



## EFFAT Project

# Building trade union capacity in hospitality-tourism to enable a stronger sectoral social dialogue - “Stronger Hospitality”

Project number 101102331

Social Prerogatives and Specific Competencies Lines (SocPL)

CALL: SOCPL-2022-SOC-DIALOG

Grant agreement SOCPL Action Grant Budget-Based

### Background

The COVID-19 pandemic hit the hospitality sector hard, and many workers have left the sector, leading to serious labour shortages. The sector is opening and growing again, and it has big potential to contribute to the economic growth and resilience of Europe by offering interesting and dynamic jobs. Many young people, migrants and women find their first job in a hotel or a restaurant, hence contributing to social inclusion and the fight against structural unemployment among vulnerable groups in Europe.

Still, due to precarious working conditions, the sector struggles to attract and retain workers. It is important to acknowledge that the labour shortages are caused by the conditions in the sector, such as the prevalence of non-standard forms of employment, low wages and poor working conditions. The precarious nature of jobs in the sector is a direct cause of low levels of trade union density, weak social dialogue, and lack of collective agreements.

Across Europe, social dialogue and collective bargaining have clearly demonstrated their value for workers during the Corona crisis. In countries and companies with strong collective bargaining, robust measures were agreed with employers to protect workers' safety as well as their economic security.

If the sector wants to fulfil its potentials in the future it needs to address the root causes (low trade union density, weak trade unions and lack of social dialogue) behind the precarious working conditions and low pay in the hospitality-tourism sector across Europe that have led to serious labour shortages, by organising workers in the sector and building trade union power. Only then we can ensure strong social dialogue and more collective agreements.

Trade union density is low in the hospitality-tourism sector. A Eurofound study from 2012 shows that trade union density in the sector is on the average less than 15% for EU Member States, which is low compared to the overall European average trade union density of 23%.

The decline in membership and limited capacity of many of EFFAT affiliates to participate in the European work, for instance in the sectoral social dialogue, is a worrying trend that impacts EFFAT representativeness in the sector.

The project aims to build and strengthen capacity of trade unions within the hospitality-tourism sector to enable them to address the various challenges the sector faces and to strengthen the social dialogue at different levels.

The project will address some of the root causes behind the precarious working conditions and low pay in the hospitality-tourism sector across Europe that have led to serious labour shortages, by organising workers in the sector and building trade union power.

Stronger trade unions will be able to negotiate collective agreements, to improve pay and conditions, to ensure a safe workplace, and to empower workers to solve problems when they occur, and thereby address the current labour shortages in the sector by creating more attractive employment opportunities.



## General objectives of the project

The aim of the project is to develop a vision and a strategy that will ensure and promote a sustainable and socially responsible hospitality-tourism sector in Europe through stronger sectoral social dialogue and more collective agreements at European, national and company level.

The project will tackle issues such as:

- Building capacity for a stronger social dialogue in the hospitality-tourism sector
- Addressing low trade union density and to strengthen trade unions in the hospitality-tourism sector
- Mobilising young workers in the sector to join trade unions and participate in sectoral social dialogue at European and national level
- Increasing EFFAT representativeness in the hospitality-tourism sector

## Tasks to be performed by the Contractor

The contractor will assist the EFFAT Secretariat and the Project Steering Committee in the following:

- **Desk research**
  - Map trade union organisations with membership in the hospitality-tourism sector in Europe
  - Map trade union density in the hospitality-tourism sector and the reasons behind low trade union density
  - Map young workers membership in the hospitality sector across Europe
  - Map sectoral social dialogue in the hospitality-tourism sector across Europe
  - Map collective agreements (on sectoral and company level)
- **Identify challenges affiliates face regarding:**
  - Organising in the sector to stimulate growth and build trade union power
  - Organising young workers
  - Conducting social dialogue
  - Concluding collective agreements
- **Collect successful practices of member organisations:**
  - In growing trade union membership
  - In organising young workers
  - Accomplishing sectoral collective bargaining,
- **Elaboration of strategies to:**
  - Increase trade union density in the sector through organising
  - Actively involve young workers in sectoral social dialogue at European and national level
  - Strengthen sectoral social dialogue



- **Interviews and fact finding**

The EFFAT Secretariat and the contractor will organise meetings (online and F2F) with trade unions from 12 countries (Bulgaria, Cyprus, Estonia, Lithuania, Romania, Slovakia, Slovenia, Czech Republic, Greece, Latvia, Malta, and Portugal) that are currently not affiliated to EFFAT or not active in our work.

The EFFAT Secretariat and the contractor will meet with trade unions from these countries to understand the barriers and challenges to participate in our work and the European sectoral social dialogue, discuss possible membership to increase EFFAT representiveness within the sector, explain the importance of strong European Sectoral Social Dialogue. The expert will provide case studies to the interim report.

The EFFAT Secretariat and the contractor will conduct a survey among our member unions to gather information for the desk research.

The contractor together with the EFFAT Secretariat will develop interview templates and survey.

- **Interim report**

The contractor will write an interim report compiling the following:

- Trade union density
- Collective bargaining coverage
- State of social dialogue in the European hospitality-tourism sector
- Providing an overview of barriers and challenges hospitality-tourism trade unions face in terms of social dialogue, membership and collective bargaining.
- Compendium of good practices/case studies of successful practices of member organisations

- **Leaflet on EU sectoral social dialogue (6 pages)**

The contractor will produce a leaflet targeted to trade union officers to increase knowledge about EFFAT and the work done in European sectoral social dialogue. It is a tool meant to increase affiliation to EFFAT, and for member organisations to get more involved in European sectoral social dialogue.

- **Handbook for effective social dialogue in the hospitality sector (20 pages)**

The contractor will write a handbook on how to achieve and develop, through best practises, an effective social dialogue at national and European level in the hospitality-tourism industry and how to increase trade union density in the sector, also in view of organising young workers.

- **Final report (max 50 pages) / Summary of final report (20 pages)**

The contractor will draft a final report compiling the findings of the desk research and mapping regarding trade unions in the sector, trade union density, collective bargaining coverage, young workers employment, and the situation of the social dialogue in the European hospitality-tourism sector.

The report and the executive summary will also include the recommendations on how trade unions in the hospitality-tourism sector across Europe can increase membership and strengthen collective bargaining and social dialogue at national level.

All data provided in the final report will also be compiled in a 20 pages executive summary and will be used as a strategy document by the EFFAT Secretariat and EFFAT affiliates.



- **Meetings**

The contractor will contribute to organise and participate in:

- Project Steering Committee meetings to be held 6 times during the lifespan of the project
- 14 interviews, face to face and online (together with the EFFAT Secretariat)
- Two face to face workshops
- Two webinars – two days divided in 4 afternoon or morning sessions
- Presentation of the preliminary findings at the Final Conference organized in November 2024

### Expertise required

The tenderer must have a sound understanding of:

- The European and national employment and social legislation
- The European, national and sectoral social dialog in the hospitality and tourism sector
- Familiarity with European and national trade unions and employer structures;
- Collective bargaining at European, national and local level
- Youth employment and precarious work

Moreover, the tenderer should prove his/her expertise with examples of his/her work.

### Selection criteria

The contract will only be awarded to tenderers that fulfil the following criteria:

- Experience with carrying out surveys in an international / European context;
- Thorough and up-to-date theoretical and practical knowledge of the hospitality-tourism sector
- Familiarity with employment matters, labour relations and working conditions in the hospitality-tourism sector
- Ability to collect, process, document and elaborate primary information relevant to the objectives of the project and communicating with trade union officials, etc
- Capacity to coordinate the work in a multicultural and multi-language environment;
- Ability to deliver sound methodology, reports, valuable analysis, solid conclusions and practical, original recommendations in a clear and concise English;
- Ability to work within specified deadlines and to respect budgetary limits;
- Good administration and project management skills.

### Indicative time schedule

The project will be carried out for a period of 24 months starting from September 2023.

The subcontractor will be asked to perform the above-mentioned tasks by the end of June 2025.

Present preliminary findings at our at event organized in relation to EFFAT congress on 26 November 2024 in Valencia.



Please note that the exact dates of the events may be subjected to slight changes and will be decided upon by the EFFAT Secretariat.

### Payment

The maximum budget available is € 30,000 (incl. VAT).

The costs of contractors' services are limited to the budget allocated under Commission co-financing and are subject to the rules governing the associated agreement. Costs over and above the stated limit will not be authorised.

The Contractor will receive an advance and a final payment upon receipt of the requested material.

Travel and accommodation will be covered by the grant agreement and reimbursed by EFFAT upon justification.

### Legal obligations

Basis of the contract is the grant agreement between the European Commission and EFFAT. The terms of this grant agreement are also applicable to the Contractor.

### Award criteria

The contract will be awarded to the tenderer whose offer represents the best value for money, taking into account the following criteria:

- Capacity to understand and achieve the objectives of the project
- Quality and coherence of the proposed research methodology
- Proof of compliance with required expertise and qualifications in the field of research (please attach references and similar studies carried out in the field of hospitality-tourism)
- Ability to deliver within project deadlines and budgetary limits

The respect of the principles of transparency and equal treatment with a view to avoiding any conflict of interest will be undertaken.

### Content and presentation of the bids

The tenders should show how they propose to implement the project. They should also include the CVs of all the prospective members of their team, as well as samples of the most relevant work they have written in English. The tenders should show how the prospective contractor meets the required expertise, knowledge and selection criteria. The bid should also include:

- Research methodology
- Time table for the execution of the contract and the number of performance days
- CV(s) and references demonstrating the expertise and the experience of the tenderer
- Daily fee (VAT excluded, and VAT included, indicating the applicable VAT rate) and the total price of the bid
- Complete contact details and bank details and a proof of the professional registration of the tenderer (VAT number, enterprise number)

The bid must be presented in **EN**.



Offers must be received **by 1 October 2023 at the latest**.

All candidates must deliver their bid **by e-mail** to:

**EFFAT**

**Kristjan BRAGASON, EFFAT General Secretary**

**Avenue Louise, 130 – boîte 3**

**1050 Bruxelles**

**Belgium**

**E-mail: [k.bragason@effat.org](mailto:k.bragason@effat.org)**