

What agreements apply in the tourism industry?

The collective agreement between SGS (the Federation of General and Special Workers in Iceland) and SA (Confederation of Icelandic Employers) for the work of employees in catering and accommodation and comparable operations is an agreement on minimum terms; paying less is breaking the law.

With good reason, the Federation would like to point out several issues to members who work in guesthouses/hotels and restaurants:

- Those who become 16 and 17 of age during the year are to be paid the rate for those aged 16 and 17 immediately on employment, while those who turn 18 during the year are to be paid the rate for 18 year olds as of the date of their birthday. If an employee has worked more than 700 hours for the same employer, this has an impact on the starting pay rate.
- A biological age of 22 years is equivalent to length of service after 1 year.
- Shifts are to be organised and presented with a week's notice; the general rule is that they are to apply for 4 weeks at a time. Shifts are to have a specified start and end time.
- When an organised shift is extended due to unforeseen circumstances, the period in excess of the registered shift is to be paid at the daytime or overtime rate, as appropriate.
- Shift supplements may not be paid if the shifts worked are not pre-organised; in such case, daytime pay must be during daytime and overtime pay during the overtime period.
- In shift work, supplements are paid for the proportion of the 40-hour work period (38 hours if only working during peak hours) that falls outside normal daytime working hours:
 - 33% for the period 17:00–24:00, Monday–Friday.
 - 45% for the period 00:00–08:00, Monday–Friday as well as Saturdays and Sundays.
 - 90% on major public holidays and winter vacations in accordance with worked daytime hours obligations.
- Employees are to be paid the entire organised shift, even if allowed to leave due to lack of work.
- If **not** working according to organised shifts, the daytime rate is paid for daytime work and the overtime rate is paid for overtime work. In such cases, other provisions apply to refreshment breaks; see Section 4 of the collective agreement.
- Refreshment breaks shall be equivalent to 5 minutes for each hour worked and shall be divided as agreed by the employer and employee.
- Holiday pay may not be included in the wage rate.
- “Jafnaðarkaup” (i.e. a flat rate) does not exist in collective agreements.
- A minimum of four hours must be paid for call-outs.
- Closely examine and save all your pay slips.
- Write down your work hours if you do not have access to a shift schedule or if you think the time registration is incorrect. Find out about the app “Klukk”, which manages time registrations.

It should be noted that arrangements for standby shifts have been specifically negotiated in the collective agreement. Members are encouraged to contact our offices if they believe that their rights are being violated.

Further information is available from the offices of the Federation, tel. (+354) 430 0430. You can also send an enquiry to stettvest@stettvest.is.

PLEASE NOTE! All issues sent to the Federation are confidential. Collection cases, however, must always state the name of the employee.