THE CASE FOR OLDER WORKERS IN A NUTSHELL

1. They tend to stay on the job longer than younger workers.

2. Their greater stability and experience translate into better service delivery, higher customer satisfaction, and higher profits.

3. They do not cost much more than younger workers due to changes in compensation and benefits.

4. Their job performance matches and often exceeds younger workers.

HIRE AND RETAIN OLDER WORKERS TODAY

Read the entire Business Case for Older Workers:
mass.gov/businesscaseolderworkers

Become a Massachusetts Age-Friendly Employer:
mass.gov/agefriendly

Review HR and recruitment policies and practices to ensure they are age-neutral.

OLDER WORKERS ARE GOOD FOR BUSINESS

Older workers are a vital ingredient to the success and growth of business and the economy as a whole.
OLDER WORKERS ARE HEALTHY, WELL-EDUCATED, AND COMPUTER SAVVY

OLDER WORKERS ARE RELIABLE

OLDER WORKERS ARE PRODUCTIVE

About 60 percent of older new hires are still with their employers after four years, compared to half of younger new hires.

Numerous research studies find that the performance of older workers matches and often exceeds that of younger workers.

All of these benefits more than offset any cost differentials between older and younger workers.

Source: U.S. Census Bureau.

“OLDER WORKERS TAKE THE JOB MORE SERIOUSLY.”

— Small Business Owner of a Cleaning and Tailoring Company