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WORKERS:  
RIGHT FOR  
BUSINESS

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# TSSA'S TRAVEL TRADE CHARTER

Reward travel staff with decent pay, respect and career prospects and they will reward the travel industry. A vibrant travel industry is an essential factor in making the UK's tourism economy strong.



Stop the annual 30 per cent rate of staff turnover, it's bad for morale and bad for business. Sign up to TSSA's – the union for people in travel – charter of minimum standards for the industry's workforce.



## A fair reward

- decent pay and benefits
- hours and leave – two-way flexibility
- a fair and transparent pay structure



## Dignity at work

- equal opportunities and respect
- consult staff about changes in working practices
- union recognition

## Careers, not just jobs

- training
- family friendly practices
- job security and career structure



Help the industry grow by investing in its most important asset – its workforce. Invest in staff training, career prospects and decent pay to stop the travel drain – and everybody's a winner.

**tssa** *the union  
for people  
in transport  
and travel*

# TSSA's TRAVEL TRADE CHARTER



TSSA – the union for people working in travel – wants to see the travel trade thrive and grow. Put simply, our members want to work in a prosperous sector where they have job security and they get job satisfaction from providing the best service.

But for the sector to succeed, employers must start thinking more about their staff. It is well documented that, across industry, staff who are happy with their jobs, well-rewarded and well-motivated are more productive.



Unfortunately, that's not always the case with people who work in the travel trade – and TSSA thinks that the sector is missing a trick here. We say that it's time for the industry to take their staff seriously and sign up to our charter. The reality of the shopfloor tells us why:



- Low pay blights the sector – one survey of TSSA members found that 84 per cent were unhappy with their pay. Starting salaries for travel agents in London are on average, £11,500 – less than half the UK average wage.
- Whilst the vast majority of employees on the shopfloor are women, only 10 per cent of women reach director level. Twenty of the 350 top FTSE companies are travel companies, but none of them has a woman at the top.



- Staff turnover in the sector is 30 per cent – this costs employers millions each year.

TSSA will be asking industry employers and stakeholders, as well as other important decision-makers, to sign up to our charter and its principles. Together we can make travel a better place to work.



For more information,  
please visit our website:  
[www.tssa.org.uk](http://www.tssa.org.uk)

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