



**EFFAT-FoodServiceEurope Social Dialogue Committee  
for the European Contract Catering Sector**

**Steering Committee**

**Virtual Meeting (Teams)**

**5 February 2021**

**10 am - 12:30 pm**

**Minutes**

**1. Adoption of the agenda and adoption of the minutes of the Steering Committee of June 2020**

- The agenda and minutes were adopted as proposed.

**2. COVID-19 and the contract catering sector**

- The COVID-19 crisis is continuing to heavily impact the contract catering sector. The impact has been particularly severe on jobs in the sector, although the job retention schemes in most countries have been effective and extended when needed. However, these schemes will come to an end sooner or later. Many companies resort to making parts of their workforce redundant. EFFAT stressed that this needs to be done in a socially responsible way, in negotiations with trade unions, and in full respect of workers' rights to information and consultation at all levels, including in European Works Councils.
- EFFAT has been lobbying to ensure that the voice of workers is heard, that workers are protected and that national governments consider the hospitality sector as priority in the recovery of the economy. EFFAT underlined that, if businesses are open, it has to be ensured that health and safety protocols are respected. EFFAT has also been advocating that employers use this period to reskill and upskill workers. Furthermore, EFFAT highlighted that COVID-19 presents an opportunity to build a more sustainable and socially responsible model for the tourism industry.
- FoodServiceEurope highlighted the impact that teleworking is having on the B&I sector and the likelihood of this to continue even after the COVID-19 crisis, as teleworking is likely to remain the norm in the long-run. Companies are looking at new ways of providing services and ways to restructure their activity to adapt to this new reality.
- The need to provide support to workers who will be returning to work after months of furlough was also highlighted. Welfare needs to be considered as much as hygiene and safety. A phased re-entry to work and retraining could be considered in these instances.
- **Action: EFFAT to share Sodexo's global COVID-19 safety protocol and the good measures currently being implemented by COMPASS.**
- **Action: It was agreed that FoodServiceEurope will draft a joint statement that EFFAT and FoodServiceEurope can share with their members encouraging them to engage national governments on recovery funds and to ensure that the contract catering sector is included.**

### 3. EFFAT-FoodServiceEurope Guide “Choosing best value in contracting food services - A guide for private and public client organisations”

- The COVID-19 crisis has impacted the rollout of the Guide. EFFAT posted the Guide out to FoodServiceEurope and EFFAT member organisations in October. Other initiatives to promote the guide are challenging given the current measures that are in place.
- **Action: FoodServiceEurope and EFFAT to encourage member organisations to include the Guide on their own websites.**
- **Action: When appropriate, FoodServiceEurope and EFFAT will promote the Guide in the context of EU policy.**
- **Dave Turnbull to share UNITE’s experience of sharing the Guide with approx. 24 stadiums in the UK that will be hosting the Rugby League World Cup. If successful, this could be an effective way to disseminate the Guide.**

### 4. Qualification and Training

- EFFAT and FoodServiceEurope are not directly engaged with the Pact for Skills. EFFAT had been involved in roundtables of the tourism sector for the Pact for Skills but noted that while the intentions are good it was not clear what can be concretely done other than signing the Pact. EFFAT does not have the resources to engage fully on this. Given the on-going COVID-19 crisis, it was agreed that now is not the right time to discuss the joint EAfA Pledge.
- The impact on the sector of the suspension of apprenticeship schemes over the past year, and potentially longer depending on how the COVID-19 situation progresses, was flagged. Additionally, people are seemingly less inclined to apply for vocational training in hospitality. This will create a big challenge for the sector in the future, as it has already had difficulties to recruit and retain skilled staff. Governments should be called upon to extend apprenticeship schemes.
- **Action: FoodServiceEurope to ask their member organisation VIMOSZ about the Next Tourism Generation Alliance project. They could potentially provide an update at the plenary meeting.**

### 5. Fight against sexual harassment

- EFFAT is finalising the website which will be used to roll out the “EFFAT Recommendations to protect workers from sexual harassment and violence”. EFFAT has organised two webinars on sexual harassment and violence for the domestic work sector and the fast-food sector, that brought together workers and trade unionist.
- In the Nordics where a lot of work has been done on this topic, it was flagged that the most challenging thing is to create a culture where people feel comfortable to raise the issues in the workplace.
- **Action: A decision will be taken at the next Steering Committee whether examples of best practice in companies or at national level could be presented to plenary. If members find it useful, a webinar to share examples of existing tools that have been used effectively to address this issue could be organised.**



## 6. Plenary meeting 2021

- Possible agenda items for the plenary meeting are:
  - Best practice / tools on fighting sexual harassment in the workplace
  - Sharing the experience of promoting the Best Value Guide in the UK (Rugby League World Cup)
  - COVID-19: how recovery plans are supporting the sector; share any initiatives at national level that are helping the sector. Potentially could have Commission representative to provide update on the Recovery Fund
  - Update from the Commission on social and employment affairs

## 7. Other items on the EFFAT-FoodServiceEurope Work Programme 2021

- **Action: Latest version EFFAT-FoodServiceEurope Work Programme 2021 to be sent to Joé Rieff.**

<b>Steering Committee meeting – Participants</b>
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### **Employers**

Cristina Freitas de Costa (FoodServiceEurope Secretariat)  
Alison Ryan (FoodServiceEurope Secretariat)  
Paloma Fernández-Aller de Roda (FoodserviceEspana)

### **Workers**

Andreas Gollner (EFFAT/VIDA)  
Dave Turnbull (EFFAT/UNITE)  
Jens-Petter Hagen (EFFAT/Nordic Unions)  
Kerstin Howald (EFFAT Secretariat)

### **European Commission**

Joé Rieff (DG EMPL)