

FACTS

Industry Facts 2024

Service



Industry Highlights

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

Between 2020 and 2024, annual average employment* increased by 8.9%, from 83,100 to 90,500 in the industry.

Lost-time incidence rate is

1.4 times lower

than the provincial rate

SERVICE

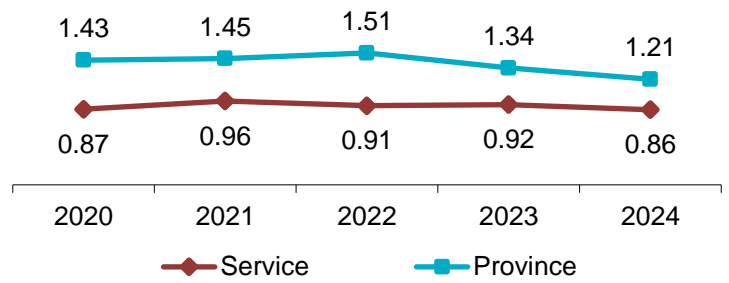
Hand injury rate decreased

21.7 per cent

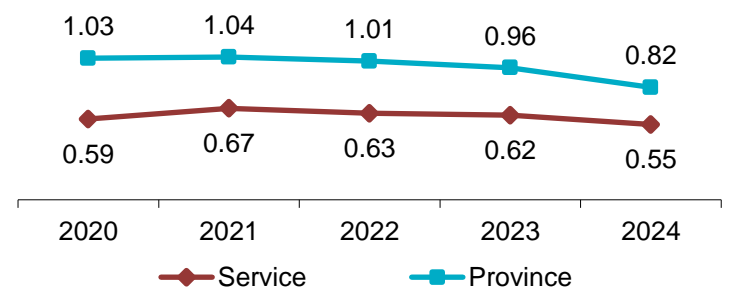
from 1.47 to 1.15 since 2020

*Source: Statistics Canada

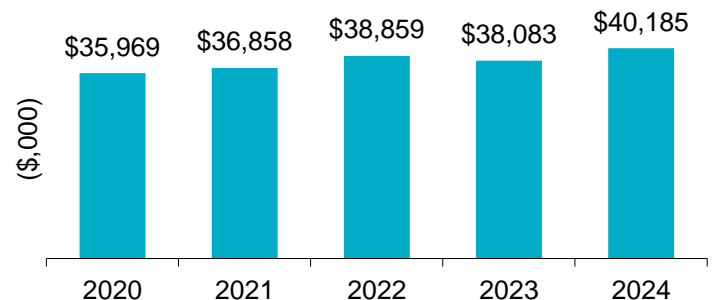
Lost-time Incidence Rate/100 Employees



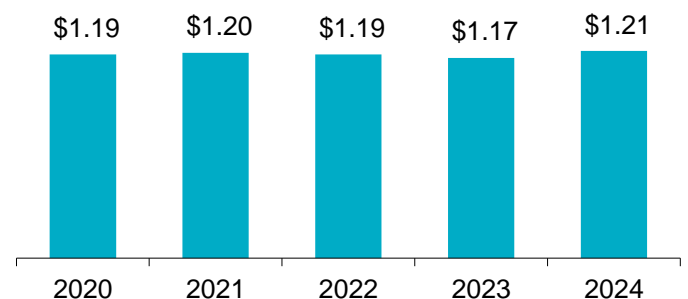
Soft Tissue Incidence Rate/100 Employees



Total Claim Payments



Average Assessment Rate



For more information

Contact WorkplaceNL at: 709.778.1552 or 1.800.563.9000
w workplace.nl.ca

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Service Industry Highlights

continued

Service	Province				
	2020	2021	2022	2023	2024
Lost-time Claims	721	807	793	812	779
Health Care Only Claims	305	302	330	275	280
Fatality Claims	7	6	10	6	5
Paid Weeks (000's)	54.5	54.5	53.8	53.4	52.1

Lost-time claims by top 5 type of accidents, 2020-2024

Type of Accident	% Total Lost-time Claims
Fall to floor, walkway, or other surface	19%
Overexertion in lifting	9%
Bodily reaction and exertion	9%
Repetitive motion	4%
Slip, trip, loss of balance-without fall	4%

Lost-time claims by top 5 parts of body injured, 2020-2024

Body Part	% Total Lost-time Claims
Multiple body parts	15%
Shoulder, clavicle, scapula, trapezius	7%
Knee(s)	7%
Lower back	6%
Lumbo-sacral region	6%

Lost-time claims by top 5 nature of injuries, 2020-2024

Nature of Injury	% Total Lost-time Claims
Sprains, strains, tears	36%
Soreness, pain, hurt, except the back	12%
Fractures	8%
Back pain, hurt back	8%
Bruises, contusions	4%

Lost-time claims by top 5 occupations, 2020-2024

Occupations	% Total Lost-time Claims
Janitors/caretakers/superintendents	8%
Public works and maintenance labourers	7%
Cooks	6%
Food and beverage servers	6%
Light duty cleaners	5%

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