



International  
Labour  
Organization

▶ The  
value of  
essential  
work

World  
Employment  
and Social  
Outlook **2023**

“I heard nothing mentioned about truck drivers getting the vaccine. I’m like, wow, we’re frontline, front and center. If it wasn’t for us, you wouldn’t even have the vaccine.”

– truck driver, United States



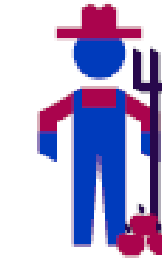
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**Who are  
the key workers?**

# Key workers

- Countries issued sectoral lists of essential activities that needed to continue operating
- Report considers sectors mentioned by 90 countries; excl. teleworkable occupations

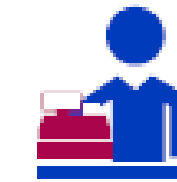
## ► 8 broad occupations:



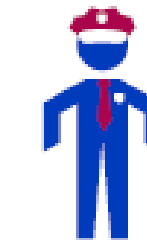
Food systems  
workers



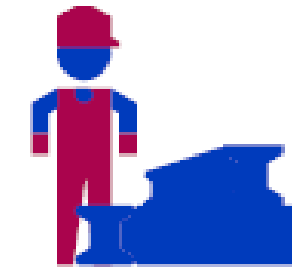
Health workers



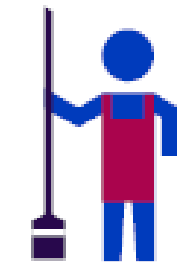
Retail workers



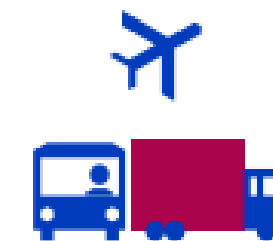
Security workers



Manual workers



Cleaning and  
sanitation workers

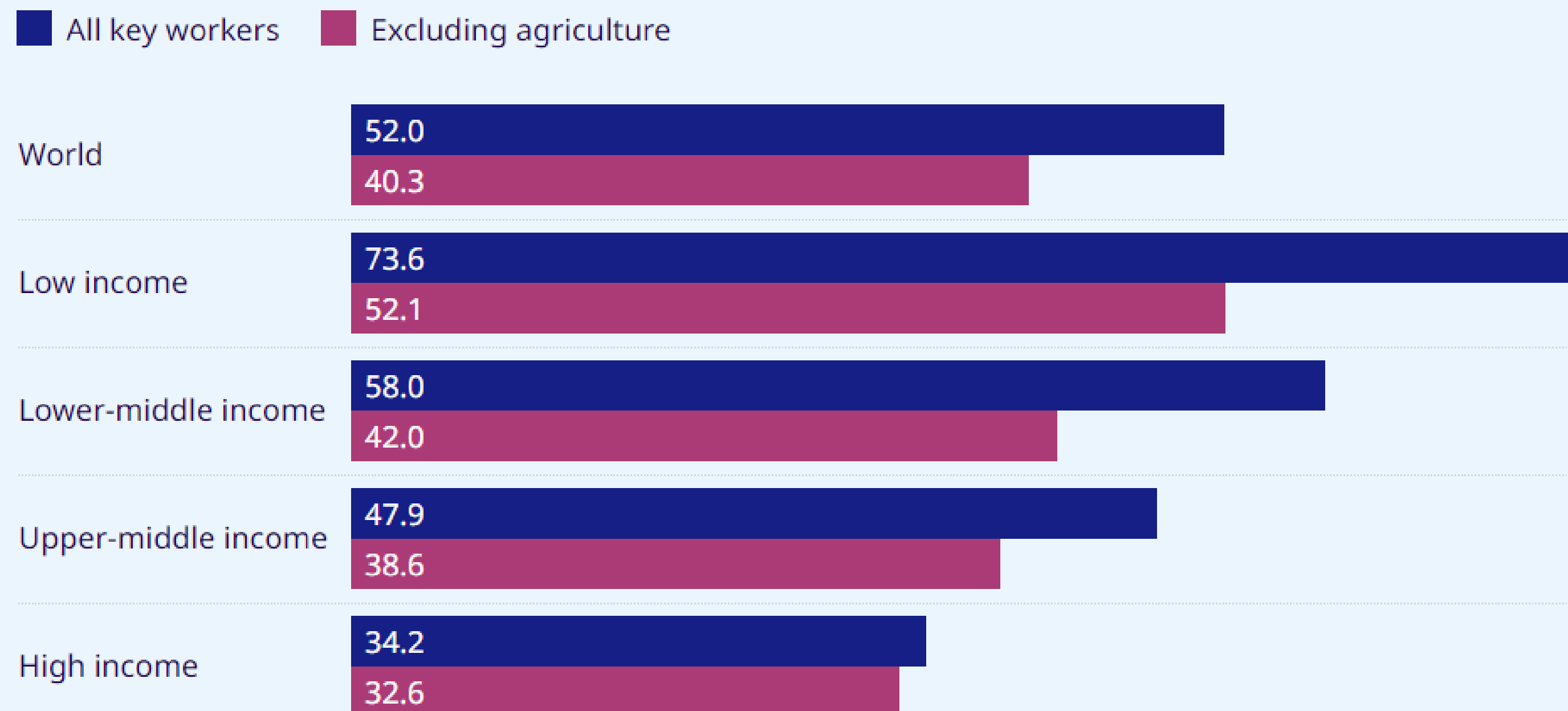


Transport workers



Technicians  
and clerical workers

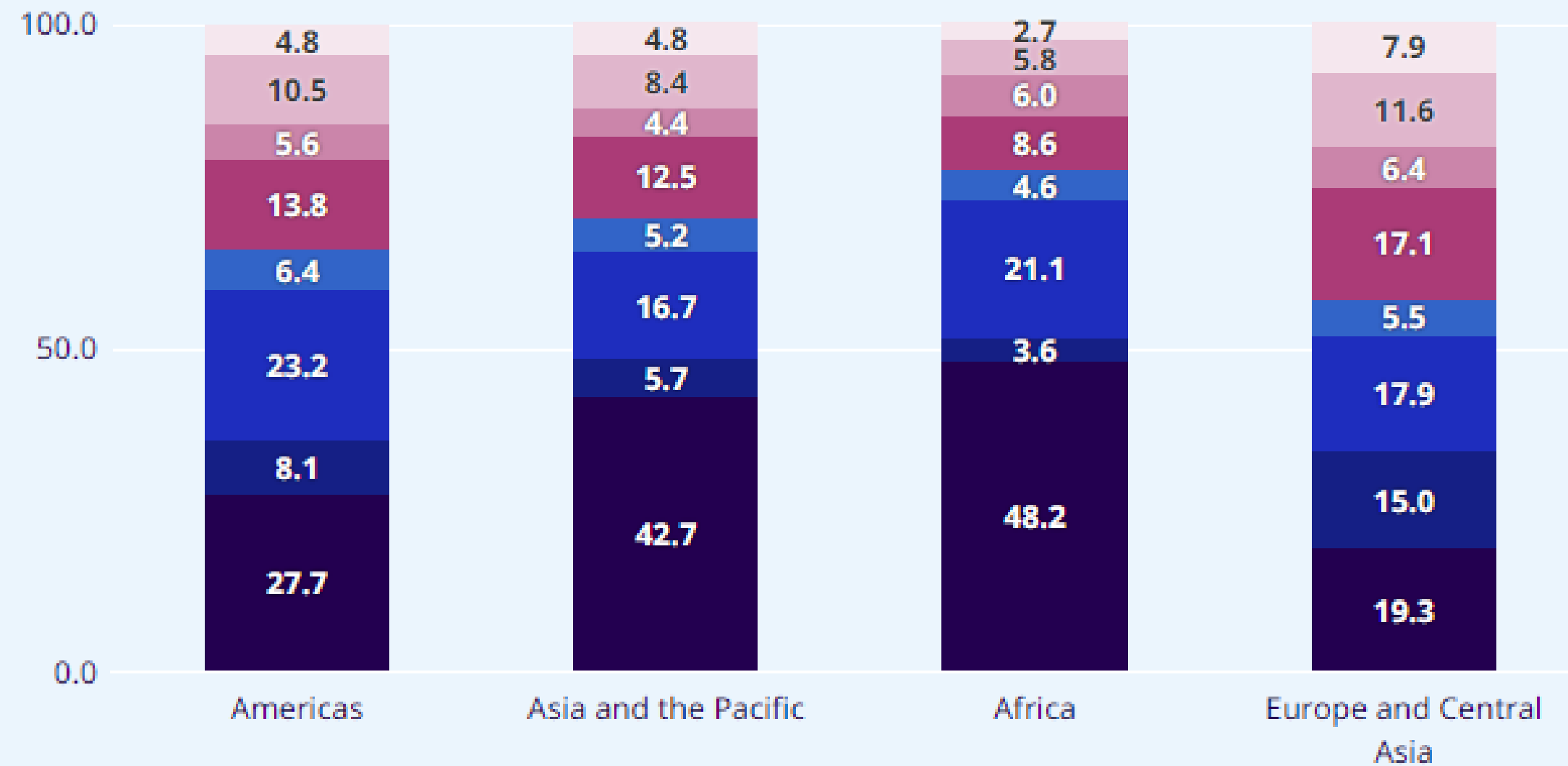
## ► Figure 1.5 Key workers among employed population by country income group, with and without agriculture (percentage)



Source: Analysis based on ILO Harmonized Microdata (ILOSTAT). See Appendix for more details.

► **Figure 1.6. Distribution of occupations among key workers by region (percentage)**

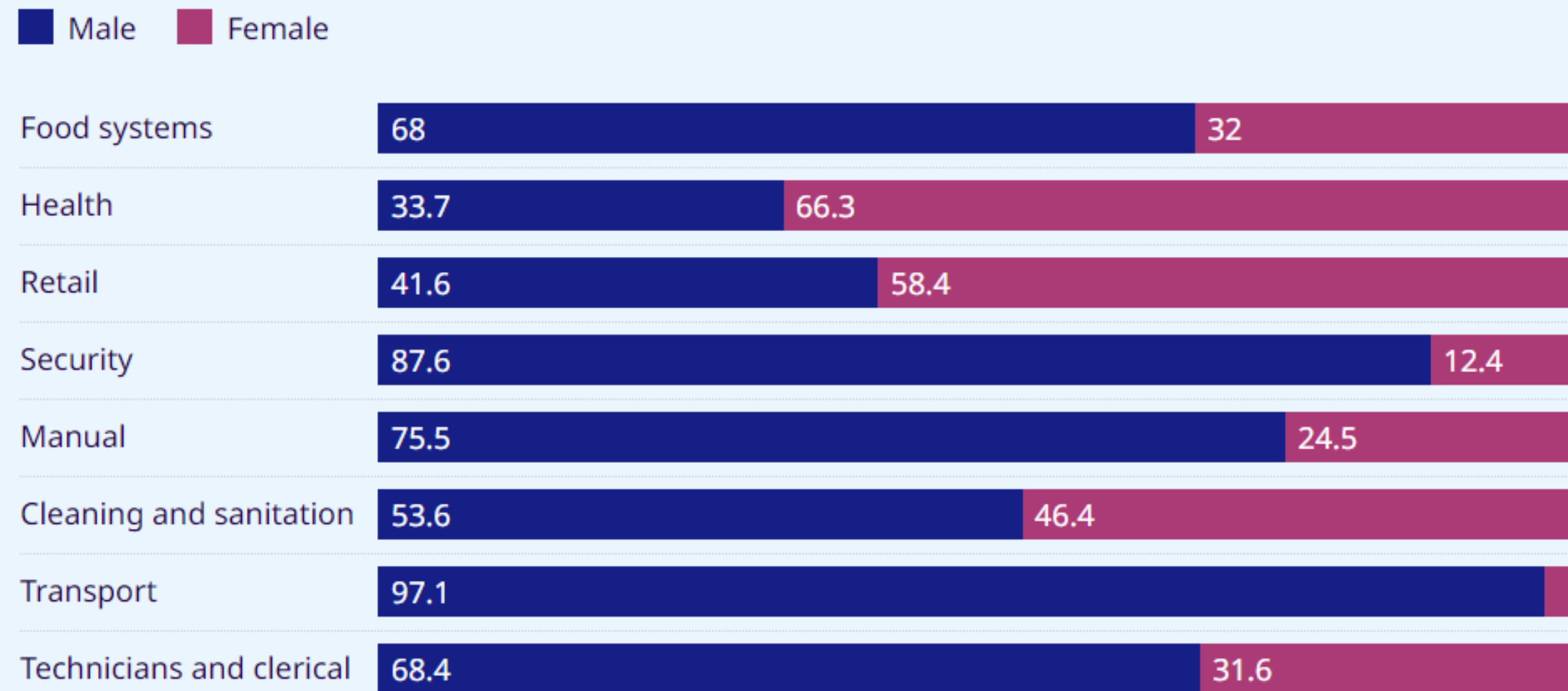
Food systems
  Health
  Retail
  Security
  Manual
  Cleaning and sanitation
  Transport
  Technicians and other support workers



Note: Due to data limitation, the “technicians and other support workers” category includes key personal service workers (ISCO code 51), including those that fall under other occupational groups (for example, food system workers, such as cooks).

► Globally: 38% of key workers and 42% of non-key workers are women

► Figure 1.11. Sex of key workers by occupational group, percentage average across countries



**Source:** Analysis based on ILO Harmonized Microdata (ILOSTAT). See Appendix for more details.



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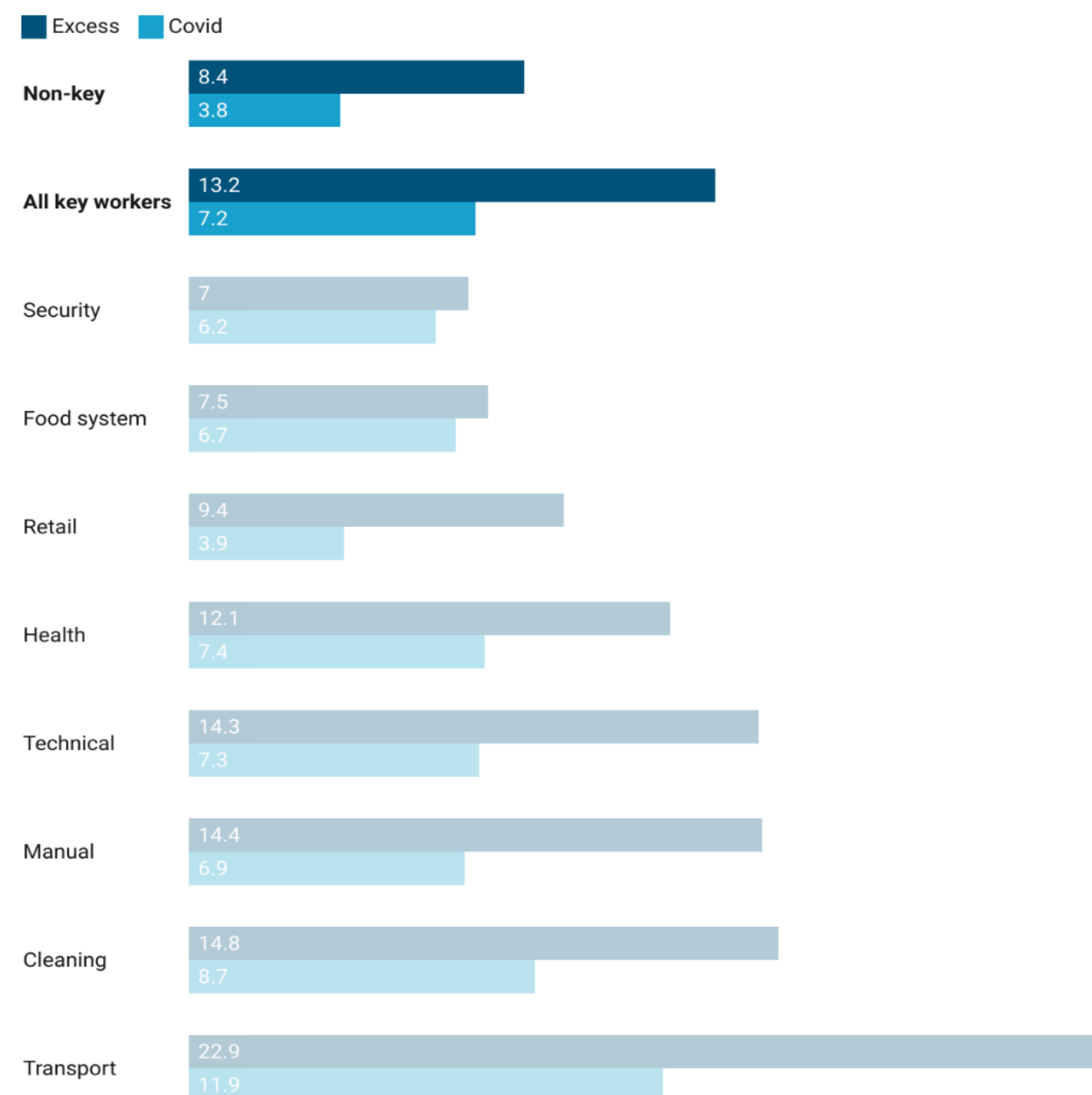
The risk and strain  
of working during  
the pandemic



## ► Key workers suffered greater mortality from COVID-19, some occupations were less protected than others

### United States:

Monthly excess and Covid-19 mortality by occupation group, April to December, 2020



Source: CPS and NVSS microdata.

### Brazil:

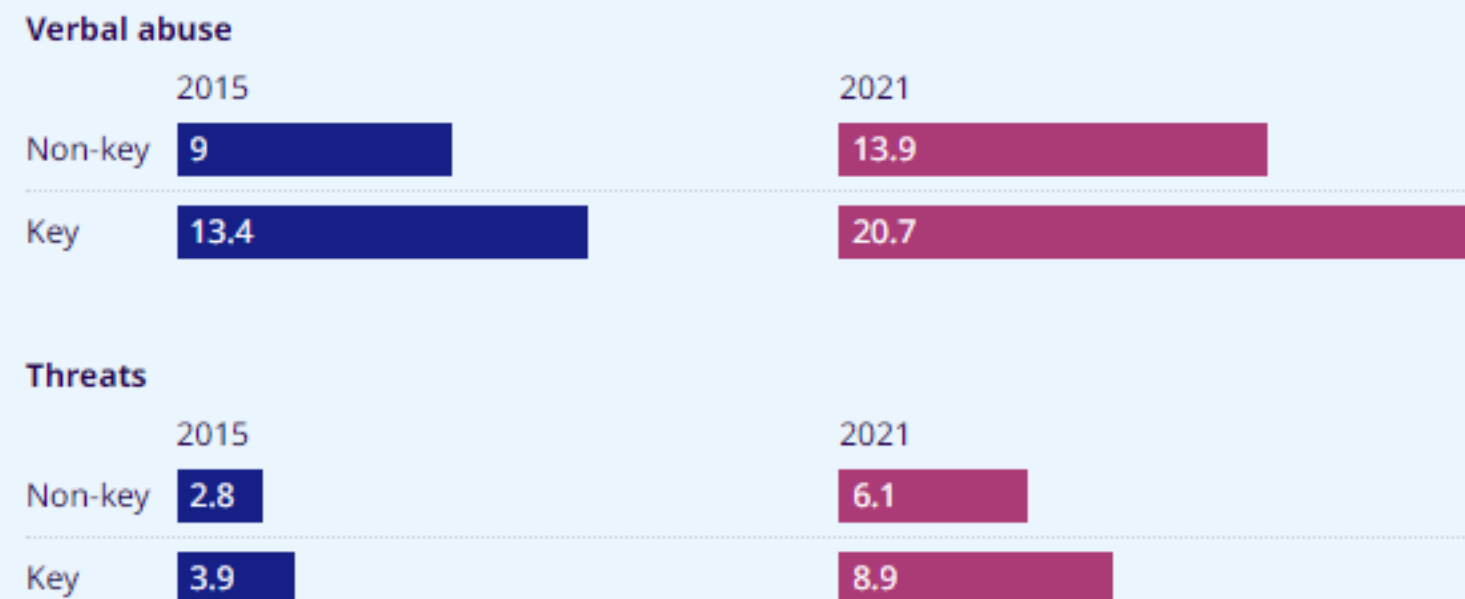
Excess monthly Mortality per 1 000 formal workers in 2020

Category	Excess mortality	Category	Excess mortality
Van driver	2.94	Gas station attendant	0.42
Truck driver	2.77	Maintenance technicians	0.42
Bus driver	2.26	Other warehouse workers	0.39
Interstate bus driver	1.85	Administrative supervisor	0.39
Night watchman	1.05	Production line worker	0.38
Motorcycle drivers	1.03	Caretakers	0.38
Doorman	1.02	Cleaner	0.36
Storage worker	0.73	Cook	0.34
Nurse technician	0.66	Manager	0.29
Meatpacker	0.58	Building maintenance	0.25
Hand packers	0.42	Car mechanic	0.24

Source: Pereira Galindo, Pereira Silva, and Pedreira Júnior (2020).

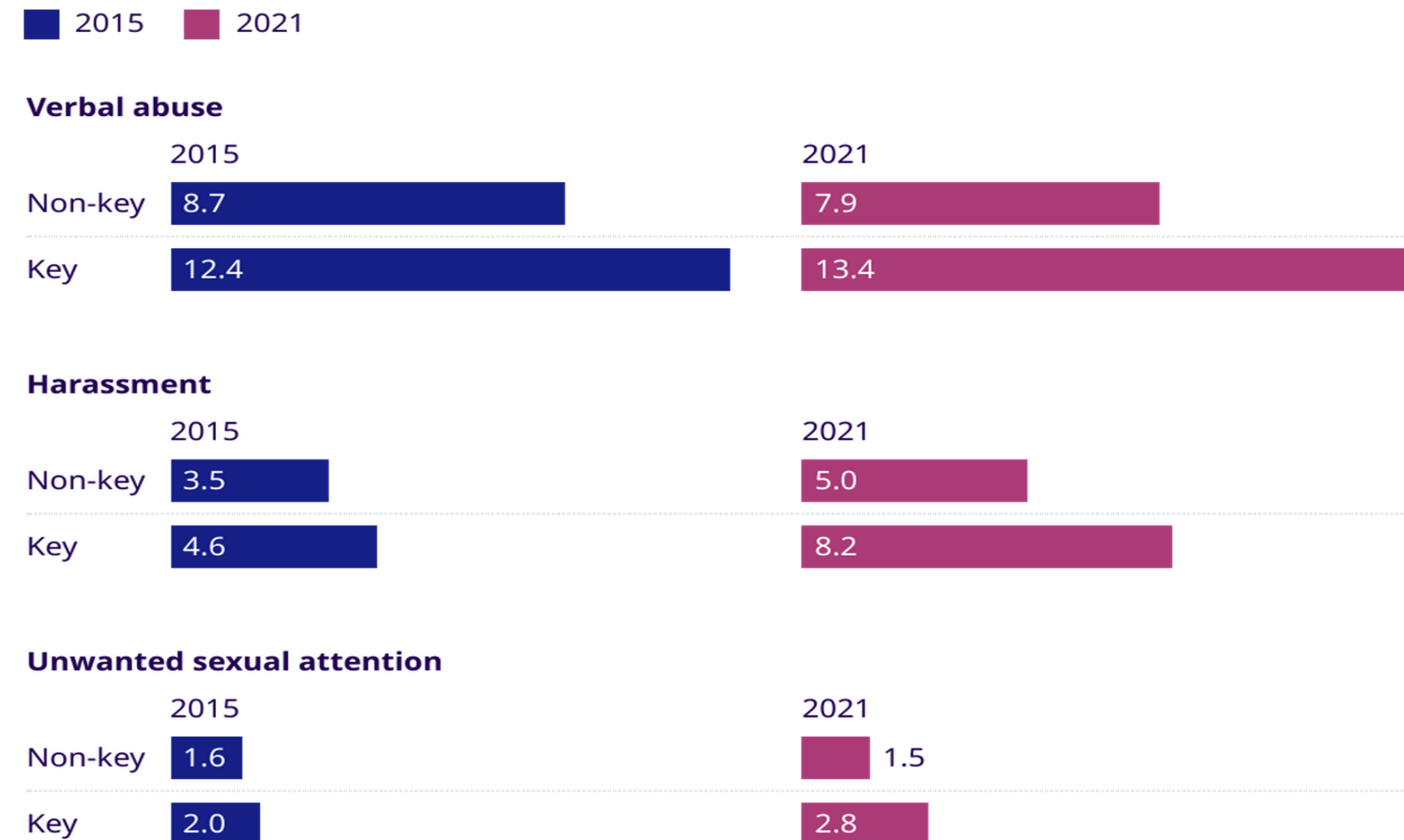
# Greater incidence of adverse social behaviour during the pandemic in Europe and US

► **Figure 3.2. Percentage of key workers who experienced verbal abuse and threats during the preceding month, United States, 2015 and 2021**



**Source:** Analysis based on the American Working Conditions Survey, 2015, and follow-up questions on American Life Panel, 2021. See Appendix for more details. • Created with [Datawrapper](#)

► **Figure 3.1. Percentage of key and non-key workers reporting verbal abuse, harassment or unwanted sexual attention during the past month, Europe, 2015 and 2021**



Source: EWCS.



3

**Deficiencies in  
working conditions**

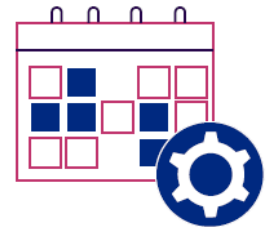
## ► Deficiencies in working conditions reflect the undervaluation of key workers



Elevated OSH risks.



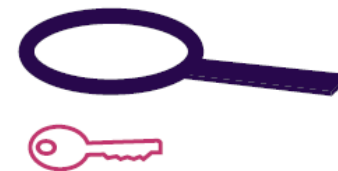
Long and irregular working hours.



Over-reliance on temporary contracts.



Low pay.



Under-representation, especially in a few key sectors.

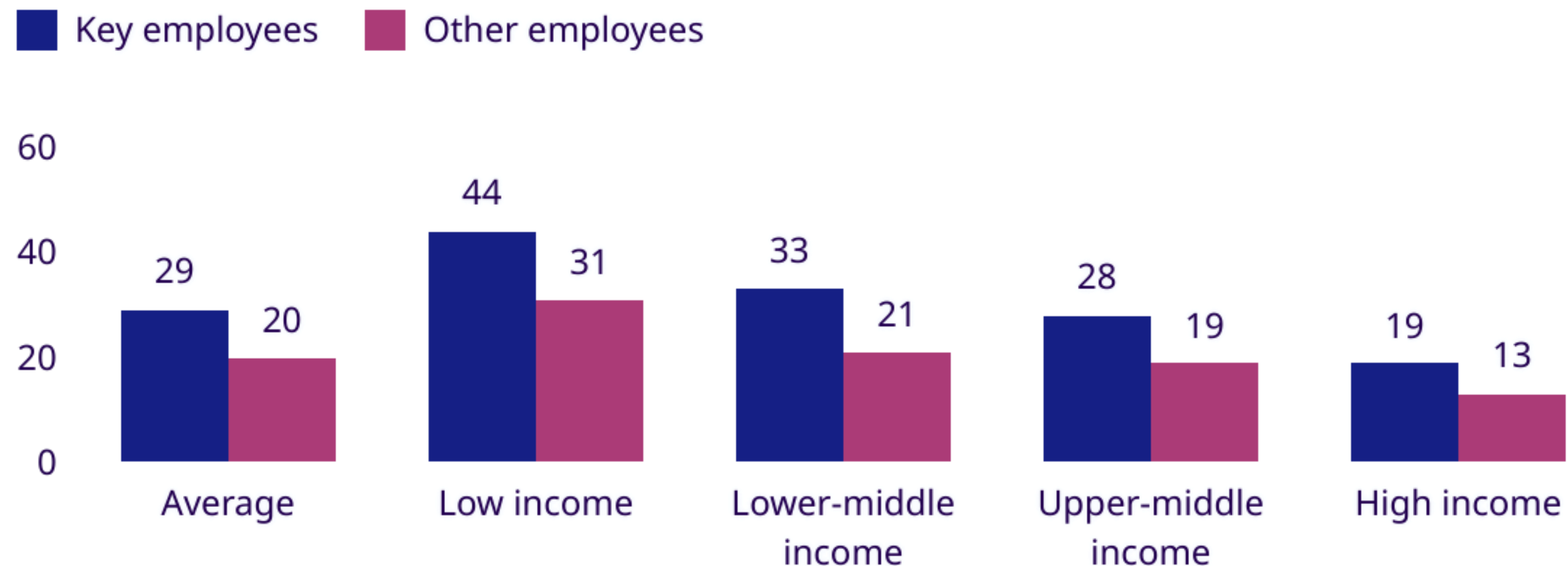


Deficits in social protection, including paid sick leave.



Insufficient training.

► **Figure 3.11. Share of low-paid workers among key and other wage employees, by country income group (percentage)**



**Source:** Analysis based on ILO Microdata Repository (ILOSTAT), 2019 or latest year. See Appendix for more details. • Created with Datawrapper

## Unexplained “pay gap” between key and non-key workers



On average, key employees earn 26 per cent less than other employees, of which only 17 percent is accounted for by education and experience.

The substantial pay gap, even after controlling for education and experience, reflects the low valuation of the work performed by key workers

# 4

**Investing in institutions  
of work and key sectors**

# Recommendations

- ▶ Investing in the institutions of work improves working conditions



Safe and healthy workplaces for all



Equality of treatment and other safeguards for all contractual arrangements



Safe and predictable working hours

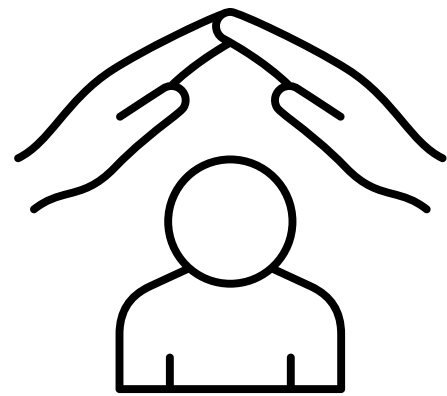


Wage policies that support the valuation of key work

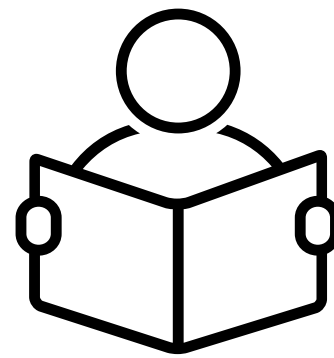


# Recommendations

- ▶ Investing in the institutions of work improves working conditions



Extending social protection for a resilient workforce



Training for an adaptive and responsive key workforce



Turning law into practice through compliance and enforcement

## ► Skills valuation – a contested terrain

*Problems with measuring skills objectively, important gender and ethnicity biases.*

*Studies have shown how «social skills» command a premium in professional and managerial occupations, but are negatively related to pay at the bottom of the wage distribution.*

*Biases prominent in care work and among occupations performed by migrants.*

### ***New Zealand – Care and Support Worker (Pay Equity) Act***

*Result of a case brought by a care worker to the Employment Court of New Zealand arguing that there was systemic undervaluation of care and support workers as it was mainly performed by women*

*Government settled with trade unions out-of-court, passed Act in June 2017.*

*Care workers received increases of 15 and 50 percent depending on their qualifications and experience.*

# Thank you

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