



Brussels, 20 December 2018

SECTORAL SOCIAL DIALOGUE COMMITTEE HORECA

**DRAFT Minutes of the Plenary Meeting
30 November 2018, 10.30 am - 4 pm
Conference Centre Albert Borschette**

Executive summary

- The social partners agreed to continue an active campaign to level the playing field with regard to the collaborative economy.
- The Italian best practices on the integration of refugees in the hospitality sector was presented. More examples will be collected by the social partners.
- The Irish apprenticeship scheme was presented.
- The Swedish example with regard to digitalisation, automation and platforms in the Horeca sector was provided. Social partners will gather other initiatives at national level.

Participants

HOTREC		EFFAT	
Jean-Marc BANQUET D'OX (Chair of HOTREC SSD)	UMIH/France	Markku BJORN	PAM/Finland
Santa GRAIKSTE	AHRL/Latvia	Kristjan BRAGASON	NUHRCT/Denmark
Dave DANCKAERTS	Horeca Vlaanderen/Belgium	Joan Carles CATALA PIÑOL	CCOO Servicios/Spain
Daniel DEBONO	MHRA/Malta	Christian JUYAUX	CFDT/France
István KOVÁKS	HHRA/Hungary	Emilio FARGNOLI	UILTuCS/Italy
Lajos BOROCZ	VIMOSZ/Hungary	César GALIANO GONZÁLEZ	FESCM-UGT/Spain
Angelo Giuseppe CANDIDO	Federalberghi/Italy	Andreas GOLLNER	VIDA/Austria
Sami NISAMETDIN	Finish Hospitality Association/Finland	Timothy HERLIHY	SIPTU/Ireland
Emilie STRUCK WESTERSØ	HORESTA/Denmark	Kerstin HOWALD	EFFAT
Adrian CUMMINS	RAI/Ireland	Panagiotis IOANNIDIS	OEXEKA/Cyprus
Peter THOMELIUS	VISITA/Sweden	Edwin KENNY	SIPTU/Ireland
Lina PUČINSKAS	LHRA/Lithuania	Pal KOVACS	VISZ/Hungary
Nadja HETTICH	IHA/Germany	LIBBRECHT Elke	EFFAT
Claudia BERTI	FIPE/Italy	Andreas SCHWABL	VIDA/Austria
Marc Van MUYLDER	Horeca Bruxelles/Belgium	Pim VAN DORPEL	HRF/Sweden
Christian DE BARRIN	HOTREC	Elena Maria VANELLI	FIST-CISL/Italy
Marta MACHADO	HOTREC		

Guest participants:

- Tamàs VARNAL, European Commission, DG EMPL, VET
- Karla VANDENBROEK, Prevent

The meeting was chaired by Mr Joé RIEFF (European Commission).

1. Approval of the agenda

The Agenda of the meeting was approved.

2. Approval of the minutes of the SSDC Plenary meeting of 4 December 2017

The minutes of the Plenary Meeting on 4 December 2017 were approved.

3. Collaborative economy in hospitality and tourism

- *Commission initiatives on the collaborative economy - State of affairs*

Mr de Barrin pointed out that collaborative platforms relating to the HORECA sector are a quickly growing phenomenon. He recalled the joint statement for a level playing field signed by EFFAT and HOTREC in 2015, and the ongoing partnership on the topic. He also described the Commission's actions on the issue, e.g.: the issuing of a Communication in 2016; a series of work-shops on short-term accommodation rentals in 2017, and the call for action by Commissioner Jourova in July 2018 obliging Airbnb to comply with EU consumer legislation (e.g. on pricing, terms and conditions, distinction private-professional hosts), which were followed by commitments taken by Airbnb on 20 September 2018. He informed the Plenary that the Commission did not publish guiding principles for short-term accommodation rentals but unveiled best practices at its high-level event on 11 October 2019, in which he took part as a panellist. He concluded by reminding the Plenary of the "5 pillars for a responsible and sustainable collaborative economy" which HOTREC published in early 2017.

- *Meal-Sharing Platforms*

Mr de Barrin presented HOTREC's study on meal-sharing platforms which shows that the phenomena is not only expanding in the accommodation sector, but that platforms develop meal-sharing activities which compete with traditional restaurants (see attached PowerPointPresentation). The major challenge is that these activities are not regulated. Mr de Barrin pointed out that in order to protect the consumer and to maintain fair competition, important aspects of these activities need to be regulated and organised, e.g. the activities need to be registered; meal providers have to pay taxes and respect all legislation on health and safety as well as on hygiene. Furthermore, controls and checks should guarantee enforcement of regulations. Beyond being an intermediary, the platforms need to be held liable for their actions.

- *Food Delivery Riders*

Ms Howald described the situation of food delivery platforms, which are expanding more and more in big cities. Most of the riders delivering the food have to use their own equipment such as bikes, smartphones, protection clothes, etc., they are often not considered as employees but as self-employed, although their work is determined by the platforms, i.e. they carry all the risks. In many countries, food delivery riders are starting to get organised and to demand proper working conditions as well as workers' rights and protection. A first European assembly of riders took place at the end of October 2018, putting together a list of demands. EFFAT is actually coordinating the trade union side at European level, as riders can be organised in different sectors. Ms Howald raised the question whether the demand for compliance issued by

the Commission only applied to Airbnb or also to other platforms. Mr de Barrin confirmed that these relate only to Airbnb. He will provide the respective documents to EFFAT. Both sides agreed that such regulations should be extended to all platforms.

After these updates there has been lively discussion. Both sides shared the view that the platform economy is disrupting traditional market models, that it can be a challenge for the HORECA sector and that it shouldn't be left unregulated. Most participants agreed that employment relations for jobs created by the platform economy (e.g. platforms such as Airbnb) need to be regulated.

Action: The social partners agreed to continue monitoring the developments and to undertake further joint actions in this field, if deemed necessary.

4. New technologies - digitalisation, automation and platforms: challenges for the Horeca sector

Mr Van Dorpel (HRF) and Mr Thomelius (VISITA) gave a presentation on digitalisation and automation in the HORECA sector in Sweden (see attached). HORECA is Sweden's fastest growing sector. The extent to which digitalisation will grow in the future is not entirely clear, but depending on the scenario, digitalization can have severe impacts on the growth of employment in the sector. The presentation highlighted the importance of training and education, as skills will become increasingly important in the sector due to automation and digitalization. The presenters as well as the audience agreed that also in the future human interaction will remain important for the sector. Mr. Banquet D'Orx, commented that certain tasks in the sector need to be performed by human beings, for example, only a person (e.g. chef) is able to test sauces in a kitchen. He added that humans should be the centre of the attention of social partners, as without them, business in the hospitality sector would not exist. Ms Howald pointed out that the social partners need to accompany these developments, and that also the employees and their representatives need to be involved in the processes. Mr. Bragason mentioned that the Nordic social partners will hold a meeting in February 2019 discussing these issues. He will report back to EFFAT and HOTREC on the insights gained from these discussions.

HOTREC and EFFAT agreed to collect information on how technologies, automation and robotisation in the hospitality sector are dealt with at national level.

5. Refugees

- *Integration of refugees in the hospitality sector – the Italian experience*

Mr Candido (Federalberghi) gave a presentation on the integration of refugees into the Italian hospitality sector (see attached). Over the last 10 years, the number of refugees in Italy was steadily increasing and the Municipality of Rome together with the Tourism Joint Committee, created the Integra Project. In the framework of this project, refugees get basic training, such as language courses and courses about the local culture, as well as specific training tailored to specific sectors. The program monitors the training as well as the integration of the refugees. Overall, the program shows good results. During 2017, almost 8000 people with refugee status attended a training course to acquire/improve working skills and competences (96,2% of the vocational training set up refers to hospitality skills and competences). As a result, more than 4000 refugees got a job (77,4% of which in the hospitality sector).

- *Short update on the Swedish “Fast Track” initiative*

Mr Thomelius (VISITA) and Pim Van Dorpel (HRF) provided a brief update on the Swedish Fast Track initiative, which is supposed to provide for a quicker integration of refugees into the

labour market. It appears that the initiative does not provide such positive results as foreseen and that more financial means are needed to speed up the process. Given the actual situation (no government), it is difficult to get more political support, which is currently lacking.

The social partners will organize a survey amongst their members in order find more examples of integration of refugees into the HORECA sector.

6. Qualification & training

- *EFFAT-HOTREC European Alliance for Apprenticeships Pledge “Enhance quality and attractiveness of apprenticeships schemes in the European hotel and restaurant sector” Presentation of apprenticeship schemes in Ireland*

Mr Kenny (SIPTU) gave a presentation on the National Commis Chef Apprenticeship Program in Ireland and explained the structure of the apprenticeships scheme as well as the requirements for participation (see attached). Mr Cummins (RAI) gave a presentation on the Chef de Partie apprenticeships scheme in Ireland (see attached). He pointed out some challenges for the employers, e.g. financial burdens. Bursaries exist for other apprenticeships, but not for culinary apprenticeships. Furthermore, employers face the challenge of recruiting apprentices, as often such apprenticeship schemes are not perceived as being valuable.

- *Council Recommendation on a European Framework for Quality and Effective Apprenticeships*

Mr Varnai (European Commission) gave a presentation on the state of play of the Recommendation on a European Framework for Quality and Effective Apprenticeships (see attached). The framework conditions of the European Alliance for Apprenticeships were explained. It was discussed that there is a strong involvement of social partners at sectoral as well as at cross-industry level. There appears to be growing interest in the European Alliance for Apprenticeships. Mr Varnai pointed out that the image of apprenticeships in the EU needs to be improved. For HOTREC, apprenticeships are an important tool for employees to develop a career in the sector. Ms Howald welcomed the Council Recommendation as an important quality framework. However, the respect of the criteria for successful apprenticeships laid down in the Recommendation should be made a precondition for the submission of EAfA Pledges, and the implementation of the pledges should be more closely monitored. Mr Varnai pointed out that the Commission is reflecting on how to deal with these issues.

- *New Skills Agenda for Europe*

Ms Machado gave an update on the state of play of the European Hospitality Skills Passport (EHSP). The work by the social partners has been done, but the Commission is not providing a reply on its intentions on the EHSP. The social partners had addressed a letter to Mr. Genton (DG EMPL) asking for clarifications e.g. whether the Commission would create a landing page on the EURES Portal to provide more visibility to the EHSP, whether the social partners can use the skills lists in other platforms, whether the social partners need to obtain the consent of the Commission to use the passport elsewhere as the Commission has the intellectual property rights. Joé Rieff will contact the responsible Commission services to inquire what the intentions are.

The EASME project on enhancing the image of the sector resulted in promotion material. The materials were presented by the social partners. EFFAT stated not to be very satisfied with the results. HOTREC commented that the results were the product of the call for proposal.

Ms Machado (HOTREC) and Ms Howald (EFFAT) informed about the conference “Sectoral Skills for the future” on 15 November 2018 which was organised by the Commission to inform stakeholders on the state of play of the ongoing Erasmus+ projects in the sectors tourism,

automotive, maritime, space and textile. It was announced that social partners might be contacted in the future to provide information. The main aim of the tourism project is to facilitate cooperation and the exchange of good practices, to overcome mismatch between offer and supply, to support transnational mobility, and to enhance the image of the tourism career.

7. Health & safety at the workplace

- *Elaboration of a European OiRA tool for the Horeca sector - update on the work of the joint Steering Committee*

Ms Vandebroek (PREVENT) explained the functioning of the OiRA tool for the HORECA sector (see attached). The tool was developed at European level and provides a basis for risk assessments at national level. Between July and October 2018, the content of the tool, such as risk statements, descriptions and solutions were elaborated. Until January 2019 there will be amendments and improvements and the user test phase should start in February 2019.

- *EFFAT Project “Fighting sexual harassment and violence at work in the agriculture, food, tourism and domestic work sectors” – state of affairs*

Ms Howald explained the planned project, which aims at gathering information about the occurrence of sexual harassment and violence at the workplaces in the respective sectors. Furthermore, information about initiatives to fight sexual harassment and violence, e.g. by social partners, will be collected, on the basis of which recommendations will be drawn up, and be brought back into the respective sectoral social dialogue committees... The application for financial support by the Commission has been made and the decision by the Commission is awaited.

8. Other issues to follow-up on the work programme

- Undeclared work

EFFAT and HOTREC are observers at the European Platform on undeclared work, which has been founded 2 years ago. There is a new work program for 2019-2020, and EFFAT and HOTREC succeeded to have a sector specific activity foreseen in the work programme. In spring 2020, a seminar on undeclared work in the HORECA sector will be organised, preceded by an in-depth study on the issue.

9. Latest developments in the field of employment and social affairs

Mr Rieff gave an update on the state of ongoing initiatives by the European Commission (see attached). The overview included: The Transparent and Predictable Working Conditions Directive; the establishment of a European Labour Authority, the Revision of the Rules for Social Security Coordination and the Work-Life Balance Directive.

10. EFFAT-HOTREC Work Programme 2019-2020

The draft work programme 2019-2020 was discussed. The effects of digitalization, automation and robotisation on the sector and what social partner can do about it should be added to the work programme. Furthermore, the survey on the integration of refugees into the labour market should be included as well (*see point 5*).

Annexes:

PowerPoint Presentations