an average of 70.7% in the other sectors).

Interestingly, the male respondents appear to be more confident about their prior knowledge (72.2%) than the female (63.1%) and the non-binary (49.0%) respondents. More respondents with non-formal education (83.9%) appear to have looked at career opportunities available in the sector before entering it than all the other groups. Respondents with undergraduate education seem to have had the least knowledge of opportunities before joining the industry (60.5%).

More Asian respondents (74.3%) believe they had a better picture of career paths than the other ethnic groups. It is noteworthy though that 61.9% of the Asian respondents have worked in the industry for less than 12 months, which may indicate that respondents who are relatively new to the industry have done their research and sought out information about potential career paths before entering the industry.

83.9%

of respondents with non-formal education have looked at career opportunities available in the hospitality sector compared with those with undergraduate education (60.5%)

**I KNEW ABOUT THE CAREER OPPORTUNITIES
THAT EXISTED IN THE SECTOR BEFORE JOINING IT.**

	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
AGREE	52.60%	46.80%	51.90%	50.10%	50.50%
STRONGLY AGREE	21.70%	14.40%	15.10%	15.80%	16.80%
TOTAL	**74.30%**	**61.20%**	**67.00%**	**65.90%**	**67.30%**
STRONGLY DISAGREE	6.10%	7.60%	5.90%	6.80%	6.70%
DISAGREE	15.10%	25.90%	23.60%	23.90%	22.10%
TOTAL	**21.20%**	**33.50%**	**29.50%**	**30.70%**	**28.80%**
NO ANSWER	4.40%	5.30%	3.50%	3.30%	3.80%

Base: Asian (701); Black (340); Mixed (457); White (1594)

Perceptions about the industry being able to provide stable or long-term employment and career prospects are also consistent across the respondents' different groups in terms of education, gender, and ethnicity (77.6%), with Asian and Black respondents' perceptions being, once again, slightly more optimistic (79.1% and 79.4% respectively) than the average.

This perception is consistent across all job roles and becomes even stronger at management (84.6%) and director (87.2%) levels as well as for those respondents working in a central group function (87.5%). Notably, respondents from the accommodation sector felt more confident about long-term career prospects (82.9%) than those in other sectors (an average of 74%).

79.1%

of Asian respondents believe that the industry provides stable or long-term employment and career prospects. 79.4% of black respondents believe the same.

SUPPORTING CAREER GOALS AND PROGRESSION

Although in general, the respondents feel supported by their employers, a notable portion (20.5%) either disagree or strongly disagree with this statement, indicating a concerning lack of support from their employer with regard to career advancement.

20.5%

of respondents feel they are not supported by their employer with regard to career advancement.

MY COMPANY IS SUPPORTIVE OF MY CAREER GOALS AND PLANS.

45.8% ———— AGREE

14.3% ———— DISAGREE

28.1% ———— STRONGLY AGREE

———— STRONGLY DISAGREE
6.2%

———— N/A
5.6%
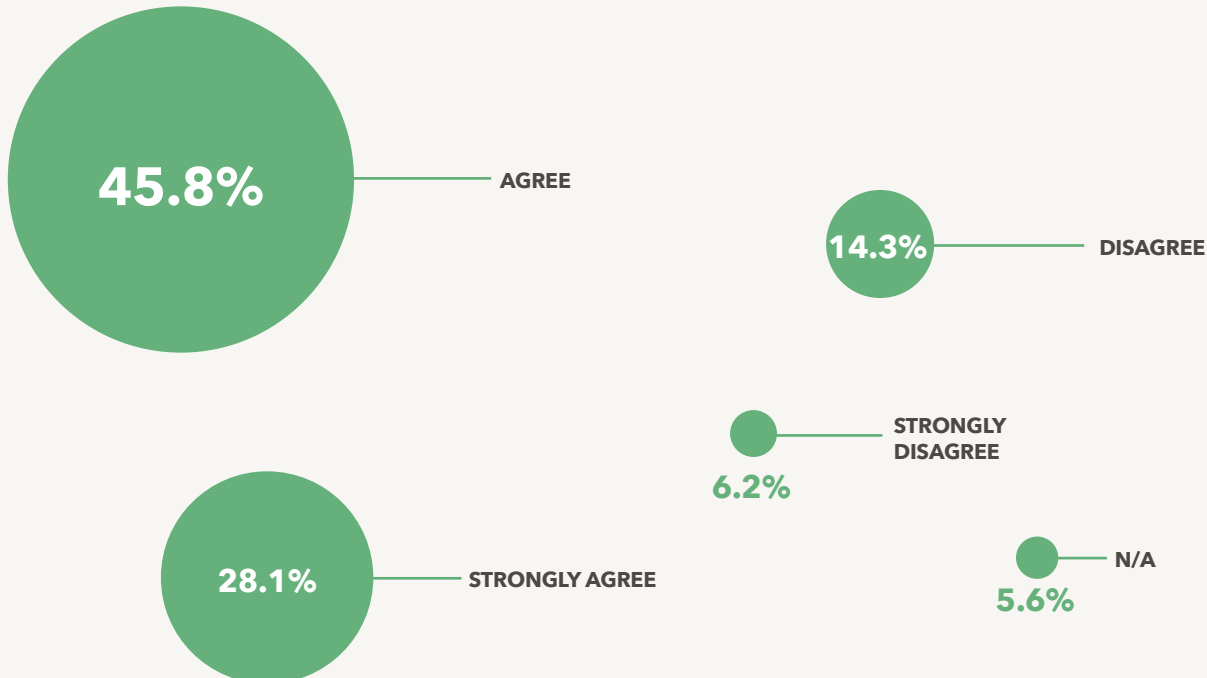
Asian respondents perceive their employers to be more supportive of career goals and plans (78.9%), with Mixed respondents citing higher percentages disagreeing with this statement at 25.4%.

MY COMPANY IS SUPPORTIVE OF MY CAREER GOALS AND PLANS.

	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
AGREE	44.20%	52.10%	44.60%	45.50%	45.70%
STRONGLY AGREE	34.70%	23.50%	23.40%	27.70%	28.00%
TOTAL	**78.90%**	**75.60%**	**68.00%**	**73.20%**	**73.70%**
STRONGLY DISAGREE	6.00%	5.30%	7.90%	5.70%	6.20%
DISAGREE	10.70%	10.30%	17.50%	15.60%	14.30%
TOTAL	**16.70%**	**15.60%**	**25.40%**	**21.30%**	**20.50%**
NO ANSWER	4.30%	8.50%	6.60%	5.30%	5.60%

Base: Asian (701); Black (340); Mixed (457); White (1594)

The perception of a lack of career support was higher among respondents working in the catering (24.2%) and pub (24.9%) sectors (against a 20.5% industry average). It was higher among general managers (24.3%) and respondents working in large companies (22.3%).

26.1% of the respondents feel that career development opportunities are not available for all in their respective companies, with most respondents working in large companies holding this perception. The respondents agreeing the least with this view are those working in micro-businesses.

26.1%

of the respondents feel that career development opportunities are not available for all in their respective companies, with most respondents working in large companies holding this perception.

CAREER DEVELOPMENT OPPORTUNITIES ARE AVAILABLE FOR ALL IN MY COMPANY
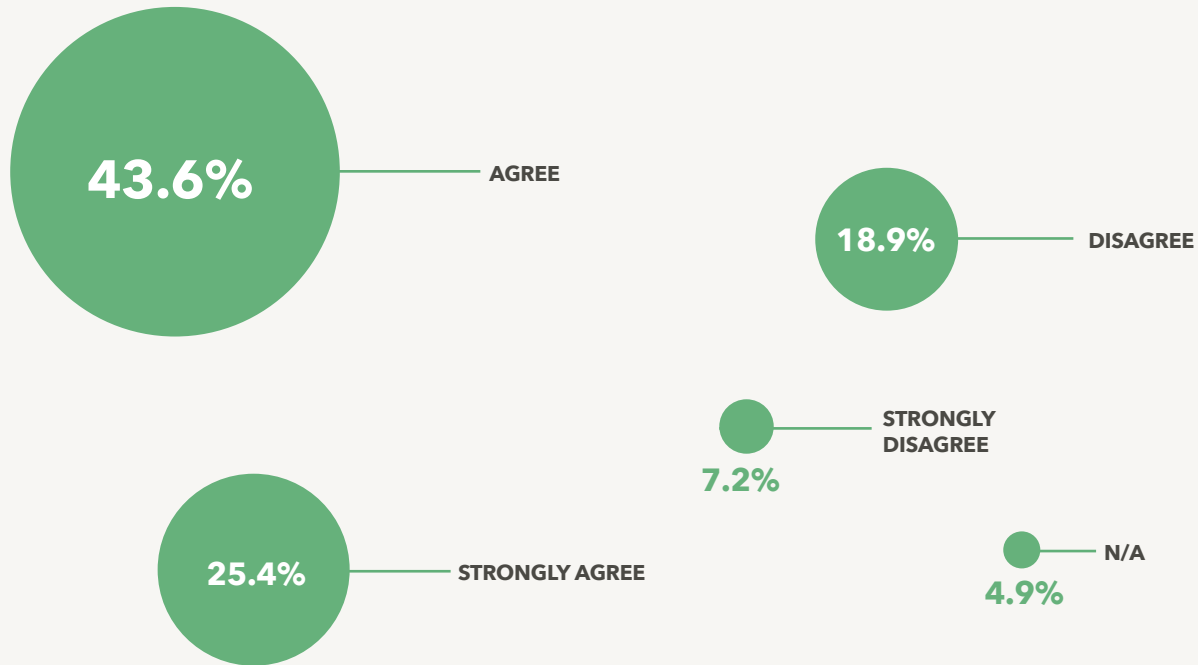
43.6% ——— AGREE

18.9% ——— DISAGREE

7.2% ——— STRONGLY DISAGREE

25.4% ——— STRONGLY AGREE

4.9% —— N/A

Mixed respondents felt strongest (28.5%) about this lack of career development opportunities being available for all, and the Asian respondents expressed the least concern (23.9%).

28.5%

Mixed respondents felt strongest (28.5%) about this lack of career development opportunities being available.

CAREER DEVELOPMENT OPPORTUNITIES ARE AVAILABLE FOR ALL AT THE COMPANY

	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
AGREE	39.20%	42.90%	45.70%	45.10%	43.50%
STRONGLY AGREE	32.20%	23.20%	20.10%	24.30%	25.30%
TOTAL	**71.40%**	**66.10%**	**65.80%**	**69.40%**	**68.80%**
STRONGLY DISAGREE	7.10%	4.70%	8.80%	6.90%	7.10%
DISAGREE	16.80%	20.30%	19.70%	19.00%	18.80%
TOTAL	**23.90%**	**25.00%**	**28.50%**	**25.90%**	**25.90%**
NO ANSWER	4.30%	7.60%	5.00%	4.50%	4.90%

Base: Asian (701); Black (340); Mixed (457); White (1594)

This perception of a lack of career development opportunities is predominantly held among respondents with further, higher, and postgraduate education qualifications whose developmental ambitions might differ from those employees with only secondary education qualifications or without any qualification.

Respondents working in central group functions appear more concerned than any other job role group about this (36.1%) and operations employees at a supervisory level (27.2%). The perception of a lack of development opportunities is stronger in the events sector (29.6%), with bars (29.1%), cafés (27.8%), and finally pubs (27.3%).

In terms of career progression within the industry and how well-supported this is by their employers and industry professional bodies, 25.3% of the respondents felt let down, with 65% of the responses being positive.

25.3%

In terms of career progression within the industry and how well-supported this is by their employers and industry professional bodies, 25.3% of the respondents felt let down

MY CAREER/BUSINESS PROGRESSION HAS BEEN WELL SUPPORTED BY COMPANIES OR INDUSTRY BODIES

18.2% — DISAGREE

44.1% — AGREE

STRONGLY DISAGREE
7.1%

N/A
9.4%

21.2% — STRONGLY AGREE
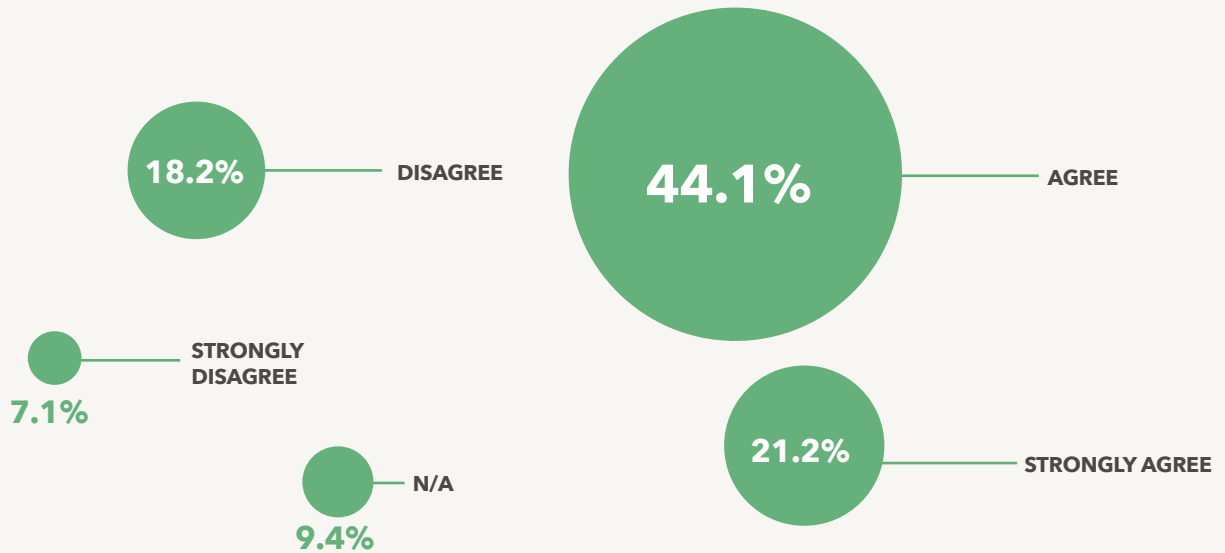
Black and Asian respondents felt less 'let down' than the White and Mixed respondents. These feelings toward employer and industry bodies' support are consistent across all sectors of hospitality and all sizes of business. Senior managers at the level of General Manager and Director were the job roles more disappointed with the support they received (30.3% and 28.6%, respectively) followed by those working in central group functions.

30.3%

Senior managers at the level of General Manager were disappointed with the support they received

MY CAREER/BUSINESS PROGRESSION HAS BEEN WELL SUPPORTED BY COMPANIES OR INDUSTRY BODIES

	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
AGREE	43.70%	45.30%	43.80%	44.00%	44.00%
STRONGLY AGREE	27.80%	18.80%	18.40%	19.70%	21.20%
TOTAL	71.50%	64.10%	62.20%	63.70%	65.20%
STRONGLY DISAGREE	6.30%	5.90%	8.80%	7.00%	7.10%
DISAGREE	14.40%	18.20%	19.70%	19.30%	18.20%
TOTAL	20.70%	24.10%	28.50%	26.30%	25.30%
NO ANSWER	7.60%	11.20%	9.40%	9.80%	9.40%

Base: Asian (701); Black (340); Mixed (457); White (1594)

It is interesting that this feeling of 'being let down' by employers and industry bodies increases with the years of experience in the industry from 26.6% in the group with 1-year experience to 27.2% among those with 3-10 year's experience in hospitality and to 29.1% within the respondent's group with over ten year's experience.

Respondents with more experience in the industry appear to have higher expectations and a clearer understanding of their career aspirations, leading to a greater sense of disappointment when these expectations are not met.

MY CAREER/BUSINESS PROGRESSION HAS BEEN WELL SUPPORTED BY COMPANIES OR INDUSTRY BODIES

	1 YEAR	1-3 YEARS	3-10 YEARS	10 YEARS +	SURVEY AVG.
AGREE	43.99%	43.69%	44.67%	42.57%	44.00%
STRONGLY AGREE	20.89%	19.70%	21.04%	22.87%	21.20%
TOTAL	64.9%	63.4%	65.70%	65.40%	65.20%
STRONGLY DISAGREE	10.81%	7.25%	8.50%	6.01%	7.10%
DISAGREE	15.77%	19.59%	18.73%	23.04%	18.20%
TOTAL	26.6%	26.8%	27.20%	29.10%	25.30%
NO ANSWER	11.97%	9.61%	7.06%	5.18%	9.40%

Base: Under 1Y (1230); 1-3Y (597); 3-10Y (694); Over 10Y (599)

PROFESSIONAL AND PERSONAL DEVELOPMENT

With 1 in 4 respondents stating that career opportunities are not available to all, and some feeling let down by the support offered for career progression, it is interesting to see what types of support are more most.

Regarding usefulness, the most valued support means across all respondents is mentorship. The Asian and Black respondents find the idea of a mentor to be the most useful form of support (76.9% and 64.7%, respectively) as opposed to 59.9% of the Mixed ethnicity and 52.1% of the White respondents. Conversely, they find the idea of a sponsor or senior ally in the organisation the least useful support, especially for Black and Mixed respondents

PERCEIVED USEFULNESS OF SUPPORT

● ASIAN ● BLACK ● MIXED ● WHITE ● SURVEY AV.

USEFUL AND VERY USEFUL

MENTOR

- ASIAN: 76.9%
- BLACK: 64.7%
- MIXED: 59.9%
- WHITE: 52.1%
- SURVEY AV.: 60.3%

COACH

- ASIAN: 69.5%
- BLACK: 56.2%
- MIXED: 51.9%
- WHITE: 41.9%
- SURVEY AV.: 51.2%

SPONSOR

- ASIAN: 57.7%
- BLACK: 36.5%
- MIXED: 34.8%
- WHITE: 21.2%
- SURVEY AV.: 33.4%
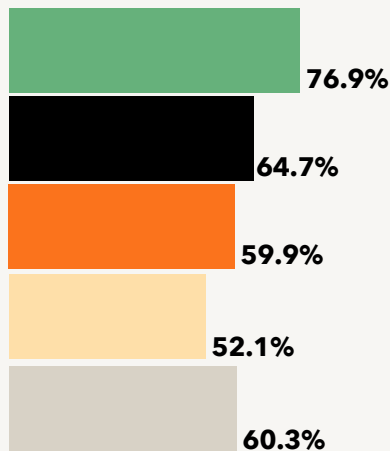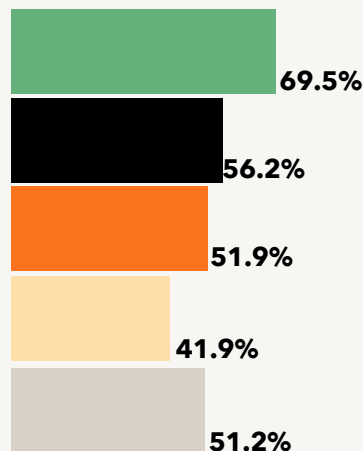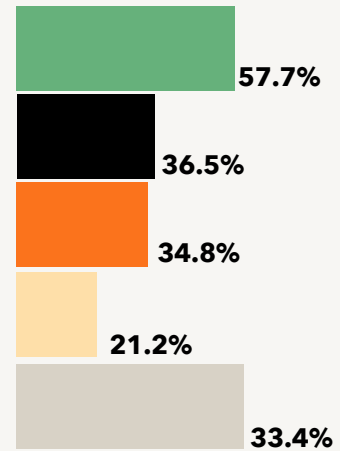
SOMEWHAT USEFUL AND NOT USEFUL AT ALL

● ASIAN ● BLACK ● MIXED ● WHITE ● SURVEY AV.

MENTOR

- ASIAN: 13.3%
- BLACK: 13.2%
- MIXED: 19.6%
- WHITE: 15.4%
- SURVEY AV.: 15.2%

COACH

- ASIAN: 14.3%
- BLACK: 12.9%
- MIXED: 19.5%
- WHITE: 14.1%
- SURVEY AV.: 15.0%

SPONSOR

- ASIAN: 16.0%
- BLACK: 20.3%
- MIXED: 18.4%
- WHITE: 14.7%
- SURVEY AV.: 16.1%
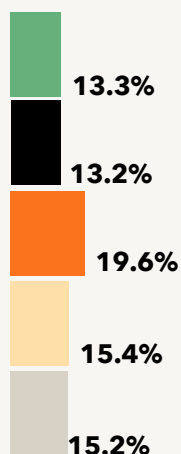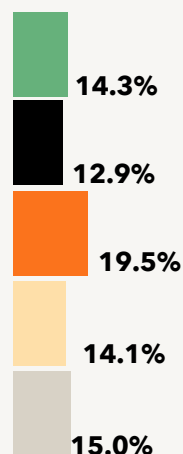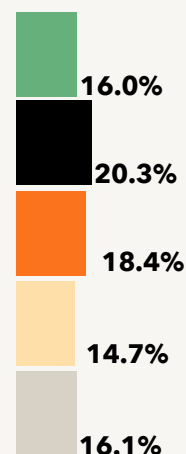
PERCEIVED
USEFULNESS OF SUPPORT

Mentorship and coaching are valued by respondents across all education levels but are especially valued among those with postgraduate education, with a significant variance of 10% from all other qualification groups. Sponsor / senior ally is not favoured in general but this might be due to it being a relatively new form of formalised support, and respondents might not be familiar with the value (50.7% of the respondents did not evaluate it).

Access to all forms of career development is more favourable for Black, Asian and ethnic minority respondents than respondents, with both mentorship and professional qualifications being the most popular.

IF YOU HAD THE OPPORTUNITY TO ACCESS A FORM OF SUPPORT WOULD YOU TAKE IT

YES%

MENTOR	COACH	SPONSOR
85.6%	**77.5**%	**74.3**%
83.8%	**77.6**%	**70.9**%
83.4%	**79.2**%	**71.8**%
76.1%	**68.8**%	**57.7**%
80.1%	**73.3**%	**65.1**%

● ASIAN ● BLACK ● MIXED ● WHITE ● SURVEY AV.

YES%

DEV SCHEME	PROF. QUALIFICATION	GRANT FUNDING	INVESTMENT
80.3%	**84.9**%	**63.3**%	**62.9**%
80.0%	**82.4**%	**64.7**%	**68.8**%
79.6%	**82.9**%	**59.7**%	**68.5**%
71.8%	**75.9**%	**56.1**%	**56.2**%
75.8%	**79.7**%	**59.3**%	**61.0**%

Careers in Hospitality Summary

PERCEPTION OF CAREER OPPORTUNITIES

→ *Respondents from all backgrounds perceive the hospitality industry to offer good career opportunities at 83.8%.*

PRIOR KNOWLEDGE OF CAREER OPPORTUNITIES

→ *Almost 7 out of 10 respondents (70.7%) stated that they knew of career opportunities before joining the industry.*

Asian respondents had a higher percentage of knowledge and are the ethnic group with the highest proportion of respondents with less than 12 months within the industry.

CAREER SUPPORT AND DEVELOPMENT

→ *20.5% of respondents disagreed with the statement that their employer is supportive of career goals and plans.*

Mixed respondents more strongly agreed with this statement and believed that development opportunities are not available to all at 28.5%. Respondents with higher education qualifications showed a greater expectation for career development opportunities, and 26.1% of respondents felt that career opportunities were not available to all.

CAREER PROGRESSION

→ *The survey revealed that 25.3% of respondents felt let down by their employers and industry bodies in terms of support for career progression.*

This sentiment was particularly strong among respondents with more years of experience in the industry.

PROFESSIONAL DEVELOPMENT

→ *Access to all forms of career development is more favourable to ethnic minority respondents, with Asian and Black respondents finding the idea of a mentor to be the most helpful form of career support (76.9% and 64.7% respectively) when compared to 59.9% of the Mixed ethnicity and 52.1% of the White respondents.*

Culture & Leadership

Hospitality
speaks

"Please, make businesses understand that just because they hire minorities doesn't make their spaces inclusive or representative of the diversity."

Hospitality
speaks

WHITE, MALE,
GENERAL MANAGER, ACCOMMODATION

→ *As a white, British male, I still feel uncertain how to approach those from a different culture or background, even in my role as General Manager, and working much of my career in one of the most multi-cultural cities in the UK. More education and collaboration is needed both inside and outside the industry, to better understand one another, breaking down preconceptions and prejudices to see everyone as equal and push forward.*

BLACK, FEMALE
SELF-EMPLOYED, HOTELS

→ *It needs to be included in the business strategy annually and should be attached to leadership KPI's for it to be taken seriously. More learning and workshops should be done on a regular basis with external consultants so companies can be made accountable, and support provided for individuals as well as the business*

BLACK, MALE,
GENERAL MANAGER, CATERING

→ *There needs to be a genuine desire to create a fairer workplace for all and not just specific groups. Also greater understanding needs to be gained in to just how discrimination effects minorities from the moment they start their careers. There has been a drive to get more women into boardrooms and leadership positions. I just wish the same would be done for people with ethnic minorities. There is a real lack of understanding of the black experience in the hospitality industry, because it doesn't affect the people in senior leadership positions. I don't believe it is intentional, but awareness needs to be made of the challenges faced as part of the black career experience.*

Culture & Leadership

This chapter will explore several areas, indicating action, awareness and perceptions of what organisations are doing to embed Equity, Diversity and Inclusion.

EQUITY, DIVERSITY AND INCLUSION (EDI) STATEMENT

Just over half of the survey respondents (52.7%) are aware of their company having a written Equity, Diversity, and Inclusion (EDI) statement. Irrespective of company size, a significant portion (32.1%) of respondents are unaware if an EDI statement exists.

Approximately one in ten respondents (10.3%) indicated that their company does not have an EDI statement, while 4.9% stated that their company is working towards developing one. When examining respondents' perceptions by ethnicity, two out of three Black respondents are likely to know if their company has a written EDI statement, compared to White respondents who are most likely to 'not know' (36.30%).

32.1%

Irrespective of company size, a significant portion (32.1%) of respondents are unaware if an EDI statement exists

2 of 3 Black respondents are likely to know if their company has a written EDI statement, compared to White respondents who are most likely to 'not know

COMPANY HAS A WRITTEN EDI STATEMENT?

	ASIAN	BLACK	MIXED	WHITE
	185	83	139	579
I DON'T KNOW	26.40%	24.40%	30.40%	**36.30%**
NO	14.40%	8.20%	13.10%	8.20%
NO, BUT IS WORKING ON IT	5.70%	4.70%	6.60%	4.10%
YES	53.50%	**62.60%**	49.90%	51.40%

The size of the company does make a difference, as two out of three respondents working in large companies were aware of the existence of a written EDI statement. In comparison, two out of three respondents in micro-companies were unaware.

Over 60% of respondents working in large or medium-sized companies are likely to know if their company has a written EDI statement, whereas this percentage drops to under 60% for respondents from small or micro-businesses.

COMPANY HAS A WRITTEN EDI STATEMENT?

COMPANY HAS WRITTEN AN EDI STATEMENT?	LARGE (250 EMPLOYEES AND ABOVE)	MEDIUM (50 TO 249 EMPLOYEES)	MICRO (LESS THAN 10 EMPLOYEES)	SMALL (10 TO 49 EMPLOYEES)
I DON'T KNOW	27.50%	33.90%	32.30%	**36.30%**
NO	8.30%	8.10%	**18.40%**	12.10%
NO, BUT IS WORKING ON IT	2.90%	3.90%	**14.80%**	4.80%
YES	**61.30%**	54.10%	34.40%	46.80%
BASE	1082	921	331	786

When analysing the results by sector, there are no major differences across sectors, but certain trends can be identified. The nightclub and accommodation sector respondents appear to be more informed, with 58.6% and 57.32% respectively. On the other hand, the pub sector is lagging behind with 48.63%.

Pubs and bars have the highest percentage of respondents who do not know if their company has an EDI statement, with 37.7% and 34.3% respectively. However, in the events sector, the highest percentage of respondents (8.26%) state that their company is actively working on developing a written statement.

informed...

The nightclub and accommodation sector respondents appear to be more informed, with 58.6% and 57.32% respectively

48.63%

the pub sector lags behind on respondents who do not know if their company has an EDI statement'

DOES YOUR COMPANY HAVE A WRITTEN STATEMENT OF COMMITMENT TO EQUITY, DIVERSITY & INCLUSION?

SECTOR	BASE	YES	NO	NO, BUT IS WORKING ON IT	I DON'T KNOW
ACCOMMODATION SECTOR (HOTEL, B&B, ETC)	649	**57.32%**	8.78%	6.47%	27.43%
BAR	516	49.61%	10.47%	5.62%	34.30%
NIGHTCLUB	157	**58.60%**	11.46%	5.73%	24.20%
CATERING	443	54.63%	12.64%	6.32%	26.41%
EVENTS	436	51.15%	12.61%	**8.26%**	27.98%
RESTAURANT	1654	52.60%	10.22%	4.47%	32.71%
PUB	366	**48.63%**	8.47%	5.19%	**37.70%**
CAFÉ/COFFEE SHOP	392	49.23%	14.29%	4.59%	31.89%
OTHER	505	54.26%	10.30%	4.16%	31.29%

DOES YOUR COMPANY HAVE A WRITTEN STATEMENT OF COMMITMENT TO EQUITY, DIVERSITY & INCLUSION?

GENDER — **84.1%** — 1,544

RACE & ETHNICITY — **80.3%** — 1,474

RELIGION — **73.4%** — 1,348

LGBTQ+ — **66.7%** — 1,225

DISABILITY — **69%** — 1,266

AGE — **69%** — 1,266
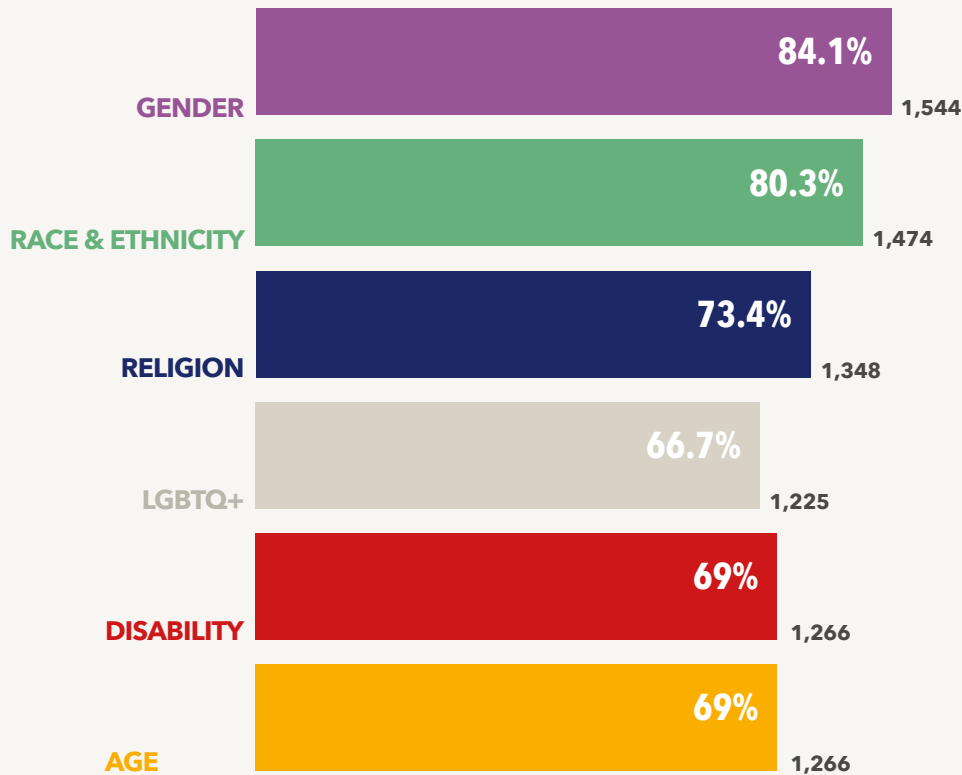
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

When respondents were asked about the specific dimensions of Equity, Diversity & Inclusion (EDI) mentioned in their company's written statement of commitment, the top three dimensions mentioned were gender, ethnicity, and religion. On the other hand, the dimensions of sexual orientation, disability, and age were mentioned less frequently, ranking lower in terms of priority in the written statements.

EDI INITIATIVES

Half of the respondents (52.5%) indicated they did not know if any EDI initiatives had been undertaken by their company in the last year. Examining the responses by ethnic minority groups, Black respondents had the highest percentage of responses (almost one in four) that their company had implemented some EDI initiatives in the past 12 months.

Conversely, respondents of White ethnicity had the highest percentage (55.7%) of those who did not know whether their company had implemented any meaningful EDI initiatives.

▼

55.7%

respondents of White ethnicity had the highest percentage (55.7%) of those who did not know whether their company had implemented any meaningful EDI initiatives.

Black respondents had the highest percentage of responses (almost one in four) that their company had implemented some EDI initiatives in the past 12 months

EDI INITIATIVES IN THE LAST 12 MONTHS

	ASIAN	BLACK	MIXED	WHITE
I DON'T KNOW	49.10%	46.80%	51.00%	**55.70%**
NO	23.70%	19.10%	21.70%	19.90%
NO, BUT IS WORKING ON IT	9.30%	10.60%	8.80%	7.20%
YES	18%	**23.50%**	18.60%	17.20%
BASE	701	340	457	1594

The results by company size reveal a logical pattern, with respondents from large companies being more likely to answer affirmatively regarding EDI initiatives undertaken in the last 12 months. Unsurprisingly, micro companies have lower rates of reported initiatives but also show the highest promise of working towards such initiatives in the future. Half of the respondents from large, medium, or small companies are uncertain about their company's EDI initiatives. However, this ratio decreases to two in five for respondents from micro companies.
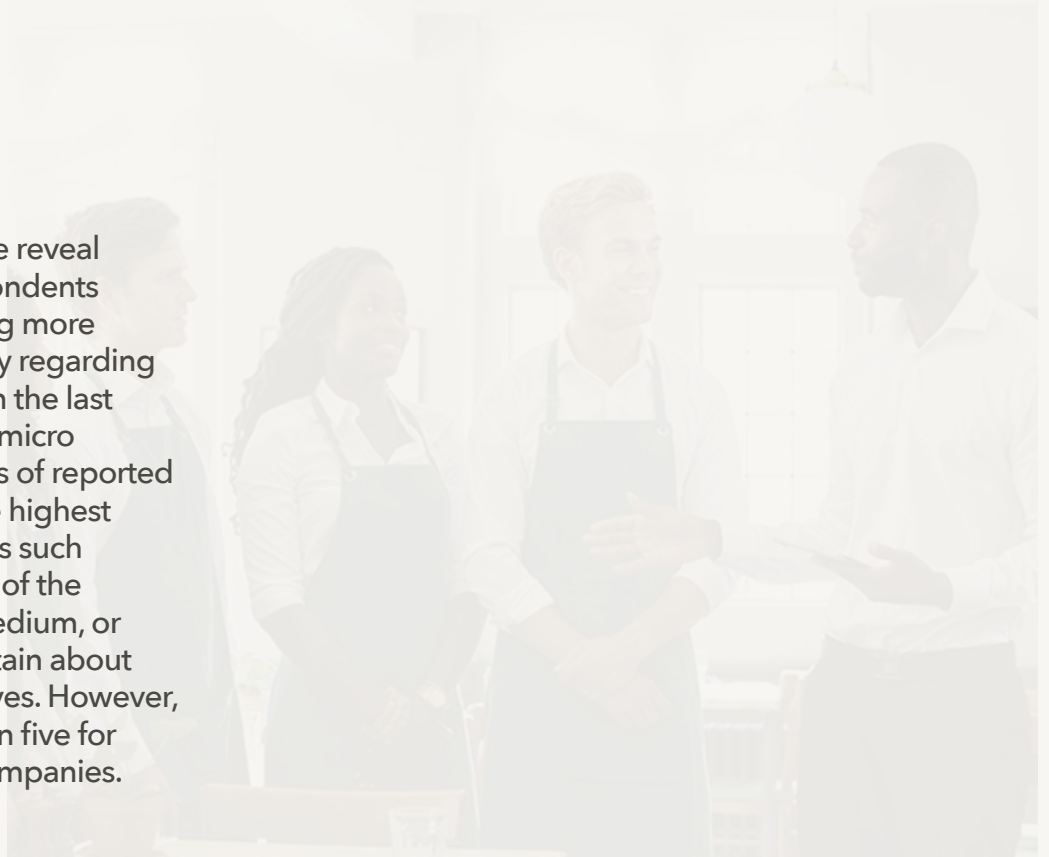
EDI INITIATIVES WERE UNDERTAKEN IN 12 MONTHS?

COMPANY HAS WRITTEN AN EDI STATEMENT?	LARGE (250 EMPLOYEES AND ABOVE)	MEDIUM (50 TO 249 EMPLOYEES)	MICRO (LESS THAN 10 EMPLOYEES)	SMALL (10 TO 49 EMPLOYEES)
I DON'T KNOW	53.60%	54.60%	44.40%	51.90%
NO	16.80%	20.40%	28.70%	24.20%
NO, BUT IS WORKING ON IT	7.30%	7.50%	13.30%	8.30%
YES	22.30%	17.50%	13.60%	15.60%
BASE	1082	921	331	786

When examining the awareness of EDI initiatives by sector, nightclubs emerge as the most active, with 27.39% of respondents who work in nightclubs reporting that their company has undertaken meaningful EDI initiatives. Conversely, cafés have the lowest score, with only 14.54% of respondents in this sector confirming the presence of such initiatives. The events sector demonstrates the highest promise in working towards future EDI initiatives.

27.39%

Nightclubs emerge as the most active, with 27.39% of respondents who work in nightclubs reporting that their company has undertaken meaningful EDI initiatives

EDI INITIATIVES WERE UNDERTAKEN IN 12 MONTHS BY SECTOR

SECTOR	BASE	YES	NO	NO, BUT IS WORKING ON IT	I DON'T KNOW
ACCOMMODATION SECTOR (HOTEL, B&B, ETC)	649	24.19%	20.49%	10.32%	44.99%
BAR	516	16.67%	22.29%	9.11%	51.94%
NIGHTCLUB	157	**27.39%**	21.66%	13.38%	37.58%
CATERING	443	18.96%	24.15%	10.16%	46.73%
EVENTS	436	16.96%	25.00%	**13.76%**	44.27%
RESTAURANT	1654	16.97%	21.22%	7.44%	54.41%
PUB	366	18.85%	21.04%	7.38%	52.73%
CAFÉ/COFFEE SHOP	392	**14.54%**	28.83%	10.71%	45.92%
OTHER	505	17.03%	17.82%	9.31%	55.84%

The survey revealed the most common types of EDI initiatives mentioned by respondents include pledges, EDI training programs, internal surveys, focus groups, active involvement in the Be Inclusive Hospitality community, and the establishment of EDI committees within companies.

EDI AND COLLABORATION

Approximately 19% of the survey respondents reported that their company collaborates with a third party to advance its Equity, Diversity, and Inclusion policies and efforts. However, a significant portion of the respondents (55.4%) indicated that they do not know if such collaboration exists.

Notably, a substantial majority of respondents of White ethnicity (62.2%) were not aware of their company's collaboration with a third party. In contrast, ethnic minority groups displayed higher levels of awareness regarding their company's collaboration with a third party to advance EDI policies.

3RD PARTY COLLABORATION FOR EDI INITIATIVES

	ASIAN	BLACK	MIXED	WHITE
I DON'T KNOW	46.50%	49.70%	49.50%	**62.20%**
NO	26.80%	18.80%	20.60%	17.10%
NO, BUT IS WORKING ON IT	7.00%	5.90%	5.70%	4.80%
YES	19.70%	**25.60%**	**24.30%**	15.90%
BASE	701	340	457	1594

Nightclubs, the accommodation sector, and the events sector are most likely to have collaborated with a third party to advance their EDI efforts. In contrast, cafés and coffee shops had the lowest percentage of respondents at 15.56%. The restaurant and pub sectors score lower for awareness of collaborative initiatives, with 57.83% respondents 'not knowing if such initiative exists.

awareness

Ethnic minority groups displayed higher levels of awareness regarding their company's collaboration with a third party to advance EDI policies.

3RD PARTY COLLABORATION FOR EDI INITIATIVES

SECTOR	BASE	YES	NO	NO, BUT IS WORKING ON IT	I DON'T KNOW
ACCOMMODATION SECTOR (HOTEL, B&B, ETC)	649	22.34%	20.03%	7.55%	50.08%
BAR	516	19.57%	20.93%	6.40%	53.10%
NIGHTCLUB	157	26.11%	24.20%	10.83%	38.85%
CATERING	443	19.19%	24.38%	7.45%	48.98%
EVENTS	436	22.94%	21.79%	9.17%	46.10%
RESTAURANT	1654	18.14%	20.01%	4.47%	57.83%
PUB	366	18.31%	19.13%	5.19%	57.83%
CAFÉ/COFFEE SHOP	392	15.56%	28.83%	6.89%	48.72%
OTHER	505	17.23%	20.40%	6.34%	56.04%

The results indicate a consistent pattern regarding the publication of annual Equity, Diversity, and Inclusion reporting by companies. Only 17% of all respondents confirmed that their company publishes such a report. When examining responses by ethnicity, the average for ethnic minority groups was two in five, versus only one in ten White respondents answering affirmatively.

Approximately 60% of White respondents reported not knowing if their company produces such a report, compared to an average of almost 40% among ethnic minority respondents.

In terms of sectors, one in four respondents working in nightclubs stated that their company publishes an annual EDI report. This ratio was significantly lower for bars, restaurants, and pubs, with less than two in five respondents confirming the publication of such a report. More than half of the respondents from bars, restaurants, and pubs reported not knowing if their company produces an EDI report.

60%

Approximately 60% of White respondents reported not knowing if their company produces an EDI report

EMPLOYER PRODUCES EDI REPORTING

SECTOR	BASE	YES	NO	NO, BUT IS WORKING ON IT	I DON'T KNOW
ACCOMMODATION SECTOR (HOTEL, B&B, ETC)	649	22.50%	21.88%	6.63%	49.00%
BAR	516	15.70%	24.42%	5.81%	54.07%
NIGHTCLUB	157	27.39%	27.39%	8.28%	36.94%
CATERING	443	23.25%	23.48%	7.00%	46.28%
EVENTS	436	20.18%	26.61%	7.80%	45.41%
RESTAURANT	1654	16.20%	22.97%	4.78%	56.05%
PUB	366	15.30%	23.22%	4.92%	56.56%
CAFÉ/COFFEE SHOP	392	19.39%	25.51%	5.61%	49.49%
OTHER	505	15.84%	22.97%	6.34%	54.85%

EDI EXECUTIVE RESPONSIBILITY

One out of every four respondents confirmed that their company has a dedicated Equity, Diversity, and Inclusion (EDI) executive, while half of the respondents stated that they do not know. Examining the question at the job-role level provides interesting insights. As anticipated, Directors and CEOs are the least likely to respond with "do not know," indicating a higher awareness of their company's EDI executive.

On the other hand, entry-level employees show a concerning trend, with more than half reporting a lack of knowledge about the presence of an EDI executive.

Similarly, a significant proportion of respondents at managerial levels (about one in three) and supervisory levels (just under one in two) expressed uncertainty regarding the existence of a dedicated EDI executive.

DOES YOUR COMPANY HAVE A DEDICATED SENIOR EXECUTIVE RESPONSIBLE FOR EQUITY, DIVERSITY & INCLUSION?

SECTOR	BASE	YES	NO	NO, BUT IS WORKING ON IT	I DON'T KNOW
ENTRY-LEVEL EMPLOYEE	1557	24.02%	15.54%	3.21%	**57.23%**
SUPERVISORY-LEVEL EMPLOYEE	459	26.36%	23.09%	4.79%	**45.75%**
MANAGEMENT-LEVEL EMPLOYEE	466	29.61%	27.04%	5.36%	**37.98%**
GENERAL MANAGER	132	31.82%	35.61%	2.27%	**30.30%**
CENTRAL GROUP FUNCTION (E.G. HUMAN RESOURCES, MARKETING, PROCUREMENT)	136	**33.09%**	41.91%	10.29%	14.71%
DIRECTOR	70	**35.71%**	44.29%	14.29%	5.71%
CEO/FOUNDER	53	26.42%	58.49%	9.43%	5.66%
OTHER	247	21.05%	12.15%	1.62%	65.18%

Of Asian and Black respondents, one in four reported being aware of their company having an EDI executive. In contrast, among Mixed and White respondents, the awareness level was slightly lower, with one in five indicating knowledge of a dedicated EDI executive.

EDI AND RECRUITMENT

Three in five respondents agree that their company considers EDI when recruiting job candidates. However, there are variations across different ethnic groups in terms of agreement with this statement. Among respondents of Mixed Ethnicity, the agreement rate is the lowest at 54.7%. On the other hand, respondents of Black ethnicity score the highest, with 65% expressing agreement with the inclusion of EDI in recruitment practices.

Three in five respondents agree that their company considers EDI when recruiting job candidates

65%

respondents of Black ethnicity score the highest, with 65% expressing agreement with the inclusion of EDI in recruitment practices

WHEN RECRUITING, DO YOU BELIEVE THAT YOUR COMPANY CONSIDERS EQUITY, DIVERSITY, AND INCLUSION FOR JOB CANDIDATES?

	ASIAN	BLACK	MIXED	WHITE
I DON'T KNOW	23.70%	20.90%	25.60%	29.30%
NO	14.10%	12.60%	15.50%	10.00%
NO, BUT IS WORKING ON IT	4.30%	1.50%	4.20%	2.20%
YES	57.90%	65.00%	54.70%	58.50%
BASE	701	340	457	1594

When analysing the relationship between recruitment practices and EDI consideration by sector, the results indicate that the Events sector shows slightly higher levels of agreement compared to other sectors. Overall, approximately three in five respondents working across all sectors believe that their company considers EDI when recruiting. However, there are variations in perception as, for example, in the Pubs sector, only one in two respondents report EDI consideration during recruitment, while in Cafés and Bars, the ratio is one in four.

Additionally, in the Pubs sector, almost one in three respondents do not know if their company considers EDI when recruiting, while in Cafés and Bars, the ratio is one in four. In contrast, all other sectors have an average of one in five respondents who are unsure about EDI consideration during recruitment.

WHEN RECRUITING, DO YOU BELIEVE THAT YOUR COMPANY CONSIDERS EQUITY, DIVERSITY, AND INCLUSION FOR JOB CANDIDATES?

SECTOR	BASE	YES	NO	NO, BUT IS WORKING ON IT	I DON'T KNOW
ACCOMMODATION SECTOR (HOTEL, B&B, ETC)	649	60.25%	12.48%	3.39%	23.88%
BAR	516	59.88%	12.21%	3.49%	24.42%
NIGHTCLUB	157	60.51%	15.92%	3.46%	19.11%
CATERING	443	60.27%	14.67%	3.16%	21.90%
EVENTS	436	61.24%	13.76%	3.90%	21.10%
RESTAURANT	1654	58.95%	12.09%	2.12%	26.84%
PUB	366	52.73%	13.11%	2.19%	31.97%
CAFÉ/COFFEE SHOP	392	55.87%	16.84%	1.79%	25.51%
OTHER	505	54.46%	11.29%	2.97%	31.29%

EDI AND TECHNOLOGY

A significant majority of respondents (60.6%) indicate that their company does not utilise technology to facilitate EDI initiatives. Among sectors, cafés, pubs, and bars perform the poorest in terms of incorporating technology for EDI, while nightclubs and accommodation sectors demonstrate better adoption.

60.6%

indicate that their company does not utilize technology to facilitate EDI initiatives

DOES YOUR EMPLOYER USE TECHNOLOGY TO FOSTER A MORE DIVERSE AND INCLUSIVE WORKPLACE?

SECTOR	YES	NO	NON RESPONSE
ACCOMMODATION SECTOR (HOTEL, B&B, ETC)	**40.83%**	55.01%	4.16%
BAR	37.40%	**57.95%**	4.65%
NIGHTCLUB	**41.40%**	56.05%	2.55%
CATERING	39.05%	55.76%	5.19%
EVENTS	38.07%	54.82%	7.11%
RESTAURANT	38.27%	56.35%	5.38%
PUB	36.07%	**58.47%**	5.46%
CAFÉ/COFFEE SHOP	34.18%	**61.73%**	4.08%
OTHER	39.21%	54.26%	0.00%

Among respondents who reported using technology to facilitate EDI initiatives within their companies, the most mentioned types of technology were e-learning platforms, the adoption of tablets to replace paper-based activities, and the utilisation of social media.

63

EDI AND SUPPLY CHAIN

Only 26.3% of all respondents indicate that their company selects suppliers through an EDI lens, while a significant 56% responded that they do not know. As suspected awareness does increase in line with the level of seniority and/or proximity to the supply chain of the respondent.

56%

of respondents indicated that they don't know if their company selects suppliers through an EDI lens.

DOES YOUR COMPANY SELECT ITS SUPPLIERS THROUGH AN EQUITY, DIVERSITY, AND INCLUSION LENS?

LEVEL	YES	NO	NO, BUT IS WORKING ON IT	I DON'T KNOW
ENTRY-LEVEL EMPLOYEE	23.31%	11.82%	1.99%	62.88%
SUPERVISORY-LEVEL EMPLOYEE	22.22%	16.99%	5.66%	55.12%
MANAGEMENT-LEVEL EMPLOYEE	27.90%	20.39%	3.43%	**48.28%**
GENERAL MANAGER	22.73%	31.06%	3.03%	**43.18%**
CENTRAL GROUP FUNCTION (E.G. HUMAN RESOURCES, MARKETING, PROCUREMENT)	16.91%	36.03%	9.56%	37.50%
DIRECTOR	**31.43%**	31.43%	21.43%	15.71%
CEO/FOUNDER	**43.40%**	30.19%	20.75%	5.66%
OTHER	17.00%	12.15%	2.83%	68.02%

PROGRESS MADE IN THE WORKPLACE OVER THE LAST 12 MONTHS

Overall respondents have optimistic perceptions of progress made over the last 12 months on Equity, Diversity & Inclusion. **Important to note is that Black, Asian, and Mixed respondents felt that the least progress has been made on race and disability.** This is in contrast to White respondents who believe that the least progress has been made on disability and age.

As outlined earlier in this chapter, ethnic minority respondents were more likely to be aware of policies and initiatives implemented within their company, and despite this, the perception remains that progress on race remains slower than other protected characteristics.

PROGRESS WITHIN THE CURRENT ORGANISATION TO PROMOTE EQUITY, DIVERSITY AND INCLUSION IN THE WORKPLACE

	AVERAGE POSITIVE PROGRESS	ASIAN	BLACK	MIXED	WHITE
GENDER	61.93%	68.60%	67.40%	52.80%	58.90%
RACE	59.63%	67.60%	61.20%	51.80%	57.90%
SEXUAL ORIENTATION	63.08%	72.00%	66.80%	53.80%	59.70%
AGE	60.83%	69.60%	65.00%	54.40%	54.30%
RELIGION	60.40%	68.30%	65.50%	52.00%	55.80%
DISABILITY	55.83%	65.60%	57.70%	47.20%	52.80%

*average of good progress and very good progress.

EDI STATEMENT

→ *Despite the size of the company, 32.1% of respondents are unsure if an EDI statement exists, with a low 4.9% stating that their company is actively working towards developing one.*

Black respondents are more likely to be aware of their company having a written EDI policy compared to White respondents who are most likely to not know (36.30%).

Two out of three employees in large companies are aware of their company having a written EDI statement. On the other hand, the same awareness is lacking in micro companies, where two out of three employees are not aware of their company having an EDI statement.

Nightclubs and accommodation sectors have a higher percentage of companies (58.6% and 57.32% respectively) with a written EDI statement. However, the pub sector lags behind, with only 48.63% of companies having a written EDI statement. Pubs and bars also have the highest percentage of respondents who are unsure if their company has an EDI statement.

EDI INITIATIVES

→ *The survey found that 52.5% of respondents did not know about the EDI initiatives undertaken by their company in the last year.*

Among those who were aware, Black respondents had the highest percentage, with almost one in four reporting that their company had implemented EDI initiatives. On the other hand, White respondents had the highest percentage (55.7%) of those who did not know whether their company had implemented any meaningful EDI initiatives. It was also observed that larger companies were more likely to have undertaken EDI initiatives in the last 12 months.

Culture & Leadership Summary

EDI AND THIRD-PARTY COLLABORATION

→ *Approximately 19% of respondents reported that their company collaborates with a third party to advance EDI policies and efforts.*

However, a significant percentage (55.4%) indicated that they do not know if such collaboration exists. White respondents were less aware of their company's collaboration with a third party compared to ethnic minority subgroups.

ANNUAL EDI REPORTS

→ *Only 17% of respondents confirmed that their company publishes an annual EDI report.*

White respondents had a lower rate of confirming the presence of such reports compared to ethnic minority respondents. Nightclubs had the highest percentage (27.39%) of companies publishing annual EDI reports, indicating a relatively higher level of transparency in that sector.

DEDICATED EDI EXECUTIVE

→ *One in four respondents confirmed that their company has a dedicated EDI executive.*

with half of the respondents stating that they do not know if their company has a dedicated EDI executive.

**PROGRESS ON EDI
OVER THE PAST 12 MONTHS**

→ *Broadly respondents are optimistic about progress made to progress EDI over the past 12 months*

though Black, Asian and Mixed respondents felt that the least progress has been made on race and disability.

Culture & Leadership Summary

Lived Experience

Hospitality *speaks*

"This is a topic I'm very passionate about, and I think more organisations should talk about Diversity and Inclusion and make it part of their policy"

Hospitality
speaks

**ASIAN, FEMALE,
DIRECTOR, ACCOMMODATION**

→ *I think we need to make ally's feel braver to speak out when they see something wrong without fear of repercussions. Currently allies are not actually allies but bystanders in many situations. I think in hospitality we have made some progress, but a lot is still surfaced, and the real change still needs to take place. I am so excited to see gen z soon turn this whole thing on its head. I think this generation isn't silent, has deep rooted values and challenge their own and others thinking, I hope they keep their spirit.*

**MIXED, MALE,
RESTAURANT, MANAGEMENT LEVEL**

→ *Open routes for communication and to address the issues ASAP, whilst being completely neutral.*

**BLACK, FEMALE,
ENTRY-LEVEL, CATERING**

→ *My company has created a reporting channel and whistle blowing policy.*

Lived Experience

Understanding lived experiences of employees is crucial to foster inclusion within the workplace. Within this chapter, we seek to gain insights into differing experiences and possible barriers faced.
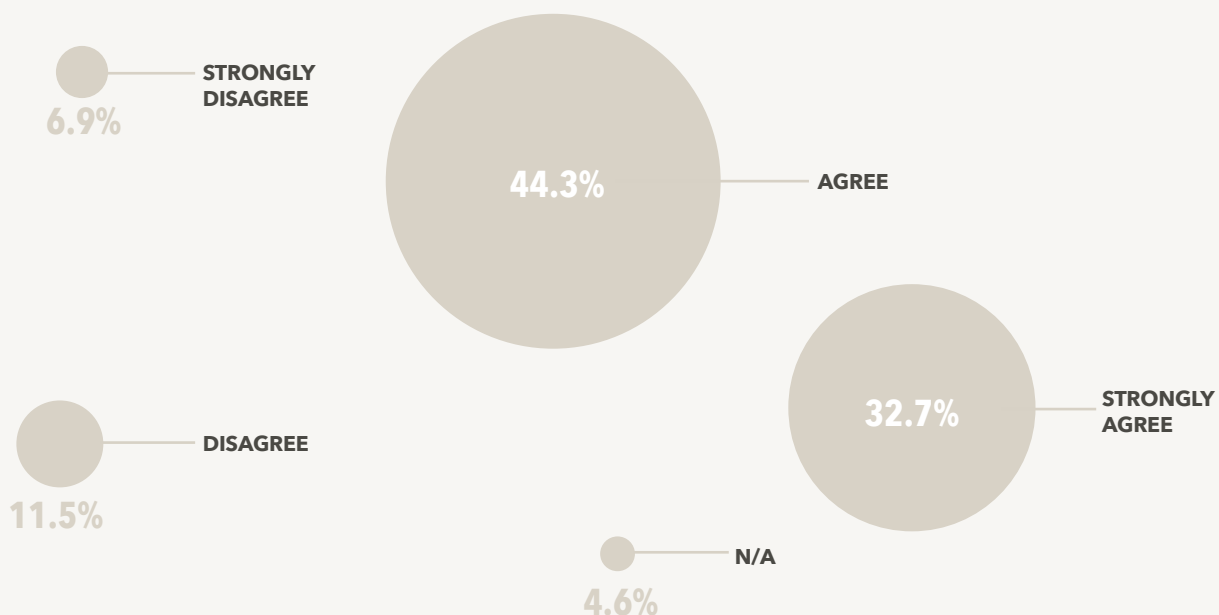
Although respondents generally feel valued and supported, there is a notable disparity between Asian respondents feeling most valued and supported (82.2%) compared to other groups, with Mixed respondents being most likely to disagree with this statement (21.9%).

There is no significant difference in this reply among entry, supervisory and management-level employees (an average of 78% of the respondents agree) but it is noteworthy that more respondents within the Central Group function group (86.03%) feel valued and supported.

I FEEL VALUED AND SUPPORTED BY MY MANAGER

STRONGLY DISAGREE
6.9%

44.3%
AGREE

32.7%
STRONGLY AGREE

DISAGREE
11.5%

N/A
4.6%

**I FEEL VALUED AND SUPPORTED
BY MY MANAGER**

	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
AGREE	42.50%	52.60%	44.90%	42.50%	44.10%
STRONGLY AGREE	39.70%	25.90%	27.80%	32.70%	32.60%
TOTAL	**82.20%**	**78.50%**	**72.70%**	**75.20%**	**76.70%**
STRONGLY DISAGREE	5.30%	5.60%	7.70%	7.70%	6.90%
DISAGREE	8.10%	6.50%	14.20%	13.20%	11.50%
TOTAL	**13.40%**	**12.10%**	**21.90%**	**20.90%**	**18.40%**
N/A	3.90%	9.10%	5.00%	3.60%	3.20%

**MY COMPANY CARES
ABOUT MY WELLBEING**

STRONGLY
DISAGREE
7.6%

AGREE
45.2%

STRONGLY
AGREE
28.1%

DISAGREE
14.4%

N/A
4.6%
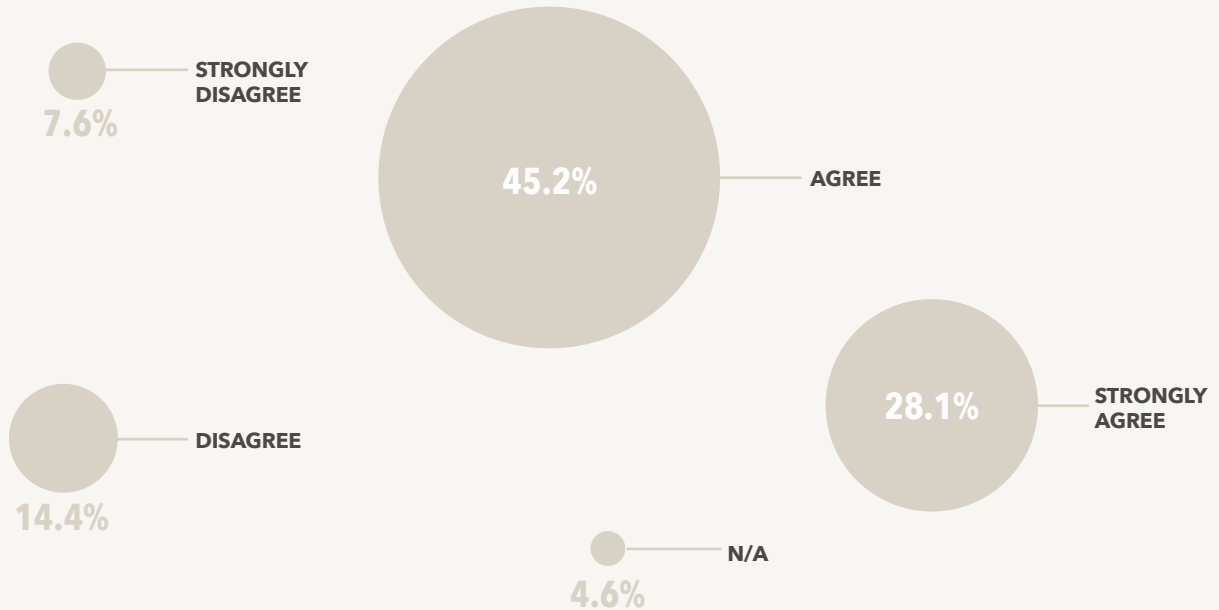
The question regarding the
company's concern for the
respondents' well-being elicited a
comparable range of responses.

I FEEL COMFORTABLE BEING MYSELF AT WORK
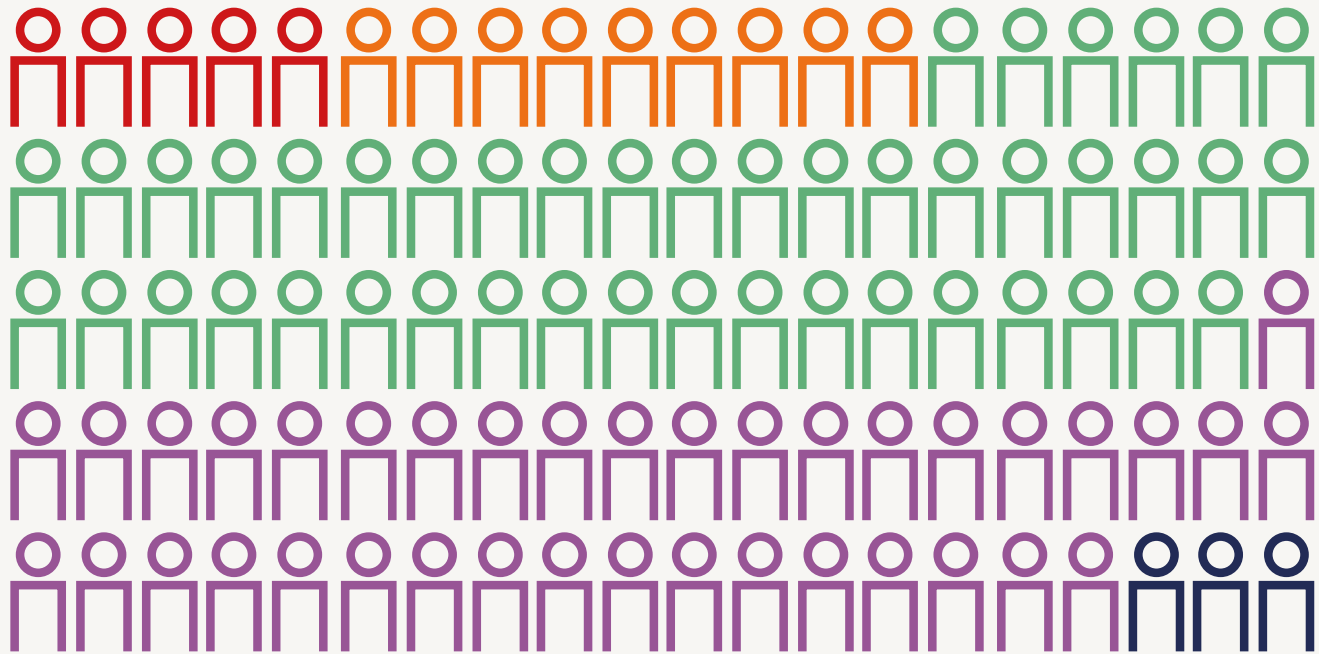
Most of the respondents feel comfortable being themselves at work, respondents of Mixed ethnicity are most likely to disagree with this statement

N/A (3.2%)
STRONGLY AGREE (5.2%)
AGREE (45.2%)
DISAGREE (8.4%)
STRONGLY DISAGREE (38%)

I FEEL COMFORTABLE BEING MYSELF AT WORK

	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
AGREE	42.90%	46.50%	46.40%	45.40%	45.10%
STRONGLY AGREE	41.10%	38.20%	34.40%	37.80%	37.90%
TOTAL	**84.00%**	**84.70%**	**80.80%**	**83.20%**	**83.00%**
STRONGLY DISAGREE	6.00%	4.10%	5.50%	4.80%	5.20%
DISAGREE	6.70%	6.80%	10.30%	8.90%	8.40%
TOTAL	**12.70%**	**10.90%**	**15.80%**	**13.7%**	**13.60%**
N/A	3.10%	4.10%	3.30%	2.90%	3.20%

Base: Asian (701); Black (340); Mixed (457); White (1594)

There is a significant contrast from a job-role perspective, where a much higher than the question average (13.6%) percentage of entry-level employees (14.7%) feel uncomfortable being themselves in their workplace as opposed to a very low percentage of CEO and founders (3.8%).

Similarly, many more respondents in the groups without qualification (16%) and with only secondary education (17.3%) felt this discomfort whereas the percentages of respondents with college (12.6%), undergraduate (12.1%) and postgraduate qualifications (13.1%) reporting uncomfortable to be themselves at work were much lower than the question average.

14.7%

of entry-level employees feel uncomfortable being themselves in their workplace

3.8%

A very low percentage of CEOs and founders found themselves unable to be themselves.

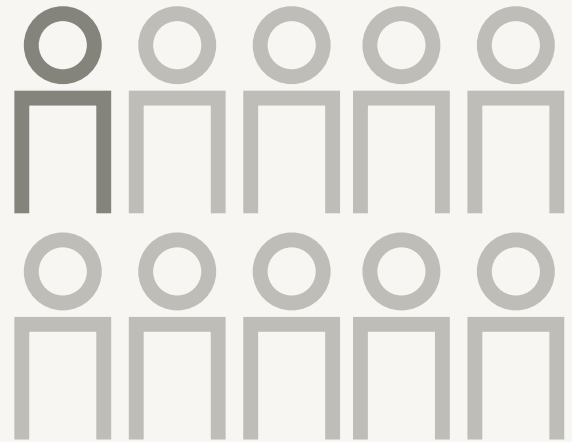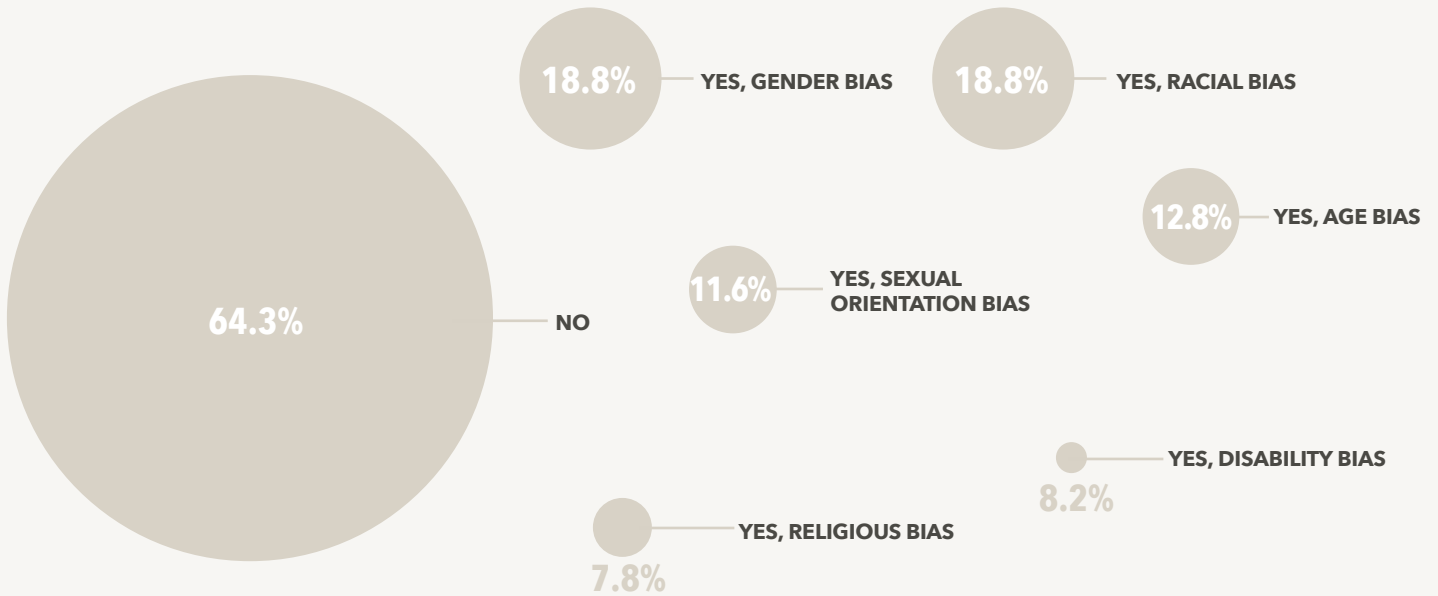*Respondents in the groups without qualification (16%) and with only secondary education (17.3%) felt this discomfort.*

HAVE YOU WITNESSED ANY DISCRIMINATORY BEHAVIOUR TOWARD OTHER EMPLOYEES IN YOUR CURRENT OR PAST WORKPLACE?

18.8% YES, GENDER BIAS

18.8% YES, RACIAL BIAS

12.8% YES, AGE BIAS

11.6% YES, SEXUAL ORIENTATION BIAS

64.3% NO

8.2% YES, DISABILITY BIAS

7.8% YES, RELIGIOUS BIAS

This is a "tick all that apply" question and the percentages add up to more than 100%

Whilst overall one in three respondents (35.7%) report witnessing employees falling victim to discriminatory behaviour, when scrutinising the type of discriminatory behaviour there is a notable difference in experiences by ethnic group.

HAVE YOU WITNESSED ANY DISCRIMINATORY BEHAVIOUR TOWARD OTHER EMPLOYEES IN YOUR CURRENT OR PAST WORKPLACE?

	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
NO	71.2%	61.5%	64.3%	63.0%	64.3%
YES	28.8%	38.5%	35.7%	37.0%	35.7%
YES, GENDER BIAS	52.5%	45.0%	32.5%	59.3%	52.3%
YES, RACIAL BIAS	62.4%	62.6%	40.5%	46.9%	50.7%
YES, RELIGIOUS BIAS	34.7%	18.3%	20.2%	19.9%	22.5%
YES, SEXUAL ORIENTATION BIAS	27.7%	20.6%	23.9%	38.5%	32.2%
YES, DISABILITY BIAS	18.3%	13.7%	17.8%	27.3%	22.6%
YES, AGE BIAS	31.7%	23.7%	24.5%	40.7%	34.6%
OTHER	3.5%	1.5%	0.6%	6.5%	4.4%

Base: Asian (701); Black (340); Mixed (457); White (1594)
This is a "tick all that apply" question and the percentages of reported biases add up to more than 100%
** The percentages on bias reflect the percentage of respondents reporting them

For Black and Asian respondents who have answered 'yes' to witnessing discriminatory behaviour towards other employees in the current or past workplace, 62.4% of Asian and 62.6% of Black respondents cite the highest percentage as racial bias. This is then followed by gender. Comparatively more White respondents have reported observing gender (59.3%), followed by race 46.9%.

Similarly, a significantly larger percentage of Asian respondents (34.7% compared to the 22.5% survey average) have reported witnessing religious bias.

A notable finding is that a higher proportion of participants in management and director positions (73.9%) reported witnessing discriminatory behaviours compared to participants in supervisory and entry-level roles (50.1%).

62.4%

of Asian and 62.6% of Black respondents confirmed witnessing discriminatory behaviour and cited the highest percentage as racial bias.

A significantly larger percentage of Asian respondents (34.7%) have reported witnessing religious bias.

gender

Comparatively more White respondents have reported observing gender (59.3%), followed by race 46.9%

HAVE YOU WITNESSED ANY DISCRIMINATORY BEHAVIOUR TOWARD OTHER EMPLOYEES IN YOUR CURRENT OR PAST WORKPLACE?

	ENTRY	SUPERVISOR	MANAGEMENT	GEN. MANAGER	CENTRAL GRP.	DIRECTOR	CEO / FOUNDER	OTHER
NO	55.1%	44.7%	33.2%	29.5%	21.0%	15.9%	31.0%	54.0%
YES	44.9%	55.3%	**66.8%**	**70.5%**	**79.0%**	**84.1%**	**69.0%**	46.0%

More respondents employed in nightclubs, pubs, and bars, have reported witnessing discriminatory behaviour targeting their colleagues compared to those working in other sectors. This trend is consistently observed across all forms of reported discrimination. The events sector closely follows in terms of the prevalence of such behaviours. It is worth mentioning that while religious bias was among the least frequently reported forms of discrimination overall, a comparatively higher number of respondents working in the catering sector have reported such incidences.

60.2%

A greater proportion of respondents employed in large companies (60.2%) reported instances of prevalent gender, racial, and age bias towards their colleagues
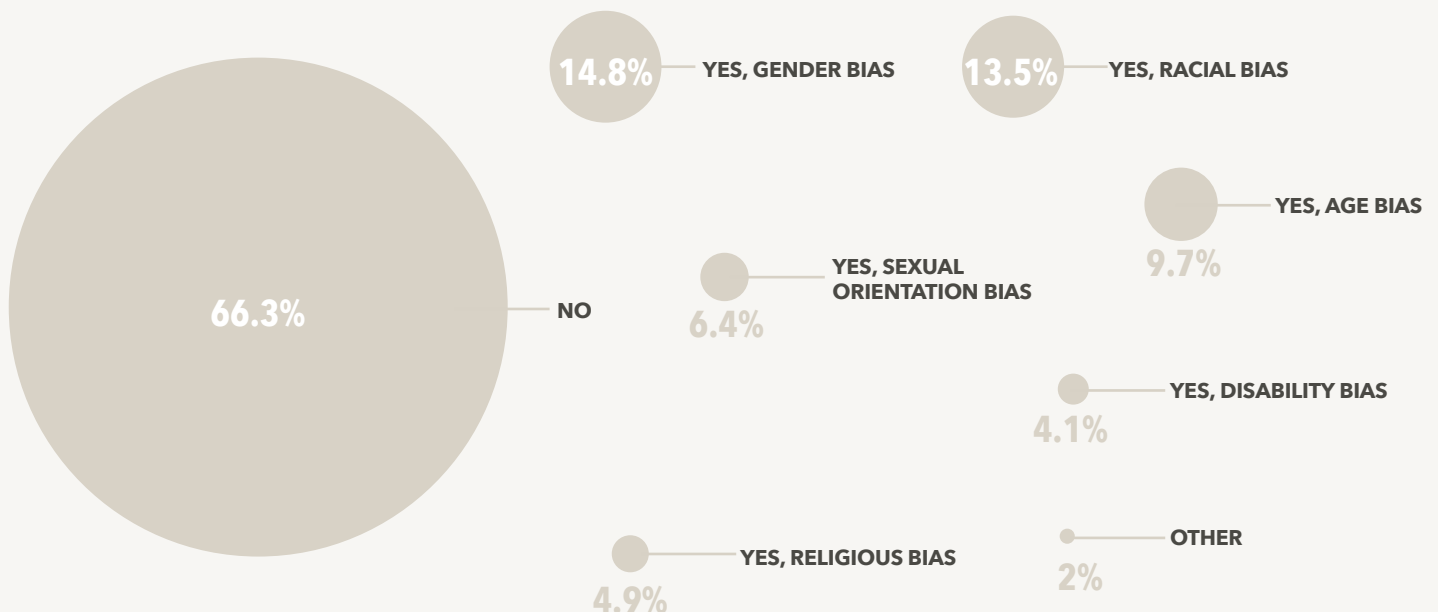
When it comes to business size, a greater proportion of respondents employed in large companies (60.2%) reported instances of prevalent gender, racial, and age bias towards their colleagues. Similarly, 55.6% of respondents working in micro-businesses reported the occurrence of discrimination towards other employees, with gender, racial, and religious bias being the most cited forms.

The respondents' lived experience highlights significant concerns, with 1 in 3 reporting personal experiences of discrimination. The most reported forms of discrimination, in descending order, are gender bias, racial bias, age bias, and sexual orientation bias.

HAVE YOU PERSONALLY EXPERIENCED ANY DISCRIMINATORY BEHAVIOUR IN YOUR CURRENT OR PAST WORKPLACE?

14.8% YES, GENDER BIAS

13.5% YES, RACIAL BIAS

YES, AGE BIAS
9.7%

66.3% NO

YES, SEXUAL ORIENTATION BIAS
6.4%

YES, DISABILITY BIAS
4.1%

YES, RELIGIOUS BIAS
4.9%

OTHER
2%

The analysis reveals that there are no significant differences in terms of experiencing workplace discrimination among ethnic groups, though the type of discrimination differs

Among Black participants who reported experiencing discriminatory behaviour, a significant majority (94.7%) cited the reason as racial bias, followed by gender.

The same pattern is mirrored for both Asian and Mixed respondents with White respondents reporting high percentages of gender and age discrimination.

94.7%

Among Black participants who reported experiencing discriminatory behaviour, a significant majority (94.7%) cited the reason as racial bias, followed by gender

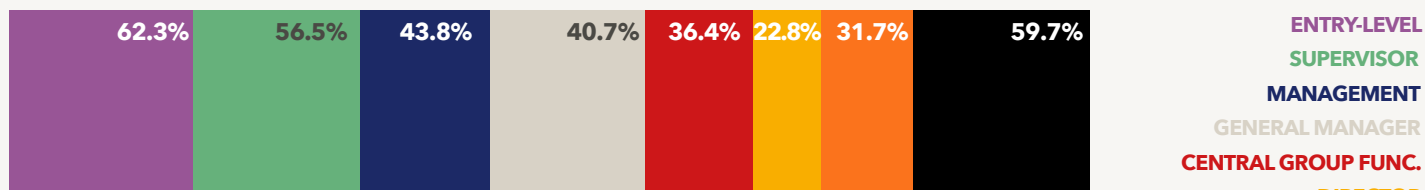## HAVE YOU PERSONALLY EXPERIENCED ANY DISCRIMINATORY BEHAVIOUR IN YOUR CURRENT OR PAST WORKPLACE?

EDI DIMENSIONS	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
NO	69.5%	66.5%	64.1%	66.8%	66.3%
YES	30.5%	33.5%	35.9%	33.2%	33.7%
YES, GENDER BIAS	42.1%	37.7%	28.7%	**55.7%**	44.1%
YES, RACIAL BIAS	**57.0%**	**94.7%**	37.8%	23.0%	40.2%
YES, RELIGIOUS BIAS	**33.2%**	14.9%	**18.3%**	8.5%	14.7%
YES, SEXUAL ORIENTATION BIAS	13.6%	10.5%	11.6%	**25.5%**	19.0%
YES, RACIAL BIAS	13.6%	6.1%	11.0%	16.2%	12.3%
YES, RELIGIOUS BIAS	26.2%	**31.6%**	18.9%	**35.3%**	28.9%
YES, SEXUAL ORIENTATION BIAS	5.1%	1.8%	3.7%	7.9%	5.8%

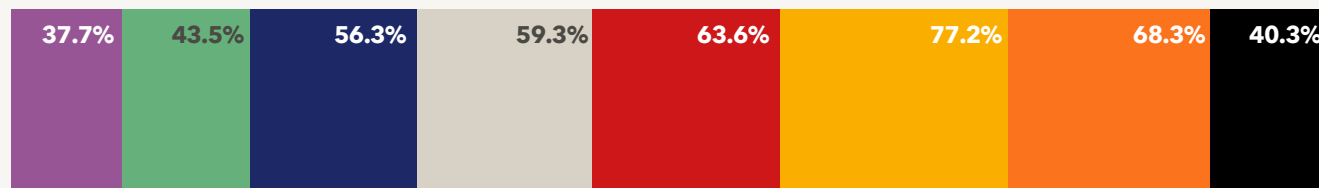*Base: Asian (701); Black (340); Mixed (457); White (1594)*

As with the previous question comparatively more respondents working at the management level tended to report experiencing discriminatory behaviours in their workplace than supervisory and entry-level employees. Gender, racial and age discrimination are areas reported the most across all roles.

HAVE YOU PERSONALLY EXPERIENCED ANY DISCRIMINATORY BEHAVIOUR IN YOUR CURRENT OR PAST WORKPLACE?

NO

62.3%	56.5%	43.8%	40.7%	36.4%	22.8%	31.7%	59.7%

ENTRY-LEVEL
SUPERVISOR
MANAGEMENT
GENERAL MANAGER
CENTRAL GROUP FUNC.
DIRECTOR
CEO/FOUNDER
OTHER

YES

37.7%	43.5%	56.3%	59.3%	63.6%	77.2%	68.3%	40.3%

However, there are significant disparities in the reported experiences of discrimination. Excluding CEOs and Founders, respondents are most likely to personally experience discriminatory behaviour the more senior they become.

When it comes to racial bias, approximately 15% of senior-level participants reported experiencing this form of discrimination, whereas only 9.5% of entry- and supervisory-level employees reported similar experiences. Also, the survey results indicate that 10.5% of senior-level participants reported experiencing bias based on age, whereas 7.3% of entry- and supervisory-level employees reported the same.

A higher proportion of respondents employed in nightclubs, pubs, and bars, compared to those working in other sectors, have reported experiencing discrimination. Among these respondents, the most prevalent forms of discrimination reported are gender bias, followed closely by racial bias and age bias.

Over one-third of respondents who filed a complaint regarding discrimination to their management expressed dissatisfaction with the way their complaints were handled

A total of 15.2% of respondents who reported experiencing discrimination in their workplace stated that these experiences had a detrimental impact on their professional advancement.

It is quite concerning that whilst (52.4%) of the respondents who encountered discriminatory behaviour in their workplace had the opportunity to report these incidents to a senior member of staff within their organisation, 47.6% did not.

Over one-third of respondents who filed a complaint regarding discrimination to their management expressed dissatisfaction with the way their complaints were handled.
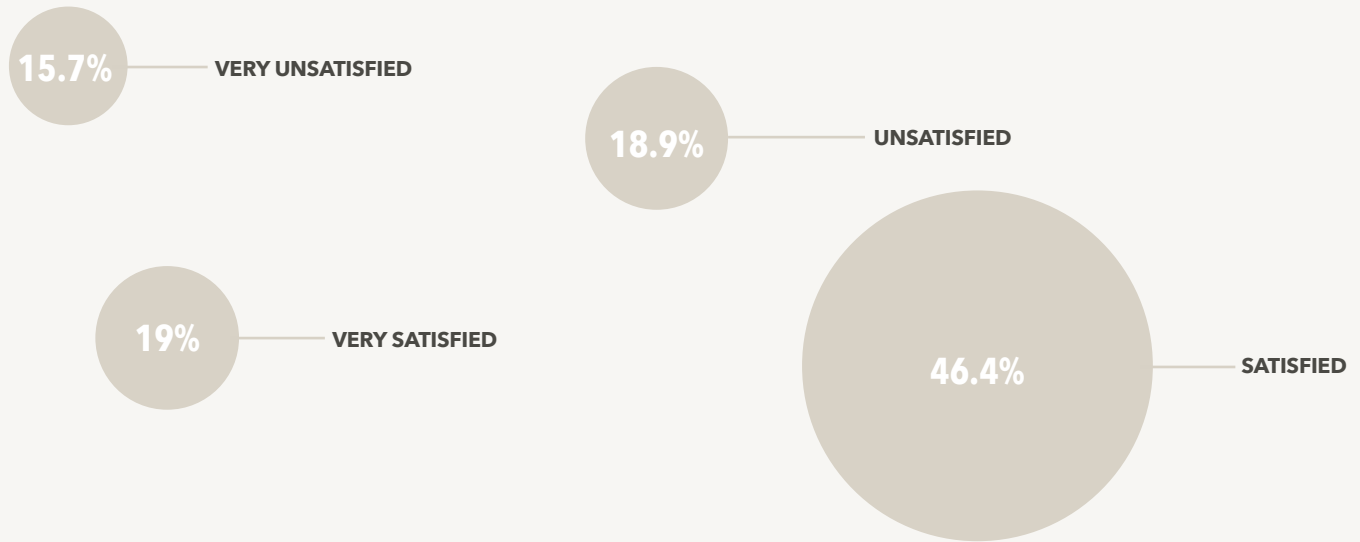
IF YOU EVER REPORTED SUCH AN EXPERIENCE, HOW SATISFIED ARE YOU WITH THE WAY YOUR COMPLAINT WAS HANDLED?

15.7% VERY UNSATISFIED

18.9% UNSATISFIED

**19%** VERY SATISFIED

46.4% SATISFIED

The dissatisfaction expressed by respondents regarding the handling of discrimination complaints raises the critical issue of trust in management when it comes to effectively addressing and combating discriminatory behaviour within the workplace.

Trust serves as a foundation for employees to feel safe and empowered in reporting instances of discrimination and confidence that their concerns will be taken seriously and handled appropriately. Therefore, it is a matter of concern that a considerable portion (40.3%) of respondents do not place any trust or have low levels of trust in their company's ability to address discriminatory workplace behaviour effectively.

trust

It is a matter of concern that a considerable portion (40.3%) of respondents do not place any trust or have low levels of trust in their company's ability to address discriminatory workplace behaviour effectively

HOW MUCH DO YOU TRUST YOUR COMPANY TO EFFECTIVELY ADDRESS DISCRIMINATORY WORKPLACE BEHAVIOUR?

13% NOT AT ALL

32.9% ALOT

27.3% SOMEWHAT
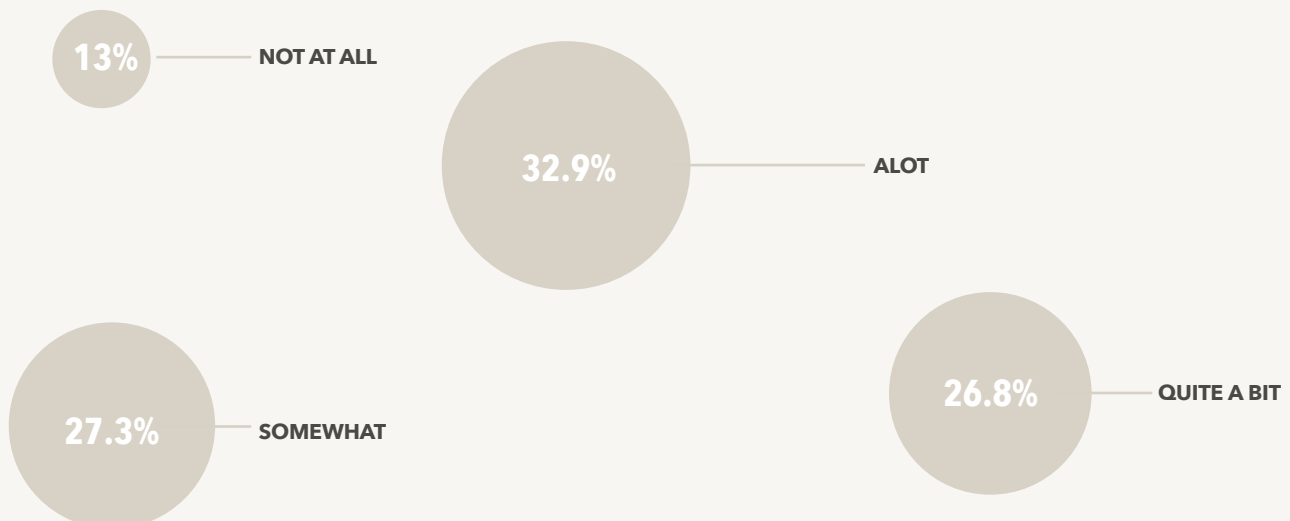
26.8% QUITE A BIT

HOW MUCH DO YOU TRUST YOUR COMPANY TO EFFECTIVELY ADDRESS DISCRIMINATORY WORKPLACE BEHAVIOUR?

	ASIAN	BLACK	MIXED	WHITE
ALOT	36.4%	33.5%	29.8%	32.4%
QUITE A BIT	24.3%	27.9%	25.6%	28.2%
TOTAL	**60.7%**	**61.4%**	**55.4%**	**60.6%**
SOMEWHAT	23.5%	26.5%	29.8%	28.2%
NOT AT ALL	15.8%	12.1%	14.9%	11.2%
TOTAL	**39.3%**	**38.6%**	**44.7%**	**39.4%**

Base: Asian (701); Black (340); Mixed (457); White (1594)

The survey responses indicate a relatively high level of trust among all different ethnic groups regarding their company's ability to effectively address discriminatory workplace behaviour; there is also a notable lack of confidence among respondents from different ethnic backgrounds. Notably Mixed respondents have the highest level of 44.70% distrust.

There are some interesting trends in trust levels across different industry sectors. Specifically, the pub, cafés, and catering sectors have the highest proportion, approximately 16%, of respondents who do not trust their companies to address and mitigate instances of workplace discrimination adequately. On the other hand, the accommodation and restaurant sectors stand out with the highest level of trust, with 61% of respondents expressing a significant level of trust in their companies' ability to address discriminatory behaviour.

When asked how comfortable respondents would feel reporting discriminatory behaviour in their workplace, 60.2% would be comfortable reporting to their manager and colleagues but only 52.1% to human resources and only 51.9% to senior management.

Asian respondents showed a slightly higher level of discomfort compared to other ethnic groups when it came to reporting discriminatory incidents to anyone. On the other hand, Black respondents appear to find it more uncomfortable to report such incidents to senior management and human resources. At the same time, they feel relatively more comfortable reporting to their line manager or colleagues.

It is noteworthy that all respondents, irrespective of their ethnicity, found it more challenging to report discriminatory behaviour to senior management compared to other lines of reporting.

distrust

Notably mixed respondents have the highest level of distrust, at 44.70%.

HOW COMFORTABLE WOULD YOU FEEL REPORTING DISCRIMINATORY BEHAVIOUR IN YOUR WORKPLACE TO:

UNCOMFORTABLE/ V. UNCOMFORTABLE	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
SENIOR MANAGEMENT	26.9%	26.2%	26.1%	27.8%	27.3%
HUMAN RESOURCES	25.6%	23.0%	21.3%	24.3%	24.2%
MY MANAGER	26.8%	20.3%	21.8%	24.1%	24.1%
MY COLLEAGUES	25.7%	20.9%	20.8%	22.4%	22.8%

Base: Asian (701); Black (340); Mixed (457); White (1594)

A significant proportion of respondents consider the hospitality industry fair or very fair for all. The industry is perceived as less fair in race, age, and disability and fairer for sexual orientation, religion, and gender.

Among the ethnic groups, White respondents tend to perceive the industry as fairer regarding sexual orientation, religion, and race. Black respondents, on the other hand, believe that the industry is 'fair' in relation to gender and age, whereas Asian respondents perceive it as fairer in terms of disability in comparison to the other ethnic groups. Interestingly, respondents of Mixed Ethnicity scored the industry lower than the other groups across all EDI dimensions.

REPORTING DISCRIMINATION

When asked about the existence of a transparent reporting process for individuals who experience discriminatory behaviour, 58.6% of respondents answered affirmatively, while 25.4% responded negatively. Only 29.3% of respondents confirmed that their company provides independent well-being support to employees facing discriminatory behaviours, whereas 46.9% stated that they were unaware of such support.

In terms of ethnic groups, there is a notable lack of certainty among respondents regarding the provision of well-being support by companies. 50% of White respondents, followed by 46.5% of Black respondents, 45.5% of Mixed Ethnicity respondents, and 38.8% of Asians indicated that they did not know if their company offers independent well-being support.

When examining sectors, accommodation and nightclubs appear to be leading in both areas, with a higher percentage of respondents acknowledging the existence of a transparent reporting process and independent well-being support. On the other hand, cafés and coffee shops trail significantly behind, with just over half of respondents from this sector confirming the existence of a clear reporting process and approximately one in four indicating the availability of independent well-being support for employees facing discriminatory behaviours in their workplace.

46.9%

of respondents confirmed that they were unaware of companies providing independent well-being support to employees facing discriminatory behaviours.

DOES YOUR COMPANY HAVE A TRANSPARENT REPORTING PROCESS FOR THOSE WHO EXPERIENCE DISCRIMINATORY BEHAVIOUR, BULLYING, AND HARASSMENT?

DOES YOUR COMPANY OFFER INDEPENDENT WELL-BEING SUPPORT TO EMPLOYEES EXPERIENCING DISCRIMINATORY BEHAVIOURS?

SECTOR	YES	YES
ACCOMMODATION SECTOR (HOTEL, B&B, ETC)	65.79%	34.51%
BAR	58.91%	30.43%
NIGHTCLUB	65.61%	36.94%
CATERING	59.37%	29.12%
EVENTS	58.49%	29.59%
RESTAURANT	58.52%	29.32%
PUB	58.47%	28.14%
CAFÉ/COFFEE SHOP	55.36%	26.79%
OTHER	53.07%	28.32%

HOW WOULD YOU RATE THE HOSPITALITY INDUSTRY IN TERMS OF EQUITY, DIVERSITY, AND INCLUSION?

EDI DIMENSIONS	FAIRNESS AVG.	ASIAN	BLACK	MIXED	WHITE
SEXUAL ORIENTATION	87.90%	83.80%	88.50%	84.00%	90.70%
RELIGION	85.30%	81.50%	87.60%	79.60%	88.50%
GENDER	82.20%	82.60%	85.30%	74.40%	83.80%
RACE	80.10%	77.90%	77.40%	72.40%	84.20%
AGE	77%	81%	86%	73%	75%
DISABILITY	69.40%	76%	75.60%	65.20%	66.60%

Respondents tend to rate their own companies slightly higher in terms of fairness compared to the industry. White respondents rate the hospitality sector as more highly in terms of Equity, Diversity, and Inclusion than ethnic minority groups, this despite being most likely to answer "don't know" to their company having an EDI statement, implementing EDI initiatives, collaborating with a third-party or producing any reporting in this area.

In contrast, Black respondents have a more positive perception of their employers on Equity, Diversity, and Inclusion. Again, White respondents rate their employers with a higher score of fairness than the other ethnic groups. Mixed respondents rate the industry least favourably.

perception

Black respondents have a more positive perception of their employers on Equity, Diversity, and Inclusion.

highly

White respondents rate the hospitality sector as more highly in terms of Equity, Diversity, and Inclusion than ethnic minority groups.

HOW WOULD YOU RATE YOUR CURRENT COMPANY REGARDING EQUITY, DIVERSITY, AND INCLUSION?

EDI DIMENSIONS	FAIRNESS AVG.	ASIAN	BLACK	MIXED	WHITE
SEXUAL ORIENTATION	91%	88%	93%	87%	93%
RELIGION	89.20%	86.50%	93.20%	85.20%	91.10%
GENDER	88.50%	86.90%	91.80%	83.60%	90.30%
AGE	86.60%	86.60%	90.60%	81.60%	87.50%
RACE	86.30%	84.70%	86.50%	80.30%	88.90%
DISABILITY	80.80%	81.90%	83.80%	75.90%	81.10%

VALUED AND SUPPORTED BY MANAGEMENT

→ *Asian respondents generally feel more valued and supported, while respondents of Mixed Ethnicity have a higher level of disagreement with this statement.*

Central Group function employees also report feeling more valued and supported than other functional groups.

FEELING COMFORTABLE AT WORK

→ *Although most respondents feel comfortable being themselves at work, a low 13.6% do not.*

Entry-level respondents with lower education qualifications and LGBTQ+ individuals are more likely to feel uncomfortable. Muslims also report a higher level of discomfort compared to other religious groups.

Lived Experience Summary

WITNESSING DISCRIMINATORY BEHAVIOUR

→ *Over one-third of respondents (35.7%) reported witnessing discriminatory behaviour on colleagues in the workplace.*

Asian and Black respondents more frequently reported racial bias (62%), while White respondents reported more instances of gender bias. Nightclubs, pubs, and bars had higher incidences of reported discriminatory behaviour than other sectors. A high proportion of participants in the management and director positions (73.9%) report witnessing and experiencing discriminatory behaviours.

PERSONAL EXPERIENCE OF DISCRIMINATION

→ *Around one-third of respondents (33.7%) reported personally experiencing discriminatory behaviour in the workplace.*

Race and gender are reported at higher percentages of discrimination experienced by ethnic minority groups. Among Black respondents who have reported experiencing discrimination, a significant 94.7% is cited as racial bias.

REPORTING AND HANDLING

→ *Only 29.3% of respondents confirmed that their companies provide independent well-being support to employees facing discriminatory behaviour.*

46.9% stated they were unaware of such support. Dissatisfaction was expressed by a significant portion of respondents (40.3%) regarding handling discrimination complaints by their companies.

TRUST TO ADDRESS DISCRIMINATION

→ *While there is a relatively high level of trust amongst all respondents, there is a notable lack of confidence among all respondents,*

with 39.30 % Asian, 38.60% Black, 44.70% Mixed and 39.40% White respondents all expressing distrust to address discrimination in the workplace.

PERCEPTION OF FAIRNESS

→ *Respondents rate their own companies slightly higher regarding fairness than the industry.*

The industry is perceived as more fair or very fair in terms of sexual orientation, religion, and gender dimensions, while race, age, and disability appear to have some room for improvement.

Lived Experience Summary

Training & Education

Hospitality
speaks

"All leaders in companies should undergo training to understand its importance. Include diversity and inclusion in the induction process."

www.bihospitality.co.uk

Hospitality
speaks

**WHITE, MALE,
ENTRY LEVEL, BARS**

→ *More inclusive knowledge on how experiences differ for certain people. For instance, in my experience, women were made to be on the floor or bar back more often than men. Black and South Asian people made to be back of the house or specifically African men more likely to be hired as security rather than any other job. In more independent work environments reporting is hard when a higher up or college is inappropriate or unprofessional.*

**WHITE, FEMALE,
ENTRY LEVEL, ACCOMMODATION,**

→ *More education and awareness of all the topics. Eliminating stigma around these topics and sharing experiences, instead of "sweeping them under the carpet" and just saying "well that's how the industry is" and just accepting it. The slate needs to be cleaned and built or altered from the beginning, these traditional ideas and views need to be repressed to make the industry more attractive to the younger generations, as well as making the industry accessible to all.*

**ASIAN, MALE,
MANAGEMENT-LEVEL, RESTAURANT**

→ *All levels of staff should be educated about race and culture.*

Training & Education

Training & Education can broaden perspectives and can be used to develop minds, behaviours, and cultures. This chapter examines what is currently being offered, the career levels of access and the gaps to close within Training and Education.

25.2%

of respondents attended Equity, Diversity, and Inclusion training organised by their company

One in four respondents has participated in some form of EDI Training & Education, with more than half expressing a willingness to participate, while one in five respondents showed disinterest.

IN THE LAST 12 MONTHS, HAVE YOU ATTENDED ANY EQUITY, DIVERSITY, AND INCLUSION TRAINING ORGANISED BY YOUR COMPANY?

25.2% — YES

54.1% — NO, BUT I WOULD LIKE TO ATTEND

20.7% — NO, AND WOULD NOT LIKE TO ATTEND
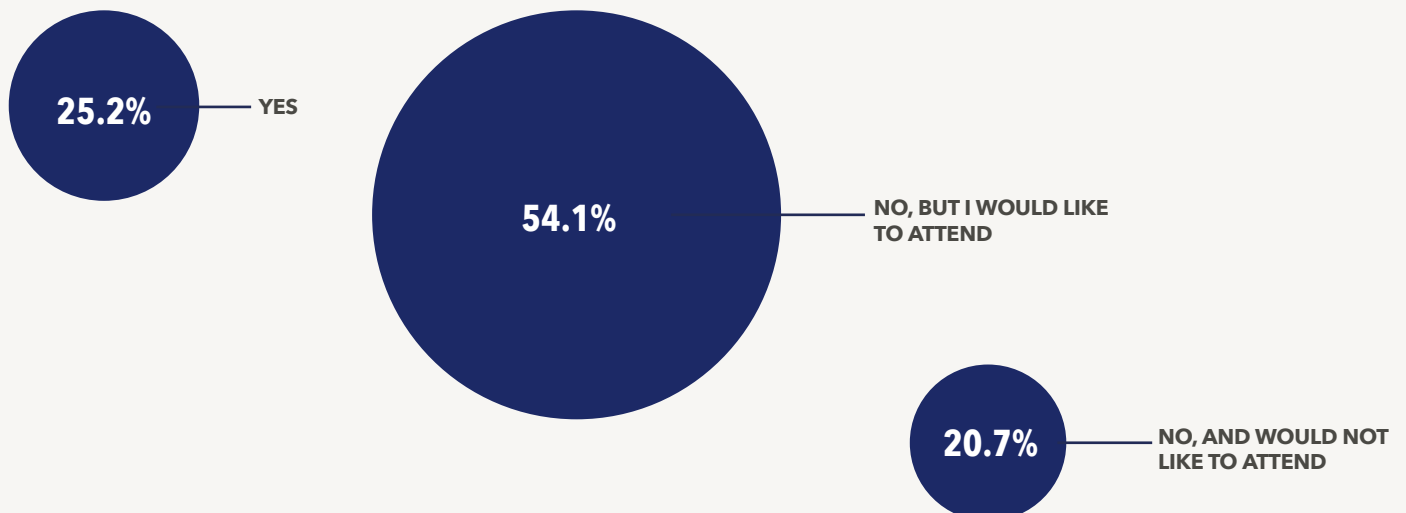
When examining the data regarding respondents' ethnic backgrounds, interesting patterns emerge regarding their participation in EDI training. Specifically, respondents of Black ethnicity show a 3% higher rate of attending EDI training than the survey average. On the other hand, respondents of Asian background are 5.4% above the average in expressing a desire to attend EDI training. Respondents from an Ethnic minority background have expressed a higher level of interest in attending such Training & Education than White respondents.

5.4%

respondents of Asian background are 5.4% above the average in expressing a desire to attend EDI training

education

Respondents from an Ethnic minority background have expressed a higher level of interest in attending such Training & Education than White respondents.

ATTENDED EDI TRAINING

	ASIAN	BLACK	MIXED	WHITE	SURVEY AVG.
YES	23.30%	**28.20%**	24.90%	25.70%	25.2%
NO, BUT I WOULD LIKE TO ATTEND	**59.50%**	**54.70%**	**54.90%**	51.40%	54.1%
NO, AND WOULD NOT LIKE TO ATTEND	17.30%	17.10%	20.10%	22.90%	20.7%

Upon examining job roles within the hospitality industry, a notable disparity emerges in the participation rates of EDI training across different levels. Entry-level employees and CEOs/founders exhibit relatively low attendance levels, with only 21.13% and 22.64%, respectively, reporting attendance in EDI training within the past 12 months.

Encouragingly CEOs have the highest appetite to access this training at 62.26%.

21.13%

Entry-level employees exhibit relatively low attendance levels, with only 21.13%

CEOs

Encouragingly CEOs have the highest appetite to access this training at 62.26%

In contrast, directors stand out as the group with the highest percentage of respondents (40%) attending such training.

ATTENDED EDI TRAINING

	ENTRY LEVEL	SUPERVI-SORY	MANAGE-MENT	GENERAL MANAGER	CENTRAL GROWTH	DIRECTOR	CEO/ FOUNDER
YES	21.13%	28.76%	30.26%	32.58%	33.82%	40.00%	22.64%
NO, BUT I WOULD LIKE TO ATTEND	54.46%	55.34%	53.65%	56.06%	56.62%	52.86%	62.26%
NO, AND WOULD NOT LIKE TO ATTEND	24.41%	15.90%	16.09%	11.36%	9.56%	7.14%	15.09%

E-learning emerges as the dominant form of EDI training, with over 75% of respondents engaged in this learning mode. Of those, 46.7% experienced e-learning via an external provider, while 27.7% received it through internal training courses. Face-to-face in-house training accounted for 30.9% of respondents' experiences, while 19.9% received face-to-face training from external companies. Other forms of training included reading documents (20.3%), one-on-one sessions with line managers (12.9%), and video training (17.8%).

When examining the sectors in which respondents work, it is interesting to note that bars, restaurants, and cafés have lower percentages of EDI training participation compared to the overall sample average of 25.7%. On the other hand, respondents working in the nightclub and accommodation sectors display higher participation rates, with 33.76% and 30.20%, respectively.

75%

of respondents engaged in E-Learning to partake in EDI training.

Regarding overall satisfaction with EDI training across different dimensions, the combined percentage of respondents who reported being satisfied or very satisfied was used as a measure. EDI training focusing on race received the highest satisfaction percentage at 36.76%. In contrast, age-related training had the lowest satisfaction percentage at 34.41%. Notably, respondents in director roles consistently scored the highest in all categories, indicating higher satisfaction with EDI training. Conversely, respondents in CEO and Founder roles scored the lowest, closely followed by entry-level employees.

SATISFIED / VERY SATISFIED

	ENTRY LEVEL	SUPERVI-SORY	MANAGE-MENT	GENERAL MANAGER	CENTRAL GROWTH	DIRECTOR	CEO/ FOUNDER	SURVEY AVG.
GENDER	33.98%	33.43%	36.69%	34.85%	38.98%	40.00%	18.87%	35.31%
RACE	33.02%	38.56%	39.27%	37.12%	38.24%	42.85%	24.52%	36.76%
RELIGION	34.49%	39.87%	35.63%	37.12%	33.82%	44.29%	20.75%	35.71%
SEXUAL ORIENTATION	33.97%	38.13%	38.63%	37.88%	40.85%	41.43%	24.52%	36.73%
DISABILITY	33.92%	37.04%	35.19%	36.37%	35.29%	38.57%	22.64%	34.63%
AGE	33.79%	38.35%	36.70%	35.60%	33.83%	38.57%	20.75%	34.41%

In terms of the type of training attended by different job roles/functions, there are no notable differences observed, except for a slightly higher percentage of CEO and founders participating in e-learning via external providers compared to the overall average. Additionally, directors show a somewhat higher percentage than average in receiving face-to-face external training and utilising documents to read.

TYPE OF TRAINING RECEIVED ABOUT EQUITY, DIVERSITY, AND INCLUSION

	ENTRY LEVEL	SUPERVI-SORY	MANAGE-MENT	GENERAL MANAGER	CENTRAL GROWTH	DIRECTOR	CEO/FOUNDER
E-LEARNING COURSE VIA EXTERNAL PROVIDER	13.66%	15.79%	15.60%	15.73%	13.22%	14.41%	18.18%
INTERNAL E-LEARNING COURSE	7.67%	9.13%	11.31%	8.99%	9.20%	10.81%	5.19%
FACE TO FACE IN-HOUSE TRAINING COURSE	8.24%	11.92%	11.16%	8.99%	13.79%	9.91%	7.79%
FACE-TO-FACE EXTERNAL PROVIDER TRAINING COURSE	4.76%	8.05%	6.73%	6.74%	8.62%	13.51%	6.49%
DOCUMENTS TO READ THROUGH	5.78%	6.35%	6.42%	5.06%	6.90%	13.51%	6.49%
A ONE-TO-ONE SESSION WITH YOUR LINE MANAGER	3.38%	5.11%	4.13%	2.81%	2.87%	2.70%	5.19%
VIDEO	5.47%	5.88%	4.89%	6.74%	4.02%	6.31%	6.49%
OTHER	0.72%	0%	0.46%	0.56%	1.15%	1.80%	0%
NO ANSWER	50.33%	37.77%	39.30%	44.38%	40.23%	27.03%	44.16%

93

EDI TRAINING

→ *Only one in four respondents have participated in EDI Training & Education, with more than half of respondents expressing a willingness to attend one.*

**ATTENDANCE
ACROSS RACE**

→ *Ethnic minority respondents, overall, display a higher interest in attending EDI training than White respondents.*

EDI TRAINING

→ *There is a notable disparity in the participation rates of EDI training across different job roles. Entry-level employees and CEOs/founders have the lowest engagement, while directors have the highest percentage of attendees.*

Encouragingly CEOs/founders have a high appetite to access this training at 62.26%.

Training & Education Summary

E-LEARNING

→ *E-learning is the most prevalent form of EDI training, with over 75% of respondents engaged in this learning mode.*

Internal and external providers offer e-learning, while face-to-face training, reading documents, one-on-one sessions, and video training are utilised to a lesser extent.

BARS, RESTAURANTS & CAFÉS

→ *Bars, restaurants, and cafés have lower percentages of EDI training participation than the overall average, while the nightclub and accommodation sectors show higher participation rates.*

SATISFACTION

→ *General satisfaction levels for e-learning is low, with learning on race receiving the highest satisfaction percentage.*

Directors consistently score the highest in all categories, indicating higher satisfaction with EDI training, while CEOs, founders, and entry-level employees have lower satisfaction scores.

Training & Education Summary

Moving Forward

This report aims to paint a comprehensive picture of the UK hospitality industry through an EDI lens. By exploring the current landscape, we seek to align the findings with pragmatic recommendations for progress.

The respondent demographic section should be kept in mind when considering the following

→ White respondents are more likely to hold managerial positions, earn the most and occupy full-time employment than any other ethnic group.

→ A notable proportion of Asian respondents have a length of service of under six months (44.20%).

→ Black and Mixed respondents have worked in the sector for more extended periods, and despite this, higher proportions of ethnic minority groups are more likely to hold entry-level positions and earn the least.

→ Black respondents are more likely to be on zero-hour contracts, and Asian respondents are more likely to be on part-time contracts.

Careers in Hospitality

FINDINGS

Optimism towards career opportunities within the sector seems to be influenced by factors such as length of service and levels of education. There are apparent disparities in roles held based on ethnicity, with Black and Asian respondents finding mentorship most helpful.

ACTIONS

- Understand the current status quo within your own organisation.
- Objectively review existing talent management processes.
- Review communication channels to align with company EDI policy/stance.
- Implement initiatives to support and develop ethnic minority talent.
- Ensure that EDI is the responsibility of all business leaders.
- Provide transparency on career paths possible within your organisation.

REMEMBER:
Do not conflate the needs of ethnic minority groups. Avoid aggregating experiences by race e.g., Black and Asian employees might have extremely different experiences and needs within your organisation.

Culture & Leadership

FINDINGS

Many respondents are unaware of EDI activities within their organisations. White respondents are most likely to indicate that they are unaware of policy, initiatives, and collaboration. The size of the company and sector broadly influence responses. Ethnic minority respondents are most likely to be aware of activities.

ACTIONS

- Review communication mechanics for communicating policy and procedure.
- Support the communication of policy with company-wide training, education, and resources.
- Seek external expertise where there might be knowledge and resource gaps.
- Consider how to increase transparency and accessibility of company policy and work supporting EDI.
- Collect data; it is essential to be able to relay to your teams why this work is important and necessary. Data can help paint a picture of current disparities.
- Fully understand your company culture through the lens of your employees. Anonymised surveys, focus groups and interviews can support this.

CONSIDER: Your reputation. How do you want to be viewed internally and externally regarding EDI?

Lived Experience

FINDINGS

There are concerning levels of discrimination witnessed and experienced in the workplace, accompanied by a high level of dissatisfaction with the handling of reports and limited provision of well-being support. It is crucial to improve trust levels within the organisation.

ACTIONS

- Define clear policy and procedure on the organisation's EDI stance.
- Place a clear focus on inclusivity within behaviour policies, outlining unacceptable behaviours.
- Support consistent communication of EDI stance, ensuring accessibility at all levels.
- Ensure transparent and accessible reporting for discrimination, racism, and bullying.
- Utilise anonymous employee pulse surveys to frequently check employee sentiments.
- Seek out culturally sensitive well-being support for employees.

REMEMBER:
Analyse findings from the survey split by different protected characteristics.

Training & Education

FINDINGS

There is a low level of participation in training and education, with notable disparities in access. Founders and entry-level employees have the lowest rates of participation. E-learning is the most prevalent method, but satisfaction levels are low.

ACTIONS

Awareness and knowledge are two essential cornerstones for fostering inclusion.

- Training and education must take place at all levels of the organisation.
- Increase access to reputable subject matter experts on EDI topics.
- Enhance in-person and e-learning resources.
- Build EDI education into annual training plans – this is not a one-off activity.
- Obtain feedback on the effectiveness of the training and education.

REMEMBER:
Accessing education benefits both your employees and customers.

Work with us

WORKSHOPS

Designed to improve cultural intelligence and foster inclusion

Topics include

- Talking About Race
- Allyship
- Inclusive Leadership

MEMBERSHIP

Created to support businesses committed to ongoing learning and development

Membership includes

- Monthly Lunch & Learns
- Peer-to-peer round tables
- Resources

SPONSOR

Our events, awards ceremony, scholarships or mentorship schemes

COLLABORATE

Work with us on projects and initiatives to advance change

FUNDRAISE

100% of all profits are invested in the delivery of our social aims

contact@bihospitality.co.uk

OUR PARTNERS

Ulster University   harri   UNIVERSITY OF WEST LONDON

BE INCLUSIVE HOSPITALITY