

**Sectoral Social Dialogue
Horeca**

Plenary meeting
29 November 2019

**Joint HOTREC-EFFAT
survey on digitalisation
and refugees**



Joint HOTREC-EFFAT survey on digitalisation

- HOTREC + EFFAT launched survey in 2019
- **Objective: collect information on new technologies, automation, robotisation and digitalisation in the hospitality sector and their impact on employment and workers**
- Good practices to be presented at SSD plenary



Brussels, 29 November 2019

Good practices

HotelCareer	<ul style="list-style-type: none">• Online platform: enables people to find the job they love• Provides organisations with the right service-minded people• 22.000 jobs advertised in Germany, Austria, Switzerland, France, Poland
HORESTA/ Denmark	<ul style="list-style-type: none">• Increase in technology (e.g. check in/out procedures and payment systems) - Result: Optimise guest experience + provide services in new ways• If digital bill is passed (abolishing the requirement of facilitating cash payments) - payment technologies will be developed
IHA/ Germany	<ul style="list-style-type: none">• Market research and benchmarking for members

Good practices

APHA/
Austria

- Include digitalisation content in job descriptions
- Programme for SMEs for support digitalization
- Start-up developing digital tools for hotels + restaurants (Gronda) – <https://gronda.eu>

VIDA/
Austria

- ÖGB-Project "danube@work" (Austria, Bulgaria, Romania, Serbia) focussing on:
 - teaching and training
 - developments in new forms of employment (platform economy)
 - use of other platforms for the mediation of services
 - effects of digitalisation on workers: autonomy / control / monitoring
- New technologies:
 - Apps to simplify the rosters of employees, e.g. Mc Donald's - workers satisfied
 - Software on private mobile phones, instead of cash register, to take / register orders and print out invoices
 - Convection oven: a revolution in the kitchen

Good practices

GNI/
France

- Implementation of technologies and digital solutions (e.g. back office)
- Innovation towards storage and providers
- Rules are needed in order to put robots in place

CFDT
Services/
France

- “Uberisation” is happening in accommodation and restaurant sector and cannot be stopped
- New phenomenon of restaurants in hypermarkets e.g. in shopping malls
- CFDT is involved in debate and strives for a fair mode of regulation, e.g. demonstration of VTC (Voiture de Tourisme avec Chauffeur) drivers against UBER
- CFDT strives to ensure decent income for all workers not necessarily linked to a traditional employment contract, as well as the guarantee of social protection and health and safety regulations

Good practices

HCH/
Greece

- Capsule T (accelerator for travel and hospitality start-ups) enables both parties, the start-ups and the hotels, to develop collaboration with positive impact on Greek hospitality sector

HHRA/
Hungary

- National Tourism Data Supply Centre – new initiative by Hungarian Tourism Agency
- New digital data supply system that presents financial + statistical data for all types of accommodation services in the country in real time
- Examples: number of adult + child guests + nationality + time spent in Hungary + services used + amount spent by guest + tourist tax, etc.
- Local authorities will have access to statistics → to verify tourist tax payments
- Tax administration will have access to the data on VAT payment
- Reporting procedure will reduce administrative load on all types of accommodation + provides data for better understanding of the tourism industry

Good practices

LAKRS/
Latvia

- Introduction of smart devices (tablets, telephones, scanners) for booking, storing important information on guests (diets, allergies, birthdays, favourite table, etc.), cash settlement and order processing
- Introduction of applications to receive product information by scanning barcodes, to count steps
- Facebook groups to contact free/available waiters to complete banquet team
- Contactless credit / debit cards accelerate billing
- “Corovin” - equipment for selling exclusive wines in glasses without damaging the remaining wine in the bottle
- Nursery rooms with video surveillance allowing parents to watch children during dinner on special tablets
- At national level: improvement of sectoral qualification system for development of vocational education and quality assurance, in cooperation with National Centre for Education, National Development Plan of Latvia + European Social Fund

Good practices

STUH/ Croatia	<ul style="list-style-type: none">• Croatia = leader in digitalisation in Western Balkan• Education reform initiated at national level
Felles- forbundet/ Norway	<ul style="list-style-type: none">• Some hotels invested in check-in machines• Many hotels started using smart phones and tablets for checking off cleaning of rooms (more interactive and providing information on vacant rooms)• Some hotels started using robot vacuum cleaners
CCOO Servicios/ Spain	<ul style="list-style-type: none">• “Pact for Tourism” between Government and the social partners, with “Digital agenda for tourism industry”• Demands:<ul style="list-style-type: none">○ workers' representatives must be consulted on implementation of new technologies and use of new equipment○ new technologies should not imply the reduction of the workforce○ staff has to be trained to adapt to new technologies or orientated towards other jobs
HRF/ Sweden	<ul style="list-style-type: none">• Social partners joint study “A growing industry during times of Change” - Forecasts for the skills and competences needed in the hotel and restaurant sector up to the year 2030

Joint HOTREC-EFFAT survey on refugees

- HOTREC + EFFAT launched survey in 2019
- **Objective: collect information on initiatives to integrate refugees in the labour market (focus on hospitality sector)**
- Good practices to be presented at SSD plenary



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Good practices

APHA/
Austria

AMS supports integration in labour market

Actions:

- Competence checks to develop vocational integration
 - e.g. cultural characteristics; rights and duties of employees; recognition of foreign qualifications and diplomas; social system; housing; health
 - Companies gain professional experience (internships)
 - Offer of individual coaching
- German language courses
- Companies employing recognised asylum seekers can access grants
- Seasonal labour demand can be partially covered, e.g. winter sports
- Local integration programmes (e.g. Styria; Carinthia)

Good practices

HORESTA/
Denmark

- 2016: Basic Integration Education : refugees + reunited family members
- School + work within the company
- Programme dedicated to introduce refugees to work within sector
- Students receive payment (from employer) equivalent to a starting level of trainee in sector
- July 2016: around 2000 students had enrolled

IHA/
Germany

- Holistic approach: language mediation + integration in work, education + social integration
- Local job centre + employment agency to act
- Cross-sectoral projects:
 - Welcome Pilots: consultants support SMEs on legal framework conditions + suggest suitable applicants (refugees) to interested companies
 - Enterprises integrate refugees: training + employment facilities
 - Join: Internship platform for refugees + enables access labour market Duration: 3 months

HCH/
Greece

National Employment Agency managed pilot project for facilitating young refugees social support (Erasmus project)
2019: pilot project training of migrants and refugees in professional skills

Good practices

FIPE/
Italy

- FIPE signed-up to Amala Tunisa in 2019
 - Aim: to contribute to qualification of migration flows to Italy + promote job matching + experiment innovative and sustainable ways of circular mobility
- FIPE: will raise awareness through workshop

MHRA/
Malta

- Initiatives coordinated by Job Plus – Malta's employment agency
- Advisory services for refugees
- Profile for refugees created (with skills)
- Tailor made guidance / professional services (such as interpreters) + cultural mediators + occupational therapist
- 2016: job brokerage scheme set up - address irregular work + potential exploitation of migrants
- Language courses: English + Maltese
- UNHCR Malta office in cooperation: opportunities + challenges + workshops

Good practices

Felles-
forbundet/
Norway

- Government programs for learning Norwegian language through work

HRF/
Sweden

- HRF & VISITA involved in “Fast Track” programme to bring immigrants into the labour market, especially cooks
- Evaluation of the knowledge level of each individual