

**Conference**  
**“EFFAT/FERCO Guide on the economically most advantageous offer in**  
**Contract Catering - promotion at national level”**

**Brussels, 9 October 2007**

**Minutes**

**Present:**

<b>FERCO:</b>	Belgium	UBC	Jacques VANDENHENDE
	France	SNRC	Yann COLÉOU
		SNRC	Claudine FABBY
		SNRC	Laurent HUEZ
	Hungary	MVSZ	Peter ROMAN
		MVSZ	Lajos BÖRÖCZ
	Italy	ANGEM	Ilario PEROTTO
	Spain	FEADRS	Paloma FERNANDEZ ALLER DE RODA
		FERCO	Antonio LLORENS TUBAU
		FERCO	Marie-Christine LEFEBVRE
<b>EFFAT:</b>	Austria	VIDA	Robert KAPAUN
		VIDA	Erich STEINACHER
	Belgium	ACV-CSC	Patrick VANDERHAEGHE
	Denmark	3F	Aage JENSEN
	France	FGTA-FO	Rafaël NEDZYNSKI
		FGTA-FO	Philippe BESSON
		CFDT Services	James BOKONGO
	Hungary	VISZ	Maria BOGDÁNNE NÁNAI
		VISZ	Dora HEGYI
		VISZ	Istvan JEGENYEI
	Italy	FILCAMS-CGIL	Carmelo CARAVELLA
		FILCAMS-CGIL	Gabriele GUGLIELMI
		FISASCAT	Alfredo MAGNIFICO
		FISASCAT	Giovanni PIRULLI
		UILTUCS	Emilio FARGNOLI
		UILTUCS	Tito MONGELLI
	Luxemburg	OGB-L	Romain DAUBENFELD
	Malta	GWU	Josef BUGEJA
	Poland	NSZZ Solidarnosc	Kacper STACHOWSKI
		NSZZ Solidarnosc	Agnieszka RYBCZYNSKA
	Spain.	FECOHT-CCOO	Fernando MEDINA GÓMEZ
		FECOHT-CCOO	Antonio GARCIA
FECHTJ-UGT		Emilio FERRERO LOPEZ	
TCM-UGT		Alfredo HERRANZ	
Sweden	TCM-UGT	Sara SAEZ	
	HRF	Therese HULTHEN	
	Kommunal	Lena JONASSON	
	Kommunal	Anders JONSSON	

EFFAT	Harald WIEDENHOFER
EFFAT	Kerstin HOWALD
EFFAT	Elke LIBBBRECHT

<b>EU Commission:</b>	DG EMPL	Jackie MORIN
	DG EMPL	Anneli SILLANPAA
	DG EMPL	Elisabeth AUFHEIMER

### **Excused:**

**EFFAT:** Dimitris MICHAÏL (Cyprus OEXEV-SEK); Michaela ROSENBERGER, Klaus SCHROETER (Germany NGG); Patrick SORIN-PROBST, Didier CHASTRUSSE (France CFE-CGC); Maja MIRT BICANCIC (Croatia STUH); Urs MASSHARDT (Switzerland Hotel & Gastro Union); Patrick DALBAN-MOREYNAS (IUF)

**FERCO:** Jan Van ZUNDERT (The Netherlands VENECA); Bernadette MACÉDOINE (FERCO)

## **1. Opening**

The Conference was organised by FERCO and EFFAT with the support of the European Commission.

Antonio Llorens, FERCO President, and Harald Wiedenhofer, EFFAT General Secretary co-chaired the meeting.

Harald Wiedenhofer and Antonio Llorens welcomed the participants, especially the representatives of the European Commission and declared the conference opened.

## **2. Approval of agenda and minutes**

The agenda is approved. The minutes of the January 2006 plenary session were approved.

## **3. Official launch of the Social Dialogue Committee in the Contract Catering Sector**

Harald Wiedenhofer and Antonio Llorens officially launched the Social Dialogue Committee in the Contract Catering Sector and thanked the EU Commission for its support.

The Contract Catering Sectoral Social Dialogue Committee is the 35<sup>th</sup> sectoral committee to be established.

Jackie Morin, Head of Unit Social Dialogue and Industrial Relations at DG EMPL highlighted that at sectoral level, the social dialogue underwent an important development since 1998, when the Commission decided the establishment of sectoral dialogue committees to promote the dialogue between the social partners in the sectors at European level. He also pointed out the growing demand from EU sectors to establish sectoral Social Dialogue Committees.

Jackie Morin stressed that the EU Social Dialogue should be seen as complementary to national social dialogues. He indicated that the Commission is fully respecting the autonomy of the social partners and that its role is consequently to provide political, strategic, logistic and financial support.

He recalled that the formalisation of the Contract Catering Social Dialogue induces a systematic consultation of the sector prior to the adoption of new legislations and the opportunity to conclude European agreements (art.139 of the Treaty). He indicated key areas such as Corporate Social Responsibility, health and fight against obesity, health and safety at work, equality between men and women (recent consultation on reconciliation of work and private life), quality of employment, harassment.

Jackie Morin recalled the provisions concerning the setting up of new sectoral committees intended as central bodies for consultation, joint initiatives and negotiation, notably the necessity to adopt rules of procedure and an annual work programme.

FERCO and EFFAT officially adopt the rules of procedure and the work programme 2007/2008.

Jackie Morin invited the Contract Catering social partners to cooperate with HOTREC when appropriate.

Harald Wiedenhofer believed that the Committee will represent an opportunity to increase the political influence of the contract catering sector and to impact on the EU legislative process.

Antonio Llorens stressed the importance of this achievement as it resumes a long lasting co-operation at EU level between EFFAT and FERCO.

#### **4. EFFAT/FERCO Guide on the economically most advantageous offer in Contract Catering - report on events and activities at national level**

##### **A. Background**

Marie-Christine Lefebvre recalled the background of this project. Since 2003, the need for promoting the economically advantageous offer in tendering process was on the agenda of the EFFAT/FERCO social dialogue.

Therefore, the EFFAT and FERCO representatives conducted initial discussion with the social partners in the security and cleaning sectors who had already elaborated similar guides. The elaboration of the Guide was entrusted to an external expert, under the supervision of the FERCO/EFFAT steering group. The document went through consultation of EFFAT and FERCO member organisations and an informal testing conducted in France and Spain in the course of February 2005.

The document was finally endorsed in March 2005 at the annual meeting of the Social Dialogue and officially launched in January 2006 after the transposition of the Guide into a multilingual brochure (EN-DE-NL-ES-IT) and a website ([www.contract-catering-guide.org](http://www.contract-catering-guide.org)).

The years 2006-2007 have been dedicated to dissemination activities at European and national levels and the translation of the brochure into additional languages (HU-PL) available on the website.

##### **B. Reports on national dissemination activities**

###### **- FRANCE**

Rafaël Nedzynski informed the participants that an information meeting for the works councils of important client companies has been organised. He pointed out that efforts for the dissemination of the Guide will be pursued notably with a presentation in each individual trade union organisation. No joint trade unions/employers dissemination event has yet been organised.

Yann Coleou stressed that the delays occurring in the organisation of a dissemination event of the Guide were due to the priority given to the wages negotiations. He indicated that a project of sending a letter to the major decision makers was on its way and that a meeting between the social partners would take place on 10 October.

#### - **HUNGARY**

Lajos Böröcz recalled that Ilario Perotto from ANGEM the Italian member of FERCO had promoted the FERCO/EFFAT Guide in Hungary before MVSZ joined FERCO. The MVSZ had translated the document into Hungarian with the help of the Hungarian Public Procurement Council.

A very important dissemination event had been organised in March 2007 by VISZ and MVSZ. That event gathered a very large audience with representatives of the consumers, national and local authorities, Members of the Parliament. Jackie Morin attended the event as well as MC Lefebvre and K. Howald.

The Hungarian law on public tender is presently under revision. Lajos Böröcz indicated the FERCO/EFFAT Guide will help influencing the national authorities on this issue.

The MVSZ is considering organising in the future other dissemination activities at local level. Lajos Böröcz stressed the importance of the EU Commission support to the FERCO/EFFAT Guide towards the Hungarian national authorities.

#### - **ITALY**

Ilario Perotto listed all dissemination activities that have already taken place in Italy: dissemination of 5000 copies of the Guide to national, regional and local authorities in charge of public tenders; promotion events in Firenze and Napoli geared to ANGEM and trade unions members; press conferences; promoting agreements to use the FERCO/EFFAT guide as the reference document for local public tenders (Firenze, hospitals, Ministry of Defence)

ANGEM will continue conducting dissemination activities. Next coming events will take place during the FIERA biennale di Milano and a specific event in the education sector will be organised in Genova.

The Italian social partners thanked the Commission for its support that reinforce the relevance of the Guide towards the Italian authorities.

It was also pointed out that there was a project to establish a public procurement observatory that will also monitor the condition of women within the sector. The social partners have elaborated a minimum hourly salary scale that has been approved by the government and will be taken into consideration in the appraisal of the offers in public tenders.

#### - **SPAIN**

FEADRS has distributed the FERCO/EFFAT guide to the services in charge of public tenders such as the Ministry of Defence. The Guide has also been disseminated via Internet.

The social partners stressed the importance of the Commission's support toward the Spanish Authorities.

- **SWEDEN**

When beginning the translation of the FERCO/EFFAT guide into Swedish, it appeared that modifications would be requested to meet the Swedish market specificities. Therefore a Swedish version of the guide will be developed together with domestic players, based on the EFFAT/FERCO Guide.

A dissemination campaign is foreseen towards the Works Councils of the major companies.

- **BELGIUM**

Patrick Vanderhaeghe reminded that the European Institutions are also acting as award authorities (e.g. tendering procedure to award the catering market at the Council).

He recalled the importance for the trade unions of the issue of safeguarding employees' rights in case of the transfer of undertaking. The FERCO/EFFAT guide is actually used by the trade unions in their negotiations on this specific issue.

He stressed the necessity to take into consideration the growing number of multi-services companies for future work on the Guide.

### **C. Debate**

Harald Wiedenhofer quoted the interest expressed by the participants for the support of the EU Commission to the FERCO/EFFAT members' activities towards their national governments and for conducting discussions with national law-makers and promoting the Guide at trade union level within the major companies through the Works Councils and in the public sector.

He also stressed the need for more exchange of information between the FERCO/EFFAT members on what is actually taking place in the various Member States.

Antonio Llorens highlighted the added value of the Guide in the relationships with the clients. The FERCO/EFFAT Guide is very useful not only on technical issues but also for political lobbying purposes. Antonio Llorens believes that the guarantees offered in terms of nutrition and quality when using the criteria and the method for the assessment of offers described in the EFFAT/FERCO Guide should be put forward in the discussions with national and European tendering bodies.

He stressed the necessity to increase dissemination activities and to develop other means of dissemination.

### **D. Practical examples of implementation of the Guide**

Marie-Christine Lefebvre presented practical examples of the use of the FERCO/EFFAT Guide in particular tendering procedure.

The French agency for the development and the control of energy (ADEME) has been using the methodology developed in the FERCO/EFFAT Guide to their most satisfaction. Same wise, the Swiss subsidiary of Philip Morris has expressed its interest in using the method presented in the FERCO/EFFAT Guide.

## **E. Presentation of the forthcoming joint initiative with the cleaning, private security and textile sectors for the promotion of the “selecting best value” principle at EU level**

Anneli SILLANPAA from DG EMPL recalled the initiative taken at EU level for a joint promotion of the existing guides in the contract catering, security, cleaning and textile sectors. An EU event for the promotion of “selecting the best value” principle will be organised in spring 2008 in Brussels. Procurement authorities at all levels (EU, national, local) will be invited.

Antonio Llorens welcomed the idea and ensured the Commission of the active collaboration of FERCO and EFFAT. In the light of the development of the multi-services approach, he insisted on the reinforcement of the cooperation between the contract catering sector and other ones such as cleaning.

## **5. Corporate Social Responsibility (CSR) in Contract Catering**

Kerstin Howald recalled the content of the EFFAT/FERCO agreement on Corporate Social Responsibility signed on 31<sup>st</sup> January 2007

### **Presentation of examples of existing good practices by Sodexho and Compass:**

#### **A. Yann Coléou, General Manager Sodexho France, President of SNRC and FERCO Vice-President**

With its “Ethical Principles and Sustainable Development” contract, Sodexho had committed itself to providing equal opportunities for all employees regardless of their origin, political orientation, beliefs, personal opinions, gender, lifestyles or age.

The Sodexho Group Executive Committee had set four priorities for the deployment of the Group’s Corporate Citizenship strategy: Fight malnutrition throughout the world, improve the quality of working life and protect the environment, and finally to promote diversity and integration.

As far as Diversity and Integration are concerned, Sodexho has identified areas of improvement, namely gender equality, the integration of disabled workers, the creation of opportunities for different generations to enter the labour market and to remain in employment, and respect for and inclusion of ethnic minorities. Yann Coléou listed examples of Sodexho’s actions in the identified areas.

The EFFAT representatives stressed that this example showed that when employers were dedicating enough resources they can make a difference in this field. Trade unions requested more initiatives for the integration of migrant workers.

#### **B. Laurent HUEZ, HR Director, Compass Group France**

The « Handicap Policy » is a French initiative conducted initially by Eurest. The idea was to transform the legal obligation to hire disabled persons in a lever for performance, motivation and solidarity within the company. The « Handicap Policy » aimed at integrating at best and retaining at work disabled employees.

Compass Group France had decided to extend the « Handicap Policy » to the entire Group and had recognised this policy as being one of the major elements of its human resources strategy. Consequently, Compass Group France has committed itself for example to reinforce the Compass Group employees' awareness, as well as communication campaigns aiming at playing down the significance of handicap, to recruit and integrate disabled persons, to create partnership with associations working in the field of the recruitment and training of handicapped persons.

Compass Group France formalized the « Handicap Policy » in an agreement signed with the French association in charge of the management of the Fund for job market integration of disabled persons (AGEFIPH). A follow-up agreement had been signed by all trade union organisations.

Laurent Huez listed the concrete results of the implementation of this « Handicap Policy ». For example, by the end of 2004, 178 disabled employees were working at Compass. The implementation of the « Handicap Policy » has led to the hiring of more than 250 additional handicapped persons (478 employees).

Harald Wiedenhofer invited Sodexo and Compass and other companies to continue to inform the Sectoral Social Dialogue Committee on their initiatives.

## **6. EU Platform for Action on Diet, Physical Activity and Health**

Marie-Christine Lefebvre presented the final version of the EFFAT/FERCO Common Statement on Obesity. This final version of the Common agreement is the results of the FERCO/EFFAT Steering Committee work and the various contributions of the FERCO and EFFAT members.

She recalled that FERCO and EFFAT, stressing the significant contribution that the Contract Catering sector could bring to the EU-wide fight against obesity, had decided in 2006 to put the issue on the agenda of their social dialogue and to sign a common statement.

This document stresses the role played for several decades by contract catering in social and health state policies and its responsibility in providing a model of nutritional balance diet especially with regard to vulnerable consumers. The document lists the basic requirements of a well sounded nutritional strategy. It also refers to the major contribution that the use of the economically most advantageous offer could bring to the promotion of quality and well balanced nutrition. Finally the common statement highlights the important role of nutrition education for enhancing the consumers' awareness of the importance of healthy eating and physical activity.

The FERCO and EFFAT members decided to approve the common statement on obesity. Antonio Llorens, President of FERCO, and Harald Wiedenhofer, secretary general of EFFAT officially signed the document.

## **7. Training Manual on Food Hygiene for the Contract Catering Sector**

Marie-Christine Lefebvre presented the proposal for a joint project to be conducted in 2008/2009 that would lead to the adoption of a European Training Manual on Food Hygiene and HACCP in the contract Catering sector.

As a matter of fact, in 1994, FERCO had drafted with the financial support of the European Commission a **European Guide to Good practices for Food hygiene** in accordance with the

EU Council Directive 93/43/EEC of 14 June 1993 on the hygiene of foodstuffs, **and a European Training Manual on Food Hygiene** based on the guide.

In 2004, the EU Commission revised the Community's food safety and hygiene rules. The new hygiene regulations adopted in April 2004 and applicable since 1<sup>st</sup> January 2006, merged, harmonised and simplified detailed and complex hygiene requirements previously contained in a number of Council Directives. FERCO and EFFAT have been considering updating the Training manual on Food Hygiene in order to bring it in accordance with the new regulation.

Prior to the updating of the Training Manual, FERCO will first have to update its Guide to Good Practice for Hygiene, as well as to draft a Guide for the application of HACCP principles. This very technical exercise will be done by FERCO hygiene experts.

Once FERCO will have completed that work, it is proposed that EFFAT and FERCO work jointly on the updating of the Training Manual in the framework of their Social Dialogue Committee. The Training Manual could be produced in an electronic version and be placed on the websites of FERCO and EFFAT. EU subsidies would be asked for its realisation and dissemination.

The FERCO and EFFAT members adopted the proposal.

## **8. Presentation of the Work programme 2007/2008**

The FERCO and EFFAT members adopted the Work programme for their social Dialogue in 2007/2008 (attached)

Italian trade unions insisted to pursue the annual follow up of the agreement on training and employment which was not on the agenda of the meeting.

## **9. Miscellaneous**

Antonio Llorens informed the Committee that as he has been elected President of FERCO, he is leaving the social dialogue. Yann Coléou will be, as from now on, responsible for all social dialogue issues on behalf of FERCO.

Harald Wiedenhofer thanked Antonio Llorens for the mutual respect and the good cooperation and welcomed Yann Coléou.

## **10. Closing of the meeting**

Session closed by Antonio Llorens and Harald Wiedenhofer

### **Travel expenses**

**Participants are invited to provide the EFFAT secretariat with the original travel documents (flight ticket, boarding pass, etc.) and a copy of the invoice issued by a travel agency and an invoice by the national association. These documents should reach the EFFAT secretariat no later than three weeks after the meeting. The required information can be found in the folder distributed to the participants.**