

## **Action Plan for the EFFAT Tourism Sector**

**2022-2023**

Adapted based on discussions at the Tourism General Assembly on 16 November 2021

### **EFFAT overall objectives and priorities in the sector**

- ✓ Relaunch the sector with a new socially responsible model as outlined in our [Orientation Paper](#) “Relaunching and rethinking tourism with a more sustainable and socially responsible vision”.
- ✓ Address the labour shortages in the hospitality sector that can only be resolved through decent work, higher wages and collective agreements.
- ✓ Further develop company networks across the key hotel chains to build trade union density, to share organising and campaign strategies, and to build solidarity across trade unions in the sector.
- ✓ Develop and promote guidelines for trade unions to ensure that our sister organisations only use hotels and conference venues that respect workers’ rights and collective agreements.

### **Proposed EFFAT action points**

#### **Ensure social and just recovery of the tourism sector**

- Continue to exchange information about the situation in hospitality in the various countries and member organisations’ activities to improve the conditions in the sector.
- Elaborate an EFFAT position on better and more sustainable working conditions in the European hospitality sector.
- Try to reach a joint position with HOTREC: criteria / indicators / guidelines for a more attractive and sustainable employment in hospitality.
- Continue to give input to the initiatives on tourism of the European institutions (e.g. Tourism Transition Pathways 2030, European Agenda for Tourism 2050), lobby for a more sustainable and socially responsible tourism, on the basis of the principles of the EFFAT Orientation Paper.
- Revive the initiative on Just Tourism / social labelling of hotels and restaurants, in cooperation with IUF, to encourage trade unions and consumers to use their purchasing power to support socially responsible businesses when they look for restaurants or accommodation, assess state of affairs of existing fair hotels and restaurants schemes and facilitate the start of similar campaigns by trade unions in more countries.
- Continue to promote the “Choosing Best Value in Contracting Food Services - A guide for private and public client organisations”, elaborated in cooperation with the European contract catering employers, to strive for the take up of social and quality criteria in the awarding of contracts and public procurement; support EU initiatives that push for social conditionality in the Public Procurement Directive.

### **Qualification & training in the hospitality sector**

- Exchange information about affiliates' activities on vocational education and training, apprenticeships, re-/upskilling in hospitality, and share successful initiatives / models for mutual inspiration.
- Promote apprenticeships as a tool to give young workers a substantial vocational training, and advocate for the respect of the criteria of the [European Framework for Quality and Effective Apprenticeships](#).
- Assess the potential of the EU Pact for Skills and consider joining the Pact for Skills for Tourism.
- Ensure that initiatives on qualification & skills take into account and build on work carried out jointly by social partners, e.g. European Hospitality Skills Passport.
- Pursue the involvement of workers and their representatives in assessing training needs, planning, implementing and evaluating training measures.

### **Occupational health and safety in hospitality**

- Cooperate with IUF on promotion and implementation of the "Guide to COVID-19 Occupational Safety and Health in Hotels", and support IUF in pushing for health and safety to become one of the ILO core Conventions.
- Continue to fight for the elimination of sexual harassment & violence (SH&V) in hospitality
  - Collect and share good practices on how to fight SH&V, e.g. obligatory SH&V protocols in Spain, "Draw the line on sexual harassment" training in Norway; mutually support campaigns such as "We are not on the menu"
  - Promote the Global Framework Agreements on SH&V which IUF has signed with hospitality TNCs, and pursue their implementation at national level
  - Put SH&V on the agenda of sectoral social dialogues Horeca and Contract Catering, share good practices, strive for concrete outcome, e.g. toolkit of good practices, joint recommendations of social partners, standard policy on SH&V
  - Push for the ratification and implementation of ILO Convention No. 190 on Eliminating Violence and Harassment in the World of Work
- Support campaigns for the safety of hospitality workers, such as guaranteeing safe transport home for workers who have to work early or late hours.

- Further promote the Online interactive Risk Assessment (OiRA) tool for the hotel and restaurant sector, jointly elaborated by HOTREC and EFFAT, under the umbrella of the European Agency for Safety and Health at Work (OSHA), and encourage take up by national social partners, pursue that risk assessments are undertaken properly, with the involvement of workers' and health & safety representatives.

### **Hotel housekeeping**

- Continue to support IUF campaigns and the Global Week of Action for hotel workers.
- Elaborate guidelines for affiliates, other trade union federations, befriended organisations, etc., to only use hotels for events and travel which do not give guests a "green choice" to opt out from daily room cleaning, in cooperation with IUF.

### **Platform economy**

- Continue to monitor the "platformisation" in the hospitality sector, e.g. short-term accommodation rentals, food delivery, meal sharing, dark kitchens, and to advocate for fair competition and a level-playing field.
- Continue cooperation with ETUC and ETUFs (European Trade Union Federations) in fighting for equal treatment and fair working conditions for platform workers and all non-standard forms of work, and for a strong EU Directive on working conditions in platform work.
- Support affiliates in strive to organise platform workers, exchange information on successful practices.

### **Climate change**

- Contribute to the EFFAT project "Taking Part in climate action to build a just transition in the agri-food and tourism sectors" by evaluating the impact of the climate crisis in hospitality-tourism and developing objectives and strategies to ensure a just transition for workers, on the basis of affiliates' activities in this field, and in line with the IUF initiative on "Climate crisis and its impact on the tourism sector".

### **Build membership**

- Collect and share examples of member organisations' efforts to organise hospitality workers, to recruit new members and to build trade union strength, organise a specific seminar.

- The Action Plan for the EFFAT-IUF Fast Food Sector is an integral part of this action plan.
- The Work Programmes of the Sectoral Social Dialogue Committees (SSDC) Hotels & Restaurants (with HOTREC) and Contract Catering (with FoodServiceEurope) are an integral part of the work in the EFFAT Tourism Sector.