



# THE TRUE COST OF CHRISTMAS STUDY



We polled more than 3,000 frontline workers. Spanning the UK, Germany, The Netherlands and the Nordics.

Respondents included frontline and non-desk based staff within shipping, distribution, retail, hotel, food services and hospitality.

## The impact of inflation



46% in the UK



46% in The Netherlands



45% in Germany

Nearly half of respondents worked more hours this year, than in previous years, as they need extra income to support their family...

41% in the Nordics



### 29 - 56%...

...said the wages they take home barely cover their living expenses including house costs utilities, transport and food.



Workers in the UK reported to be the worst affected (56%), followed by those in Germany (39%), the Nordics (31%) and The Netherlands (29%)



One in three received a pay rise this year but don't feel better off from it.

Split as 28% of workers in the Netherlands, 29% in Germany, 30% in the Nordics and 31% in the UK

Around a third had to accept financial support from friends and family this year as their wages don't cover living costs. This was highest in The Netherlands - affecting 39% of respondents. Followed by Germany (34%), the Nordics (34%) and the UK (31%).

### Around one third...



### Over a quarter...



26% of workers in Germany, The Netherlands and the Nordics had to use food banks this year, and 11% of workers in the UK.

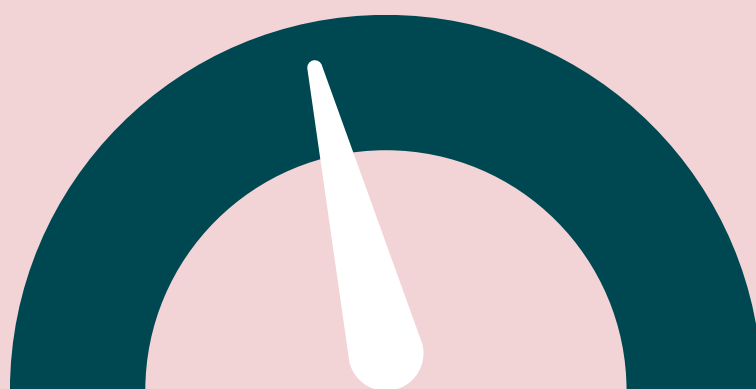
# The impact of the holidays...



Half or more of respondents will be getting into debt to celebrate Christmas - using credit cards, loans and borrowing money from friends and family. 58% of workers in the Nordics and 57% in The Netherlands said they'd be getting into debt compared to 51% in the UK and 50% in Germany.

28% - 43%...

...think there is too much pressure to spend money at Christmas.



Cited by 43% of Brits, 39% of Nordic workers, 35% of Dutch respondents and 28% of Germans.

Approximately one third...



...are dreading Christmas this year because of the cost of everything. With workers in the Nordics (32%) most affected followed by the UK (29%) and The Netherlands (26%).

61% of frontliners in Germany don't like working at Christmas because the high workload causes added stress. This affects 44% of staff in the UK, 35% in The Netherlands and 34% in the Nordics.



## 'Tis the season



31%



51%



31% - 51% surveyed enjoy working in December because of the festive cheer. Led by The Netherlands (51%), Germany (40%), the UK (39%) and the Nordics (31%).

Two in five...



...say it makes them happy when they see customers and guests spending lots of money on seasonal gifts and activities, as Christmas is a time to be enjoyed.

Split as 41% of workers in the Netherlands and the UK and 34% in the Nordics.