

FACTS

Service



Industry Highlights

The Service Industry captures accommodation, food and beverage, amusement and recreational, personal and household, government, and business services.

Between 2019 and 2023, annual average employment* decreased by 1.8%, from 89,700 to 88,100 in the industry.

Workplace violence injury rate decreased

16.2 per cent
from 6.9 to 5.8 in the past five years

SERVICE

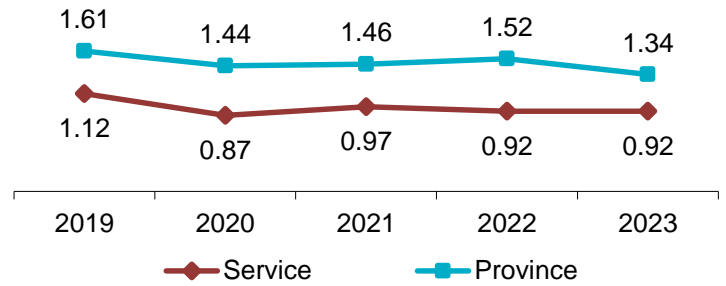
Since 2019, slips, trips and falls have decreased

25.7 per cent
from 32.6 to 24.2

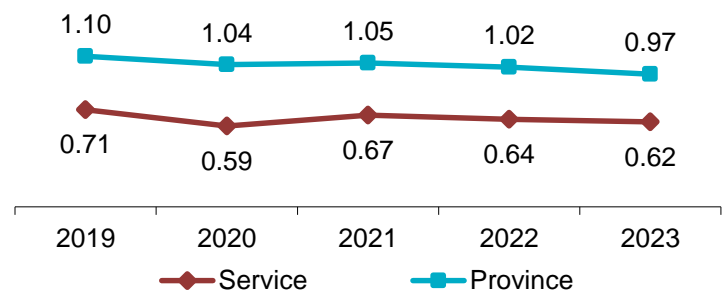
*Source: Statistics Canada

Industry Facts 2023

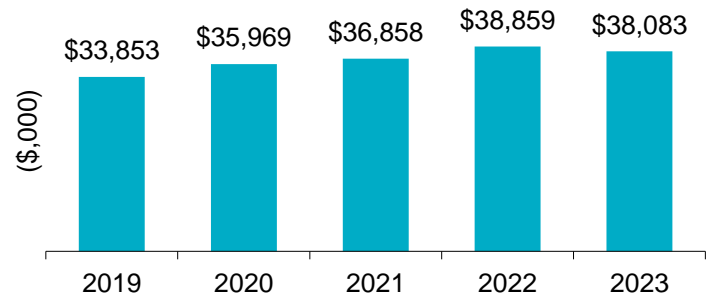
Lost-time Incidence Rate/100 Employees



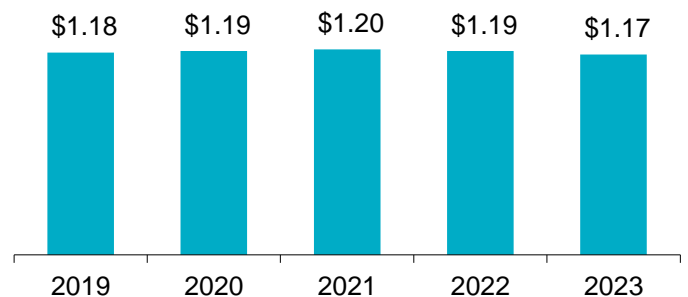
Soft Tissue Incidence Rate/100 Employees



Total Claim Payments



Average Assessment Rate



For more information

Contact WorkplaceNL at: 709.778.1552 or 1.800.563.9000
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Service Industry Highlights *continued*

Service	Province				
	2019	2020	2021	2022	2023
Lost-time Claims	1,006	721	807	793	812
Health Care Only Claims	477	305	302	330	275
Fatality Claims	7	7	6	10	6
Paid Weeks (000's)	52.9	54.5	54.5	53.8	53.4

Lost-time claims by top 5 type of accidents, 2019-2023

Type of Accident	% Total Lost-time Claims
Fall to floor, walkway, or other surface	19%
Overexertion in lifting	10%
Bodily reaction and exertion	8%
Bending/climbing/crawling/reaching/twisting	4%
Repetitive motion	3%

Lost-time claims by top 5 parts of body injured, 2019-2023

Body Part	% Total Lost-time Claims
Multiple body parts	17%
Lower back	12%
Shoulder, clavicle, scapula, trapezius	7%
Knee(s)	7%
Ankle(s)	5%

Lost-time claims by top 5 nature of injuries, 2019-2023

Nature of Injury	% Total Lost-time Claims
Sprains, strains, tears	36%
Soreness, pain, hurt, except the back	11%
Back pain, hurt back	8%
Fractures	7%
Bruises, contusions	5%

Lost-time claims by top 5 occupations, 2019-2023

Occupations	% Total Lost-time Claims
Janitors/caretakers/superintendents	9%
Public works and maintenance labourers	7%
Cooks	6%
Food and beverage servers	6%
Food counter attendants/kitchen/related	5%

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