

Industrial relations and social dialogue  
**Working time in 2019–2020**





# Working time in 2019–2020



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# Introduction

This review covers the most important developments resulting from legislative reforms and changes from collective bargaining at national or sectoral level in the European Union, Norway and the United Kingdom (UK) in 2019 and 2020. It also examines the average weekly working hours set by collective agreements, both across national economies and in five sectors of activity: education, health, transport, retail and public administration. It focuses on the following aspects of working time regulation:

- statutory limits on weekly and daily working time
- average usual weekly working hours
- annual leave entitlements, as set by law and collective agreements
- estimates of average collectively agreed annual working time

The report begins with a brief overview of the major developments that took place in 2019 and 2020, mainly involving measures adopted to deal with the COVID-19 pandemic, and then looks at the present status of the duration of working time as a result of collective bargaining. The report complements the EurWORK database of wages, working time and collective disputes, which provides information about the systems in place to regulate working time, as well as some of the other main outcomes of these systems from 2000 onwards.<sup>1</sup> The information updates the earlier report on developments in working time in 2017–2018 (Eurofound, 2019a) and previous publications (Eurofound, 2016a and 2017), which cover some aspects of working time, including collectively agreed working hours.

The report relies primarily on data provided by the Network of Eurofound Correspondents. Figures provided should be interpreted with caution, and the various notes and explanations taken into account. Making international comparisons regarding the length of collectively agreed working time is problematic. This is because not all countries collect data, and, even if they do, available data from different sources may not

be strictly comparable. Additional factors that prevent such direct comparisons include:

- different reference periods (annual, monthly, weekly) for calculating working time
- reductions in working time in some countries due to extra days off or cuts in annual hours, leaving the normal working week relatively unchanged
- the increasing use of schemes whereby weekly hours may vary considerably but an average must be maintained over different reference periods
- the treatment of part-time workers in the data collection
- the differing roles of collective bargaining and legislation, with legislation having a direct impact on actual hours in some countries but setting only a maximum ‘safety net’ in others

It is also challenging to compare working time in different countries, as the figures for normal weekly working hours do not consider factors such as overtime, the length of annual leave (and other forms of leave) or the use of flexible forms of working time organisation.

This review follows the previous editions of the annual reviews of working time in calculating averages for groups of EU Member States. Three groups are used:

- **EU27:** the current 27 EU Member States
- **EU14:** the group of 14 Member States in existence prior to enlargement in 2004 and excluding the UK – Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain and Sweden
- **EU13:** the group of 13 Member States that joined in 2004 (Cyprus, Czechia, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia), 2007 (Bulgaria and Romania) and 2013 (Croatia)

The average figures provided for these country groupings are weighted in order to reflect the relative sizes of the population of people aged 15 years or over who are employed full time, according to Eurostat’s European Union Labour Force Survey (EU-LFS).

<sup>1</sup> Available at <http://eurofound.link/wagedatabase>





# 1 Developments in working time regulation

This chapter presents some of the most significant developments across the EU since the onset of the COVID-19 pandemic in terms of how working time is regulated. These developments largely involved three types of measures implemented to manage the impact of the crisis on the working hours (and employment) of three groups of workers:

- short-time working/temporary unemployment schemes for those working in sectors affected by the full or partial suspension of activity
- approaches to teleworking for all workers able to work from home
- policies and regulations to ensure the safe ongoing provision of essential services by workers continuing to work on site

In addition, a range of initiatives were taken to address challenges linked to the temporary closure of many childcare and other care facilities and the move of the education system online, forcing many workers – and women in particular – to balance work with caring and home-schooling responsibilities. Given that the pandemic created similar challenges across the EU (and beyond), it is not surprising that throughout the EU there were similar developments in legislation, collective agreements and the broader policy debate, although the precise regulation and implementation of the abovementioned measures varied from country to country.

## Legislative developments during the pandemic

### Short-time working, temporary unemployment and similar schemes to protect employment

Drawing on the experience of the economic crisis and supported in 19 Member States by the EU's Support to Mitigate Unemployment Risks in an Emergency (SURE) programme, all EU countries implemented some form of short-time working, temporary unemployment or temporary wage subsidy scheme that allowed eligible employers to temporarily reduce or fully suspend working hours while retaining and continuing to pay their workers. Recent Eurofound research shows

that 10 Member States introduced new schemes, while the remaining countries amended existing provisions, mainly with the aim of simplifying administrative procedures and broadening access to support by easing eligibility criteria (Eurofound, 2021a). The research found that significant differences remain in relation to the following key eligibility criteria and benefits available:

- required scale of downturn and share of workforce affected
- groups of workers eligible
- maximum and indeed minimum reductions in working time
- level and duration of support
- provision for and duration of dismissal protection following take-up of the scheme

Among the notable features of the amended and new schemes were greater flexibility in the scale of working hour reductions and higher wage replacement rates funded by the state.

During the first wave of the pandemic alone, between March and September 2020, close to 4 million employers and over 40 million workers in the EU benefited from such measures. By comparison, at the peak of the economic crisis in 2009, fewer than 1.8 million workers did so. While in many Member States these measures were extended beyond the original target dates to deal with the impact of second and third waves of COVID-19 infections, in most countries these policies remain temporary.

Countries and companies providing short-time working schemes took different approaches to the use of working time accounts. While Germany suspended the requirement to use working time balances in working time accounts for the period of the COVID-19 crisis, in Hungary the working time banking period was increased to 24 months without an end date being set for this provision. This gave rise to protests by the trade union movement, since such a regime could lead to deviations from maximum working time limits and minimum rest periods over a significant period of time. In Portugal, an amendment to the working time accounts regime also generated debate, and this is discussed in more detail on p. 7.

## Adjusting working time regimes to the new realities of telework

In order to minimise social contacts and limit the spread of the virus, most Member States encouraged home-based teleworking wherever possible, with some countries either making this mandatory or allowing employers to unilaterally impose teleworking. However, only a limited number of countries moved to adjust working time provisions to the new realities of information and communications technology (ICT) based remote work.

In Finland, the new Working Time Act (872/2019) (*Työaikalaki 872/2019*), adopted prior to the pandemic, entered into force in January 2020. The new act provides better tools for organisations to make agreements at company level, for instance regarding flexible working hours or the use of working time banks. In other words, the Finnish legislative framework had been updated to better meet the demands of ICT-based work just before the COVID-19 crisis hit the country.

In Spain, a new regulation on remote work, arising from the country's tripartite social dialogue, was adopted in September 2020 (Royal Decree-Law 28/2020). It grants remote workers the same rights as those who carry out their activities on the company's premises, is based on a voluntary approach and requires the agreement of workers and employers. In relation to working time, the law gives workers the right to adopt a flexible schedule in accordance with the terms established in a remote working agreement and clauses in collective bargaining agreements, respecting not only general regulations on work and rest time but also agreed hours of availability. The law also obliges the worker and the company to keep a register of working time, recording the start and end of each working day. Collective agreements can establish specific terms relating to the right to disconnect, as provided for by Organic Law 3/2018 on data protection.

Based on the experience of many workers of an extension and intensification of working hours during telework, debate on the need for a specific right to disconnect was revived or began in 2020, including in Ireland, Luxembourg and Malta (see 'Major debates concerning the duration of working time', p. 6).

## Temporary derogations from working time regulations in essential services

For essential workers continuing to provide services on site, temporary regulations implemented during the pandemic – often under state-of-emergency provisions – led to the relaxation or derogation of labour rights, including in relation to working hours, rest and leave provisions. Extended working hours, limitations on rest periods and provisions to delay annual leave were applied primarily in the health, care, transport and logistics sectors, for example in Finland, France, Italy, Luxembourg, Poland and Portugal.

## Introduction of 'extraordinary' care leave

To assist workers with increased caring responsibilities resulting from the temporary closure of childcare and other care facilities, as well as the transition to online education, a number of Member States, including Austria, Belgium, Denmark and Spain, introduced specific or 'extraordinary' care leave. In Austria, parents or other caregivers who had care needs for children up to the age of 14 years due to partial or total closure of schools or kindergartens could take up to four weeks of paid leave. Belgium introduced 'corona parental leave' for parents of children under the age of 12 years (no age restriction for children with disabilities). This allowed them to reduce their working time by up to 50% in the period between 1 May and 30 December 2020, with some government compensation for loss of income. (For some parents, such as single parents or those with a disability, a 100% reduction in working time was possible.) A similar scheme allowing carers to reduce their working hours by up to 100% on a temporary basis was implemented in Spain. In Denmark, an agreement between the government and social partners provided for specific care leave for parents unable to work from home and without remaining entitlements to recovery of overtime or child sickness days provided for in existing regulations.

## Collective bargaining developments

As seen in the previous section, in most Member States social partners had some involvement in the development of the key regulatory tools employed to manage the impact of the crisis on the working time of the three groups of workers mentioned. Industrial relations systems and traditions in the countries affected strongly influenced the level and nature of the role played by social partners, not only in tripartite negotiations but also in terms of the implementation of the resulting provisions at sectoral and company levels.

Within this regulatory framework, the most important collective bargaining developments in 2020 at peak, sectoral and company levels can be characterised as being directed at the aforementioned three groups of workers, namely agreements to:

- implement and manage a temporary reduction in (or suspension of) working time and the associated impact on pay
- facilitate and establish a framework for home working, in some cases combined with specific modalities for connection and disconnection
- facilitate temporary staff increases, longer working hours and limitations on rest breaks and annual leave among essential workers, sometimes combined with (one-off) bonuses or pay increases

## Implementation of short-time working through collective bargaining

In sectors affected by a total or partial suspension of activity or a downturn in demand, sectoral- and company-level agreements often sought to ensure the implementation of national (and in some cases sectoral) support packages to secure employment and income through short-time working or temporary unemployment. Some of the sectors most affected by public health and associated movement restrictions, such as aviation and hospitality, have been at the forefront of such agreements.

The leeway offered in some countries with regard to shaping the precise implementation of short-time working schemes can be demonstrated using the example of France. There, many company-level agreements aimed to mitigate the impact of short-time working schemes on wages by introducing solidarity measures. For instance, Renault Trucks' managers agreed to reduce the remuneration they received during short-time working in order to provide better compensation for lower-paid employees. In some companies, such as Bigard, working time flexibility was used to avoid short-time working (Eurofound, 2020a). Others negotiated around leave, with social partners in the metal industry, for instance, facilitating the taking of paid leave to manage the crisis situation and make the subsequent resumption of activity smoother. Such goals were also found in company-level agreements, such as that of the car manufacturer PSA Automobiles, which allowed for the possibility of adapting the programming of holidays in each establishment (Eurofound, 2020b).

In addition to these schemes, some employers reached agreement with the workforce for workers to take more holidays during the crisis in exchange for extended working hours during the period of recovery, for example in the Netherlands (AWVN, MKB Nederland and VNO-NCW, 2020).

## Sectoral and company-level agreements on telework

With over a quarter of EU employees shifting to home-based telework almost overnight in the spring of 2020, it is not surprising that an increasing number of collective agreements sought to set parameters and – to a lesser extent – address the impact of telework on the blurring of work and private life. While two-thirds of EU Member States already had some regulations on telework, largely arising from the 2002 European social partner framework agreement on telework, how exactly they are implemented is usually determined at company level. Key elements covered by company-level agreements negotiated in the context of the pandemic include the setting and monitoring of working hours and in some cases modalities for connection and disconnection.

A cross-industry social partner agreement on teleworking was reached in France in November 2020; it updated existing provisions and encouraged the adoption of specific implementation rules both at company level and between individual employers and employees. There was a particular increase in sectoral and company agreements including the right to disconnect in France, Italy and Spain, which have legislation requiring social partners to address this issue (Eurofound, 2021b). Elsewhere, a right to disconnect agreement was also reached between Allied Irish Bank and the Financial Services Union in Ireland, with the union having spearheaded the campaign on this issue since 2019.

## Collective agreements to ensure the delivery of essential services

In a number of countries, social partners activated existing provisions or reached new agreements, usually focusing on (but not limited to) the health and care sectors, to cope with the significant rise in demand resulting from the health emergency.

In Sweden, crisis clauses in collective agreements can be activated to derogate from working time legislation. Such clauses were activated by Swedish employer organisations during the pandemic, primarily in hospitals but also in other sectors under increased strain as a result of the crisis. In the healthcare sector, the crisis agreement increased working time to 48 hours per week during a maximum period of 4 weeks with the payment of a crisis allowance of 120% of hourly salary, which could be increased to 150% when special emergency overtime was used (in addition to the 48 hours). Rules for daily and weekly rest were also adapted so that continuous daily rest would not fall below an average of 9 hours and continuous weekly rest would not fall below 24 hours, despite increased working time.

In Norway, national sectoral agreements were reached in the hospital and municipal sectors (the latter is responsible for social care), as well as by the social partners responsible for private nursing homes and paramedics, among others, to make it possible to temporarily increase staffing numbers; to reduce the number of shifts to limit the movement of staff between wards or sites, thus supporting infection control; and to increase the working hour limits. In the hospital sector, these limits increased from 10 to 16 hours in any 24-hour period. Minimum rest periods were also reduced. Similar agreements were also reached in a number of other countries (for example, Finland and Lithuania). In other sectors that remained fully or partially active during lockdown, social distancing restrictions in some instances led to changes to working hours and shift patterns as set out in local agreements with trade unions and worker representatives.

The challenging context for collective bargaining during the pandemic is to some extent reflected in the number of countries not reporting any relevant negotiations on working time during 2020 (for example, Belgium, Czechia, Greece, Malta, Poland and Portugal). It is also reflected in provisions that sought to ensure the continued application of existing collective agreements that were set to expire in 2020. In Romania, a regulation was passed to ensure that all the collective agreements in place before the state of emergency would remain valid during the state of emergency or the state of alert that was expected to follow and for up to 90 days after the end of the state of alert. The parties involved in such agreements are under an obligation to initiate collective bargaining in a time frame not exceeding 45 days after the end of the state of alert.

## Major debates concerning the duration of working time

The pandemic context also exerted its influence on policy debates surrounding the issue of working time. Key topics of discussion included the handling and impact of changes in working hours for different groups of workers and the role of working time in supporting the economic recovery and job creation. In a few cases, trade unions in particular expressed concerns that emergency provisions adopted in the context of COVID-19 could serve to undermine workers' rights – including hard-won, long-established working time rights – with decisions sometimes made with more limited or no social partner consultation.

While in some countries the pandemic gave rise to new debates, in others it intensified existing ones. In at least one country, Czechia, it put a hold on progress in relation to a long-running discussion on the reduction of statutory maximum working hours from 40 to 37.5 hours. Similarly, a proposal to extend basic annual leave entitlement from four to five weeks was put on the back burner and – if it is to be included in a revision to the Labour Code – is unlikely to come into effect until 2022.

Controversy arose in a number of Member States regarding the role of the regulation of maximum (weekly) working hours and overtime in economic recovery and job creation as countries emerge from the crisis. Long-standing fault lines in this debate re-emerged in France, with the employer organisation Movement of the Enterprises of France (MEDEF) and a number of liberal think tanks suggesting that extended working hours, as well as a potential reduction in paid holidays, might be suitable approaches to support recovery. Among such proposals were arguments for an increase in working time, negotiated at a decentralised

level, allowing for payment of deferred overtime and overtime days by including workers in profit sharing, incentive schemes or employee savings schemes. Such suggestions have met with strong opposition both from the trade unions and from representatives of unemployed workers and environmental organisations, which favour a reduction in working hours to 32 hours without loss of pay or flexibility to contribute to job creation and a better quality of life and work–life balance.

Similarly, in Spain, the coalition government included among its priorities the intention to promote a social and political pact for the rationalisation of schedules and the use of time, with the aim of reorganising working, leisure and caring time. In the context of the crisis, some government members suggested that a 35-hour (or 4-day) working week should be discussed with the social partners. However, in 2020 this topic was not raised in the context of tripartite dialogue.

A debate on a possible reduction in working time has been on the agenda in Luxembourg since 2016. From the point of view of the Ministry of Labour, this debate forms part of considerations around the increased digitalisation of the economy: to avoid a negative impact on workers linked to potential job losses resulting from automation, a reduction in working time could be considered. So far, this debate has not led to an agreement. However, in February 2020 a group of citizens filed a petition for a reduction in working hours to four days a week. The petition was deemed admissible, but no action was taken on it and it was closed in September 2020.

The use of working time accounts to enable the extension of working hours and the non-payment of overtime pay in the recovery period was the subject of some debate in Hungary and Portugal. In Hungary, a government decree was adopted in 2020 in response to the pandemic, extending the 4-month cap for working time banking to 24 months for the period of the COVID-19 emergency (previously, extension of the cap to 36 months was allowed only by collective agreement). Requests from employers to extend this measure beyond December 2020 drew criticism, particularly from trade unions. Their main concern was that some workers, doing additional work to cover for colleagues who were off sick or having to self-isolate, could face being unable to recover this overtime two years later. They viewed the extension as leading to an effective 'annualisation' of working time over a period of two years without the employee being able to enforce recovery of overtime or receive an overtime premium payment.

In Portugal, trade unions also raised concerns that in some companies the regime of individual working time accounts was being used during the crisis to pressurise workers into accepting long hours. In this context, unions in the General Confederation of Portuguese Workers (CGTP) criticised various ‘irregular’ company referendums that had not respected legal procedures and mobilised workers in some companies to vote against ‘group working time accounts’ in referendums.<sup>2</sup> In Bulgaria, amendments to the Labour Code linked to regulation of the ‘summarised calculation of working hours’ and the associated treatment of overtime have been the subject of ongoing debate since 2018. The summarised calculation of working time allows flexible structuring of working hours and provides options for shift work exceeding the regular working day of 8 hours. Trade unions argue that further legislation is required to ensure that these options can be applied only in certain circumstances (such as uninterrupted work processes) and that workers are compensated for overtime.

In Lithuania, employers sought in March 2020 to initiate a discussion around the extension of working hours, but this did not lead to more detailed debate. The need for greater flexibility in working hours to accommodate the pandemic situation, with demand for working hours fluctuating on the basis of both public health restrictions and their economic impact, added further fuel to discussions on how to achieve such flexibility while balancing the demands and requirements of workers and employers. Greater flexibility in rules governing working hours was also discussed in Estonia and Greece. While an agreement on the issue in the commerce sector in Estonia is considered to have a potential signalling effect for other sectors, no common ground could be found between social partners in Greece.

During a year in which many workers had their working hours reduced significantly through the application of short-time work or temporary unemployment schemes, at the same time working hours increased substantially for a large number of essential frontline workers. Trade unions in Hungary, Italy, the Netherlands and Portugal, among other countries, raised concerns about excessive working hours among healthcare workers resulting from the COVID-19 pandemic and aggravated by labour shortages affecting the sector prior to the pandemic. Healthcare sector workers were also particularly affected by the suspension of certain labour rights during the emergency situation, including the right to leave entitlements and rest breaks in some countries (Eurofound, 2019b). Other sectors where the pandemic

exacerbated pre-existing issues such as long working hours and poor working conditions include the transport and logistics sector. Essential retail also experienced such issues owing to the new pressures on the sector and the need to adapt to new circumstances (such as increased demand for home delivery and click and collect services).

However, it was not only long working hours experienced by essential workers delivering their services on the employers’ premises or in a mobile fashion (in the case of the logistics sector, for instance) that stimulated policy debate regarding solutions in the short to medium and long term to challenges arising. The impact of the significant shift to home-based teleworking on working conditions and working hours also rose up the list of priority topics for policymakers as an increasing number of workers experienced the impact of the blurring of work and private spaces on working hours and work–life balance, an issue already raised in Eurofound analyses of the results of the 2015 European Working Conditions Survey.

Several editions of Eurofound’s *Living, working and COVID-19* e-survey (Eurofound, 2020c) confirmed that home-based teleworkers are more likely to work in their free time and exceed working time limits more regularly than their counterparts based on employers’ premises. The need to monitor the working hours of teleworkers effectively and to ensure a right to disconnect – whether this be through legislation or collective agreement – was discussed in countries including Ireland, Luxembourg, Poland and Portugal. In December 2020, the Irish Workplace Relations Commission launched a public consultation on the drafting of a new code of practice on the right to disconnect (which led to the adoption of that new code of practice in April 2021). In Portugal, the issues had previously been subject to several legislative proposals that had failed to obtain support in parliament, but the topic was revived in 2020 in the context of a broader debate on new ways of working. In Poland, the impact of teleworking on the working hours of teachers was highlighted by the Polish Teachers’ Union (ZNP), which demanded that the government act.

Two specific fields of regulation of working time remained on the policy agenda in Belgium and Croatia: night work and Sunday work, respectively. The regulation of night work, which remains rather strict in Belgium, has been debated for a number of years. With the expansion of e-commerce during the pandemic, some employer associations have again raised the issue, arguing that the country is losing out on the

<sup>2</sup> Working time account regimes applied by employers to certain groups of workers, such as departments or teams, that require the approval by referendum of at least 65% of the workers concerned.

creation of employment linked to large logistics centres because of the lack of flexibility in regulation. While no specific initiatives were undertaken in this regard in 2020, this debate could gain further policy relevance as the economy recovers. In Croatia, the call for a ban on

Sunday working raised by trade unions representing workers in the commerce sector, in order to allow their members to spend more time with their families, remains unanswered, as it faces opposition not only from employers but also from some economics experts.

## 2 Weekly working time

### Statutory maximum working time

Arrangements regarding the length of working time in the EU, Norway and the UK are made in the framework of rules set by legislation and collective bargaining. All these rules must respect the provisions of the EU Working Time Directive, which include an average maximum 48-hour working week (over a reference period not exceeding 4 months), a minimum

uninterrupted weekly rest period of 24 hours and a minimum daily rest period of 11 hours (European Parliament and Council of the European Union, 2003).

As Table 1 shows, most countries fall into one of two groups in terms of maximum duration of work: those that set their maximum weekly hours at the 48 hours specified by the Working Time Directive and those that operate a lower limit of 40 hours (which may be extended to 48 hours or more under certain conditions). Belgium and France continue to be the most notable

**Table 1: Main statutory provisions regarding maximum weekly and daily working hours, 2020**

Country	Maximum weekly working hours	Maximum weekly working hours, including overtime	Maximum daily working hours	Maximum daily working hours, including overtime
Austria	40	60	8	12
Belgium	38	50	8	9–12
Bulgaria	40	48	8	10
Croatia	40	50	8	12
Cyprus	Not specified	48	Not specified	Not specified
Czechia	40	48	12	Not specified
Denmark	48	60 <sup>a</sup>	Not specified	13
Estonia	40	48	8	13
Finland	40	Not specified	8	Not specified
France	35	48	Not specified	10–12
Germany	48	60	8	10
Greece	40	45 <sup>b</sup>	8	12
Hungary	40	48	8	12
Ireland	48	48	Not specified	13
Italy	40	48	Not specified	Not specified
Latvia	40	48	8	Not specified
Lithuania	40	48	Not specified	12
Luxembourg	40	48	8	10
Malta	Not specified	48	Not specified	12.5
Netherlands	48	60	Not specified	12
Poland	40	48	8	Not specified
Portugal	40	48	8	10
Romania	40	48	8	12
Slovakia	40	48	8	9–12
Slovenia	40	48	8	10
Spain	40	Not specified	9	Not specified
Sweden	40	48	9	13
Norway	40	48	9	13
United Kingdom	Not specified	48	Not specified	Not specified

Notes: <sup>a</sup>The average over a period of 4 months cannot exceed 48 hours; <sup>b</sup>the limit for a 6-day work schedule is 48 hours.

Source: Network of Eurofound Correspondents

exceptions, with a maximum weekly working time of 38 and 35 hours respectively. When overtime is taken into account, most countries set the weekly maximum at 48 hours. The exceptions are Belgium and Croatia, at 50 hours, and Austria, Germany and the Netherlands, at 60 hours. In Denmark, the maximum of 48 hours can be extended to 60 hours per week if the average over a 4-month period does not exceed 48 hours per week.

Many Member States also have restrictions in terms of maximum daily working hours. For most countries, 8 hours is the daily maximum, but it can be higher: 9 hours in Spain (as well as in Norway) and 12 hours in Czechia. When overtime is considered, the daily maximum may increase to between 9 and 13 hours. Whereas in many countries this limit is not specified in legislation, in practice, the maximum is 13 hours, given the minimum period of rest between two working days of 11 hours.

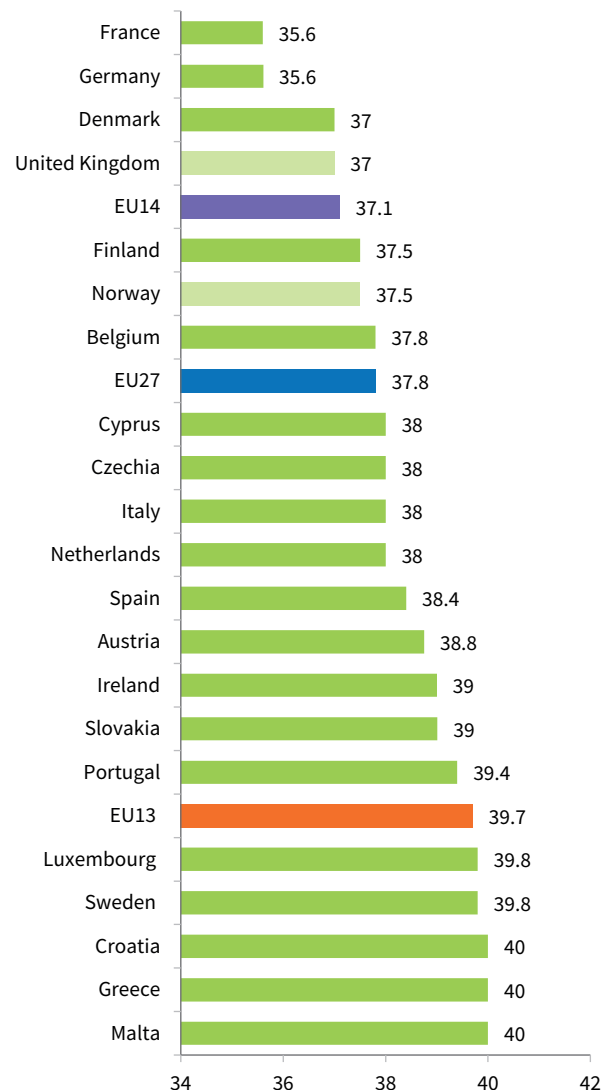
## Collectively agreed weekly working hours

As past Eurofound research has shown, collective bargaining plays an important role in determining the duration of working time in many of the EU27 Member States, although to a lesser or sometimes negligible extent in some of the Member States that have joined the EU since 2004 (the EU13). The nature and extent of this role also differ widely across countries, with bargaining at different levels (intersectoral, sectoral and company levels) playing more or less important roles. Bargaining coverage also varies considerably, although it is generally higher in the EU14 than in the EU13. The importance of bargaining may also differ greatly across sectors of economic activity and groups of workers. The relationship between bargaining and legislative provisions on working time also varies considerably between countries (Eurofound, 2016a).

Figure 1 shows the average collectively agreed normal weekly hours – the weekly working time agreed through collective bargaining, at sectoral or company level, for full-time workers – in the countries for which such data are available. The estimates provided for Croatia, Greece and Malta assume that most collective agreements mirror the statutory maximum working week of 40 hours. In eight Member States – Bulgaria, Estonia, Hungary, Latvia, Lithuania, Poland, Romania and Slovenia – working time is generally not determined through collective bargaining (Eurofound, 2016a). These countries are not represented in the figure.

For most countries, however, it is possible to present average agreed hours in 2020. With very few exceptions, there have been no major changes since 2018 (Eurofound, 2019a). Czechia, Finland and Spain were the only Member States to register notable changes in average collectively agreed weekly hours between 2019 and 2020. In Czechia and Finland, they decreased by

Figure 1: Average collectively agreed normal weekly working hours, 2020



**Notes:** The data should be interpreted in conjunction with the notes in Annex 1; figures for the EU27, EU14 and EU13 are the authors' calculations of weighted averages based on relative country sizes in terms of employment according to Eurostat's EU-LFS, 2020. Not all countries are depicted, either because data are not available or because working hours in the sector are not set by collective agreement.

**Source:** Network of Eurofound Correspondents

0.1 and 0.5 hours, respectively. In Spain, they increased by 0.1 hours. The substantial decrease in collectively agreed weekly working hours between 2019 and 2020 in Finland resulted from the removal of the unpaid 24 annual working hours in many sectors. These additional hours were part of the Competitiveness Pact (*Kilpailukykysojimus*), a tripartite agreement signed in 2016 with the aim of improving the competitiveness of the Finnish economy (for more information on this pact, see Eurofound, 2016b, 2018, 2019a). Taken all together, however, the changes in these four Member States were not sufficiently large to affect the overall average of the EU27, which remained at 37.8 hours per week in 2019 and 2020.



France and Germany are the countries with the shortest collectively agreed working week in the EU, at an average of 35.6 hours. In France, this is the consequence of the ‘Aubry law’, which established a statutory working week of 35 hours in 2000. The figure for Germany reflects that the collectively agreed hours in western German states are around 35 hours, while in the eastern states, with a smaller population, the collectively agreed weekly hours are slightly longer, at around 38 hours. Denmark and the UK, with 37 hours in 2020, have an average agreed working week that is close to the EU14 average of 37.1 hours. Finland, with 37.5 hours, is above the EU14 average but still below the EU27 average. The collectively agreed working hours of 16 out of 27 Member States stand below 40 hours.

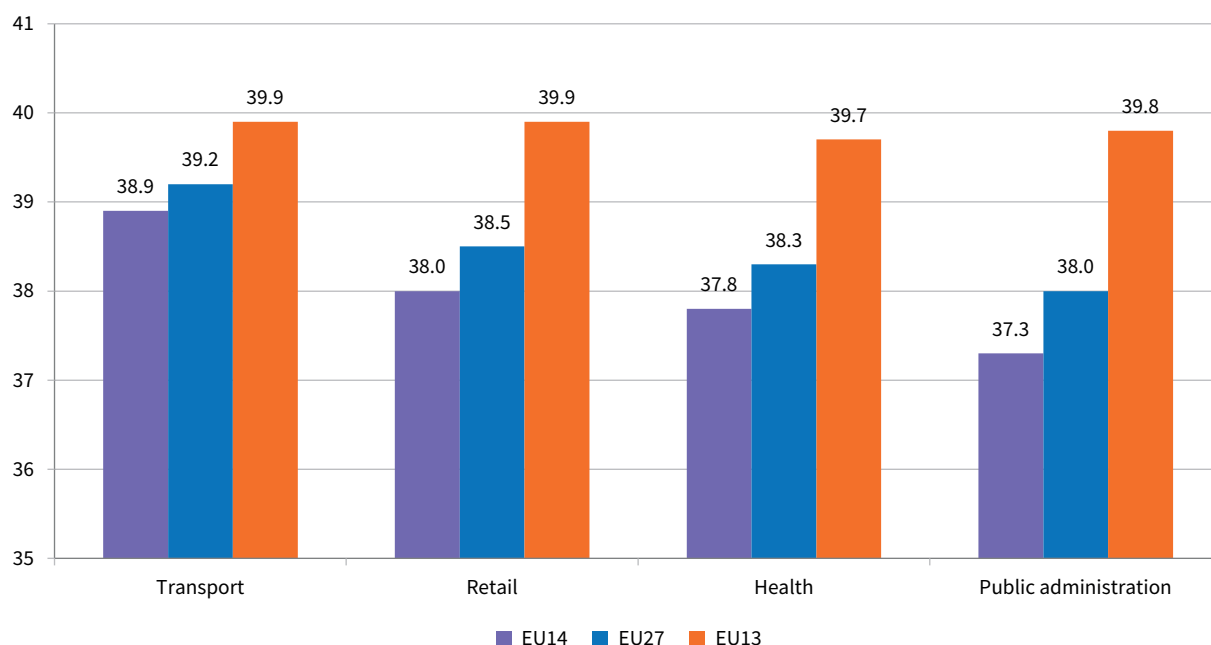
## Weekly working hours in selected sectors

This section looks at the average agreed weekly working hours for full-time workers, as set by collective bargaining, in five broad sectors of activity: education, health, transport, retail and public administration. The sectoral figures presented here tend to be more precise than the overall average data provided in the previous

section, as they reflect the specificities of each sector analysed. The education sector, treated in more detail below, does not feature in this introduction to the section alongside the other four sectors because of a lack of data from some countries, which prevented the calculation of a European average.

Of the four sectors considered here, the shortest average collectively agreed working week in the EU27 is in the public administration sector, at 38 hours (Figure 2). The longest collectively agreed working week is found in the transport sector, averaging 39.2 hours in the EU27. The agreed weekly working hours in all four sectors are substantially higher in the EU13 than in the EU14. The largest difference can be found in the public administration sector, in which the average agreed working week in the EU13 is 2.5 hours longer than in the EU14 – a difference equivalent to 3 weeks of work over a full year. In the health and retail sectors, the agreed working week in the EU13 is 1.9 hours longer than in the EU14, representing a difference of 2 weeks of work over a full year. In transport, the difference between the two country groupings is only 1 hour because of the relatively long hours in the sector, including in the EU14.

**Figure 2: Average collectively agreed normal weekly hours in selected sectors, 2020**



**Notes:** Figures for the EU27, EU14 and EU13 are the authors' own calculations of weighted averages based on relative country sizes in terms of employment according to Eurostat's EU-LFS, 2020. Where hours are not collectively agreed, the corresponding statutory normal week was used instead.

**Source:** Network of Eurofound Correspondents

### Education

Figure 3 shows the average collectively agreed normal weekly hours in the education sector in 2020, according to the relevant sectoral collective agreements, except where specified in the notes to the figure (see Annex 1). The agreed weekly hours vary from 27.5, under the agreement between the Government of Malta and the Malta Union of Teachers, valid from January 2018 until December 2022, to 41 in Germany, where the regular weekly working hours of teachers must not exceed that number on average over the year.

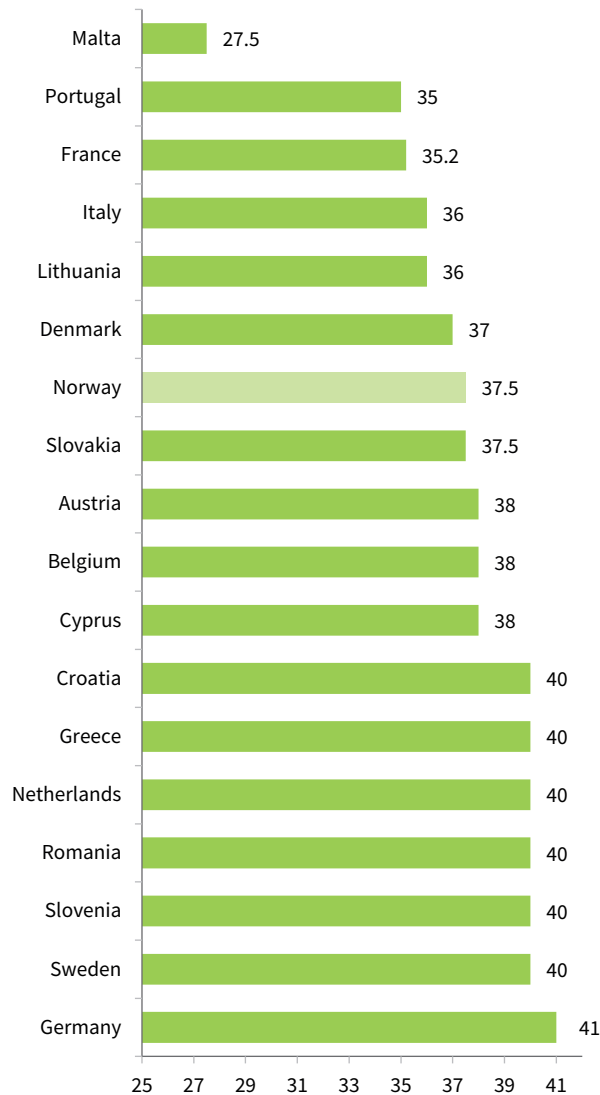
Apart from those extremes, Croatia, Greece, the Netherlands, Romania, Slovenia, and Sweden have the longest agreed hours in the sector, while Portugal, France, Italy and Lithuania have the shortest, at 35 to 36 hours per week. As information was not available for

several countries – Estonia, Finland, Ireland and Spain – it was not possible to calculate the average for the EU27. Furthermore, six Member States are not represented in the figure because the working hours in the education sector are not set by collective agreement. These are Bulgaria, Czechia, Hungary, Latvia, Luxembourg and Poland.

### Health

Figure 4 shows the average collectively agreed normal weekly hours in the health sector in 2020, according to the relevant sectoral collective agreements, except where specified in the notes relating to the figure (see Annex 1). There is no evidence of any significant change in the working hours agreed through collective bargaining between 2019 and 2020.

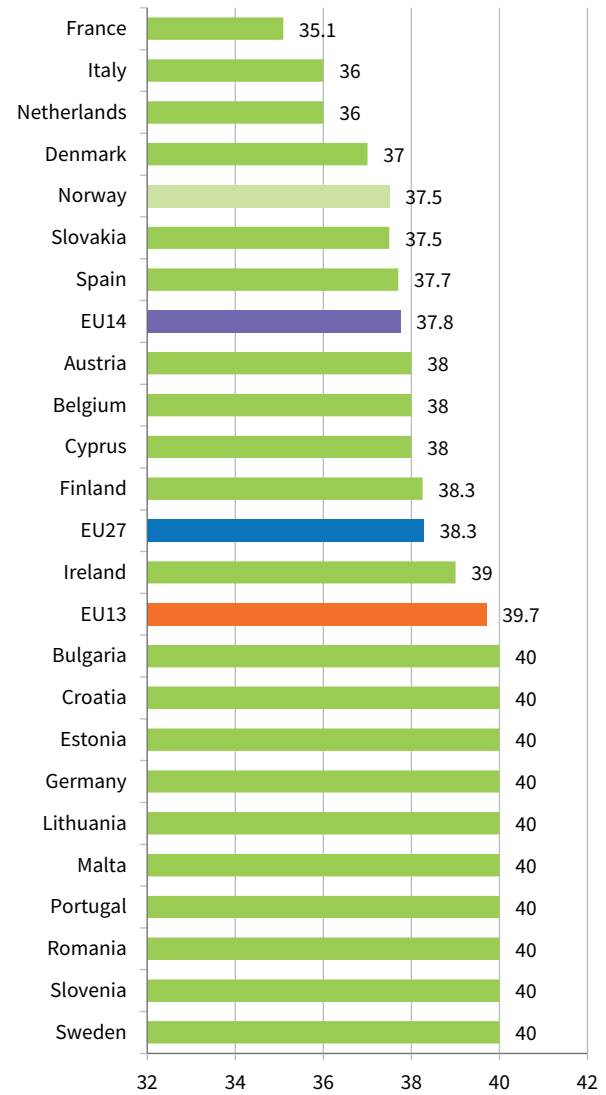
**Figure 3: Collectively agreed weekly working hours in education, 2020**



**Note:** The data should be interpreted in conjunction with the notes in Annex 1. Not all countries are depicted, either because data are not available or because working hours in the sector are not set by collective agreement.

**Source:** Network of Eurofound Correspondents

**Figure 4: Collectively agreed weekly working hours in health, 2020**



**Notes:** The data should be interpreted in conjunction with the notes in Annex 1; figures for the EU27, EU14 and EU13 are the authors' calculations of weighted averages based on relative country sizes in terms of employment according to Eurostat's EU-LFS, 2020. Not all countries are depicted, either because data are not available or because working hours in the sector are not set by collective agreement.

**Source:** Network of Eurofound Correspondents

In 2020, the average agreed working week in the health sector in the EU27 was 38.3 hours. This is 0.5 hours higher than the average of 37.8 hours for the EU14, which is nearly 2 hours lower than the average for the EU13 of 39.7 hours.

In the EU14 in 2020, the longest average agreed weekly hours in the health sector were registered in Germany, Portugal and Sweden (40 hours) and the shortest in France (35.1 hours), Italy and the Netherlands (36 hours). In Belgium, Finland, Germany, Portugal and Sweden, working hours in the health sector are longer than the national economy-wide average. In Austria, France, Italy and Spain, they are shorter. Across the EU14, the average agreed working week in the health sector is longer (by 0.7 hours) than the average across the whole economy. No data were available for Luxembourg. In Greece, working hours in the sector are established by law, which specifies a maximum of 48 hours for doctors and 40 hours for nursing staff.

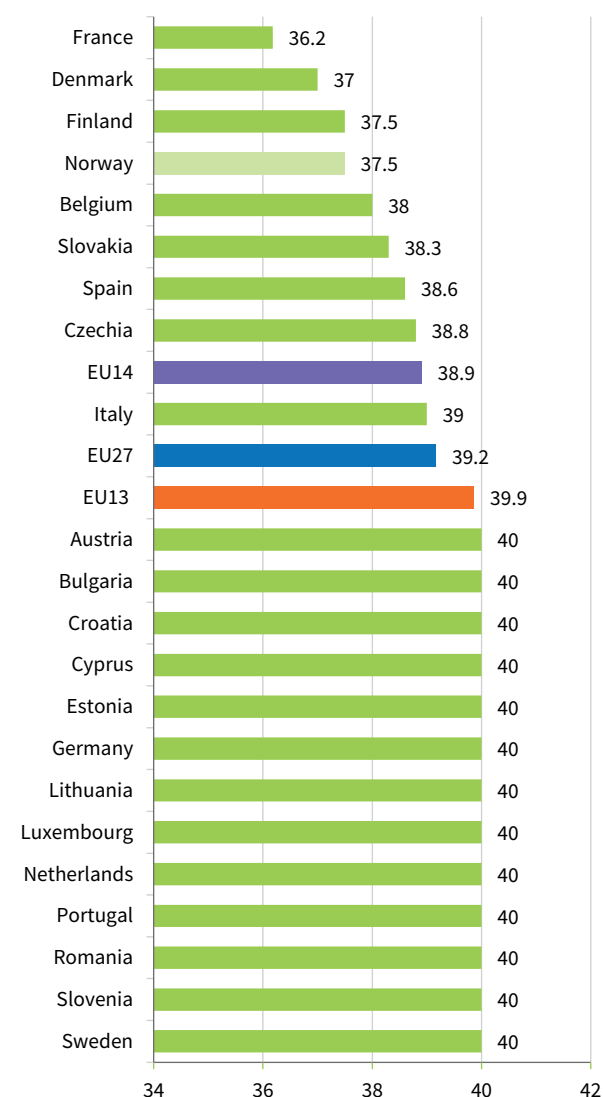
In the EU13, the average weekly hours in the health sector were 39.7 in 2020. In the EU13 countries not shown in Figure 4 – Czechia, Hungary, Latvia and Poland – working time in the health sector is generally not set by collective agreements but rather based on national legislation. Slovakia (37.5 hours) and Cyprus (38 hours) are below the EU27 average of 38.3 hours, whereas all the others stand above that average. In Slovakia, the average agreed hours in the health sector are substantially shorter than the overall average across the economy (39 hours).

## Transport

Figure 5 shows the average collectively agreed normal weekly hours in the transport sector in 2020, according to the relevant sectoral collective agreements, except where specified in the notes relating to the figure (see Annex 1). There is evidence of changes in the agreed working hours in the sector in only two countries. In France, the hours increased by less than 0.1 hours between 2019 and 2020. In Finland, the hours decreased by 30 minutes as a result of the removal of the unpaid 24 annual working hours under the Competitiveness Pact. The average for the EU27, at 39.2 hours per week, was 1.4 hours longer than the economy-wide average of 37.8 hours. A distinctive feature of this sector is the large number of countries in which normal hours in the transport sector are set at a maximum of 40 hours per week: 13 out of 21 Member States for which data are available.

In the EU14, the average agreed working week in the transport sector stood at 38.9 hours in 2020. The shortest working weeks were in France (with 36.2 hours), Denmark (37 hours) and Finland (37.5). The longest agreed weekly hours in the sector in the EU14 were in Austria, Germany, Luxembourg, the Netherlands, Portugal and Sweden: these were substantially longer than the countries' respective economy-wide averages.

**Figure 5: Collectively agreed weekly working hours in transport, 2020**



**Notes:** The data should be interpreted in conjunction with the notes in Annex 1; figures for the EU27, EU14 and EU13 are the authors' calculations of weighted averages based on relative country sizes in terms of employment according to Eurostat's EU-LFS, 2020. Not all countries are depicted, either because data are not available or because working hours in the sector are not set by collective agreement.

**Source:** Network of Eurofound Correspondents

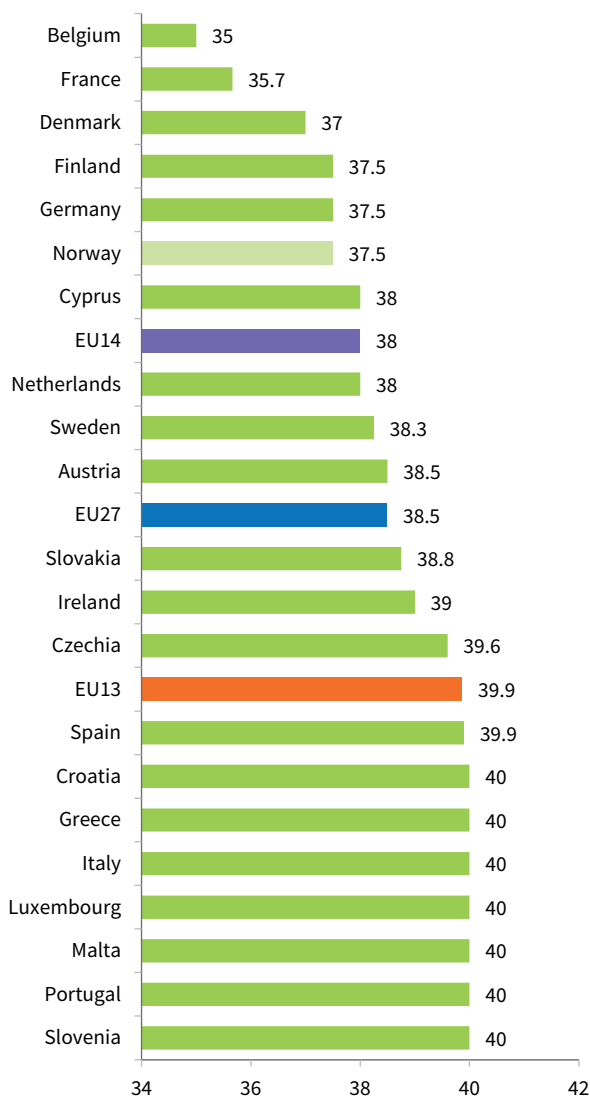
In the EU14, the average agreed working week in the transport sector was 1.8 hours longer than the economy-wide average.

In the EU13, the average agreed working week in the transport sector was 39.9 hours in 2020, resulting from the fact that agreed hours in most countries are set at 40 hours per week. In 2020, the weekly average for the transport sector in the EU13 was 1 hour longer than the EU14 average for the transport sector and just 0.2 hours longer than the economy-wide average for the EU13. Slovakia, with an average collectively agreed weekly working time of 38.3 hours, and Czechia, with 38.8 hours, were the only countries in the EU13 with a figure below the average for the EU14.

## Retail

Figure 6 shows the average collectively agreed normal weekly hours in the retail sector in 2020, according to the relevant sectoral collective agreements, except where specified in the notes relating to the figure (see Annex 1). The average collectively agreed normal working week for the retail sector was 38.5 hours in the EU27. Czechia registered an increase of 0.3 hours between 2019 and 2020. As in other sectors, in Finland the agreed hours in retail decreased by 30 minutes as a result of the end of the Competitiveness Pact. In the EU27, the average agreed weekly working time in retail was 0.7 hours longer than the economy-wide average.

**Figure 6: Collectively agreed weekly working hours in retail, 2020**



**Notes:** The data should be interpreted in conjunction with the notes in Annex 1; figures for the EU27, EU14 and EU13 are the authors' calculations of weighted averages based on relative country sizes in terms of employment according to Eurostat's EU-LFS, 2020. Not all countries are depicted, either because data are not available or because working hours in the sector are not set by collective agreement.

**Source:** Network of Eurofound Correspondents

In the EU14, the average weekly hours for retail workers stood at 38 hours in 2020. The longest agreed weekly hours in the retail sector were recorded in Greece, Italy, Luxembourg and Portugal (40 hours per week) and in Spain (39.9 hours). The shortest working weeks are in Belgium (35 hours) and France (35.7 hours). Working hours in retail are longer than the economy-wide national average in Italy (by 2 hours), Germany (by 1.9 hours) and Spain (by 1.5 hours). The working week in retail is shorter than the national average in Sweden (by 1.5 hours) and Belgium (by 2.8 hours). Overall, the average agreed working week in the retail sector in the EU14 is 0.9 hours longer than the economy-wide average.

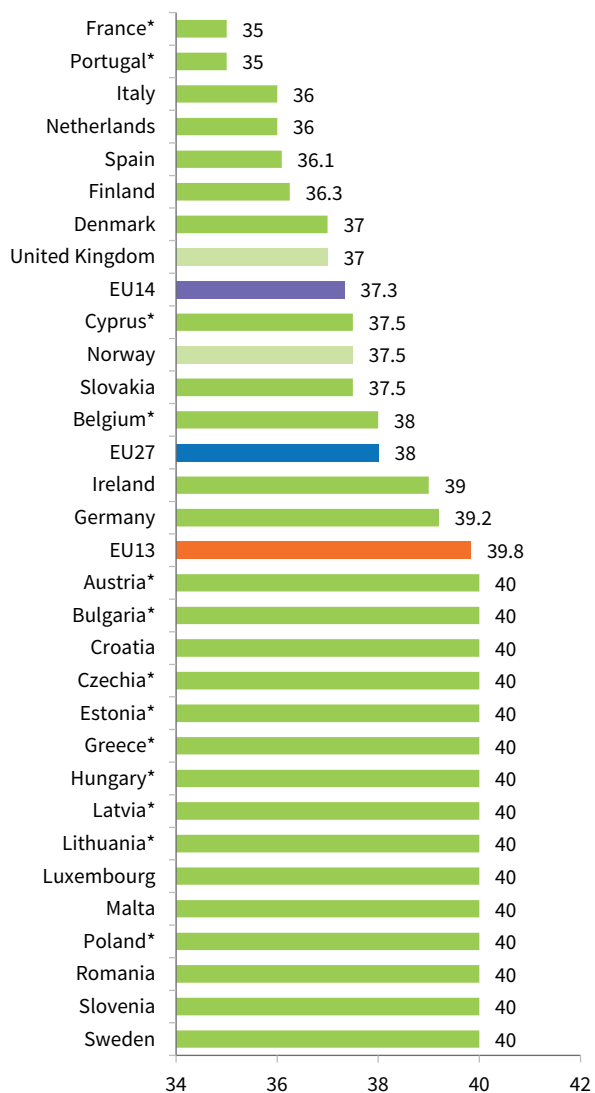
In the EU13, the average working week in retail was 39.9 hours in 2020 – 0.2 hours longer than in 2018, nearly 2 hours longer than in the EU14 and 0.2 hours longer than the EU13's economy-wide average. Cyprus, with an average of 38 hours, is the only country in the EU13 below the average figure for the EU27. In Czechia, the agreed weekly hours in the retail sector are 1.6 hours longer than the economy-wide national average. In the countries not shown in Figure 6 – Bulgaria, Estonia, Hungary, Latvia, Lithuania, Poland and Romania – working time in the retail sector is generally not set by collective agreements but rather based on national legislation (Eurofound, 2016a).

## Public administration

Public administration is distinct from the other sectors discussed above because state and public institutions are the main employers. In the majority of Member States, working time is unilaterally determined by the state and hence regulated by legislation (Eurofound, 2016a). A substantial change in agreed hours in the public sector took place in Finland, with a reduction of 30 minutes per week thanks to the end of the Competitiveness Pact of 2016. In the EU27, the average agreed weekly working time in public administration was 38 hours in 2020 (Figure 7). This figure is 0.2 hours longer than the economy-wide average across the EU27.

In the EU14, the average weekly working hours in public administration stood at 37.3 hours in 2020. The longest weekly hours in the sector were recorded in Austria, Greece and Luxembourg, where legislation establishes a normal working week of 40 hours, and in Sweden, where central agreements for the municipal and regional public sector also establish a working week of 40 hours. The shortest working weeks in the EU14 are in France and Portugal (35 hours), followed by Italy and the Netherlands (36 hours). Working hours in public administration are markedly longer than the economy-wide national average in Austria and Germany, but shorter in Finland, Italy, the Netherlands, Portugal and Spain. Overall, in the EU14, the average agreed working week in public administration is 0.2 hours longer than the economy-wide average.

**Figure 7: Collectively agreed weekly working hours in public administration, 2020**

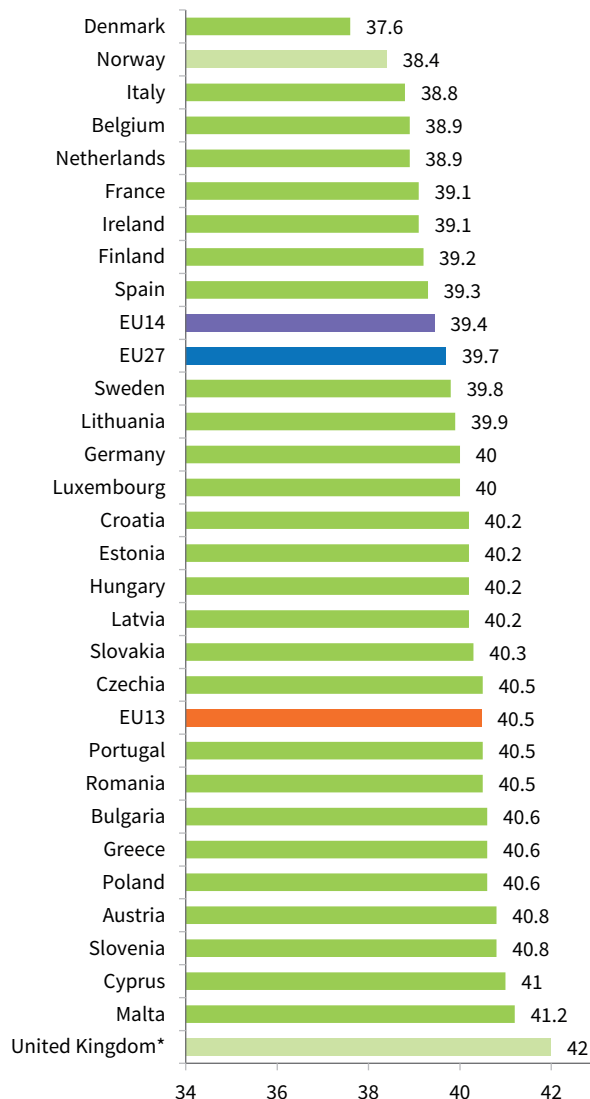


**Notes:** \*As per legislation. The data should be interpreted in conjunction with the notes in Annex 1; figures for the EU27, EU14 and EU13 are the authors' calculations of weighted averages based on relative country sizes in terms of employment according to Eurostat's EU-LFS, 2020.

**Source:** Network of Eurofound Correspondents

In the EU13, the average working week in public administration was 39.8 hours in 2020, the same as in 2018, and 2.5 hours longer than the EU14 average. Cyprus and Slovakia were the only countries in this group below the EU27 average. In these two countries,

**Figure 8: Average number of usual weekly hours of work in main job, full-time employees, 2020**



**Notes:** \*2020 data are not available – the figure is for 2019. The EU13 and EU14 averages were calculated by the authors.

**Source:** Eurostat, EU-LFS (consulted April 2021)

weekly working hours in public administration were below the respective economy-wide national averages. Overall, the average agreed working hours for public administration in the EU13 were 0.1 hours above the economy-wide average.

## Usual weekly working hours

In order to see how many hours workers actually work in a given week, it is necessary to turn to data on usual weekly hours worked, which take into account factors such as overtime and absence. These data are typically measured in labour force surveys. Eurostat defines ‘usual hours worked’ as the modal value – the value that appears most often – of the actual hours worked per week over a long reference period (at least four weeks), excluding weeks when an absence from work occurs (for example, due to holidays, leave or strikes). The ‘actual hours worked’ are the hours that individuals spend on work activities, including production, ancillary activities, short breaks, and education and training necessary for successfully carrying out the tasks required in their job. This figure does not include travel time between home and place of work, main meal breaks or absences due to personal reasons. Any time spent on education and training that is not necessary for carrying out the tasks of the employee’s job is also excluded from this calculation. Figure 8 provides harmonised EU-LFS data on the average number of usual weekly hours of work of full-time employees in their main job in 2020. The average usual weekly hours of full-time employees decreased between 2019 and 2020 in the majority of Member States. The largest decreases – of 0.3 hours – were recorded in Austria,

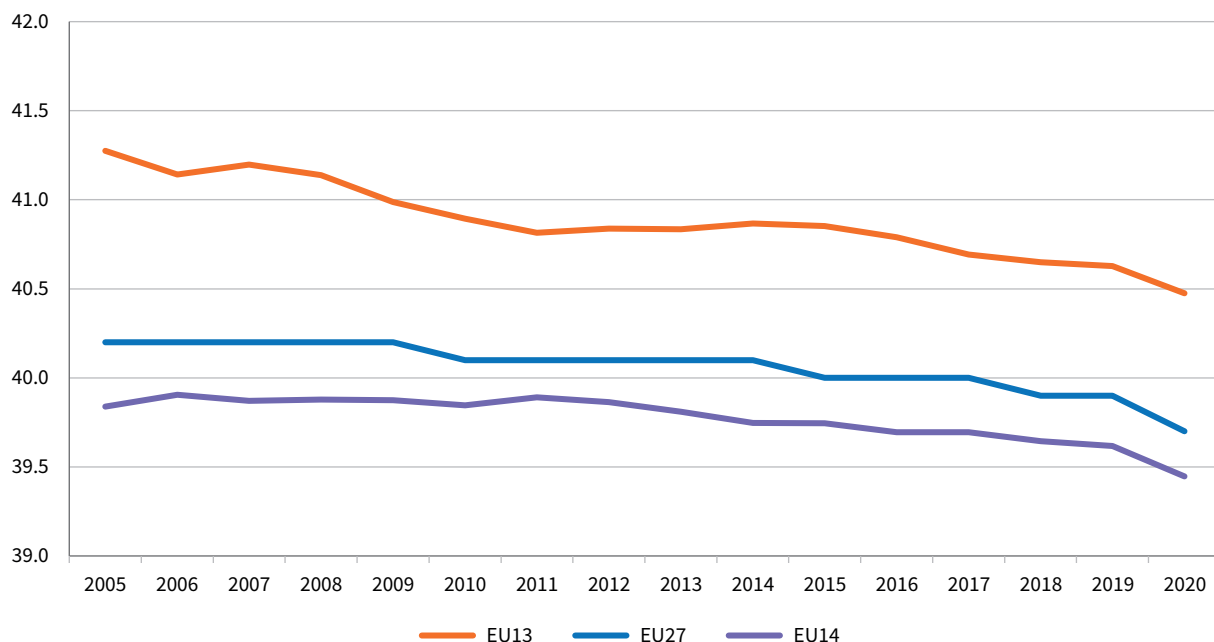
Ireland, Portugal and Spain. Slovenia was the only country recording a modest increase – 0.1 hours. In Denmark, Estonia, France, Latvia, Lithuania and the Netherlands, usual weekly hours in 2020 remained the same as in 2019.

The longest usual weekly hours in the EU27 recorded in 2020 were 41.2 hours in Malta. This is 0.4 hours longer than in 2018 but 0.1 hours shorter than in 2019. After Malta, the longest weekly hours were recorded in Cyprus (41 hours), Austria and Slovenia (40.8 hours), and Bulgaria, Greece and Poland (40.6 hours). The latest available data for the UK, from 2019, indicate that it continues to be the country with the longest hours among those analysed, at 42 hours per week.

Employees in Denmark, with 37.6 hours per week (the same as in 2019 but 0.2 hours lower than in 2018), report the shortest weekly hours. This means that employees in Denmark report working 3.6 fewer hours per week than their counterparts in Malta – the equivalent of more than four working weeks per year in Malta.

All of the EU13 countries registered usual weekly working hours above the EU27 average. In the EU14, the longest usual hours worked by full-time employees were in Austria (40.8 hours), Greece (40.6 hours) and Portugal (40.5 hours).

Figure 9: Average number of usual weekly hours of work in main job, full-time employees, EU, 2005–2020



Note: The EU13 and EU14 averages were calculated by the authors.  
 Source: Eurostat, EU-LFS (consulted April 2021)

In all the countries analysed regarding the average normal collectively agreed working week, usual weekly hours worked by full-time employees were longer, except in Sweden, where they were the same (39.8 hours). The extent to which the average usual working week exceeds the agreed normal working week varies across the EU, as follows:

- by less than 30 minutes in Croatia, Ireland and Luxembourg
- by more than 30 minutes but less than 1 hour in Denmark, Greece, Italy, the Netherlands and Spain, as well as in non-EU Norway
- by at least 1 hour but less than 2 hours in Belgium, Finland, Malta, Portugal and Slovakia
- by at least 2 hours but less than 3 hours in Austria and Czechia
- by 3 hours or more in Cyprus, France and Germany, as well as former EU Member State the UK

In the EU27, the usual working week was 39.7 hours in 2020, 0.2 hours shorter than in 2019 and 2018; this was nearly 2 hours longer than the average agreed working hours. In the EU14, the working week was 39.4 hours, 2.3 hours longer than the average agreed hours in the same group of countries. In the EU13, the working week was 40.5 hours, 0.1 hours shorter than in 2019 and 0.8 hours longer than the average agreed working hours.

Although collectively agreed provisions remained stable, the annual figures for usual weekly working hours decreased between 2019 and 2020 in almost all countries. The difference in actual hours of full-time employees between the older and newer blocks of Member States remained at around 1 hour (Figure 9).





# 3 Annual working time

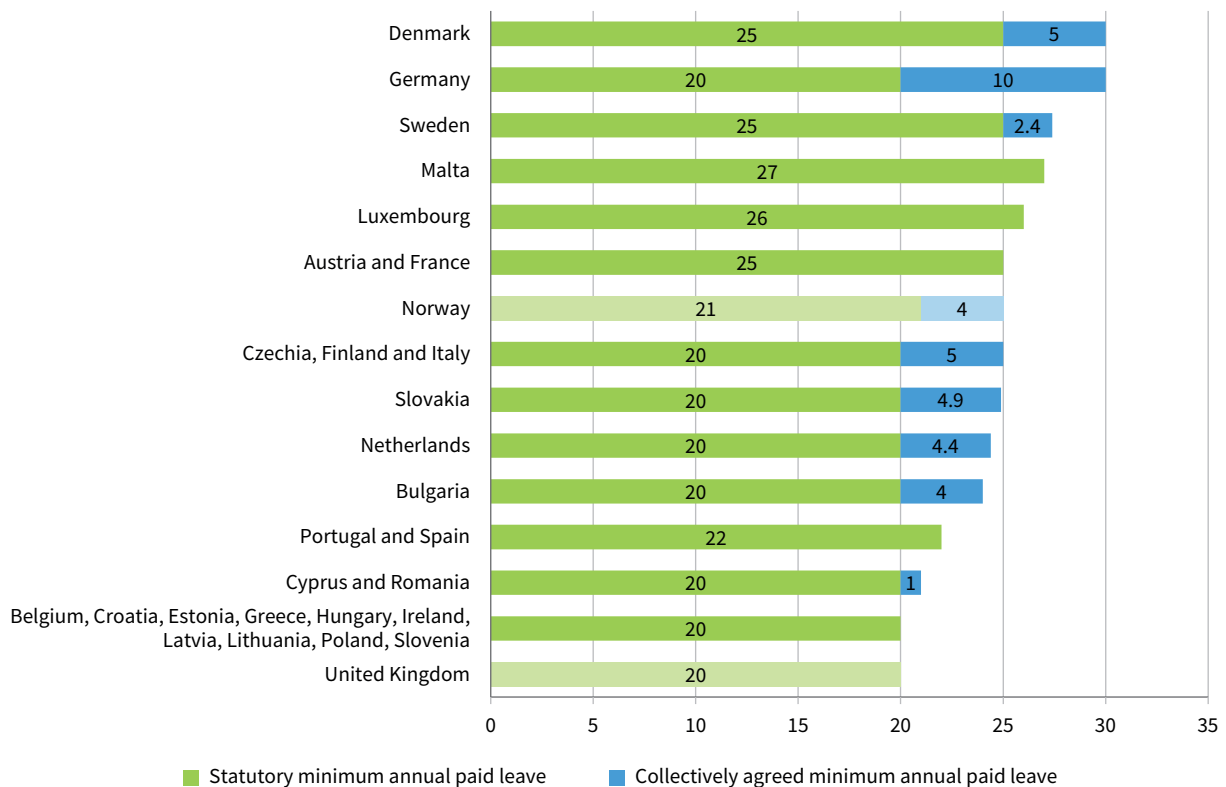
## Paid annual leave

An important factor in the overall length of working time each year is paid annual leave. The Working Time Directive establishes that ‘Member States shall take the measures necessary to ensure that every worker is entitled to paid annual leave of at least four weeks’, which ‘may not be replaced by an allowance in lieu’. All the EU Member States, Norway and the UK have a statutory minimum period of paid annual leave, as set out in Figure 10. Here, leave is expressed in days and harmonised on the basis of a five-day working week. Most countries – 20 out of the 29 – have a 20-day minimum entitlement, as laid down in the Working Time Directive. This group includes Belgium, Finland, Germany, Greece, Ireland, Italy, the Netherlands and the UK, as well as all of the EU13 countries, with the exception of Malta. In Austria, Denmark, France and Sweden, the statutory minimum paid leave is 25 days, while in Portugal and Spain it is 22 days. In Luxembourg, paid annual leave increased from 25 to 26 days from

January 2019. In Malta, the basic minimum annual paid leave, which consists of 192 hours (equivalent to 24 working days), was increased in 2020 to 216 hours (27 working days) to compensate for public holidays falling on weekends.

The statutory annual paid leave is, in many cases, the basis upon which workers’ actual leave entitlement is determined, in addition to national public holidays. The total number of annual leave days may, however, depend on a variety of factors, such as the type of occupation, years of service or sector of economic activity. In many cases, it is specified in collective agreements. However, data on annual leave as set in collective agreements are extremely difficult to find and interpret. While in some countries no data are available, in others collectively agreed rules on leave entitlements are too complex to enable even a rough estimate to be produced. Figure 10 includes estimates of collectively agreed minimum annual paid leave, where these are available.

Figure 10: Minimum paid annual leave, 2020 (days)



Note: Data for the Netherlands are from 2018 and for Sweden are from 2019.

Source: Network of Eurofound Correspondents

In Bulgaria, collective agreements may provide for longer annual leave than the 20 days set by law. According to the National Institute for Conciliation and Arbitration (NIPA), in 2019, collective agreements provided workers with 24 days of paid annual leave on average.

In Cyprus, most sectoral and company-level collective agreements provide for additional paid leave proportionate to years of service. The average of 21 days is estimated based on the most relevant sectoral and company-level collective agreements.

In Romania, collective agreements usually provide for longer annual paid leave than the 20 statutory days. Depending on the employee's seniority, annual paid leave can be up to 30 days. In Greece, the length of annual paid leave also depends on seniority.

In Czechia, Finland, Italy and Slovakia, the available data show that, on average, collective agreements provide around 5 additional days of leave per year above the 20 days set by law. In the Netherlands, workers who are covered by collective agreements also have a longer paid annual leave allowance than the 20 days provided for by legislation. In 2018, the average was 24.4 days. In Sweden, agreed annual paid leave for white-collar workers was, on average, 27.4 days in 2019. Denmark and Germany, at 30 days on average, have the longest collectively agreed paid leave allowances – well above their respective amounts of statutory leave.

## Annual working hours

The duration of working time is often determined and discussed in terms of daily or weekly working hours. However, moving the scale of reference to annual working hours and including other important elements, such as leave and public holidays, provides a clearer picture.

To calculate annual working hours, the figure for average collectively agreed normal weekly hours (presented in Figure 1) is multiplied by 52 to give a total for the whole year. From this total annual figure, the average collectively agreed annual paid leave is

subtracted. Where no such figure on collectively agreed leave is available, the minimum statutory annual leave (see Figure 10) is subtracted instead. Given that this is only a minimum, when calculated in this way the estimated figure for annual working hours may be higher than the actual figure.

The number of annual public holidays is also subtracted, excluding those falling on Sundays. Where there are varying numbers of regional public holidays (as in Germany), an attempt has been made to use a median figure. It should also be noted that additional holidays may be observed locally (based on collective agreements or local custom), while the number of public holidays may vary from year to year, especially in countries that do not award a replacement holiday when a public holiday falls on a weekend. Variations in the number of public holidays are the main cause of year-on-year changes in annual hours in many countries. For example, in 2016, two additional public holidays were introduced in Article 139 of the Romanian Labour Code, on 24 January and 1 June (International Children's Day). Meanwhile, in Portugal, four public holidays that had been abolished in 2012 were reintroduced in 2016 through an amendment to the country's Labour Code.

The resulting annual figures represent how many hours the average full-time worker in each country should work according to the legislation and collective agreements in place. They do not consider factors such as overtime work, other forms of time off and leave (such as sick leave or parental/maternity leave), or exceptional reductions in normal working time, such as short-time working.

Table 2 shows details of the calculation of the average collectively agreed normal annual working time. It shows that the number of public holidays in 2020 (excluding those falling on Sundays) varied significantly, from just 8 days in the UK to as many as 14 in Cyprus and Spain. In 2020, the average number of public holidays in the EU27 was 10.3, with the EU13 having more days on average (10.8 days) than the EU14 (10.1 days).

Table 2: Average collectively agreed normal annual working time, 2020

Country	A	B	C	D	E	F
	Weekly hours	Gross annual hours (A × 52)	Annual leave (days)	Public holidays (days) <sup>b</sup>	All leave (C + D) expressed in hours	Annual hours (B – E)
Hungary	40	2,080	20 <sup>a</sup>	9	232	1,848
Poland	40	2,080	20 <sup>a</sup>	9	232	1,848
Estonia	40	2,080	20 <sup>a</sup>	10	240	1,840
Lithuania	40	2,080	20 <sup>a</sup>	11	248	1,832
Croatia	40	2,080	20 <sup>a</sup>	12	256	1,824
Greece	40	2,080	20 <sup>a</sup>	12	256	1,824
Latvia	40	2,080	20 <sup>a</sup>	12	256	1,824
Slovenia	40	2,080	20 <sup>a</sup>	12	256	1,824
Romania	40	2,080	21	13	272	1,808
Ireland	39	2,028	20 <sup>a</sup>	9	226	1,802
Bulgaria	40	2,080	24	11	280	1,800
Luxembourg	39.8	2,070	26 <sup>a</sup>	9	279	1,791
Portugal	39.4	2,049	22 <sup>a</sup>	12	268	1,781
Malta	40	2,080	27 <sup>a</sup>	12	312	1,768
Sweden	39.8	2,070	27.4	11	306	1,764
Belgium	37.8	1,966	20 <sup>a</sup>	9	219	1,746
Slovakia	39	2,029	24.9	13	296	1,733
Austria	38.75	2,015	25 <sup>a</sup>	12	287	1,728
Spain	38.4	1,997	22 <sup>a</sup>	14	277	1,720
Italy	38	1,976	25	9	258	1,718
Netherlands	38	1,976	24.4	10	261.4	1,715
Cyprus	38	1,976	21	14	266	1,710
Czechia	38	1,976	25	12	281	1,695
Finland	37.5	1,950	25	10	263	1,688
Denmark	37	1,924	30	9	289	1,635
France	35.6	1,852	25 <sup>a</sup>	9	242	1,610
Germany	35.6	1,851	30	9	278	1,574
Norway	37.5	1,950	25	9	255	1,695
United Kingdom	37	1,924	20 <sup>a</sup>	8	207	1,717
<i>EU13 average</i>	<i>39.7</i>	<i>2,065</i>	<i>21.4</i>	<i>10.8</i>	<i>255.7</i>	<i>1,809</i>
<i>EU27 average</i>	<i>37.8</i>	<i>1,966</i>	<i>24.5</i>	<i>10.3</i>	<i>263.2</i>	<i>1,703</i>
<i>EU14 average</i>	<i>37.1</i>	<i>1,930</i>	<i>25.6</i>	<i>10.1</i>	<i>265</i>	<i>1,665</i>

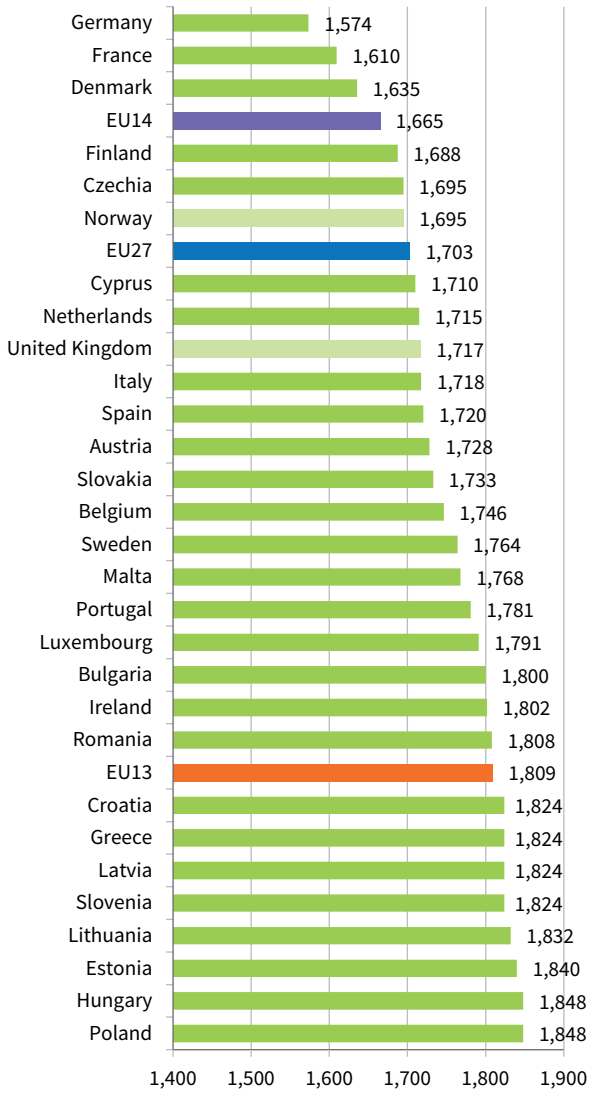
Notes: <sup>a</sup>Statutory minimum paid annual leave; <sup>b</sup>except public holidays falling on Sundays. Figures for annual leave and public holidays in the EU27, EU14 and EU13 are the authors' calculations of weighted averages based on relative country sizes in terms of employment according to Eurostat's EU-LFS, 2020.

Sources: Network of Eurofound Correspondents; EurWORK database of wages, working time and collective disputes, available at <http://eurofound.link/wagedatabase>

The combined total of agreed annual leave and public holidays varies greatly across the EU. In 2020, it ranged from 29 days in Belgium, Hungary, Ireland and Poland to 39 days in Denmark, Germany and Malta. The difference between the smallest and largest figures is equivalent to more than two working weeks. Two other

countries with notably high levels of leave in 2020 were Slovakia, with nearly 38 days, and Sweden, with 38.4 days. Another country with a particularly low level of leave was Estonia, with 30 days. The average figure for the EU27 was 34.8 days (35.7 days in the EU14 and 32.2 days in the EU13).

**Figure 11: Average collectively agreed normal annual working hours, 2020**



In 2020, the average collectively agreed normal annual working time was approximately 1,703 hours in the EU27, 1,665 hours in the EU14 and 1,809 hours in the EU13 (Figure 11). This means that workers in the EU13 working the average collectively agreed normal working time would have worked, on average, 144 hours longer than their counterparts in the EU14 – the equivalent of over 3.5 working weeks in the EU13. Overall, the EU’s longest annual working hours (1,848 hours) are found in Hungary and Poland, where collective bargaining does not play a substantial role in determining working time standards. The shortest annual working hours are found in Germany (1,574 hours), France (1,610 hours) and Denmark (1,635 hours). This means that, in 2020, workers in Hungary and Poland working the average collectively agreed normal working time would have worked approximately 274 hours more than their counterparts in Germany. This is equivalent to nearly 7 weeks of work in Hungary or Poland.

Source: Network of Eurofound Correspondents

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All Eurofound publications are available at [www.eurofound.europa.eu](http://www.eurofound.europa.eu)

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# Annexes

## Annex 1: Notes to figures

### Notes to Figure 1

#### Figure 1: Average collectively agreed normal weekly working hours, 2020

**Austria:** Estimate based on the most important collective agreements, which in general provide for between 37 and 40 hours a week. Many agree on 38.5 hours per week.

**Belgium:** The figure is an estimate calculated by the Federal Public Service for Employment, Labour and Social Dialogue for 2016, and there are no indications of a change. The calculation takes into account (only) the provisions of sectoral collective agreements in the private sector, which cover a very high proportion, but not all, of the employees in the private sector. For example, company agreements of state enterprises, such as railways or postal services, are not included. These sector agreements can furthermore be amended by company agreements (introducing, for example, working time reductions or alternative working time regimes). It is also important to note that managerial staff (*kaderleden/cadres*) generally are not bound by Belgian working time rules and legislation. The Federal Public Service normally does not publish exact figures; rather, it publishes separate indices for blue-collar and white-collar workers. For both categories, this index has remained unchanged since the beginning of 2003.

**Croatia:** Estimate based on collective agreements in force, as well as the collective agreement for state officials (OG 112/17) and the collective agreement for public servants (OG 128/17).

**Cyprus:** Estimate based on sectoral and company-level collective agreements. All collective agreements provide for weekly working hours of around 38 hours. Sources: representatives of trade unions and employer organisations.

**Czechia:** Estimate based on a regular annual survey of wages and working conditions negotiated in collective agreements by the Ministry of Labour and Social Affairs. The information is based on a sample survey. The figure expresses the average weekly working hours agreed in collective agreements in the private sector. See Ministry of Labour and Social Affairs (2020).

**Denmark:** Estimate based on weekly working hours provided for by various collective agreements. The 37-hour working week has been stable since 1990.

**Finland:** The figure is estimated by the Confederation of Finnish Industries (EK) and KT Local Government Employers.

**France:** The figure for average collective weekly working hours is based on figures from the Ministry of Labour's Directorate for Research, Studies and Statistics (DARES) for the first three quarters of 2020.

**Germany:** Estimates of 35 hours per week in the eastern German states and 38 hours per week in the western German states provided by the German Metalworkers' Union (IG Metall).

**Greece:** Source: INE-GSEE (2020).

**Ireland:** The figure is an estimate based on the Programme for National Recovery of 1987, which set a framework agreement on the shortening of the working week by 1 hour in cases where the normal working week was 40 hours or more; implementation was to be negotiated locally, on an organisation-by-organisation basis.

**Italy:** The figure is an estimate based on the 36–40 hours per week provided for in national collective bargaining agreements.

**Luxembourg:** The figure is an estimate based on the National Archive of Collective Bargaining Agreements, under construction by the Luxembourg Institute of Socio-Economic Research (LISER) and the national statistics office, Statec. It is an estimate because no official statistical average including collective agreements is available.

**Malta:** No statistical data exist, so the figure is an estimate based on the fact that collective agreements tend to specify a normal weekly working time of 40 hours.

**The Netherlands:** The figure is an estimate based on the fact that collective agreements may vary between 36 and 40 hours per week.

**Norway:** Based on the industry agreement for 2018–2020 between the Federation of Norwegian Industries (Norsk Industri), the Confederation of Norwegian Enterprise (NHO) and the United Federation of Trade Unions (Fellesforbundet).

**Portugal:** Figure for 2019, based on the *Annual report on the evolution of collective bargaining in 2019 (Relatório anual sobre a evolução da negociação coletiva em 2019)* of the Labour Relations Centre (CRL).

**Slovakia:** Source: Information System on Working Conditions (ISPP) 2019, a representative sample survey of companies conducted by Trexima Bratislava.

**Spain:** Estimate for weekly working time calculated from the annual figure, based on the assumption of a 6-day week and 274 working days. Source: Estadística de Convenios Colectivos de Trabajo (Statistics of Collective Labour Agreements).

**Sweden:** Data cover employed people in the 15–74 age range. Source: Labour Market Survey, Statistics Sweden.

**The UK:** Estimate calculated based on the Labour Research Department's survey of the 2019–2020 pay round, covering 772 settlements (Labour Research Department, 2020).

### Notes to Figure 3

#### Figure 3: Collectively agreed weekly working hours in education, 2020

**Austria:** Under the private sector collective agreement for non-mandatory educational institutions (for example, institutions for further training).

**Belgium:** In the private sector, according to the General Confederation of Liberal Trade Unions of Belgium (ACLVB/CGSLB).

**Croatia:** As per the collective agreement for employees in primary education (OG 51/18).

**Cyprus:** There is no single collective agreement on normal weekly working hours in education; 38 hours are applicable to auxiliary personnel in public schools.

**Denmark:** As per the agreement in the education sector for 2018–2021.

**France:** Average collectively agreed normal weekly working hours in the education sector for the first three quarters of 2020 according to DARES.

**Germany:** Based on information from the Education and Science Workers' Union (GEW), the education sector union affiliated to the German Trade Union Confederation (DGB).

**Italy:** As per the sectoral collective agreement in the education and research sectors for 2016–2018.

**Lithuania:** As per the sectoral collective agreement in the education and science sectors, valid from 22 November 2017.

**Malta:** As per the agreement between the Government of Malta and the Malta Union of Teachers, valid from January 2018 until December 2022.

**The Netherlands:** Under various agreements (CAO PO 2019–2020, CAO VO 2018–2019, CAO MBO 2018–2020 and CAO Hoger Beroepsonderwijs).

**Norway:** As per a special collective agreement regulating working time in the education sector (SFS 2213).

**Portugal:** Recent agreements in the private sector have established a 35-hour week. Figure for 2020. Sources: CRL and Ministry of Labour, Solidarity, and Social Security.

**Romania:** Under collective agreements for undergraduate and further education.

**Slovakia:** Set by a multi-employer collective agreement concluded for public services for 2019 and 2020.

**Slovenia:** As per the collective agreement for education (Official Gazette of the Republic of Slovenia No. 52/94).

**Spain:** According to collective agreement statistics from the Ministry of Labour; assumption of a 6-day week and 274 working days per year.

**Sweden:** As per the collective agreement for education 2020–2023.

### Notes to Figure 4

#### Figure 4: Collectively agreed weekly working hours in health, 2020

**Austria:** As per the collective agreement on the social economy in Austria.

**Belgium:** According to the ACLVB/CGSLB.

**Bulgaria:** Under the collective labour agreement in the health sector, 2020.

**Croatia:** Set by the basic collective agreement for public sector employees (OG 128/17) and the collective agreement for Croatian private healthcare services (OG 118/19).

**Cyprus:** Weekly working time for nurses and other auxiliary and administrative personnel in public health institutions is set at 37.5 hours, while in private health weekly working time is set at 38 hours. Sources: representatives of sectoral trade unions.

**Denmark:** As per the agreement in the health sector for 2018–2021.

**Estonia:** Under the healthcare collective agreement for 2019–2020.

**Finland:** Set by the collective agreement in the public sector covering medical doctors.

**France:** Average collectively agreed normal weekly working hours in the health sector for the first three quarters of 2020 according to DARES.

**Germany:** Set by the public sector collective agreement for physicians working in public hospitals.

**Italy:** Under the sectoral collective agreement for the health sector 2016–2018.

**Lithuania:** Governed by the sectoral collective agreement for the healthcare sector, valid from 3 September 2018; the hours vary between 36 and 40 hours depending on occupation.

**Luxembourg:** As per collective agreements in the health sector.

**Malta:** Under subsidiary legislation on hospitals and clinics (S.L. 452.54).

**The Netherlands:** In accordance with the collective agreement for the nursing, retirement home, home care and youth healthcare sectors, 2019–2021.



**Norway:** Governed by sectoral agreements for 2018–2020 between the employer association Spekter and the Confederation of Unions for Professionals (Unio).

**Portugal:** As per collective agreements governing hospitals.

**Romania:** Under the collective agreement for the public health sector (No. 1206/4.11.2019).

**Slovakia:** As per the multi-employer collective agreement concluded for public services for 2019 and 2020.

**Slovenia:** In accordance with the collective agreement for the activity of healthcare and social protection (Official Gazette of the Republic of Slovenia No. 15/94).

**Spain:** According to collective agreement statistics from the Ministry of Labour; assumption of a 6-day week and 274 working days per year.

**Sweden:** Set by the collective agreement for healthcare workers with tertiary education, valid from 2019 until further notice.

## Notes to Figure 5

### Figure 5: Collectively agreed weekly working hours in transport, 2020

**Austria:** As per the collective agreement covering the small haulage industry.

**Belgium:** According to ACLVB/CGSLB.

**Bulgaria:** Under the collective agreement for 2018–2020 signed by Bulgarian State Railways, the Federation of Transport Trade Unions in Bulgaria (a member of the Confederation of Independent Trade Unions of Bulgaria (KNSB/CITUB)), the Trade Union of the Railways Workers in Bulgaria (a member of KNSB/CITUB), the National Railway Union (a member of the Confederation of Labour (Podkrepa)), and the Federation of Transport Workers (a member of Podkrepa) on 4 June 2020.

**Croatia:** As per the collective agreement signed by the public transportation company Autotrolej.

**Cyprus:** Estimated on the basis of company-level collective agreements that set weekly working hours at between 39 and 40 hours.

**Czechia:** Based on information from the Transport Trade Union (OSD), operating mostly in road, air and water transport, and the Trade Union Association of Railway Workers (OSŽ), according to which weekly working time is 38 hours in the railway sector.

**Denmark:** As per the agreement in the transport sector for 2017–2020.

**Estonia:** Set by the road transport sector collective agreement for 2020–2023.

**Finland:** Estimate by EK.

**France:** Average collectively agreed normal weekly working hours in the transport sector for the first three quarters of 2020, according to DARES.

**Germany:** Based on the collective transport agreement concluded in North Rhine-Westphalia.

**Italy:** In accordance with the sectoral collective agreement covering transport, logistics and shipping, 2017–2019.

**Lithuania:** Under the sectoral collective agreement for the railway sector, valid from 1 September 2019.

**Luxembourg:** The collective agreement for transport and logistics sets weekly working time at 48 hours over 4 months for drivers and 40 hours for other personnel.

**The Netherlands:** Based on the collective agreement on professional road freight transport.

**Norway:** As per the collective agreement on freight transport, 2018–2020.

**Portugal:** Estimate based on several collective agreements in the transport sector.

**Romania:** Under Collective Agreement No. 317/24.07.2018 on community services and public utilities, and urban, suburban and metropolitan passenger transport.

**Slovakia:** Data for 2019 from the ISPP and the Nomenclature of Economic Activities (NACE) code H, transport including storage.

**Slovenia:** As per the collective agreement for road passenger transport (Official Gazette of the Republic of Slovenia No. 197/2020).

**Spain:** According to collective agreements statistics from the Ministry of Labour; assumption of a 6-day week and 274 working days per year.

**Sweden:** Estimate by a representative of the Swedish Transport Workers' Union (Transport); workers with irregular schedules have a normal working week of 38.25 hours.

## Notes to Figure 6

### Figure 6: Collectively agreed weekly working hours in retail, 2020

**Austria:** Information from Kollektivvertrag (a platform compiling all collective agreements applied in Austria, available at [www.kollektivvertrag.at](http://www.kollektivvertrag.at)).

**Belgium:** The figure takes into account compensation in the form of additional leave. Source: ACLVB/CGSLB.

**Croatia:** Based on the collective agreement signed by the company Fortenova Grupa (formerly Agrokor), OG 87/20.

**Cyprus:** Normal weekly working hours in retail are fixed at 38 hours per week, according to the provisions of Law 155(I)/2006 on the operation of retail shops and the terms of employment of retail workers. There are only two single-company collective agreements covering no more than 200 employees. Both provide for 38 weekly working hours.

**Czechia:** Average based on the collective agreements concluded by members of the Union of Employees in Commerce, Logistics and Services (UZO), which operates in several sectors (commerce, logistics, care services, tourism and so on).

**Denmark:** As per the agreement in the retail sector for 2017–2020.

**Finland:** Estimate by EK.

**France:** Average collectively agreed normal weekly working hours in the retail sector for the first three quarters of 2020, according to DARES.

**Germany:** The figure shown represents western Germany weekly working hours (37.5) based on the collective agreement concluded for Baden-Württemberg; eastern Germany working hours are based on the collective agreement concluded for Brandenburg (38 hours).

**Greece:** National General Collective Employment Agreement 1984, Government Gazette, Series II, No 81.

**Ireland:** Based on the Programme for National Recovery from 1987 (Eurofound, 2019a).

**Italy:** As per the sectoral collective agreement CCNL Aziende del Terziario della Distribuzione e dei Servizi (National collective labour agreement: Companies in the tertiary sector of distribution and services) (Confcommercio). Unique text 2019.

**Luxembourg:** Estimate based on a small sample of collective agreements in the sector (for example, those signed by the companies Adler Mode, Auchan and Bofrost).

**Malta:** Estimate based on the Wholesale and Retail Trades Wages Council Wage Regulation Order (1989).

**The Netherlands:** Under the collective agreement for the retail sector, 2018–2020.

**Norway:** As per the national agreement between the Federation of Norwegian Enterprise (Virke) and the Norwegian Union of Commerce and Office Employees (HK), 2018–2020.

**Portugal:** Estimate based on collective agreements in the retail sector.

**Slovakia:** Based on multi-employer collective agreements concluded by the Trade Union Association of Commerce and Tourism Employees (OZ POCR) and the Slovak Association of Commerce and Tourism (ZOOCR) for 2020–2022.

**Slovenia:** As set by the collective agreement for the trade sector (Official Gazette of the Republic of Slovenia No. 52/2018).

**Spain:** According to collective agreement statistics from the Ministry of Labour; assumption of a 6-day week and 274 working days per year.

**Sweden:** Estimate provided by a negotiator at the Swedish Trade Federation (Svensk Handel).

## Notes to Figure 7

### Figure 7: Collectively agreed weekly working hours in public administration, 2020

**Austria:** As laid down in the public sector service statute.

**Belgium:** The figure corresponds to the general statutory rule in the public sector.

**Croatia:** Under the collective agreement for state officials and public servants.

**Cyprus:** As specified by Law 1(l)1990 on Public Service and Regulation 395/1990 (including their successive amendments).

**Denmark:** As per the agreement between the Ministry for Public Innovation and the Central Federation of State Employees' Organisations (CFU) for 2018–2021.

**Finland:** Estimate based on collective agreements in the public sector.

**France:** In accordance with Decree No. 200–815 on the organisation and reduction of working time in the public service of the state.

**Germany:** Under the collective agreement on public service; hours may vary depending on the state.

**Greece:** Weekly working hours of civil servants, as set by law.

**Hungary:** As set by law for public service officials.

**Ireland:** As per the Public Service Stability Agreement 2013–2016. There are no collectively agreed normal weekly working hours for this sector.

**Italy:** Estimate based on various collective agreements for central administration.

**Luxembourg:** As set in the collective agreement for state employees.

**Malta:** Under the collective agreement for employees in public service for 2017–2024.

**The Netherlands:** Agreed hours for municipal civil servants; 40 hours for national-level civil servants.

**Norway:** Under the collective agreement covering employees of the state for 2018–2020.

**Portugal:** As set by the General Labour Law in Public Functions (Law 18/2016), Article 105.

**Romania:** As per the Labour Code.

**Slovakia:** Based on multi-employer collective agreements for the civil service for 2019–2020.

**Slovenia:** As set by the collective agreement for the public sector (Official Gazette of the Republic of Slovenia No. 57).

**Spain:** Estimate for 2019 based on collective agreement statistics from the Ministry of Labour; assumption of a 6-day week and 274 working days per year.

**Sweden:** Based on overarching central agreements for the municipal/regional public sector.

**The UK:** The national agreement on pay and conditions of service for local government employees, as approved by the National Joint Council for Local Government Services, states that the ‘standard working week for full-time employees is 37 hours (36 in London)’; 37 hours for civil service employees.

## Notes to Figure 10

### Figure 10: Minimum paid annual leave, 2020 (days)

**Austria:** 30 calendar days (including 5 Saturdays), as per the Annual Leave Act.

**Belgium:** Expressed as 4 weeks. This figure refers to the private sector and differs between white- and blue-collar workers, as well as for younger workers and artists; the minimum statutory entitlement in the public sector is 24 days. Further information can be found at [https://www.belgium.be/nl/werk/verlof\\_en\\_loopbaanonderbrekingen/jaarlijkse\\_vakantie](https://www.belgium.be/nl/werk/verlof_en_loopbaanonderbrekingen/jaarlijkse_vakantie).

**Bulgaria:** Higher statutory entitlements apply to groups such as young workers (under 18 years old), workers with reduced work capacity, and workers in hazardous work or working irregular hours, all of whom receive at least five more paid leave days, as per the Labour Code, Article 155.

**Croatia:** Expressed as 4 weeks – that is, 20 working days for workers working a 5-day week and 24 working days for workers working a 6-day week – as per the Labour Act, Articles 55 and 56.

**Cyprus:** 24 days for those working a 6-day week.

**Czechia:** Expressed as four weeks in the Labour Code.

**Denmark:** As per the Danish Holiday Act.

**Estonia:** As per the Employment Contracts Act; 25 days for civil servants.

**Finland:** As per the Annual Holidays Act (Act 162/2005).

**France:** Expressed as 30 working days for full-time workers, including Saturdays, as per the Labour Code, Article L3141-3.

**Germany:** Expressed as 24 working days in the Federal Leave Act.

**Greece:** 24 working days for those working a 6-day week; entitlement increases after 1 year’s service.

**Hungary:** According to the Labour Code, a minimum of 20 days complemented by additional days according to age and number of dependent children.

**Ireland:** Expressed as 20 working days in the Organisation of Working Time Act, 1997.

**Italy:** Expressed as four weeks, as established by Article 10, Legislative Decree No. 66/2003.

**Latvia:** Expressed as four calendar weeks, as per Section 149 on paid annual leave of the Labour Law (adopted on 20 June 2001).

**Lithuania:** According to Article 126 of the Labour Code, employees must be granted an annual leave allowance no shorter than 20 working days when the employee works 5 days per week or no shorter than 24 days when the employee works 6 days per week.

**Luxembourg:** As per the Labour Code, L233-4.

**Malta:** Expressed as 27 working days in the Annual Leave National Standing Order of 2018.

**The Netherlands:** Expressed as four times the number of weekly working days or hours, as per the Civil Code.

**Norway:** 21 days, as specified in the Annual Holiday Act of 1988, Section 5.

**Poland:** The entitlement increases from 20 to 26 days after 10 years of employment, as per the Labour Code (Act of 26 June 1974, Articles 154 and 155).

**Portugal:** As per the Labour Code, Article 238.

**Romania:** As per the Labour Code, which allows three additional days for some categories of employees, such as those working in extremely arduous, hazardous or harmful conditions, those with disabilities and those under 18 years of age.

**Slovakia:** Expressed as 20 working days or 4 weeks, as per the Labour Code, Article 103.

**Slovenia:** Under the Employment Relationships Act (2013).

**Spain:** Expressed as 30 calendar days in the Workers’ Statute (Royal Decree-Law 2/2015).

**Sweden:** Expressed as 25 working days in the Annual Leave Act.

**The UK:** Working Time Regulations 1998; entitlement expressed as 4 weeks.

## Annex 2: Network of Eurofound Correspondents

### Correspondents who contributed to this report

Country	Contributor	Organisation
Austria	Bernadette Allinger	Working Life Research Centre (FORBA)
Belgium	Dries Van Herreweghe	KU Leuven
Bulgaria	Ekaterina Ribarova and Violeta Ivanova	Institute for Social and Trade Union Research (ISTUR)
Croatia	Predrag Bejaković and Irena Klemenčić	Institute of Public Finance
Cyprus	Pavlos Kalosinatos	Cyprus Labour Institute (INEK-PEO)
Czechia	Štěpánka Lehmann and Soňa Veverková	Research Institute for Labour and Social Affairs (VÚPSV)
Denmark	Maria Hansen and Carsten Jørgensen	Employment Relations Research Centre (FAOS), University of Copenhagen
Estonia	Ingel Kadarik, Merilen Laurimäe and Märt Masso	Praxis Centre for Policy Studies
Finland	Rasmus Firon and Amanda Kinnunen	Oxford Research
France	Frédéric Turlan	IR Share
Germany	Marc Breitenbroich and Sandra Vogel	Cologne Institute for Economic Research (IW)
Greece	Elena Kousta	Labour Institute of the General Confederation of Greek Workers (INE-GSEE)
Hungary	Ágnes Hárs	Kopint-Tárki Institute for Economic Research
Ireland	Andy Prendergast	IRN Publishing
Italy	Roberto Pedersini	University of Milan
Latvia	Raita Karnite	EPC
Lithuania	Inga Blažienė, Rasa Miežienė and Ramunė Guobaitė-Kiršlienė	Lithuanian Social Research Centre
Luxembourg	Gaëtan de Lanchy	Luxembourg Institute of Socio-Economic Research (LISER)
Malta	Saviour Rizzo	Centre for Labour Studies, University of Malta
Netherlands	Amber van der Graaf and Robert Steenland	Panteia
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The most relevant changes in working time regulation in Europe in 2019 and 2020 addressed challenges arising as a result of the COVID-19 pandemic. Most focused on short-time working schemes, on approaches to teleworking for those able to work from home and on regulations to ensure the safe provision of essential services. In 2020, the average collectively agreed working week in the EU stood at 37.8 hours. Across the sectors analysed in the report, the collectively agreed normal working week was shortest in public administration (38 hours) and longest in transport (39.2 hours). Paid annual leave entitlement (taking into account those set through collective bargaining) stood at an average of 24.5 days across the EU.

Key topics for discussion in all Member States during the COVID-19 pandemic included dealing with the impact of changes in working hours on different groups of workers and the role of working time in supporting economic recovery and job creation.

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**The European Foundation for the Improvement of Living and Working Conditions (Eurofound) is a tripartite European Union Agency established in 1975. Its role is to provide knowledge in the area of social, employment and work-related policies according to Regulation (EU) 2019/127.**

