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EUROPEAN FEDERATION OF FOOD, AGRICULTURE AND TOURISM TRADE UNIONS

**Meeting of the EFFAT Executive Committee
BRUSSELS, 17 and 18 December 2018**

Agenda item 17: ACTIVITY REPORTS AND EFFAT WORK AREAS 2018

C) TOURISM

Decision: The Executive Committee takes note of the reports and endorses the documents presented.

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EFFAT Tourism Sector

Activity report and work update

November 2018

Area of work / activities	Results and progress
1. General	
Tourism Sector Board & General Assembly	The EFFAT Tourism Sector General Assembly took place on 25 September 2018 and discussed the following issues: - Digitalisation / platform economy / new technologies - Fair Hotels & Restaurants Campaign - Global Housekeeping Campaign - Sexual harassment and violence at the workplace in hospitality - Food Delivery Riders - Fast Food - EFFAT Congress 2019
2. Collaborative / platform economy	
Short-term accommodation rental services	Throughout 2017, EFFAT took part in a series of workshops for collaborative short-term accommodation rental services set up by the European Commission as a follow-up to the Communication “A European Agenda for the Collaborative Economy” of June 2016, bringing together representatives of EU Member States, EU institutions and tourism stakeholders. The workshops discussed issues such as market access requirements for accommodation providers, requirements for platforms, consumer protection, taxation and employment, with the objective to agree on a set of guiding policy principles to be taken into account when developing policies in the sector. EFFAT provided input on the impact of collaborative short-term accommodation rentals on employment, and outlined a series of key measures that could contribute to limiting the negative impact and to ensuring fair competition and a level playing field, as well as decent work and equal treatment for workers in the platform economy. In late 2017, EFFAT and HOTREC addressed a joint letter to Commission President Juncker, calling upon him to initiate the necessary measures to transform, in close cooperation with the stakeholders, the broadly agreed conclusions of the Workshops into Commission guidelines to be made available to the national authorities. On 11 October 2018, the Commission organised a Conference on “Collaborative economy – Opportunities, challenges, policies”. At the Panel “Collaborative short-term accommodation rental services”, a summary of the outcomes of the 2017 Workshops was discussed, but no official documents or conclusions are available yet.
Food delivery riders	On 25-26 October 2018, a first European Riders’ Assembly took place in Brussels, bringing together riders from 12 European countries: Austria, Belgium, Finland, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Switzerland, United Kingdom, working for food delivery platforms such as Foodora, Deliveroo, UberEats, Stuart, Glovo, etc, EFFAT supported the participation of trade union organised riders, and will coordinate, in cooperation with the ETUC, follow up activities with other

	concerned ETUFs and their national affiliates active in the organisation of food delivery riders.
Meal-sharing platforms	At the SSDC Horeca plenary meeting on 30 November 2018, a first discussion took place about the growing number of platforms facilitating the sharing of meals and the possible impact of this phenomena on the hospitality sector.
3. Health & safety	
Risk assessment	Having signed a Memorandum with OSHA, the EU Occupational Safety & Health Agency, in July 2017, EFFAT and HOTREC started working on the development of a Europe-wide Online interactive Risk Assessment (OiRA) tool for the European Horeca sector in 2018. The SSDC Steering Committee is acting as Project Steering Committee (PSC) and is advising the experts in their work. At a kick-off meeting between OSHA, HOTREC, EFFAT and the external experts on 20 April 2018, the general methodology and planning were discussed. At the first PSC meeting on 29 June 2018, participants discussed the structure of the OiRA instrument. At the first PSC meeting on 12 November 2018, participants discussed the contents, i.e. risk statements and solutions. A report on the state of affairs was given to the SSDC Horeca plenary meeting on 30 November 2018.
Sexual harassment and violence at the workplace	EFFAT fully supported the Global Housekeeping Campaign on 8-14 October 2018, focusing on the need for negotiated measures to tackle sexual harassment which threatens housekeepers' safety and well-being. EFFAT submitted a project for EU funding "Fighting sexual harassment and violence at work in the agriculture, food, tourism and domestic work sectors". The project plans to collect information about the situation regarding sexual harassment and violence in the EFFAT sectors, to compile examples of initiatives of member organisations to fight sexual harassment and violence at work, to elaborate recommendations and to discuss findings at a Women's Conference in November 2019. The European social partners in Horeca and Contract Catering are supporting the project and agreed to discuss the issue further in the respective SSDCs.
4. Qualification & training	
European Skills, Competences, Qualifications, and Occupations (ESCO)	EFFAT and HOTREC continued discussions with Commission representatives on the multilingual classification of ESCO (European Skills, Competences, Qualifications, and Occupations). Hospitality sector occupations are widely spread under the various categories, and the skills and competences attributed to the occupations need revision.
European Hospitality Skills Passport (EHSP)	EFFAT and HOTREC continue to pursue the Commission to make the European Hospitality Skills Passport (EHSP) more visible and better accessible at the EURES portal. They insisted that the skills list, jointly elaborated by the European social partners, should continue to be the basis for the EHSP at the EURES portal, even if ESCO becomes the general taxonomy. Social partners and employment services in the French Rhone-Alpes region propose to experiment the EHSP during the winter season 2018-2019, and, to this end, to make it operational via a digital platform.

European Alliance for Apprenticeships (EAfA)	As a follow-up of the “Joint EFFAT-HOTREC Pledge to enhance quality and attractiveness of apprenticeships schemes in the European hotel and restaurant sector” in the context of the European Alliance for Apprenticeships, successful apprenticeship schemes in EU Member States have been presented at the EFFAT-HOTREC plenary meetings (2016: Denmark, Spain; 2017: Austria, 2018: Ireland). More examples shall be shared in future.
	Following the adoption of the EFFAT-FoodServiceEurope EAfA Pledge at the plenary meeting for the SSDC Contract Catering in September 2017, EFFAT and FSE conducted a survey on apprenticeships in contract catering, to raise awareness on the relevance of apprenticeships in the sector and to strive to improve the quality and attractiveness of existing apprenticeships schemes. At the SSDC plenary on 17 September 2018, the Austrian model was presented.
Council Recommendation on a European Framework for Quality and Effective Apprenticeships	EFFAT welcomes the Council Recommendation on a European Framework for Quality and Effective Apprenticeships adopted in March 2018, which lay down important quality criteria for apprenticeship schemes, e.g. a written agreement concluded before the start of the apprenticeship; learning outcomes which ensure a balance between job-specific skills, knowledge and key competences for lifelong learning; pedagogical support by designated in-company trainers; remuneration in line with national or sectoral collective agreements; social protection and insurance; compliance with regulations on working conditions, in particular health and safety legislation; and the active involvement of social partners in the design, governance and implementation of apprenticeship schemes, etc. EFFAT launched a political discussion with the Commission to push that all pledgers have to comply with the Recommendation.
New Skills Agenda	At the EC Conference “Sectoral Skills for the Future - Blueprint in the Spotlight” on 15 November 2018 in Brussels, the promoters of the Erasmus+ project “The Next Tourism Generation” presented the progress achieved in the first year. The results of the EASME project “Blueprint for sectoral cooperation on skills in tourism: Enhancing the image of careers in the tourism sector” can be seen at https://jobsintourism.eu/. Both projects were discussed at the SSDC Horeca plenary meeting on 30 November 2018.
5. Social labelling	
Fair hotels and restaurants	On 10-11 October 2018, EFFAT and IUF organised the International Fair Hotels & Restaurants Seminar in Dublin, convening trade unions running such social labelling initiatives from Ireland, Croatia, Slovenia, Denmark, Sweden, Norway, USA, Spain, and Germany. Participants identified differences and similarities of the various fair hotels & restaurants schemes, e.g. regarding criteria for “fair”, sub-sectors covered, scope, target groups/audiences, languages, PR, monitoring, evolution, etc., and agreed on future steps.
6. Undeclared work	
European Platform to tackle undeclared work	EFFAT is represented at the European Platform on Undeclared Work . We succeeded to get a sector-specific seminar on undeclared work in the Horeca sector included in the UDW Platform Work Program 2019-2020.



7. Responsible procurement	
Socially responsible procurement in contract catering	Having obtained EU funding for the update of the “Guide to the economically most advantageous offer in contract catering” in December 2017, EFFAT and FoodServiceEurope launched a call for tenders and contracted an external expert, Cambre, the consultancy which had updated the best value guides in private security and cleaning. A Project Steering Committee (PSC) was set up, composed of representatives from national employers' associations and trade unions from Austria, Belgium, Finland, France, Hungary, Italy, Portugal, and Spain, and from the EFFAT and FSE Secretariats. At the first PSC meeting on 8 February 2018, the selection of the external experts was discussed, and the methodology to be followed and the general content of the updated Guide were determined. At the second Project Steering Committee meeting on 5 June 2018, representatives of EFFAT and HOTREC discussed with the external experts the title and general structure of the guide. Main subject of the third Project Steering Committee meeting on 18 September 2018 was the first draft of the Guide.
8. Fast Food	
Working conditions in fast food	EFFAT has carried out a survey amongst the member organisations to get a sounder picture of the situation in the fast food sector in Europe, with regard to e.g. working conditions, trade union membership, workers' representation, etc. First findings were presented at the EFFAT TNC-EWC Coordinators Conference on 16-17 May 2018 in Leuven and at the International Fast Food Workers' meeting in London on 3 October 2018. The final report will be published soon.
Global Fast Food Action Day	EFFAT joined the International Fast Food Workers' Day on 4 October 2018 in London, where workers from McDonald's, TGI Fridays and Wetherspoons went on strike demanding better working conditions: £10 an hour, end to precarious contracts and the right to join a union.
9. Integration of refugees in the labour market	
Fast track schemes	EFFAT continues to monitor the joint initiative of the Swedish public employment services, employers and trade unions “Fast Track” which aims at facilitating the quick integration of newly-arrived immigrants into the labour market, building on each individual's education and experience. An update on Fast Track as well as on an Italian scheme was given at the EFFAT-HOTREC SSDC plenary meeting in December 2018.
10. Transnational Companies / European Works Councils	
Compass	At the annual meeting of the Compass EWC in March 2018, Kerstin Howald presented the work done in the Social Dialogue in the European Contract catering sector, and discussed with EWC representatives about health & safety, working conditions, gender equality and training possibilities. The Chair of the Compass EWC
Delivery Hero / Foodora	On 16 April 2018, the Special Negotiating Body (SNB), coordinated by NGG, signed an agreement on the setting up of a European Limited Company Works Council (SE-WC) with the Germany-based food delivery company Delivery Hero AG (Foodora, Food Panda, OnlinePizza,



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	Lieferheld, etc.), after months of tough negotiations. Workers' representatives from the different countries were elected, and the constituting meeting of the SE-WC took place in October 2018.
Rezidor	The promise of Rezidor management at the EWC meeting 2017 to involve EWC representatives in discussions on room design in the case of renovation / refurbishing of hotel rooms, was implemented this year, on the occasion the 2018 EWC meeting in June 2018. EWC members had the opportunity to visit and comment mock up rooms.
Club Méditerranée	The negotiations on an amendment to the Agreement on establishing and functioning of the European Social Dialogue Committee at Club Méditerranée were completed in June 2018, and the Agreement is actually circulated for signature by the concerned member organisations.
11. Meetings	
Meetings	EFFAT participated in the following events: • IUF Hotel Steering Group on 2 May 2018 in Geneva • European Tourism Forum on 1-2 October 2018 in Vienna • IUF Catering Steering Group on 16-17 October 2018 in Paris • ISTO Congress on 17-18 October 2018 in Lyon • European Tourism Day on 7 November 2018 in Brussels