
RAPPORTS

Laetitia HAURET
Blandine LEJEALLE

Employees in the cleaning sector in Luxembourg

Profile, employment and working
conditions

Employees in the cleaning sector in Luxembourg*

Profile, employment and working conditions

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Summary of the study

Over the past decade, companies outsourcing cleaning tasks, the tertiarisation of the economy and more stringent hygiene and safety standards have affected the development of the cleaning sector. The number of cleaning companies has doubled, increasing by 38% in the overall economy. The number of employees who work in the sector as their main activity has also grown more than average in the overall economy (+42% and +32% respectively). Moreover, the turnover in the cleaning sector has doubled in fifteen years. Finally, since 2014, the search for cleaners for facilities has been the 6th most sought-after job in ADEM job offers.

In March 2019, 170 companies were registered in the cleaning sector. The median size of the companies has dropped over the past decade, going from 12.5 employees to 9, due to the growth of small companies in the sector. However, the degree of concentration remains high. Indeed, the cleaning sector is the second sector in which the concentration of employees is the highest, after private security. In March 2019, 42% of employees worked in 3 companies and 55% in 5 companies.

In March 2019, practically 11,200 employees exercised their main professional activity in the cleaning sector. In terms of sociodemographic data, most employees are women (83%), Portuguese (53%) and have at least one dependent child (55%). Proportionally, cross-border workers, Luxembourgers, Germans and Belgians are fewer in number than in the overall economy. Most cleaners reside in the cantons of Esch-sur-Alzette (31%), Moselle (19%) and in Meurthe-et-Moselle (12%). On average, they have fewer formal qualifications than employees in the private sector and in low-skilled sectors such as construction and commerce.

The cleaning sector is characterised by greater job insecurity than other sectors.

First of all, despite the fact that most cleaning employees have permanent contracts (87% in March 2019), the number of workers with fixed-term contracts is higher than in the rest of the economy, i.e. 11% and 6% respectively. In addition, the duration of the fixed-term contracts is often very short. 12% of the fixed-term contracts for cleaners have a duration of under one month (with 5% with a duration of under 2 weeks and 7% with a duration of under one month), against 3% in the overall economy, catering and private security.

In addition, part-time work is the norm. 66% of cleaners work part-time, compared to 28% of employees as a whole. The number of contracts for positions that do not even represent a part-time job is also proportionally higher than in other sectors of the economy. 11% of cleaning staff have an employment contract that does not even

correspond with a part-time position, compared to 5% of other employees. Most cleaners who work part-time fall in this bracket. For example, in 2013, 58% of cleaners wanted to work full-time. Due to their part-time contracts, cleaners are often forced to take on several jobs at the same time, a trend that is more common in the cleaning sector than in others. In March 2019, 14% of cleaning staff had multiple concurrent jobs, compared to 3% of employees in commerce and 1% in private security.

Pay in the cleaning sector is also lower than in other sectors. Thus, in March 2019, the gross hourly wage for 50% of cleaning employees was lower than 12.6 Euro, against 19.6 Euro for other employees on average. For the purpose of comparison: the median gross hourly wage in catering is 13.6 Euro, in commerce it is 15.5 Euro, and in private security it is 15.8 Euro.

Finally, the seniority of the ongoing contracts of employment and in the company are also lower than in the other sectors under analysis, with the exception of catering. For example, in March 2019, cleaning employees were working under a contract of employment that had been running for 3.5 years, compared to 3.3 years in catering and 5.3 years in the overall economy. The cleaning sector is the third sector in which the number of staff having left the company (for whatever reason) between March 2018 and March 2019 was the highest, after catering and private security.

Greater job insecurity is not the only differentiating feature in the cleaning sector. Working conditions are often physically harder than in other sectors too.

Cleaners are more exposed to substance and/or radiation hazards and must perform rapid repetitive movements over long periods, as well as perform tasks in uncomfortable positions. The risk of injury is also higher than in other sectors. In 2013, 52% of cleaners believed that the risk of injury at work was high, compared to 63% of construction workers, 36% of workers in commerce and 34% of private security employees.

On average, cleaners state that their work represents fewer *psychological demands*¹ than that of employees in the other sectors under analysis and in other low-skilled sectors. Cleaners have lower levels of decision-making powers and less support from their working environment. They also believe that their workloads affect the quality of their work.

Cleaners are more likely to believe that they are overqualified (47%) compared to workers in commerce (29%) and construction (28%). At the same time, they clearly

¹ The *psychological demands* score is the sum of the following criteria: performing tasks requiring a high level of concentration + working under pressure + being frequently disturbed when working + receiving contradictory instructions + not being able to forget one's work once at home.

have fewer opportunities for continuous training: in 2013, only 12% of cleaners attended a training course paid for by the company over the former 12 months, compared to 46% of workers in higher-skilled jobs. Cleaners are also proportionally fewer in number to believe that they have good career development prospects (16% among cleaners, compared to 37% in commerce and 34% in transport, for example).

Musculoskeletal disorders (MSDs) are more common in the cleaning and catering sectors than in the others under analysis, but the feeling of work-related stress is no higher in the cleaning sector than in the other ones. In catering, however, staff suffer from both MSDs and stress. In 2013, 51% of cleaners reported having been absent from work due to illness or injury over the former 12 months. This is lower than in the private sector as a whole (59%). On the other hand, when cleaners take leave due to the above causes, their absence is longer and more frequent: on average, 12 days' leave over the year compared to 8 days' leave in the private sector as a whole, and 2.5 times a year compared to twice a year overall.

Greater job insecurity and worse working conditions than those in other sectors lead to higher levels of dissatisfaction among cleaners. Indeed, on average, cleaners express less satisfaction with their wages, work and life in general than other workers in skilled or unskilled sectors.

Introduction

The cleaning sector has rarely been the object of a study in Luxembourg. Statistics concerning companies or workers often pool the cleaning sector with other businesses performing very different tasks, e.g. administrative or support services². However, the cleaning sector is very specific and is growing rapidly. The number of cleaning companies and the sector's turnover have doubled in 15 years, and the number of workers is also clearly increasing. In the first quarter of 2019, the growth in employees in the cleaning sector was one of the most significant of all³. The cleaning sector has grown because, like in other countries, companies outsource or subcontract certain tasks, the tertiarisation of employment has increased (requiring more office space⁴), and hygiene and safety standards have become more stringent.

This study focuses on a number of characteristics related to cleaners, their employment and the companies employing them. Like in other countries, the working conditions are practically systematically the most unfavourable by far of all sectors. Involuntary part-time work, multiple concurrent jobs, short employment contracts, low wages and harsh working conditions are some of the characteristics of employment in the cleaning sector presented in this study. The profile of cleaners is also quite stereotyped: the profession is female-dominated, with many low-skilled workers from migration backgrounds, who are often the sole breadwinner of the family, and in which workers are often older than in other sectors.

This study is mainly based on 3 databases: the *Luxembourg Microdata Platform on Labour and Social Protection*, the *Working Conditions and Quality of Life at Work* survey and the Business Directory.

The data of the *Luxembourg Microdata Platform on Labour and Social Protection* are administrative micro-data which have been processed and made available for statistical use by the General Inspectorate for Social Security (IGSS). These data concern all the individuals covered by the national social welfare system. International workers who are not registered in the Luxembourgish social security system are therefore not included. The data mainly come from the Joint Social Security Centre (CCSS), but some were extracted from ADEM and STATEC. In the case of the present study, only employees have been taken into consideration.

The *Working Conditions and Quality of Life at Work* survey was carried out between March and June 2013 by LISER for the Ministry of Social Security. It interviewed a representative sample of employees (residents and cross-border workers) in the private sector (excluding temping agency workers) with at

² This sector includes renting activities (goods or equipment), travel agencies, workforce loaning agencies, survey agencies, security agencies and other company administrative and support agencies, such as call centres or professional events companies.

³ Cf. Statnews n°20 – 18/06/2019, *Emploi salarié: + 1.0% au 1er trimestre 2019 et + 3.8% sur 12 mois*, STATEC. This had already been the case in the first quarter of 2017.

⁴ The office space market is continually growing, whether it be in businesses, banks, EU institutions or government bodies. The commercial space market is also growing. The surfaces are continually increasing. The stock of office spaces increased by 4% on average per year between 2015 and 2019. It grew by 4.2% in 2019. Source: *Luxembourg property market*, Research report market overview 2019, JLL Luxembourg.

least 6 months' seniority in their company. 17,488 employees responded to an online questionnaire, of which 291 employees from the cleaning sector.

Every January, the STATEC Business Directory collects data from all active VAT-registered companies and/or companies employing workers during the reference period. The business must be either a legal entity or a combination of legal entities. The Business Directory pools data from several sources, including the data from the State Centre for Technologies and Information, the Registration Administration, Customs and the IGSS.

In order to optimise the identification and description of the workers in the cleaning sector based on the statistical data available, the authors adopted an **approach based on sectors of activity**⁵.

The study concerns:

Not included in the present study (due to methodology)

- Declared employees who work for a company in the cleaning sector⁶
- Temping staff working for a cleaning company
- People working in the cleaning sector but whose work is not declared⁷
- Maintenance staff who work for individuals directly⁸
- Maintenance staff directly contracted as company or administration staff⁹

⁵ A job-based approach was not possible. Indeed, the data used did not allow the identification (or specific identification) of the profession exercised by the employees.

⁶ The sectors of activity used were:

Nace 81.21 – Routine cleaning of buildings

Nace 81.22 – Other cleaning activities in buildings and industrial cleaning

Nace 81.29 – Other cleaning services

Code 81.100 (Combined building-related support activities) was not used because they do not always include or exclusively include cleaning activities. Moreover, this code covers few companies: 39 in 2019.

⁷ According to Eurobarometer data from 2007, 2013 and 2019, cleaning homes is the undeclared service that is the most purchased in Luxembourg (45% in 2007 and 2013, 30% in 2019), and namely compared to other EU countries (EU average: 15% in 2007 and 2013, 16% in 2019), follow-ups on home repairs or renovation (approximately 30%) and childcare (between 7% and 19%). On the other hand, around 8% in 2007/2013 and 16% in 2019 reported having done non-declared cleaning work over the 12 previous months (EU 27: 13%). Source: Eurobarometer Survey on Undeclared Work in the EU, 2007, 2013 et 2019. In addition, according to data from the Labour and Mines Inspectorate (ITM), in 2017, "Services and cleaning" was the fourth sector (after construction, industry and transport) in which there was the highest number of outsourcing companies. Source: ITM, *Rapport annuel 2017*.

⁸ Maintenance agents who work directly for individuals come under the cleaning activities sector as employers. This sector covers various activities, so it is not possible to differentiate between cleaning activities and others (e.g. childcare, gardening, janitors etc.).

⁹ The data used did not allow the identification (or specific identification) of the profession exercised by the employees.

Based on the IGSS data, in March 2019, there were 11,203 cleaners identified by the above means, i.e. 2.7% of all employees. Most cleaners work in *routine cleaning of buildings*, because it employs 73% of all cleaners. 26% are employed in *other cleaning activities in buildings and industrial cleaning*. 1% work in *other cleaning services* (mainly swimming pool maintenance, public transport cleaning, street sweeping, etc.).

The analysis method applied throughout the present study consisted of the comparison of profiles and working conditions of employees in the cleaning sector with:

- employees in so-called “low-skilled” sectors, including companies with:
 - o a high number of female workers: commerce and catering;
 - o a low number of female workers: construction, transport and private security;
- employees in so-called “skilled” sectors: finance; specialised, scientific and technical activities;
- all employees in the sectors under analysis (this field varies according to the source of data used).

The expressions “low-skilled” or “skilled” sectors as applied in the present document were used in accordance with the level of qualifications of the employees working there. These expressions are considered neutral and do not contain any indication of the quality of the work performed or of the workers themselves.

Some statistics are still required to provide a comprehensive overview of the situation of workers employed in the cleaning sector and the evolution of their working conditions. Time-related data would be useful to quantify the degradation or improvement of working conditions. Most data concerning working conditions were collected only once, in 2013. It would also be useful to have data on domestic workers employed by private individuals, where working conditions are probably no better.

Notes on the methodology:

Generally speaking, statistical tests were carried out between the cleaning sector and each other sector individually. If the differences are not statistically significant, they are represented by a light colour in the graphs.

The horizontal line on some of the graphs represents the situation for the overall economy in the case of administrative data and the situation for the private sector in the case of data from the Working Conditions and Quality of Life at Work survey¹⁰.

¹⁰ The *Working Conditions and Quality of Life at Work* survey does not cover the following sectors: temping agency activities, public administrations, human healthcare and social action, the arts, showbusiness and leisure activities, association activities, cleaning activities as employers and extra-territorial activities.

Companies in the cleaning sector

The main employers in the cleaning sector

On 1 January 2019, according to STATEC's list of main employers in Luxembourg¹¹, the Dussmann Luxembourg Group¹² ranked second for the number of employees (with the exception of the public and semi-public sectors¹³). With about 4,060 employees, the Dussmann Luxembourg Group ranked higher than BGL BNP Paribas (3,900 employees), the Arcelor Mittal Group (3,810 employees), GoodYear (3,430 employees). It ranked just below the Cactus Group (4,320 employees), the largest employer in the country in 2019. After the "Big Four" (KPMG, PWC, Deloitte, E&Y), Voyages Emile Weber, Sodexo and La Provencale, the Dussmann Group represented the 8th largest growth rate in terms of employees between 2003 and 2019, doubling its staff. In 2003, it employed 2,013 workers, and in 2019, it employed around 4,060. All the branches of the company were included in this figure, counting the employees in other areas too (e.g. *Cleaning and maintenance services in buildings; Contract catering; Event catering; Caretaking, patrols and alarm control centre; Industrial laundry services*). This was the result of a diversification strategy aiming at facility management services.

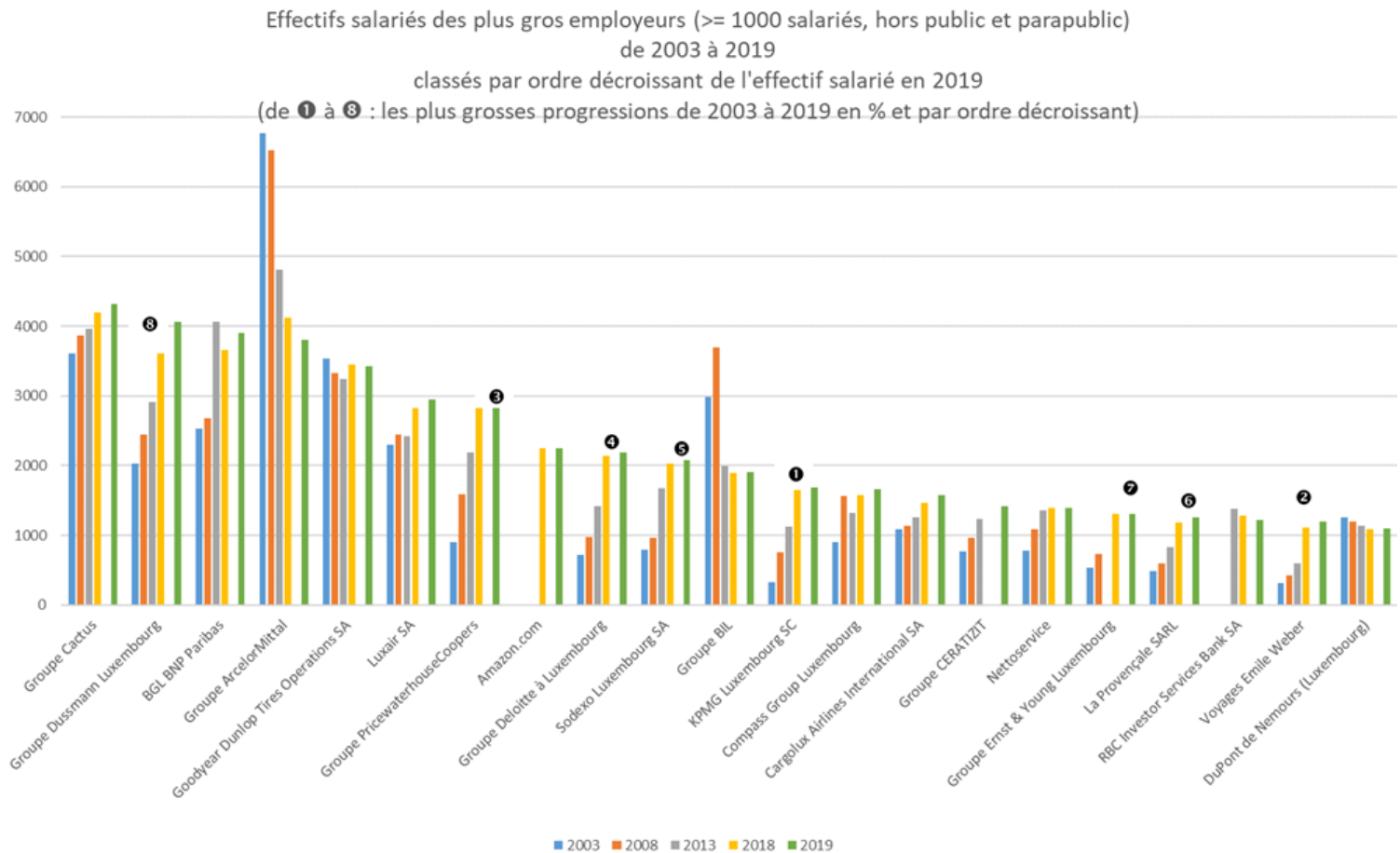
The second largest company in the cleaning sector, Nettoservice (1,390 employees), ranked 16th on the list of the largest employers in Luxembourg (with the exception of the public and semi-public sectors). The following companies came much lower on the list: ISS Facility Services SA (780 employees in 2019, 650 in 2018), SAMSIC Luxembourg Facility Services sàrl (420 in 2019, 340 in 2018), A.B.S.C SA (380 in 2019, 370 in 2018), Genesa sàrl (240 in 2019, 220 in 2018), Propper sàrl (150 in 2019, 140 in 2018), Laurenty Luxembourg sàrl (140 in 2019, 120 in 2018), CForClean and ISO-net sàrl (both with 120 employees in 2019 and under 100 employees in 2018), and Adomus Services Group sàrl (100 employees in 2019, under 100 employees in 2018). The remaining companies in the sector employed under 100 employees each in 2019.

¹¹ Source: *The main employers in Luxembourg according to the number of staff employed by branch of economic activity (NACE Rev. 2). Situation on 1 January 2019 (edition of June 2019)*, STATEC.

¹² Formerly Pedus (before 2009), Nace 81.2.

¹³ I.e. excluding the Post Luxembourg Group (4,540 employees) and the CFL Group (4,360 employees), both ranking just above the Dussmann Group.

Number of employees per largest employer (equal to or more than 1,000 employees - excl. public and semi-public sectors) from 2003 to 2019, classified from the highest to the lowest number of employees in 2019
 (from 1 to 8: the most significant developments from 2003 to 2019 in %, from the largest to the lowest)



Source: *The main employers in Luxembourg according to the number of staff employed by branch of economic activity (NACE Rev. 2). Situation on 1 January 2019 (edition of June 2019), STATEC.*

Double the number of companies in ten years

In March 2019, 170 companies were listed in the cleaning sector in Luxembourg, compared to 84 in March 2009. This represents a 102% growth rate. The increase was steeper in this sector than in the overall economy, where the number of companies grew by 38% during the same period. The cleaning sector was the one that experienced the largest growth in terms of the number of companies present on the market between March 2009 and March 2018.

This growth was true for all companies in the sector, whatever their size. Companies with 6 to 9 employees saw their numbers jump to 7 to 29, and one-man companies went from 8 to 23 in total.

This growth was mainly driven by the *routine cleaning of buildings* branch, which represented 55% of the companies and 70% of employees in March 2009, compared to 74% and 73% respectively in March 2019. The second branch of activity (*other cleaning activities in buildings and industrial cleaning*) decreased both in terms of companies and employees (from 36% to 16% and from 29% to 26% respectively). The third branch (*other cleaning activities*) stagnated during this period, going from 9% to 10% and from 0.5% to 1%.

A greater increase in employees than in other economic sectors

In March 2019, 11,203 employees performed their main professional occupation¹⁴ in the cleaning sector, compared to 7,891 ten years earlier. The number of employees in the sector grew by 42% over the past decade. This growth is more pronounced than in the overall economy (+32%) but lower than for the rest of the “administrative and support activities” sector (+80%).

The number of employees performing non-manual tasks (administrative and support activities) went from 5% in 2009 to 9% in 2019.

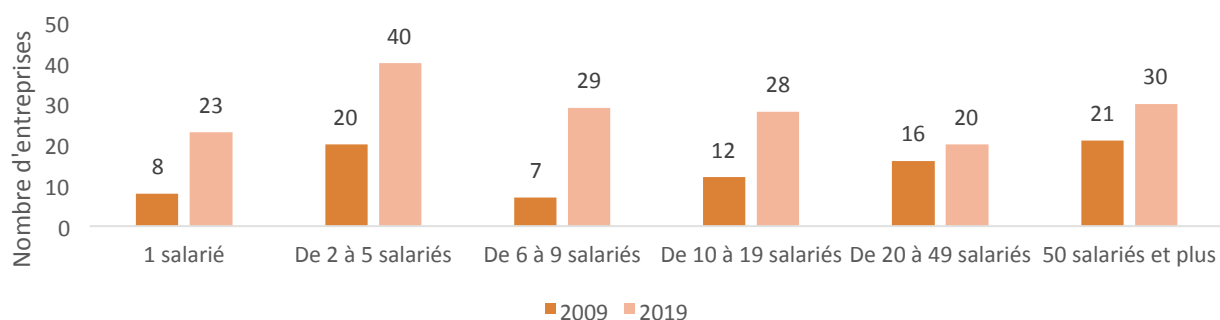
¹⁴ The main occupation is the one in which the employee performed the most work hours over the given month.

Number of companies between March 2009 and March 2019

	Number of companies in March 2009	Number of companies in March 2019	Growth in %
Cleaning	84	170	102%
Commerce	3,714	4,138	11%
Catering	1,468	1,905	30%
Construction	2,085	2,765	33%
Transport	754	865	15%
Private security	14	21	50%
Finance	2,630	4,798	82%
Specialised, scientific and technical activities	2,040	3,344	64%
All companies	18,334	25,346	38%

Number of companies in the cleaning sector according to their size between 2009 and 2019

Number of companies, 1 employee, 2 to 5 employees, 6 to 9 employees, 10 to 19 employees, 20 to 49 employees, 50 employees or more



Number of employees between March 2009 and March 2019

	Number of employees whose main professional occupation was in the cleaning sector 2009	Number of employees whose main professional occupation was in the cleaning sector 2019	Growth in %
Cleaning	7,891	11,203	42%
Commerce	38,313	50,409	32%
Catering	12,254	20,204	65%
Construction	38,180	49,626	30%
Transport	23,056	26,803	16%
Private security	2,861	4,188	46%
Finance	41,611	49,143	18%
Specialised, scientific and technical activities	23,693	38,987	65%
All employees	309,710	408,955	32%

Source: IGSS, calculations by LISER.

A high concentration of employees

In March 2019, 50% of the companies in the cleaning sector had under 9 employees compared to 12.5 ten years prior. This reduction in the median size of the companies highlights the greater growth of the number of small companies over the past decade.

However, despite the fact that the level of concentration of employees in the cleaning sector's companies dropped between 2009 and 2019, it still remains high.

In March 2019, 42% of employees worked in 3 companies (49% in March 2009) and 55% in 5 companies (63% in March 2009).

The level of concentration in the cleaning sector is higher than that in the other sectors under analysis, with the exception of private security, where 88% of employees are employed by 5 companies.

Double the turnover in 12 years

The turnover of cleaning companies doubled in 12 years, driven mainly by the *routine cleaning of buildings* sector of the business, which grew by 135%.

Concentration of employees in the companies in March 2019

	Proportion of employees working in the 3 largest companies in the sector	Proportion of employees working in the 5 largest companies in the sector
Cleaning	42%	55%
Commerce	11%	13%
Catering	14%	18%
Construction	4%	5%
Transport	20%	25%
Private security	67%	88%
Finance	12%	17%
Specialised, scientific and technical activities	14%	20%

Source: IGSS, calculations by LISER.

Turnover in the cleaning sector in 2005 and 2017

	Turnover (in thousands of Euro)		
	2005	2017	Growth in %
Routine cleaning of buildings	98,565	231,291	135%
Other cleaning activities in buildings and industrial cleaning	66,267	96,174	45%
Other cleaning activities	3,413	7,532	121%
Cleaning activities total	168,245	334,997	99%

Source: STATEC, Business statistics, Business demographics and structure

Many job offers to clean facilities

On 31 January 2020, *cleaning facilities* was the 6th most sought-after job description (since 2014) on the list of jobs sought after by companies, coming after accountancy, IT studies and development, kitchen staff, secretarial staff and catering services.

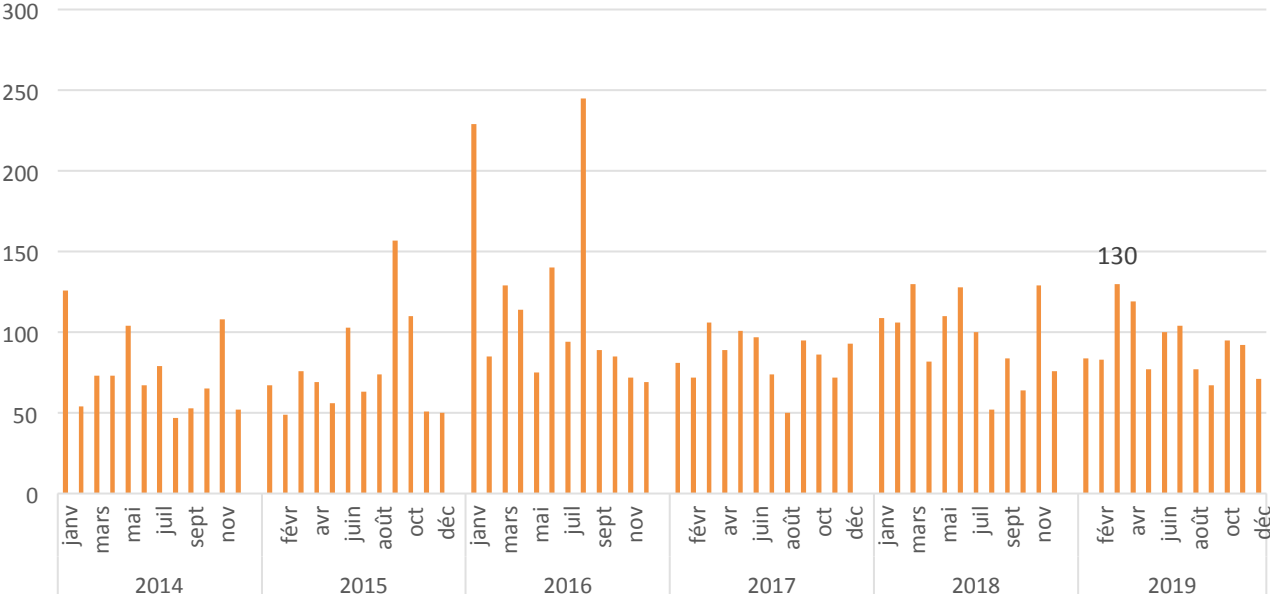
In 2019, the number of companies seeking cleaning staff peaked in March. During March 2019, 130 vacancies were registered with ADEM by employers seeking cleaning staff of all types (for facilities, domestic work, industrial laundry, window-cleaning and facility cleanliness management and inspection).

The last day of March 2019, 170 positions related to cleaning were listed in the ADEM records. In 2019, the number of unfilled vacancies at the end of a given month peaked in April, with 223 unfilled positions.

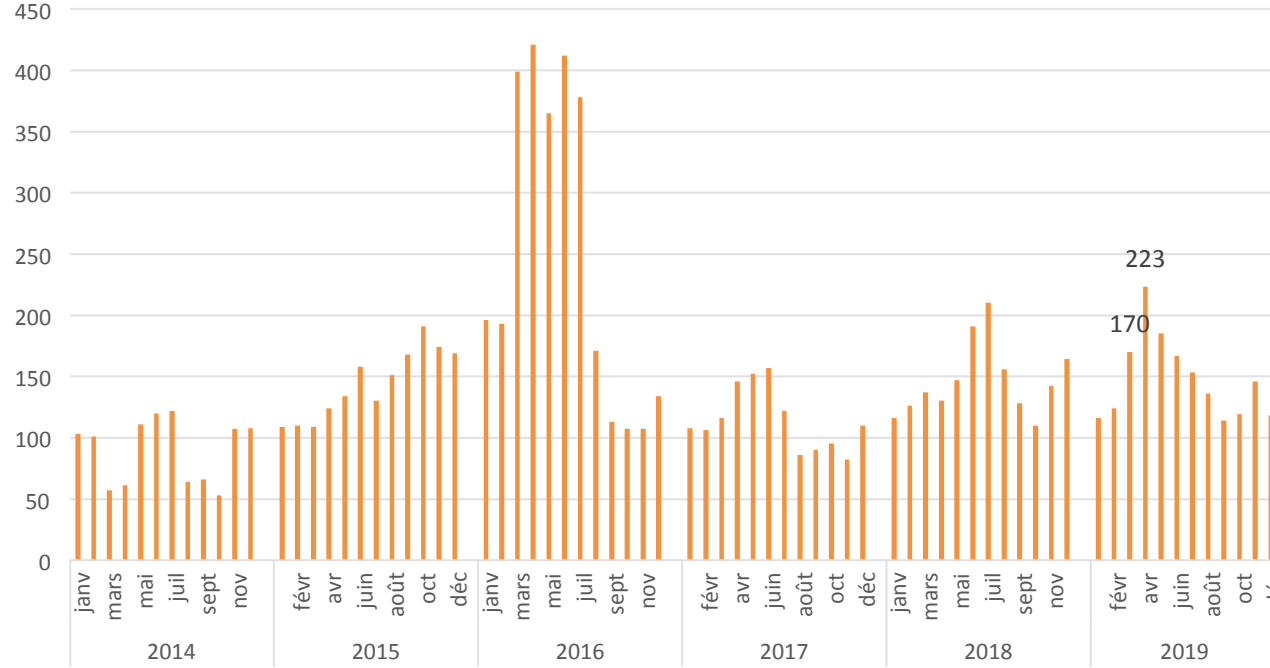
Since 2014, the trend towards declared positions and unfilled vacancies at the end of the month has been on the rise, with a significant peak in 2016.

The majority of job offers is for cleaning staff. Under 1% of the vacancies are for support staff (team leaders, site leaders, account managers or cleaning inspectors). The key terminology used to describe cleaning jobs mainly include: cleaner, maintenance agent, facility cleaner, window cleaner, laundry cleaner, as well as family staff, cleaning help. Such terminology evolves over time, hence why some terms have changed.

cleaning-related vacancies registered with ADEM over the month, from 2014 and 2019



Cleaning-related vacancies registered with ADEM on the last day of the month, from 2014 and 2019



Source: Job vacancies registered with ADEM, from 2014 to 2019

Socio-demographic profile of the employees

Over 8 women out of 10 employees

In March 2019, 83% employees in the cleaning sector were women. Women were more present in this sector than in the overall economy, where they represented 40% of employees. The cleaning sector was the one where the proportion of women was the highest.

Women were less present among employees exercising a non-manual activity (administrative and support activities) than among employees exercising a manual activity. Indeed, 66% of the employees exercising a non-manual activity were women, compared to 85% of employees exercising a manual activity.

More dependent children and single women taking care of them

Most employees in the cleaning sector had at least one dependent child aged under 19 (55%). This was the highest number of such employees of all sectors. It was 9 percentage points higher than the average of the overall economy, where 46% of employees had at least one dependent child.

In the case of residents, it was possible to study their family situations in greater depth¹⁵. Doing so confirmed that 15% of residents employed in the sector lived alone with at least one dependent child aged under 19, compared to 11% in the overall number of residents in the economy. Along with the private security sector (16%), the cleaning sector was characterised by a larger proportion of single parents.

¹⁵ These data are not available for cross-border workers.

Proportion of women by sector in March 2019

Sector under analysis	Proportion of women (%)
Cleaning	83%
Commerce	42%
Catering	51%
Construction	8%
Transport	14%
Private security	13%
Finance	45%
Specialised, scientific and technical activities	43%
Overall employees	40%

Proportion of employees with at least one dependent child in March 2019

	Proportion of employees with at least one dependent child aged under 19
Cleaning	55%
Commerce	45%
Catering	45%
Construction	50%
Transport	46%
Private security	49%
Finance	50%
Specialised, scientific and technical activities	39%
Overall employees	46%

Proportion of resident employees that were single parents in March 2019

	Proportion of resident employees living alone with at least one dependent child aged under 19
Cleaning	15%
Commerce	13%
Catering	14%
Construction	11%
Transport	12%
Private security	16%
Finance	8%
Specialised, scientific and technical activities	6%
Overall resident employees	11%

Field: All resident employees.

Source: IGSS, calculations by LISER.

Increase in the proportion of older workers

In March 2019, 15% of the employees in the cleaning sector were aged under 30, 59% were aged between 30 and 49, and 26% were aged 50 or over. These figures were similar to those observed in the overall economy. The proportion of older workers (aged 50 or more) increased compared to 2009, going from 16% to 26%. This increase was not specific to the cleaning sector, but it was more pronounced there than in the overall economy, where the share of older workers went from 16% to 23%. Only the financial sector (from 11% to 23%) and construction (16% to 27%) saw greater growth in the numbers of older workers.

Lower education levels

The employees in the cleaning sector had fewer formal qualifications than employees in other branches of the private sector. In 2013, 30% of workers in the cleaning sector had completed lower secondary school at the very most, compared to 18% of the workforce employed in the private sector. Similar education levels were noted for the transport sector. On the other hand, only 10% of employees in the cleaning sector had a higher education diploma, compared to 37% in the overall workforce employed in the private sector and 71% of employees in the sector of specialised, scientific and technical activities. In fact, qualification levels were used for the segmentation of the sectors in the present report.

Distribution of employees according to age in March 2019

	Under 30	30-49 years	50 years or more
Cleaning	15%	59%	26%
Commerce	23%	55%	22%
Catering	26%	55%	19%
Construction	17%	56%	27%
Transport	16%	55%	28%
Private security	22%	58%	20%
Finance	14%	64%	22%
Specialised, scientific and technical activities	28%	56%	16%
Overall employees	20%	57%	23%

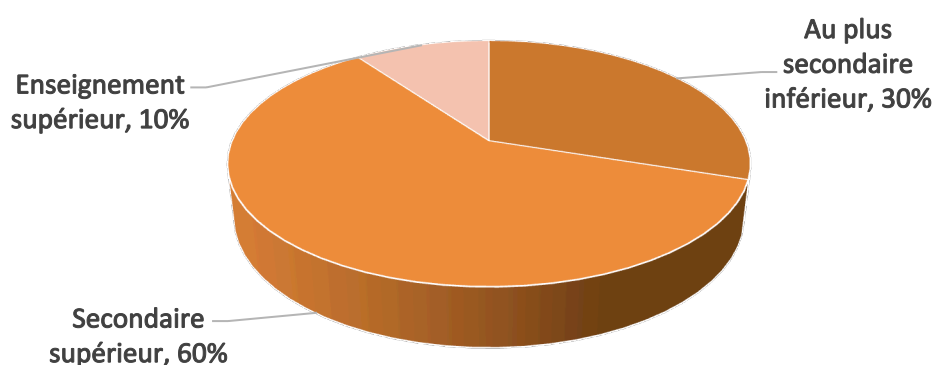
Source: IGSS, calculations by LISER.

Education levels of employees in the cleaning sector in 2013

	Lower secondary school at the most	Upper secondary school	Higher education
Cleaning	30%	60%	10%
Commerce	21%***	57%	22%***
Catering	21%***	60%	19%***
Construction	34%*	51%***	15%***
Transport	28%	52%***	20%***
Private security	14%***	69%**	17%***
Finance	6%***	26%***	68%***
Specialised, scientific and technical activities	6%***	23%***	71%***
Overall employees in the private sector	18%	45%	37%

Note: Whenever there is no asterisk, this means that the sector under analysis is not significantly different to the cleaning sector. On the other hand, the more asterisks there are, the greater the difference between the sector under analysis and the cleaning sector is statistically significant.

Higher education: 10 %; Lower secondary education at the most: 30 %; Higher secondary education: 60 %



Source: *Working Conditions and Quality of Life at Work* survey, 2013, Ministry of Social Security; calculations by LISER.

Three quarters of the employees are Portuguese or French citizens

76% of employees in the cleaning sector were Portuguese or French nationals in March 2019. The Portuguese represented 53% of the employees and the French 23%. In 10 years, the number of Portuguese citizens in the sector grew from 47% to 53%, whereas the number of French citizens dropped from 32% to 23%.

Portuguese nationals were overrepresented in the sector, but Luxembourgish, Belgian and German nationals were underrepresented. For example, 5% of the employees in the cleaning sector were Luxembourgish compared to 24% in the overall economy.

Fewer cross-border workers

Proportionally, the cleaning sector had fewer cross-border workers than the rest of the economy. In March 2019, 38% of cleaning employees were cross-border workers, compared to 48% in the overall number of employees. The proportion of cross-border workers in the sector remained stable compared to 2009.

Higher number of employees residing in the canton of Esch-sur-Alzette

In March 2019, 31% of the employees in the cleaning sector resided in the canton of Esch-sur-Alzette, 19% in Moselle and 12% in Meurthe-et-Moselle. These 3 cantons or departments were the most represented in terms of the employees' place of residence. They were overrepresented because among the overall employees, they represented only 16%, 17% and 6% respectively.

Distribution of employees according to nationality in March 2019

	Luxembourghish	German	Belgian	French	Portuguese	Other EU-28 nationalities	Other non-EU-28 nationalities
Cleaning	5%	1%	2%	23%	53%	5%	11%
Commerce	21%	11%	14%	33%	12%	6%	3%
Catering	12%	3%	5%	30%	21%	15%	14%
Construction	10%	15%	10%	23%	32%	7%	3%
Transport	18%	15%	15%	20%	9%	19%	4%
Private security	17%	2%	7%	62%	5%	4%	3%
Finance	21%	13%	14%	31%	2%	14%	5%
Specialised, scientific and technical activities	16%	11%	17%	33%	3%	13%	7%
Overall employees	24%	11%	11%	27%	13%	9%	5%

Distribution of employees according to their country of residence in March 2019

	Proportion of residents	Proportion of cross-border workers	of which the cross-border workers' country of residence is:		
			Germany	France	Belgium
Cleaning	62%	38%	2	5	31
Commerce	41%	59%	11	15	33
Catering	62%	38%	4	6	28
Construction	43%	57%	17	12	28
Transport	47%	53%	17	16	20
Private security	27%	73%	3	8	62
Finance	52%	48%	13	12	23
Specialised, scientific and technical activities	49%	51%	11	16	24
Overall employees	52%	48%	11%	12%	25%

Canton / Department / Province / Bundesland of residence of the employees in March 2019

	Cleaning sector	Overall employees
Capellen	2%	4%
Clervaux	2%	2%
Diekirch	5%	3%
Echternach	2%	2%
Esch-sur-Alzette	31%	16%
Grevenmacher	2%	2%
Luxembourg (countryside)	2%	5%
Luxembourg City	8%	10%
Mersch	3%	3%
Rédange	1%	2%
Remich	1%	2%

(cont.)	Cleaning sector	Overall employees
Vianden	1%	1%
Wiltz	1%	1%
Meurthe-et-Moselle	11%	6%
Meuse	1%	1%
Moselle	19%	17%
Province of Liège	1%	2%
Province de Luxembourg	5%	8%
Rhineland-Palatinate	1%	8%
Saarland	1%	2%
Other	1%	3%
Overall employees	100%	100%

Source: IGSS, calculations by LISER.

Job characteristics

Higher number of workers in fixed-term contractual relationships

In March 2019, 87% of employees in the cleaning sector had a permanent contract, 11% had a fixed-term contract and 2% had a temping agency contract. Compared to employees overall in Luxembourg, cleaners were more likely to have a fixed-term contract (11% compared to 6%). Fixed-term contracts were more common for cleaning employees than for those in the other sectors under analysis, whether highly skilled or not. The higher number of fixed-term contracts can partly be explained by the sector's growth.

Slight increase in the proportion of employees with fixed-term contracts

The proportion of cleaners with a fixed-term contractual relationship increased slightly compared to 2009, climbing from 8% to 11%. This increase was not specific to the cleaning sector, however: it was the case in the overall economy as well as in the sectors under analysis. For example, 3.8% of employees in Luxembourg had fixed-term contracts in March 2009 compared to 5.8% in March 2019. Over the reference period, the increase in fixed-term contracts was particularly true for the private security sector (where such contracts increased from 4% to 8%) and commerce (where they went from 3% to 6%).

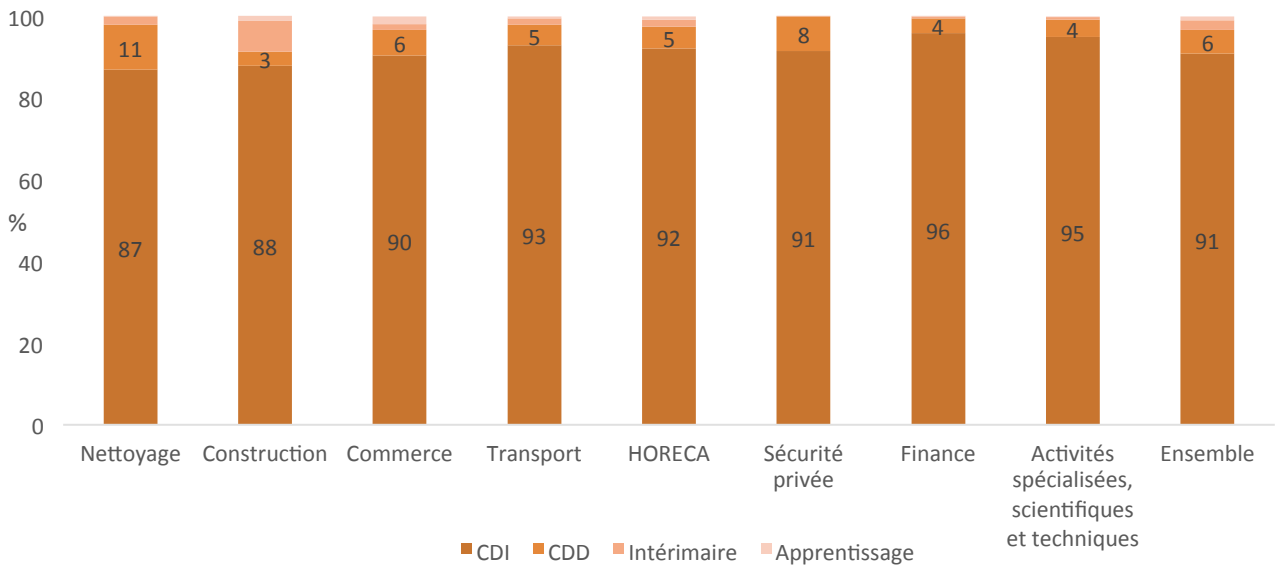
CDI: permanent contract

CDD: fixed-term contract

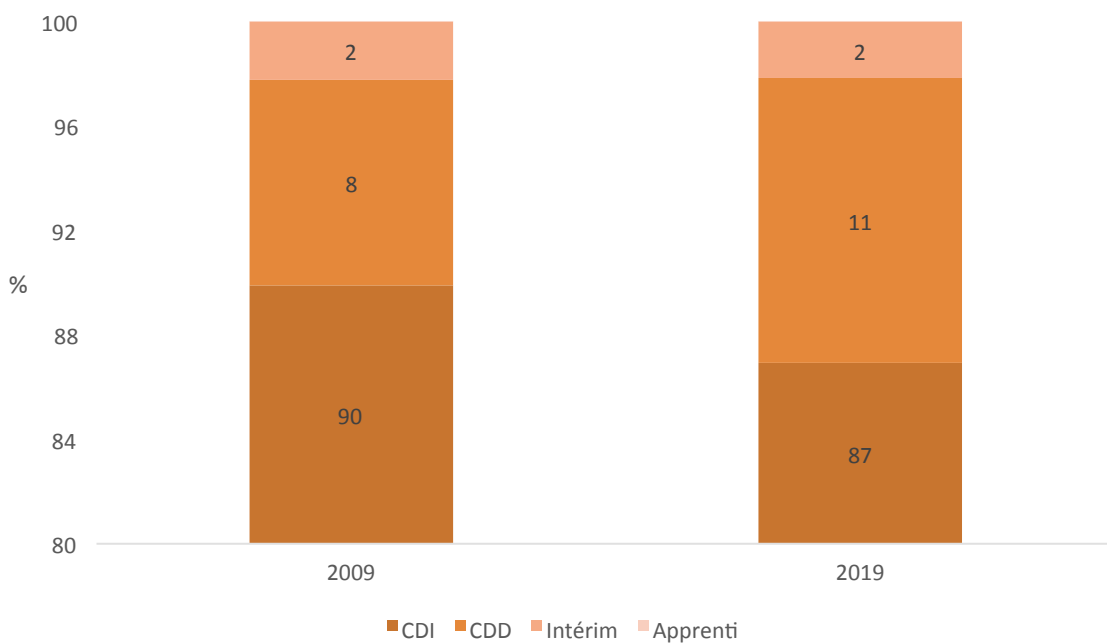
Intérimaire: temping agency contract

Apprentissage: apprenticeship

Distribution of employees according to their type of contract in March 2019



Cleaning employees according to the work contracts



Field: Cleaning sector employees.
Source: IGSS, calculations by LISER.

Shorter fixed-term contracts

Workers in the cleaning sector with fixed-term contracts were more likely to have very short-term contracts than employees in other fields. In March 2019, 12% of employees with fixed-term contracts had a contract for a duration of under one month (5% with contracts under 2 weeks and 7% with contracts between 2 weeks and under one month). This was a much higher proportion of such contracts than in other sectors of the overall economy, where 3% of workers with fixed-term contracts had a contract for a duration of under one month, and for the other sectors under analysis, whether they were skilled or not. For example, in March 2019, 1% of workers with fixed-term contracts in the financial sector and in transport had a contract for a duration of less than a month. On the other hand, employees with fixed-term contracts in the cleaning sector were proportionally fewer in number than those in the other sectors under analysis to have a contract for under one year. For instance, 6% against 36% in the sector of specialised, scientific and technical activities or 19% in construction.

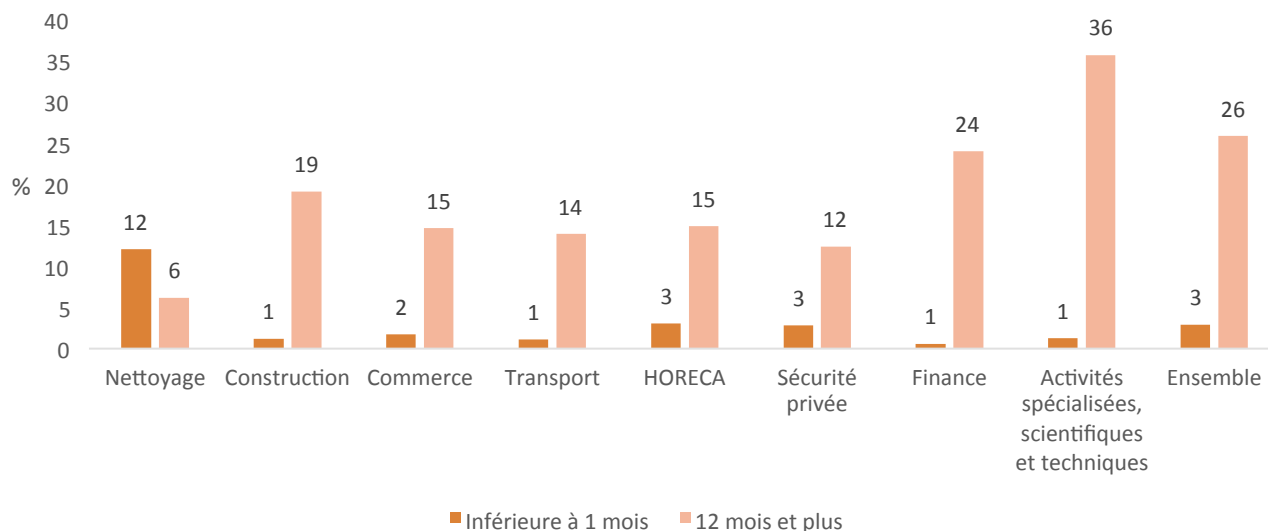
Increase of the proportion of employees with very short-term contracts

Between 2009 and 2019, the proportion of employees with fixed-term contracts for a very short term (under one month) increased in the cleaning sector, going from 7% to 12%. This development did not take place in the overall economy or in the sectors under analysis.

Cleaning / Commerce / Catering / Transport / Private security / Finance / Specialised, scientific and technical activities / Overall

Under one month – 12 months and more

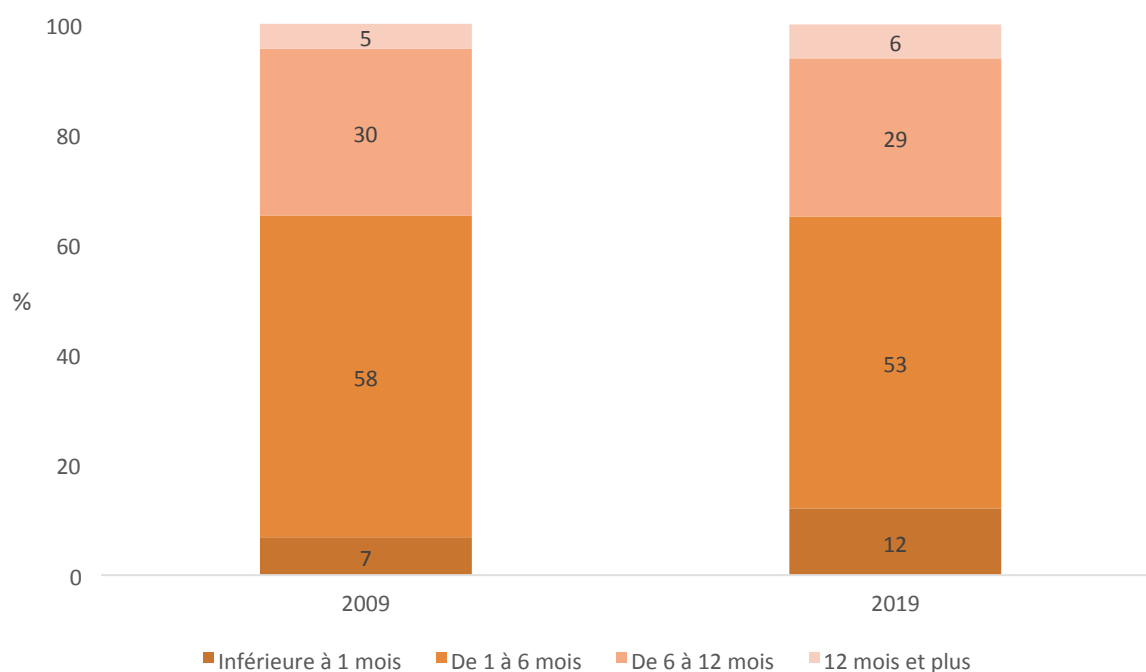
Proportion of employees with fixed-term contracts according to the planned duration of the contract in March 2019



Field: All employees with fixed-term contracts.

Developments in the planned duration of fixed-term contracts for employees in the cleaning sector

Under 1 month, 1 to 6 months, 6 to 12 months, 12 months and more



Field: Cleaning sector employees with fixed-term contracts.
Source: IGSS, calculations by LISER

A higher proportion of part-time employees and employees on reduced hours while on part-time contracts

Cleaning employees worked fewer hours on average in their main field of activity than employees in the other sectors. On average, in March 2019, they performed 131 work hours as set forth in their contracts, compared to 154 work hours for other employees. If paid overtime is added to these base hours, there were 133 paid work hours for their main professional occupation compared to 156 for other employees as a whole.

The difference can be explained by the fact that fewer cleaning employees had full-time contracts than other employees. For example, in March 2019, 34% of cleaning staff had a 168-hour contract or more (which approximately corresponds to a full-time position), compared to 72% of employees overall and 86% of transport employees. Moreover, the number of contracts for positions that did not even represent a part-time job was also proportionally higher than in other sectors of the economy. 11% of cleaning staff had an employment contract that did not even correspond with a part-time position, compared to 5% of other employees in the private sector and 2% of employees in the financial sector or in private security.

However, when taking into consideration the statistics for concurrent contracts (see below), these employees on part-time contracts could take on another part-time job with a different employer, company or individual.

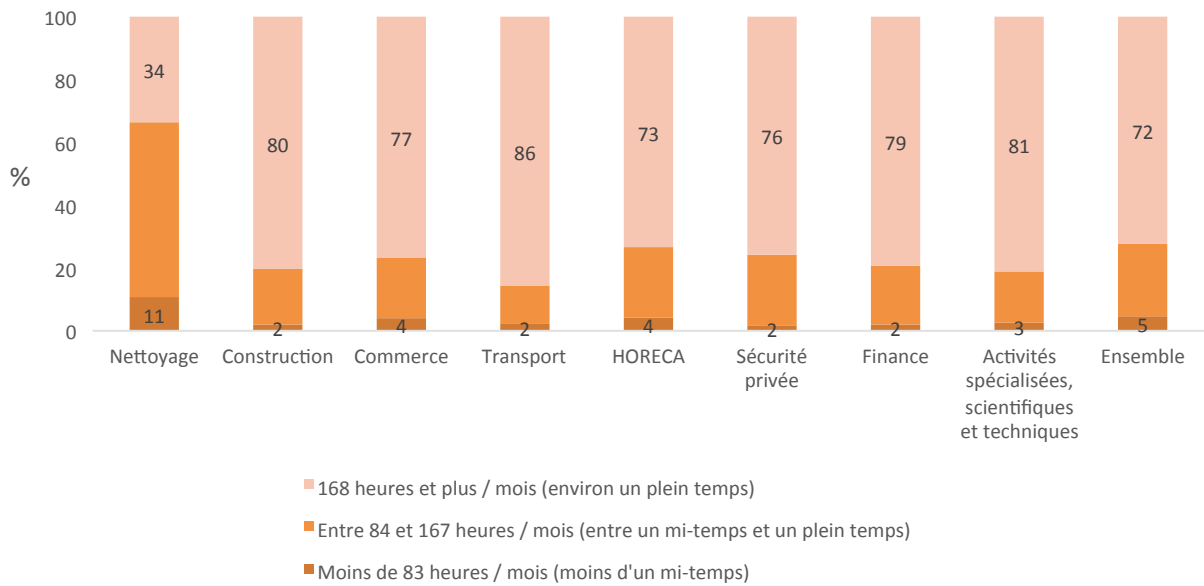
Part-time employees who would like to work more

The data from the *Conditions of Work and Quality of Life at Work* survey (2013) revealed that cleaners on part-time contracts mostly wished they could work full-time: 58% of cleaners interviewed stated they would like a full-time position. On the other hand, in the remainder of the private sector, part-time workers mostly chose to have part-time contracts. For example, “only” 34% of part-time employees in catering wanted to work full-time. In commerce, the figure was 24% and in specialised, scientific and technical activities, it was 8%, whereas in finance, it was 3%.

Distribution of employees according to the number of hours set forth in their contracts in March 2019

Field: Overall employees whose contracts ran throughout the entire month of March 2019.

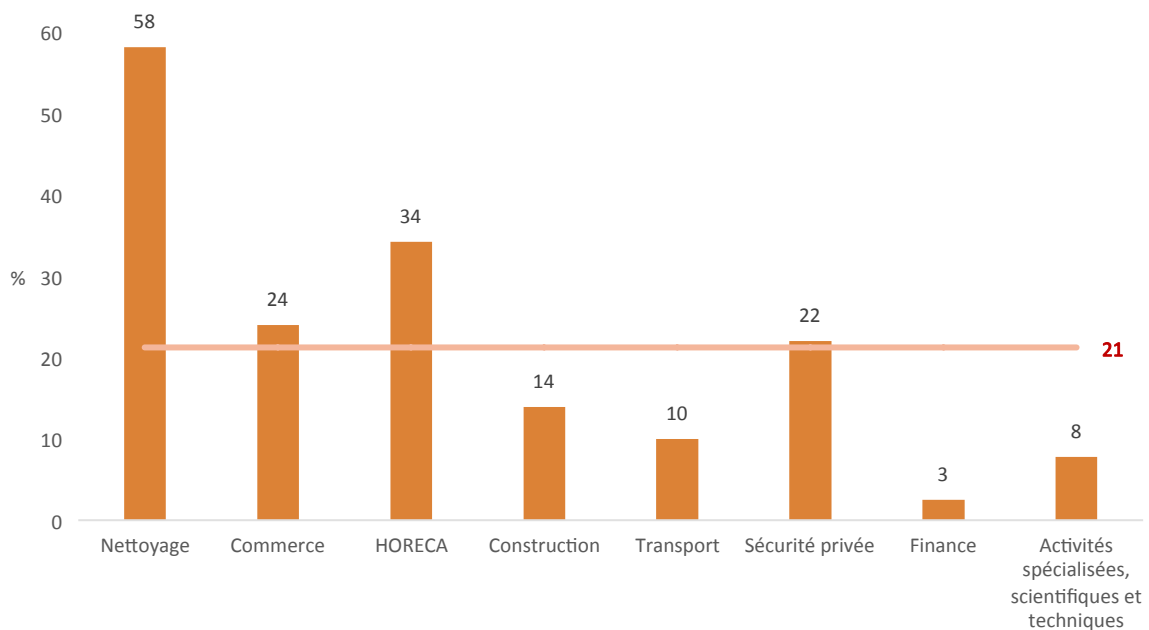
Source: IGSS, calculations by LISER.



Cleaning / Commerce / Catering / Transport / Private security / Finance / Specialised, scientific and technical activities / Overall

168 hours and more / month (approximately a full-time position)
Between 84 and 167 hours / month (between a half-time and a full-time position)
Less than 83 hours / month (less than a half-time position)

Part-time employees in 2013 who wanted to work more



Field: Private sector employees (excluding temporary staff) working full-time and with at least six months' seniority in their company.

Source: Working Conditions and Quality of Life at Work survey, 2013, Ministry of Social Security; calculations by LISER.

A larger proportion of employees with multiple jobs

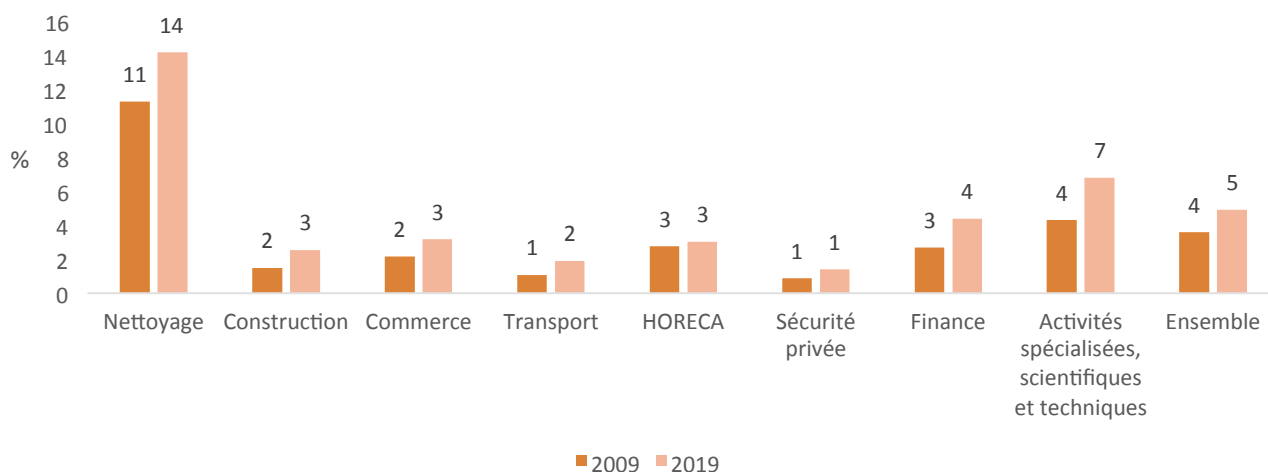
Due to the common nature of part-time contracts, which many cleaners wished were full-time positions, cleaning staff were more likely to have multiple jobs than other employees. Thus, 14% of cleaning staff had several concurrent jobs, compared to 5% for employees overall and 7% of employees in specialised, scientific and technical activities.

The proportion of employees with several concurrent jobs has increased over the past ten years. It went from 11% in March 2009 to 14% in March 2019. This increase was not specific to the cleaning sector, however: it was the case in the overall economy as well as in the sectors under analysis.

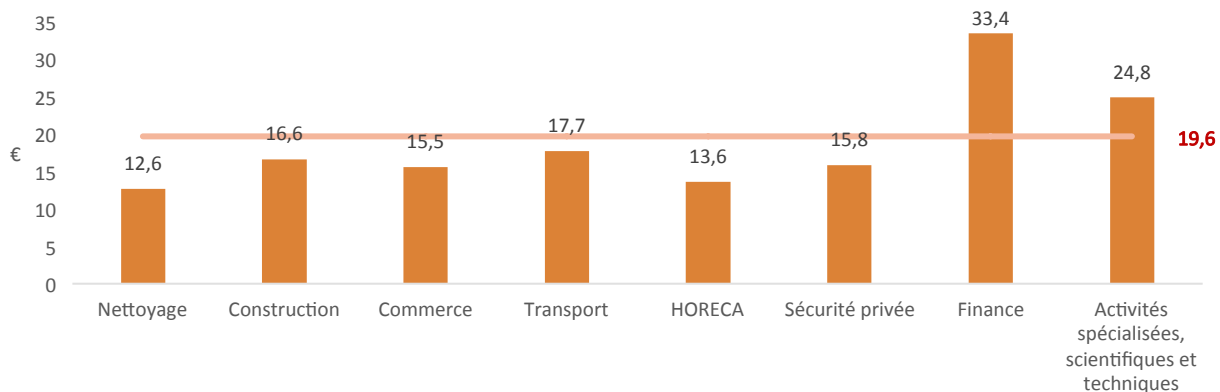
Lower hourly pay

In March 2019, the gross median hourly wage was lower in the cleaning sector than in other sectors of the economy, whether this pay took into account bonuses and paid overtime or not. Indeed, the hourly base rate for 50% of cleaning employees was lower than 12.6 Euro, against 19.6 Euro for other employees. For the purpose of comparison: the median gross hourly rate in catering was 13.6 Euro; in commerce it was 15.5 Euro; and in private security it was 15.8 Euro. When considering bonuses and paid overtime, the wage gap was even greater: cleaners did not seem entitled to such perks and their gross median hourly wage remained the same whether they were taken into account or not. In the other sectors, the perks made a bigger difference: the gross median wage including bonuses and paid overtime was 20.8 Euro for the economy as a whole, 14.1 Euro in catering and 40 Euro for the financial sector.

Proportion of employees with multiple jobs in March 2009 and March 2019

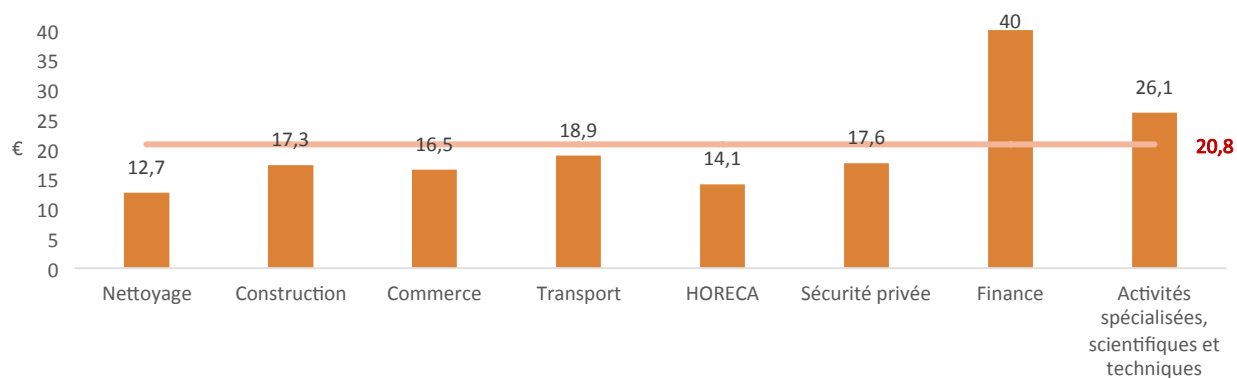


Median hourly base wage in March 2019



Field: Overall employees whose contracts ran throughout the entire month of March 2019.

Gross median hourly wage (including additional wages, overtime) in March 2019



Field: Overall employees whose contracts ran throughout the entire month of March 2019.
Source: IGSS, calculations by LISER.

Less seniority in the ongoing contracts

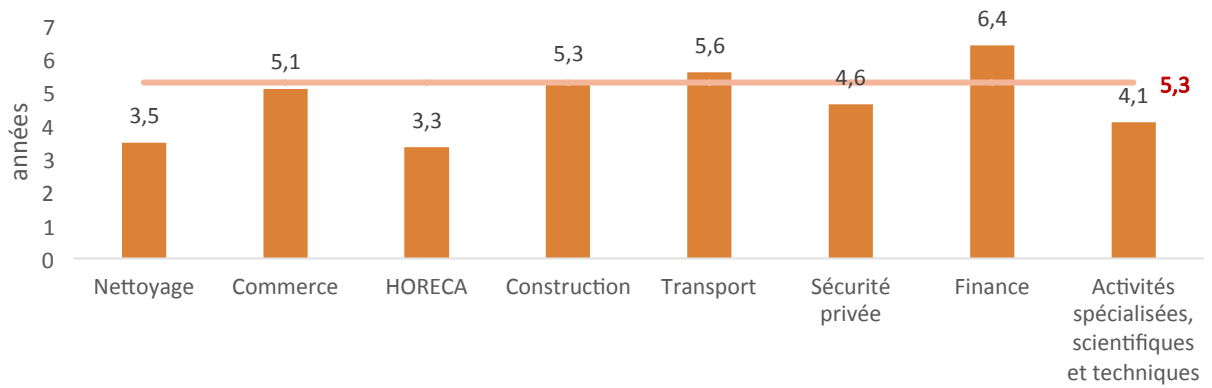
In March 2019, on average, cleaning employees had an employment contract that had been running for 3.5 years. This was slightly higher than in catering (3.3 years on average) but was lower than in the overall economy (5.3 years on average) and in the other sectors under analysis. For example, on average, transport employees had an employment contract that had been running for 5.6 years and in finance, the average ongoing contract was 6.4 years. The fact that cleaners' seniority in a company was lower can be explained by the greater number of employees on fixed-term contracts in the cleaning sector and by staff moving from one company to another in the case of market share losses.

The administrative data available to us within the context of this project only allowed us to assess the seniority of the ongoing contracts, not the seniority of workers within the companies (which could be the result of consecutive contracts). In order to evaluate seniority levels, we used the data from the *Conditions of Work and Quality of Life at Work* survey (2013). They revealed that seniority in a given company was lower in the cleaning and catering sectors than in others. In 2013, both cleaning and catering staff had worked 7 years on average for their company. On the other hand, private security staff had worked 8 years on average for their company. In commerce, the average was 9 years, and in finance, it was 11.

One of the 3 sectors with the highest proportion of employees leaving the company

Between March 2018 and March 2019, cleaning companies lost 26% of their staff for any given reason. This was a higher proportion than in the economy overall. Indeed, companies overall lost an average of 17% of their employees under contract in March 2018 who were no longer working for the company in March 2019. On the other hand, this number was lower than in catering (31%) and private security (28%).

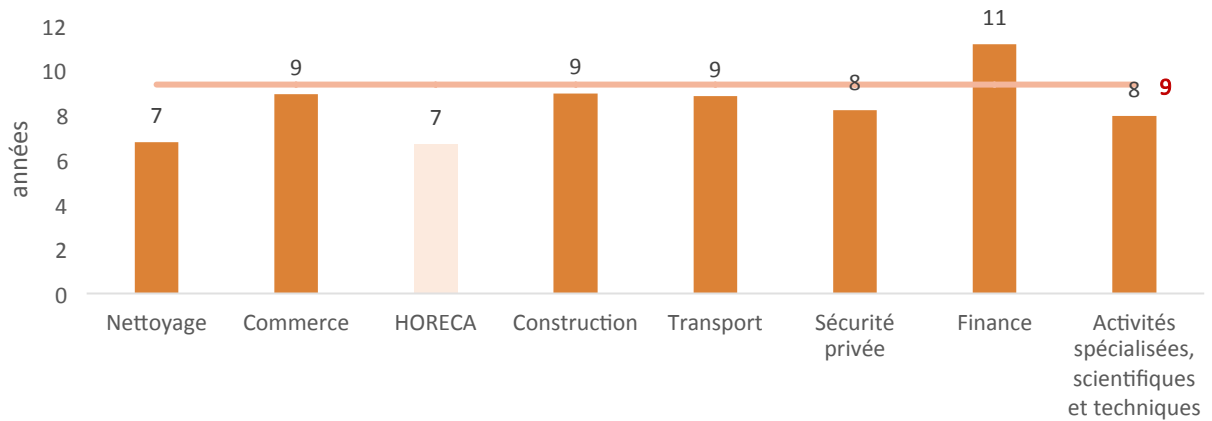
Seniority in the ongoing contracts in March 2019



Field: All employees.

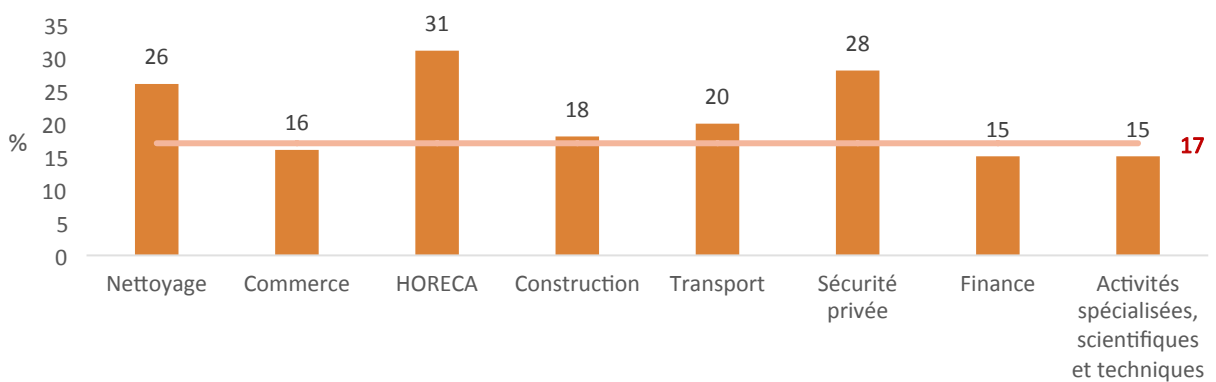
Source: IGSS, calculations by LISER.

Seniority in the company in 2013



Source: Working Conditions and Quality of Life at Work survey, 2013, Ministry of Social Security; calculations by LISER.

Average share of employees having left the company between March 2018 and March 2019



Field: Companies present both in March 2018 and March 2019 following their closure due to a split or a merger.

Source: IGSS, calculations by LISER.

Perception of working conditions

Organisation of working times

Atypical timetables, but not as much as in other low-skilled sectors

The cleaning sector differentiated itself from skilled sectors by means of the larger proportion of employees working so-called atypical timetables, i.e. frequent weekends, evenings, nights and shift work. 38% of cleaners worked regularly in the evenings and 21% at the weekend (compared to 9% and 4% in the financial sector).

Cleaners' timetables, however, were not as atypical as those in other low-skilled sectors, such as private security, catering or transport.

Construction employees were the least prone to atypical timetables. Security agents often had to deal with shift work, weekend work, evening and night shifts (70%, 57%, 49% and 47% respectively).

More unpredictable timetables than in the rest of the economy, but less so than in some unskilled sectors

18% of cleaning employees did not know their timetables from one week to the next, compared to 11% of employees in finance.

This unpredictability was lower than in other low-skilled sectors such as transport, private security or catering, though.

Shift work

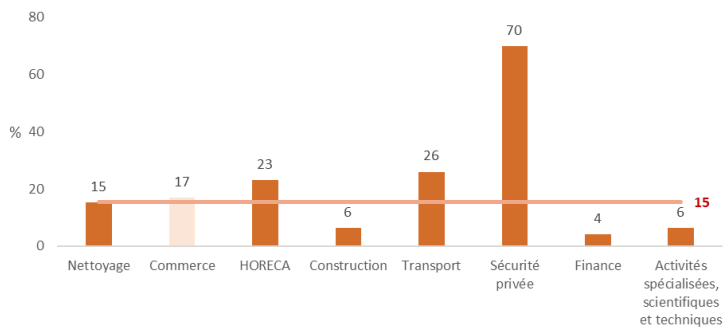
Frequent weekend work

Frequent evening work

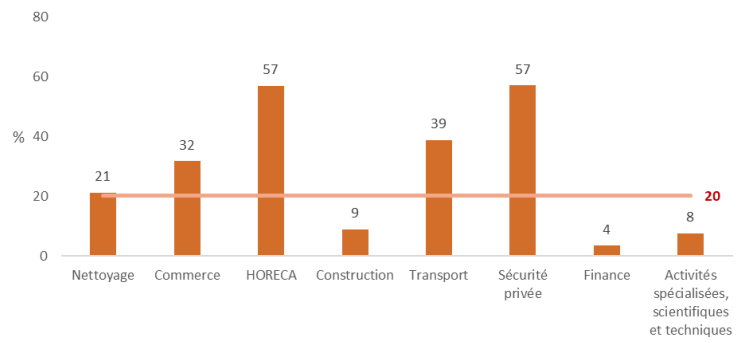
Frequent night work

Cleaning / Commerce / Catering / Transport / Private security / Finance / Specialised, scientific and technical activities

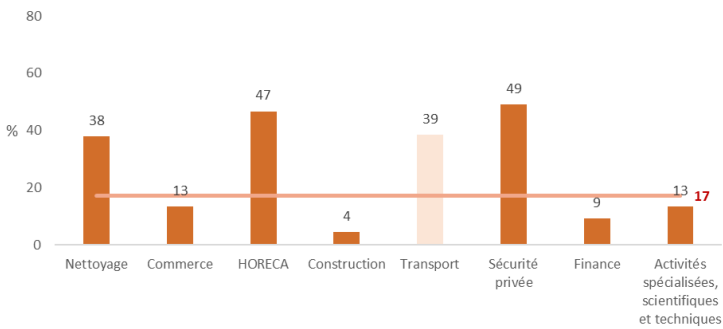
Travail posté



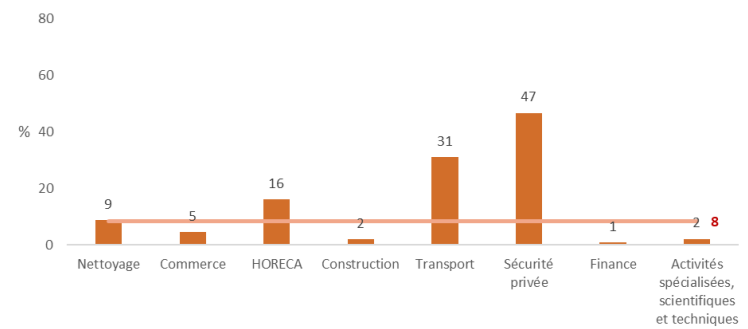
Travail fréquent le week-end



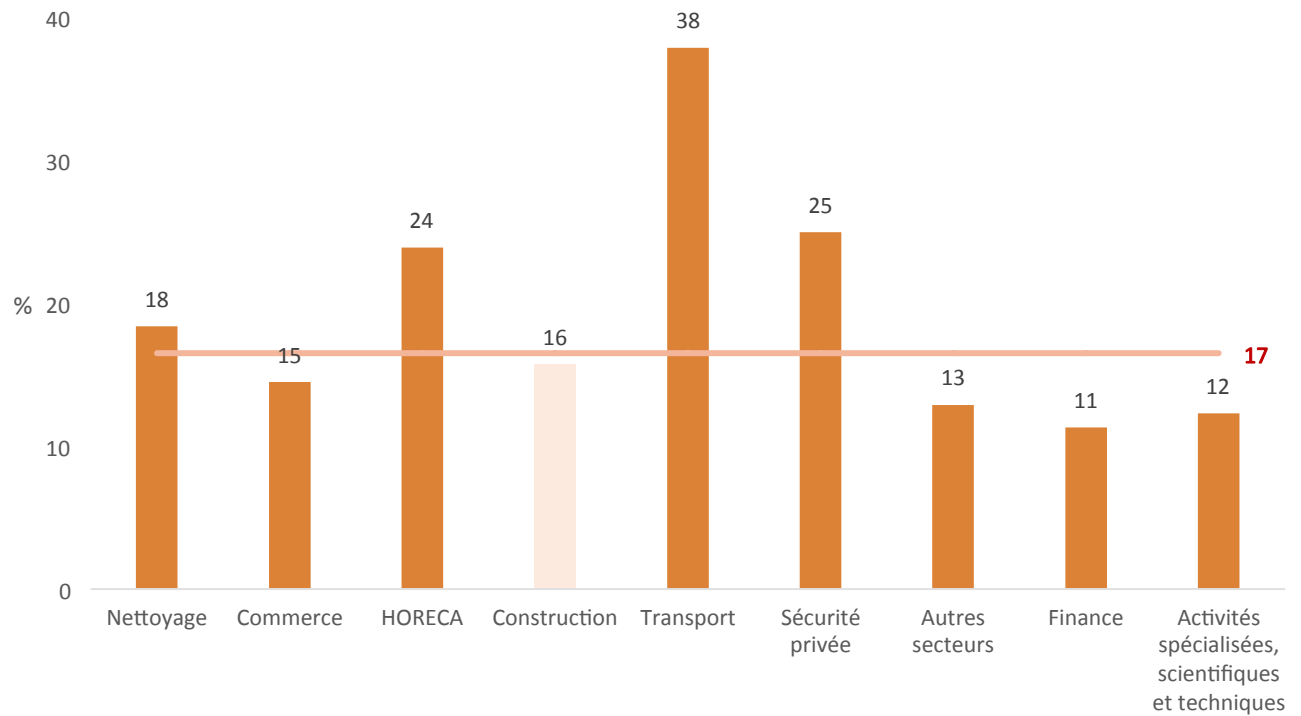
Travail fréquent en soirée



Travail fréquent de nuit



Unknown timetables for the following week in 2013



Source: Working Conditions and Quality of Life at Work survey, 2013, Ministry of Social Security; calculations by LISER.

Criteria for the physical toil of work

More exposed to chemicals, uncomfortable positions and rapid, continuous physical activities

Proportionally, cleaning staff were more likely to have to deal with harsh physical working conditions than employees in so-called skilled sectors. This included cleaners' exposure to substances and/or radiations, carrying heavy loads, the performance of fast and repeated physical movements and tasks demanding uncomfortable physical positions. For example, 13% of cleaners were exposed to radiation and chemical or biological agents. In more skilled sectors, under 3% of workers were exposed to such conditions.

Compared to the other low-skilled sectors, cleaners were also more exposed to radiation, fast and repeated physical movements and uncomfortable tasks. 51% of cleaners performed fast and repetitive physical activities. This rate was only a little lower than that of catering staff. 40% stated that they had to perform tasks in uncomfortable positions. This rate was as high as for the construction sector. On the other hand, they were less likely to have to carry heavy loads: construction workers, catering staff, commerce and transport employees had to do this much more.

Employees more likely to suffer from injury

52% of cleaning employees estimated that the risk of hurting themselves at work were high, compared to 7% of employees in specialised, scientific and technical activities.

Among the sectors under analysis, construction was the one where the perceived risk of injury was the highest (63%).

The risk of injury in the cleaning sector was similar to that in catering and transport.

Exposure to radiations, chemical or biological agents (2013)

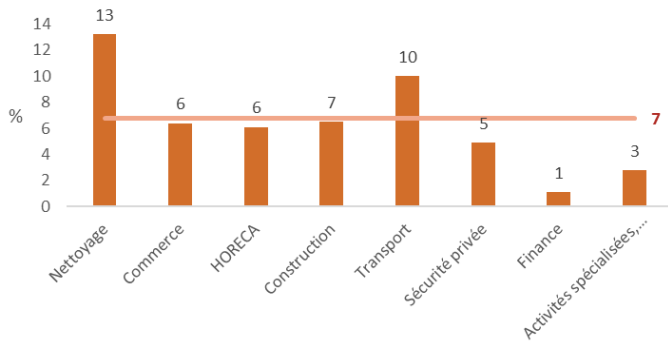
Lifting or moving heavy loads (2013)

Performing fast, repeated physical movements (2013)

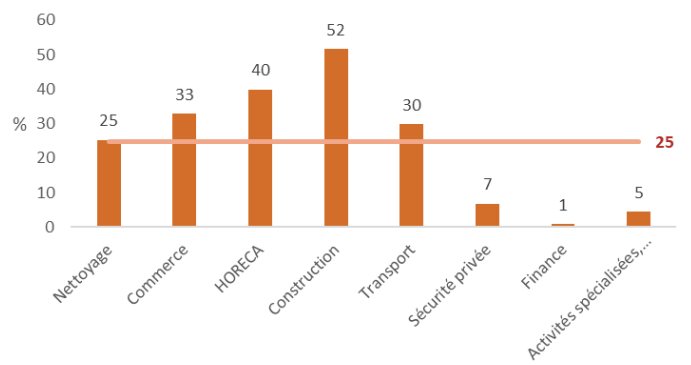
Performing tasks in uncomfortable positions (2013)

Cleaning / Commerce / Catering / Transport / Private security / Finance / Specialised, scientific and technical activities

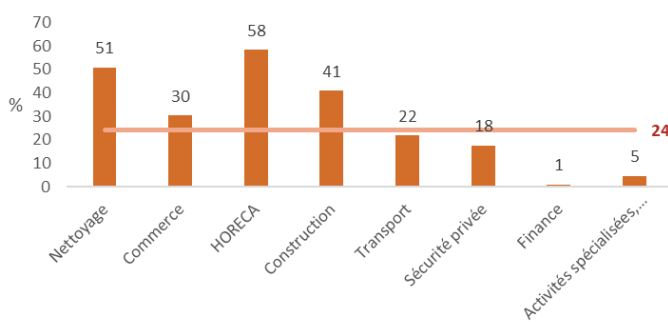
Radiations, rayonnements, agents chimiques ou biologiques (2013)



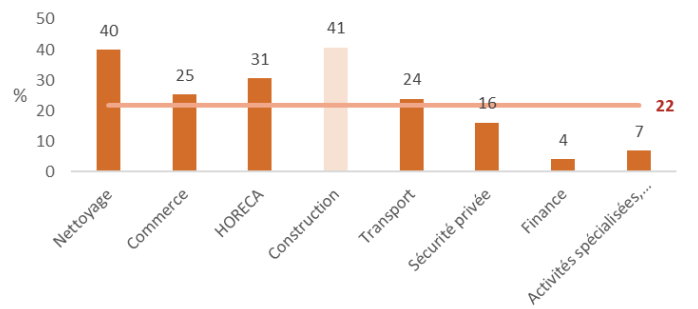
Soulever ou déplacer des charges Lourdes (2013)



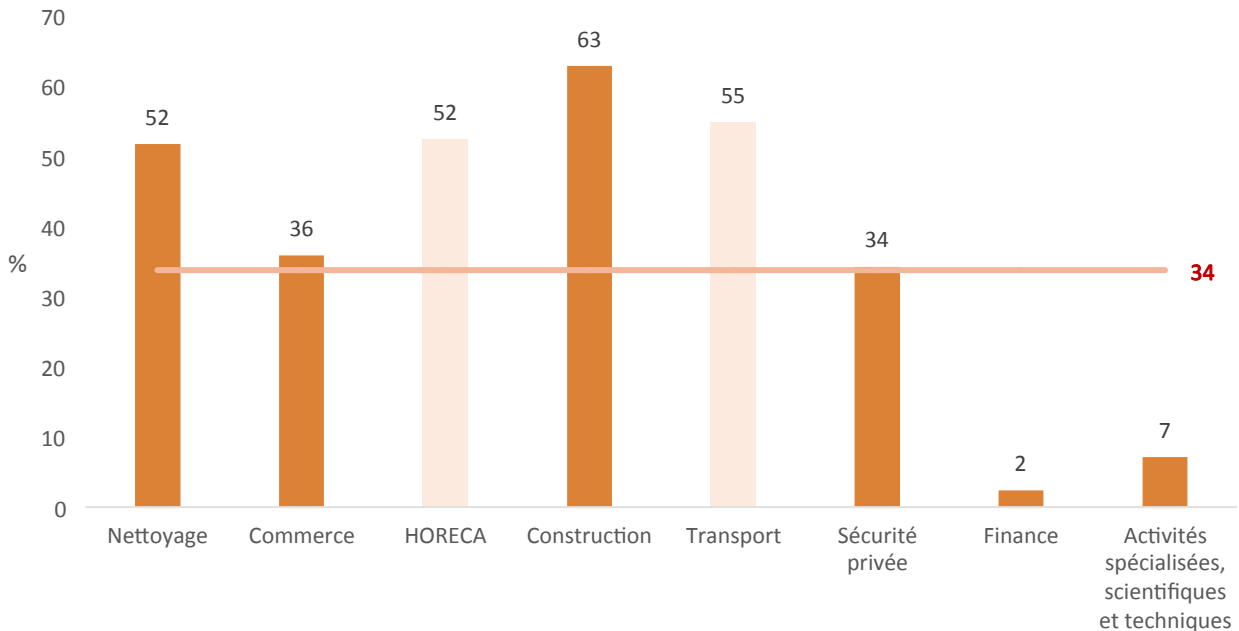
Effectuer des activités physiques rapides et continues (2013)



Effectuer des tâches où votre corps est dans une position inconfortable (2013)



Proportion of employees stating they had an injury in 2013



Source: Working Conditions and Quality of Life at Work survey, 2013, Ministry of Social Security; calculations by LISER.

Psycho-social factors at work

Lower psychological demands

On average, cleaners stated that their work presented fewer psychological demands than that of employees in the other sectors under analysis and in other low-skilled sectors.

For all criteria under the *psychological demands score* (see box), apart from that concerning forgetting work once at home, cleaners were in a better position than others.

Indeed, only 42% reported having difficulty forgetting about work once at home. This was high but the same as what other workers reported feeling (only security agents reported being able to forget work more easily, with “only” 34% feeling concerned by this problem).

Psychological demands score

The score for psychological demands ranks from 0 to 5.

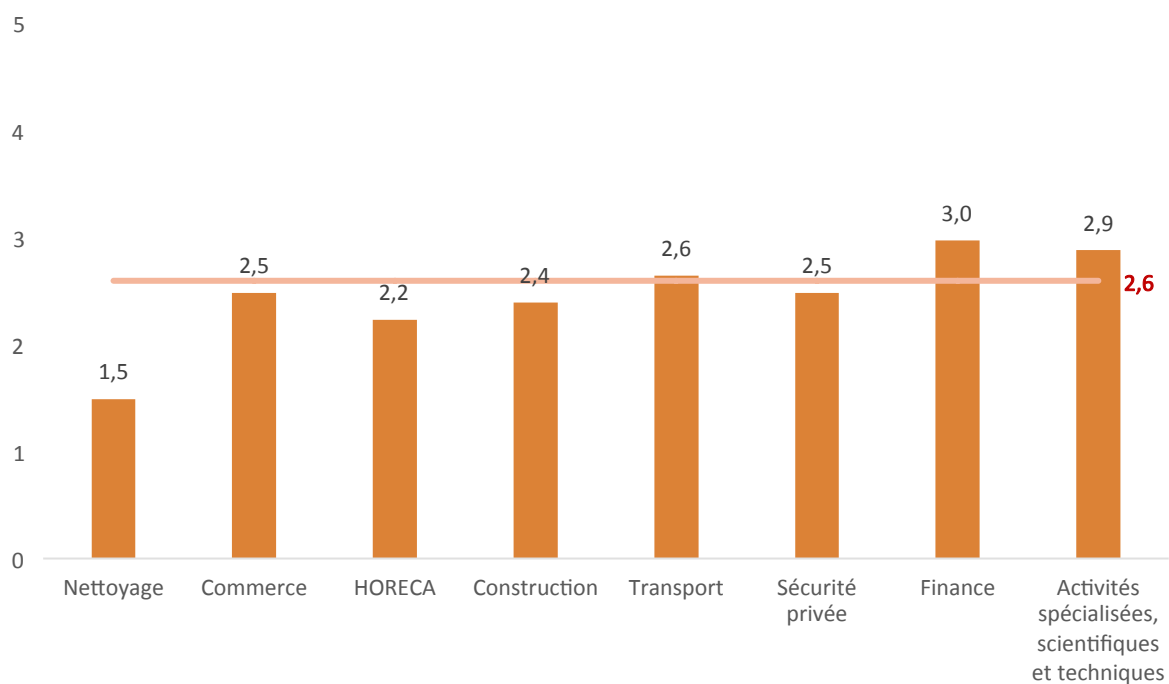
It is the sum of the following criteria: performing tasks requiring a high level of concentration + working under pressure + being frequently disturbed when working + receiving contradictory instructions + not being able to forget one’s work once at home.

Greater workloads, affecting the quality of work

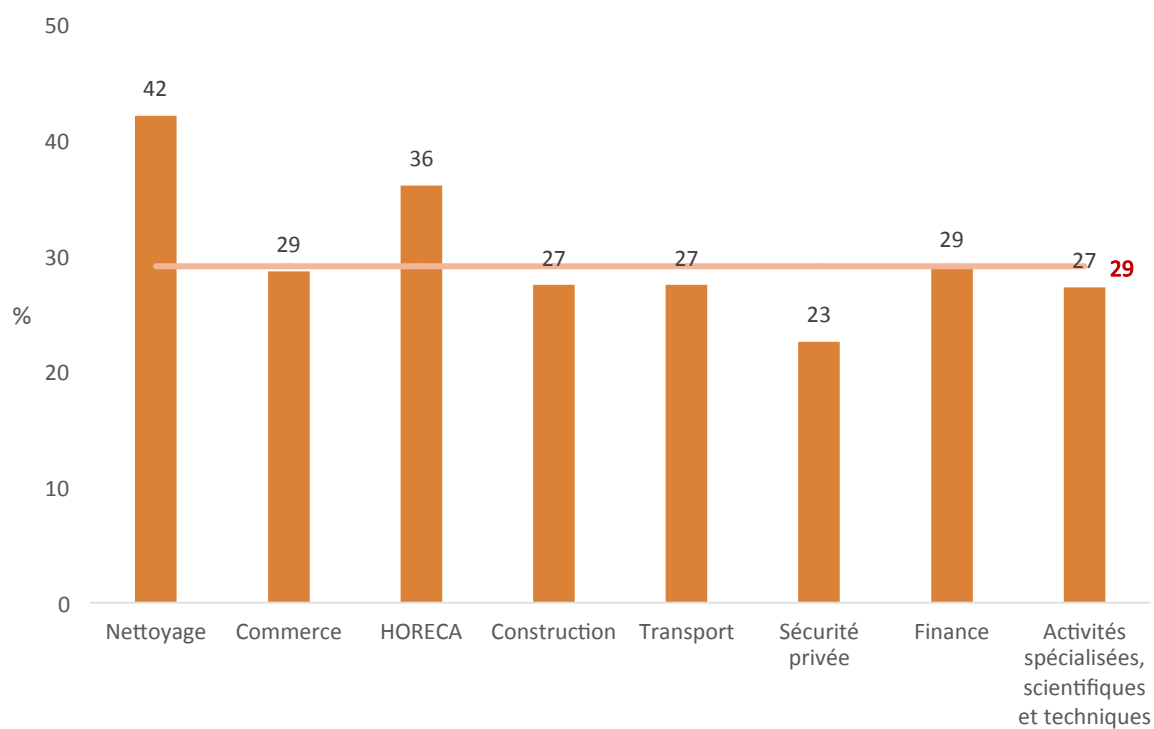
The workload was high. 42% of cleaners reported that their workload did not allow them to do good work, compared to 29% of workers in finance.

The cleaning sector was the one in which the highest number of workers believed that their workloads affected the quality of their work.

Average psychological demands score in 2013



Proportion of workers stating that their workload does not allow them to do good work in 2013



Source: *Working Conditions and Quality of Life at Work* survey, 2013, Ministry of Social Security; calculations by LISER.

Fewer decision-making powers

With the exception of the private security sector, cleaners had less decision-making power (see box) than all other employees, and even more so than employees in skilled sectors.

The situation of cleaners was similar to that of private security workers in this case, but the former had even less decision-making power concerning their tasks and creativity in their work.

Decision-making power score

The score for decision-making power ranks from 0 to 5.

It is the sum of the following criteria: creativity demands for the job + the worker's level of choice concerning tasks + the worker's level of ability to plan tasks + the worker's influence on working methods + the consideration of the worker's proposals by superiors.

Less support from superiors and peers

On the whole, cleaners benefited from less support from colleagues (see box) than others: their *support score* was 1.2 compared to 1.5 for employees overall.

Whether it be support from their superiors (62%) or from peers (62%), the perceived level of support by cleaners was lower than that perceived by other employees in the sectors under analysis (i.e. 72% and 81% respectively).

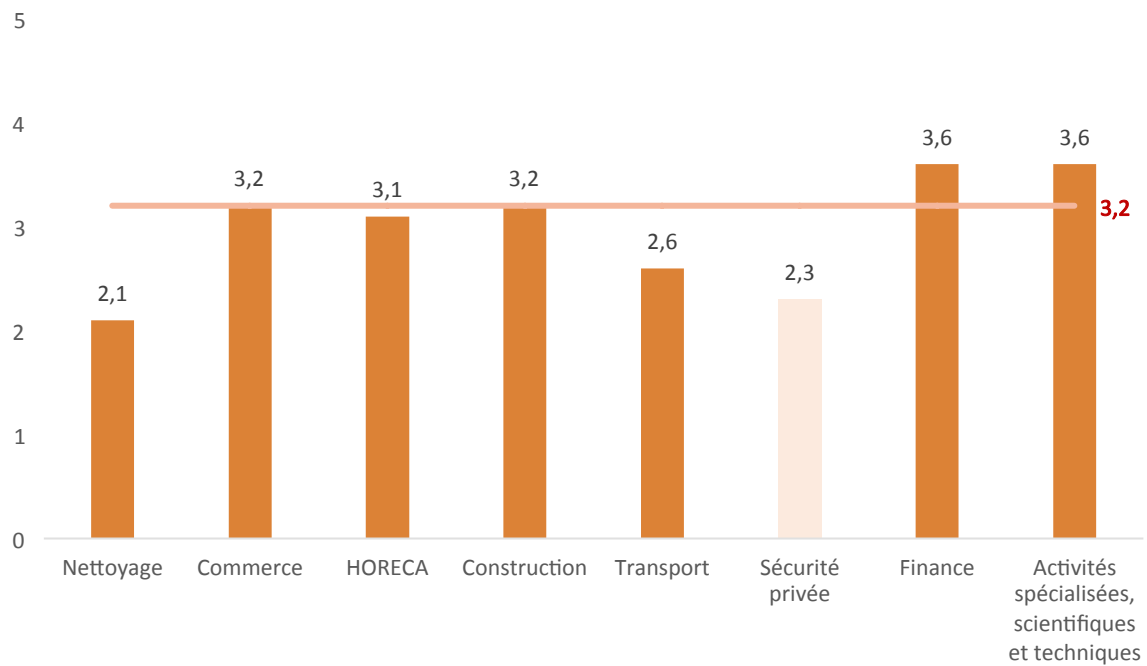
Security employees reported feeling the same level of support from their superiors as cleaners, i.e. 63% stated that they received help from their superiors.

Support score (superiors and peers)

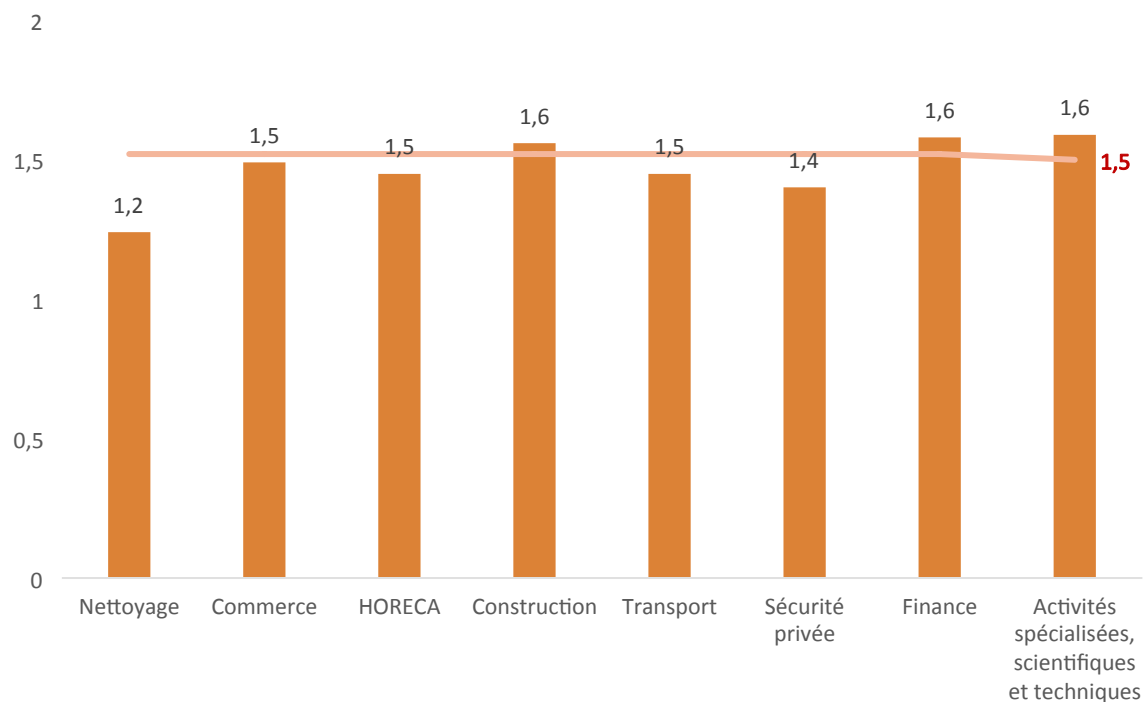
The score for support from superiors and peers ranks from 0 to 2.

It is the sum of the two following criteria: support from one's superior + support from peers.

Average decision-making power score in 2013



Average support score (superiors and peers) in 2013



Source: *Working Conditions and Quality of Life at Work* survey, 2013, Ministry of Social Security; calculations by LISER.

Training, career opportunities

More frequent sensation of being overqualified

On average, employees in the cleaning sector had fewer formal qualifications than employees in other branches of the private sector. 30% of cleaners finished lower secondary school at the most and 10% had higher education qualifications. However, cleaners still felt overqualified: proportionally, they were more numerous to feel this way. 47% of cleaners felt overqualified, compared to 27% among employees overall. Moreover, cleaners clearly felt more overqualified than employees in skilled sectors such as finance (21%) and specialised activities (19%).

This difference was only true for employees who had studied beyond the lower secondary school level. Among those who left school after lower secondary school at the most, there was a feeling of being overqualified but it was the same as in other sectors (with the exception of finance): in this case, it was 26% for cleaners and 12% in finance.

Fewer continuous training opportunities

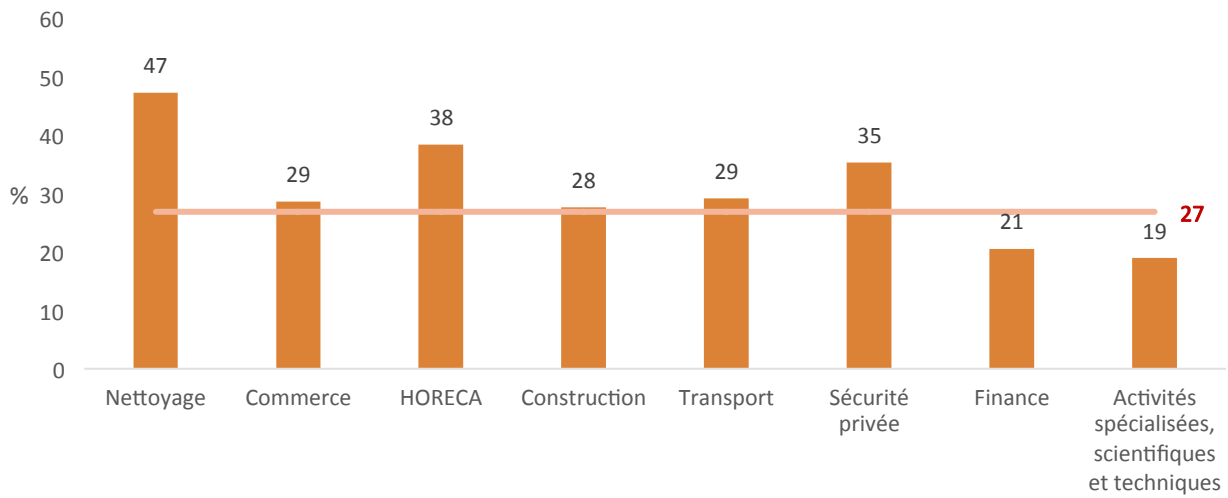
Cleaners clearly had fewer opportunities for continuous training: only 12% of cleaners attended a training course paid for by the company over the former 12 months, compared to 46% of workers in higher-skilled jobs. Training was also clearly more frequent for employees in other low-skilled sectors, including transport (44%), security (39%), commerce (34%), construction (26%) or catering (18%).

This was true independently from the employees' level of education. For the same level of education, far fewer cleaners benefited from continuous training. There was an exception, however: catering employees who finished lower secondary school or who had higher education qualifications did not benefit from continuous training any more than cleaners did.

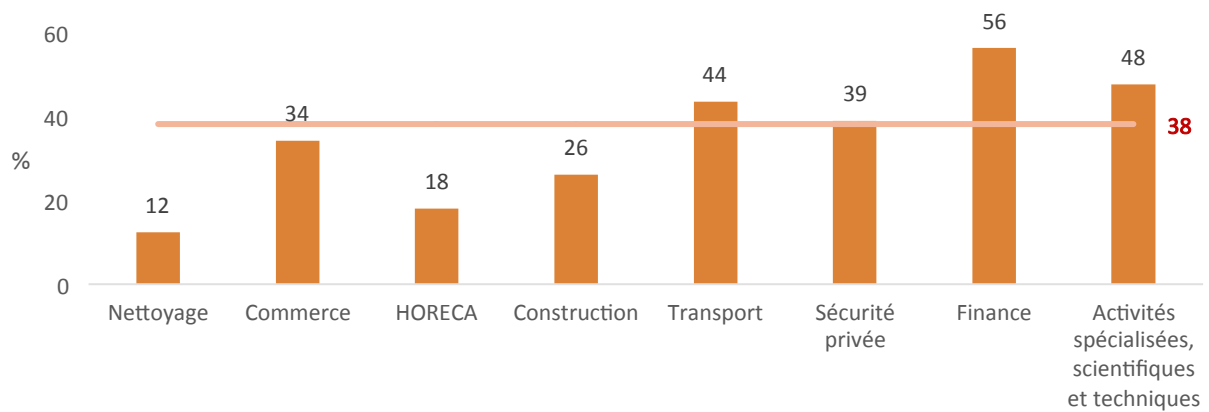
Fewer career prospects

Once again, the cleaning sector differentiated itself from the others, both skilled and unskilled: a lower proportion of employees believed they had good career prospects. The gap was great: 16% for the cleaning sector compared to 58% in the case of employees in specialised, scientific and technical activities. Only security sector workers (19%) did not see any better prospects than cleaners.

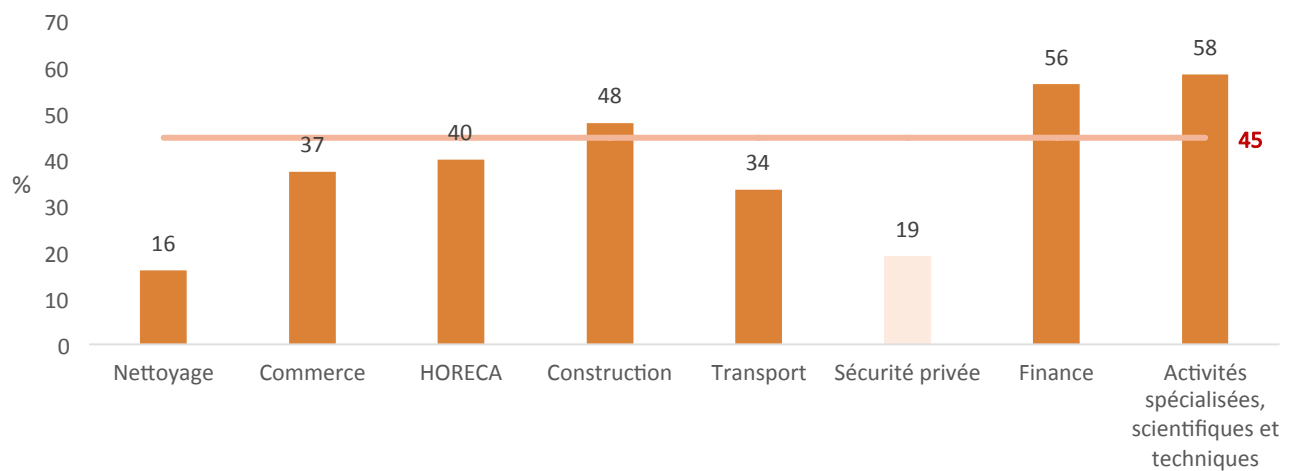
Proportion of employees feeling they are overqualified in 2013



Proportion of employees having attended a training course paid for by the company over the former 12 months (2013)



Proportion of employees believing they have career prospects in 2013



Source: *Working Conditions and Quality of Life at Work* survey, 2013, Ministry of Social Security; calculations by LISER.

Job insecurity, desire to leave the company

Equivalent level of fear of losing one's job

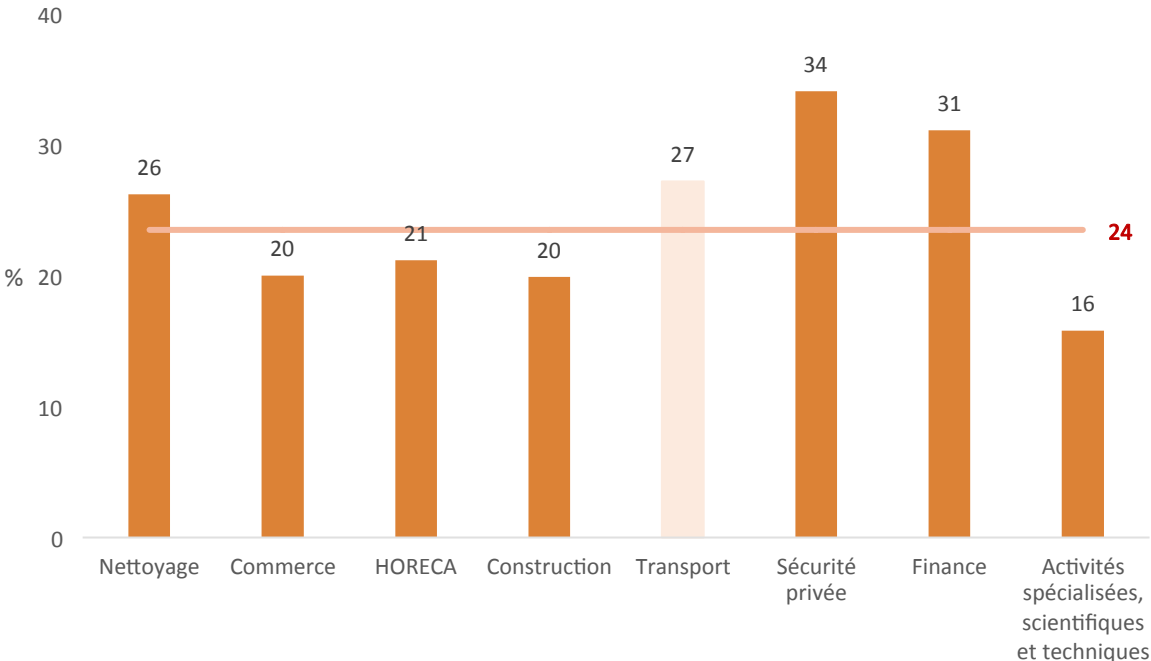
Cleaners scored average when it came to perceived job insecurity: 26% of cleaning employees felt they were at high risk of losing their jobs in the near future, compared to 24% of employees overall. However, this rate was a little higher than in commerce, construction and catering (approximately 20%). Those fearing losing their jobs the most were security agents (34%) and finance employees (31%). These data were collected in 2013, a period during which the risk of losing one's job was higher in the wake of the 2008 financial crisis, namely in banks.

A larger proportion of workers seeking to leave their jobs

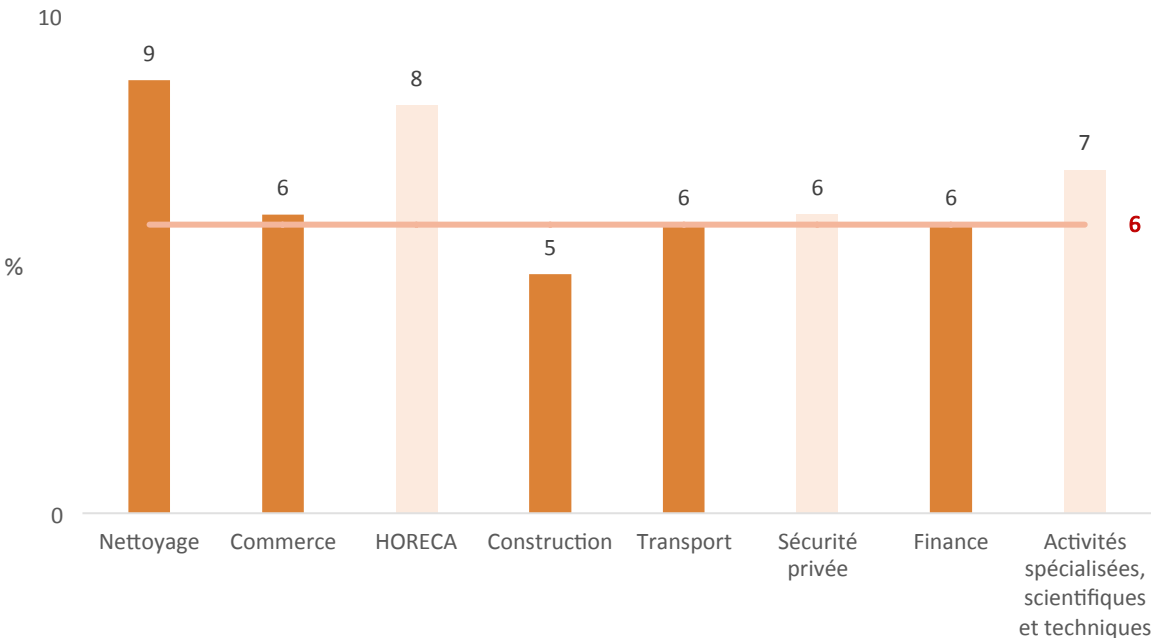
9% of cleaning employees reported having actively sought to leave their jobs over the previous 12 months. This was a higher proportion than for employees in finance or in other unskilled sectors such as commerce, construction or transport (approximately 6%).

Catering staff, private security agents and employees in specialised activities were just as likely as cleaners to have wanted to leave their current jobs.

Proportion of employees feeling they were at high risk of losing their jobs in 2013



Proportion of employees having actively sought to leave their jobs over the former 12 months (2013)



Source: Working Conditions and Quality of Life at Work survey, 2013, Ministry of Social Security; calculations by LISER.

Health

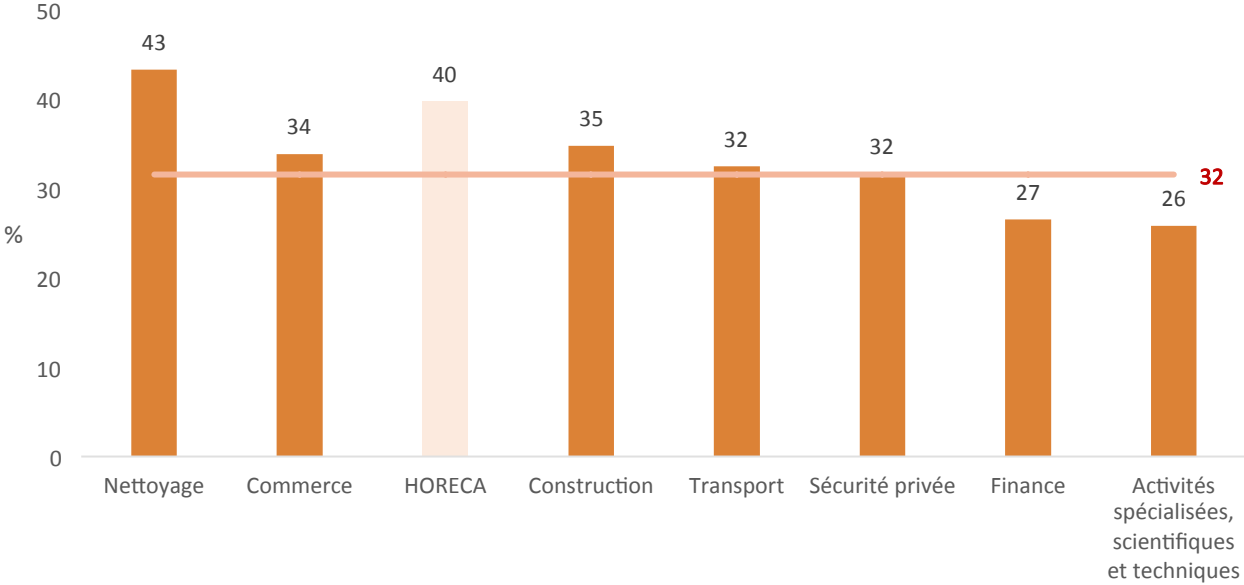
Higher frequency of MSDs

Practically half of cleaning staff (43%) suffered from musculoskeletal disorders (MSDs), compared to 32% of employees on average and “only” 27% of workers in the financial sector. Catering employees (40%) and cleaners were the employees that were the most prone to MSDs, with rates that were significantly higher than in other sectors.

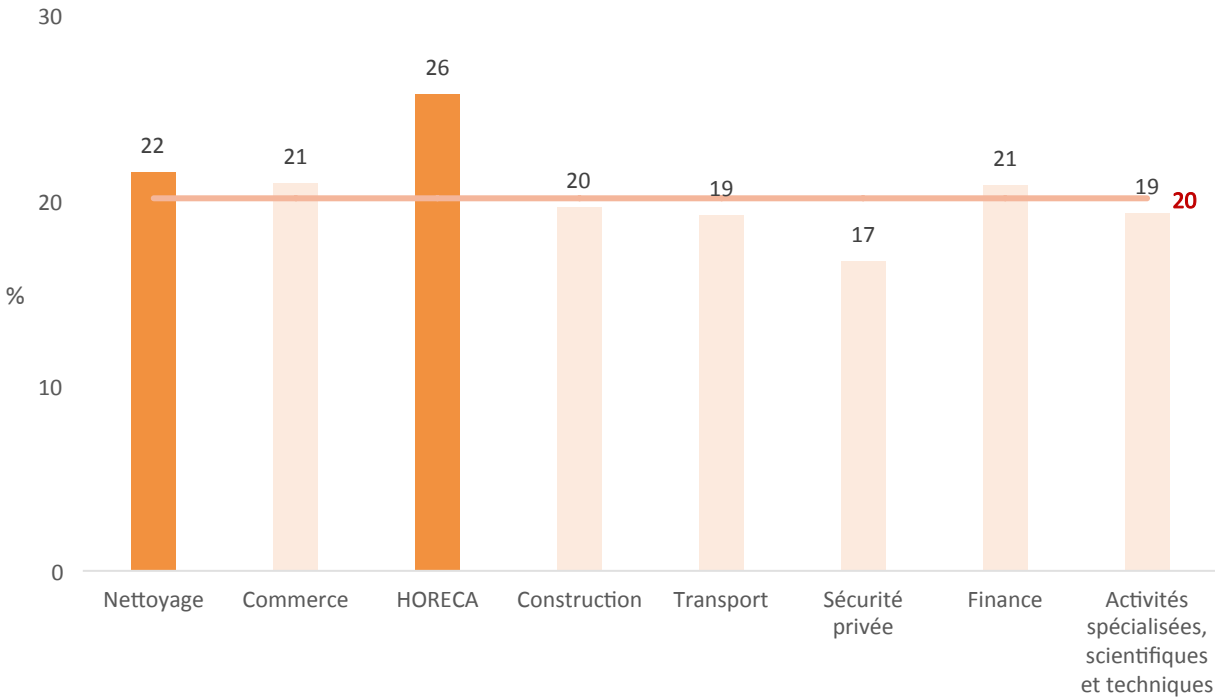
Perceptions of stress at work comparable to the private sector as a whole

22% of cleaning staff reported feeling frequently stressed. This was a similar proportion to that seen in the private sector as a whole and in other low-skilled sectors, with the exception of catering. Catering was the sector in which employees practically always felt under pressure, with 26% of employees reporting that they were often very stressed.

Proportion of employees often suffering from pain or musculoskeletal disorders in 2013



Proportion of employees reporting that they are often very stressed in 2013



Source: Working Conditions and Quality of Life at Work survey, 2013, Ministry of Social Security; calculations by LISER.

Less absenteeism

51% of cleaners reported having been absent from work due to illness or injury over the former 12 months. This was a similar proportion to that noted in catering and private security. On the other hand, this was a lower rate than in other low-skilled sectors (commerce, construction, transport) and in very highly-skilled ones: in finance, nearly 7 workers out of 10 were absent from work over the former 12 months due to illness or injury. In specialised, scientific and technical activities, the rate was 63%.

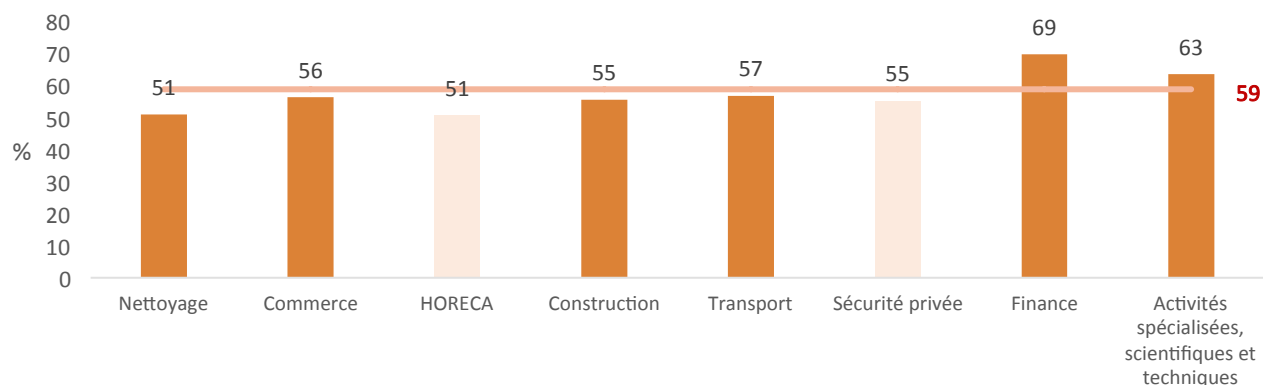
... but a higher number of days' leave for illness or injury

Despite the fact that absenteeism was lower in the cleaning sector than in the private sector as a whole, it must be noted that the number of days' leave was higher on average. Staff taking sick leave took 12 days on average throughout the year, compared to 10 days in catering and construction, and 6 days in finance or in specialised, scientific and technical activities.

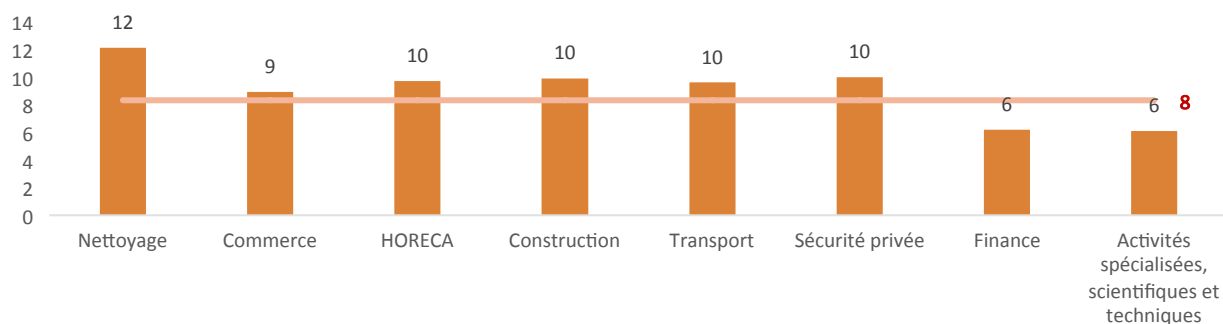
... and more periods of absence for those taking leave

The average number of periods of leave for illness or injury for cleaners was 2.5 times, compared to 2 in the overall private sector under analysis. Along with catering, transport and private security, cleaning was the sector in which the average number of periods of leave was the highest.

Proportion of employees who were absent from work for illness or injury over the former 12 months in 2013



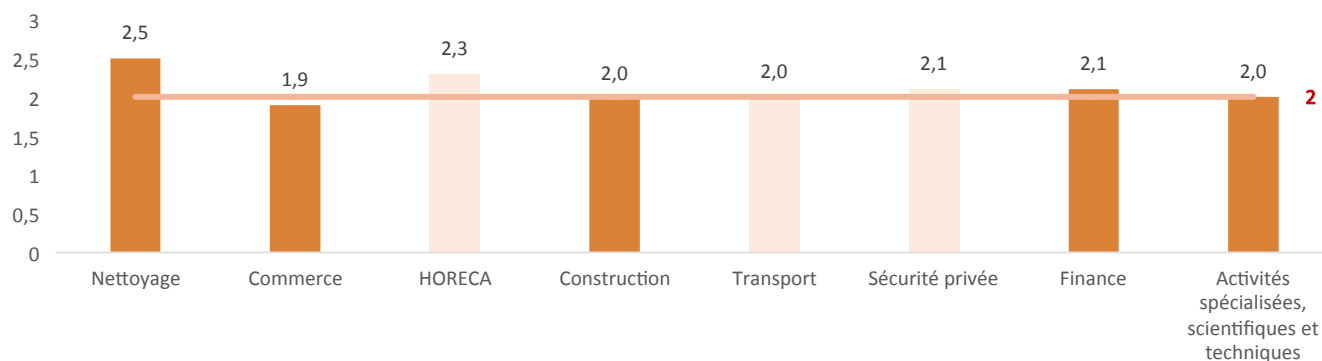
In the case of leave, average number of days of leave over the previous 12 months in 2013



Field: Non-temping staff in the private sector (residents and cross-border workers) with minimum 6 months' seniority in their company having been absent for illness or injury over the former 12 months.

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In the case of leave, average number of leave periods in 2013



Field: Non-temping staff in the private sector (residents and cross-border workers) with minimum 12 months' seniority in their company having been absent for illness or injury over the former months.

Source: *Working Conditions and Quality of Life at Work* survey, 2013, Ministry of Social Security; calculations by LISER.

Job satisfaction and satisfaction with life in general

Lower satisfaction concerning wages

On a scale of 0 to 10, cleaners had an average satisfaction score of 4.2 concerning their wages. This was lower than the score for the private sector as a whole (5.8), and also lower than in qualified sectors (6.8 in finance), as well as lower than in all the other unskilled sectors under analysis (4.8 for catering and 5.9 for transport).

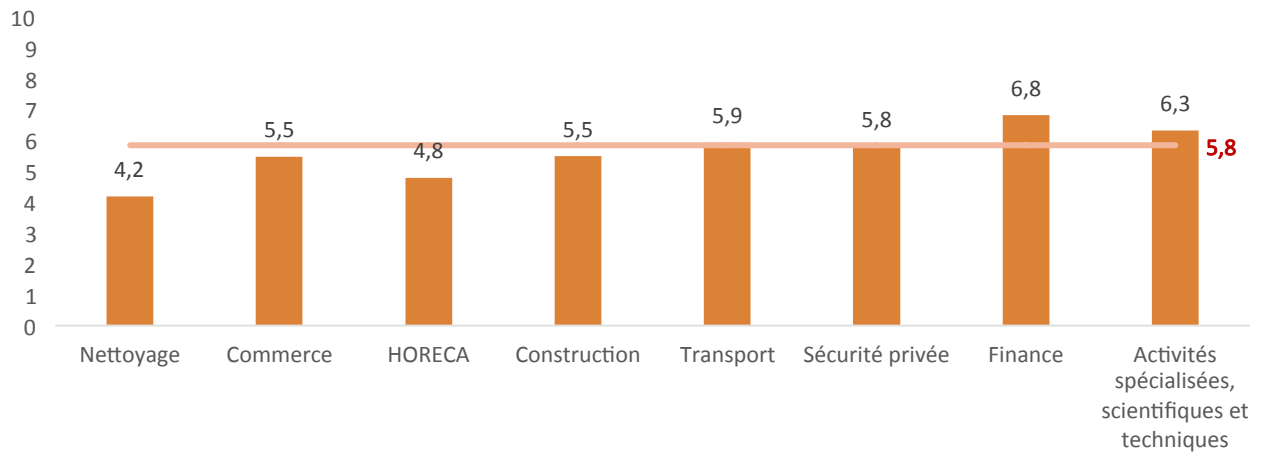
Lower job satisfaction

On average, cleaners were the employees who were the least satisfied with their jobs out of all the workers and sectors under analysis (5.2 on a scale from 0 to 10, compared to 6.4 overall). Just as was the case with their dissatisfaction regarding their wages, the gap between cleaners' perceptions and those in skilled and lower-skilled sectors was great.

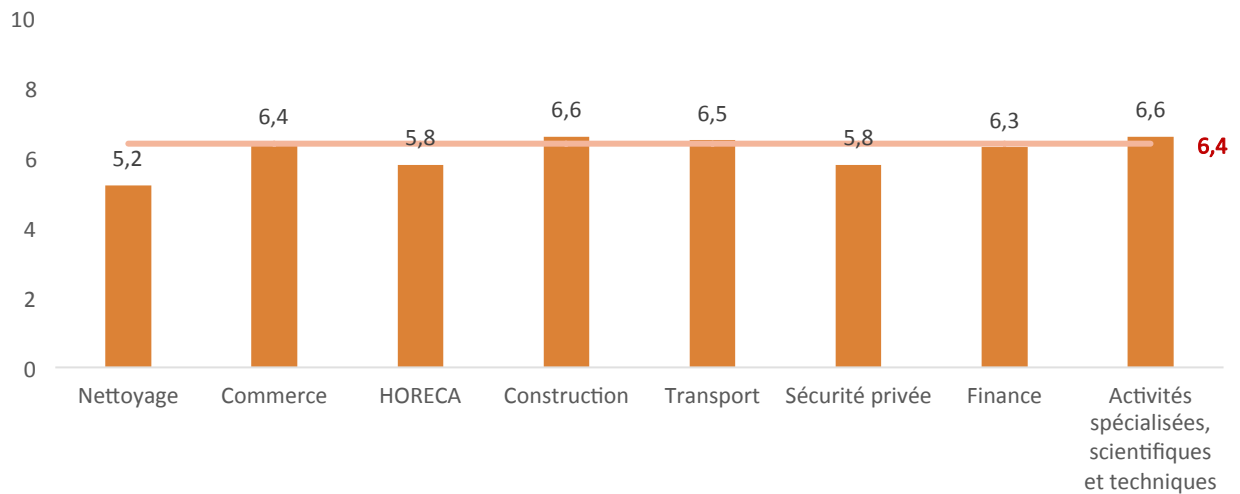
Lower satisfaction with life in general

The satisfaction level of cleaners regarding their life in general was lower than in the sectors studied as a whole: for cleaners, it ranked 5.5 on a scale from 0 to 10, compared to 6.4 for employees overall. It was no lower than the levels seen for catering and security staff, however.

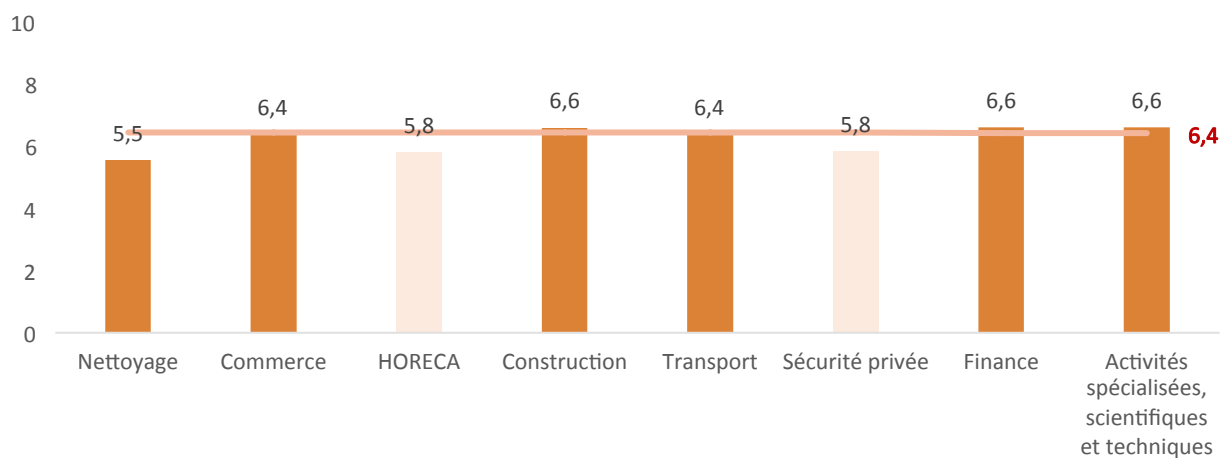
Average satisfaction level regarding wages in 2013



Average job satisfaction level in 2013



Average satisfaction level regarding life in general in 2013



Source: *Working Conditions and Quality of Life at Work* survey, 2013, Ministry of Social Security; calculations by LISER.

