



Implementation of the EFFAT – FoodServiceEurope CSR agreement

Summary of replies to questionnaire on Health and Safety at the Workplace in the European Contract Catering Sector

Working Document for SSDC Plenary Meeting of 6 October 2014

Preliminary remarks

The information below brings together the replies received to the questionnaire sent in June 2014, comprising 21 Replies from 12 Countries; out of which, 12 Replies by representatives of the employees and 9 by Representatives of employers. The list of organizations that replied is provided in the end.

For the countries where more than one reply was received, the answers were not always consistent. The information provided below reflects a selection made on the basis of the number of replies received and the detail of the information provided. Countries where more than one reply was received are: Belgium, France, Italy and Spain. Members are welcome to make questions and discuss this during the meeting.

1) Health and safety conditions applicable to contract catering are defined in:		% of the 12 countries covered by replies
Collective agreement specific for contract catering	Slovakia Netherlands France	25%
Collective agreement of the hotel-restaurant sector	Hungary Finland Sweden Italy Spain	42%
Regulated by labour legislation	Hungary Finland UK Italy Austria Portugal France Spain Belgium	75%
Others	France	1

If other, please identify

France: Par les entreprises : accord, plan d'action dans le cadre d'une démarche de prévention des risques professionnels, notamment lors de l'établissement du document unique.

2) How are the employees and their representatives involved in the prevention of occupational risks?

By company level bargaining agreements between trade unions and management	Finland Slovakia France Italy Spain	42%
By the general procedures for information and consultation	Finland Slovakia Netherlands Italy Austria Spain Belgium France	67%%
By specific consultative bodies for health and safety conditions at work	Finland Hungary Slovakia Netherlands UK France Portugal Spain Belgium Italy	83%
By the participation of staff representatives to investigations after accidents and/or periodic surveys	Finland Slovakia Netherlands Italy France Spain Belgium	58%
By other means	Italy Belgium	17%

If other, please identify

Italy: RLS is a worker elected by the colleagues Who works with the company to create good conditions and best practises in order to develop a true culture of Health and Safety

Belgium: Comité de prevention (réunion de concertation entre les représentants du personnel de la direction)

Notes:

Sweden indicates "by legislation", but it is not very clear in the context above and for that reason was not included.

3) Training

a. Is there an obligation to train the staff on hygiene and safety rules at work?

Yes	Hungary Finland Sweden Slovakia Netherlands UK Italy Austria Portugal Spain France Belgium	100%
No		0

b. If yes, by whom is this training financed and carried out?

The company	Hungary Finland Sweden Slovakia Netherlands UK Italy Austria Portugal France Spain Belgium	100%
The government	Finland Spain Italy	25%
The employee	Finland Spain	17%
Other	France Belgium	17%

If other, please identify

France: By each union

Belgium: Fonds social HORECA

Notes:

Finland: For instance to get the licence on hygiene the company doesn't have to finance it

c. If no, have companies developed specific training programmes and safety procedures, focusing on the specific hazards linked to the contract catering sector?

Yes	-	-
No	-	-

4) Evaluation

a. Are the occupational risks subject to evaluation?

Yes	Hungary Finland Sweden Slovakia Netherlands UK Italy Portugal France Spain Belgium	92%
No	Austria	8%

b. If yes, with what frequency?

Once a year	Hungary Finland Sweden Slovakia Netherlands Italy Austria Portugal France Belgium	83%
Other	UK Spain	17%

If other, please specify

UK: "Regular Basis" is specified

Spain: It will depend on each company, notably on the periodicity agreed with representative of the workers.

Notes:

Finland: at least once a year

France: in addition an evaluation is made in the event of a significant change

Austria response given to paragraphs a and b above is contradictory.

c. Is there a written report of this evaluation?

Yes	Hungary Finland Sweden Slovakia UK Italy Austria Portugal France Spain Belgium	92%
No	-	0

Note:

Finland: according to the law there doesn't have to be a written document

5) Prevention

a. Do prevention measures for the professions or functions at risk have to be taken?

Yes	Hungary Finland Sweden Slovakia Netherlands UK Italy Portugal France Spain Belgium	92%
No	Austria	8%

b. If any, what prevention measures have to be taken?

Please describe

Netherlands: Training and regular practice and evaluation after incidents, complete book with critical points written in simple language for anyone to fully understand and grasp the meaning

UK: depends on assessment of the risk

Portugal: Usually, and when necessary, personal protective equipment by employees are used.

France: l'accord national du 23 juin 2004 sur la santé au travail et la prévention des risques professionnels prévoit qu'un comité national paritaire précisera les métiers et les postes présentant des risques spécifiques identifiés dans les entreprises de la branche professionnelle et déterminera les salariés exposés à ces risques et susceptibles d'être bénéficiaires d'une surveillance spécifique. Malheureusement, ce comité n'a jamais été réuni depuis 2005 malgré des demandes répétées de notre organisation.

Spain the measures required, including measures to reduce risks at their origin; information and training sessions; risk control measures.

Belgium: supprimer le risque, diminuer le risque, protéger le travailleur

c. Is the effectiveness of the prevention measures evaluated?

Yes	Hungary Finland Sweden Slovakia Netherlands Italy France Spain Belgium	75%
No	UK Austria Portugal	25%

d. If yes,		
By whom?	In what form?	-
<p><i>Hungary: The Hungarian Labour Inspectorate</i></p> <p><i>Finland: Together with employer, employees and occupational health care</i></p> <p><i>Sweden: Workers and Employers representative for safety</i></p> <p><i>Netherlands: Trainers and Examiners</i></p> <p><i>Italy: by the RLS</i></p> <p><i>France : Par l'entreprise après consultation obligatoire et préalable des représentants des salariés sur les démarches d'évaluation a priori des risques et sur les décisions qui en découlent.</i></p> <p><i>Spain : Health and Safety committee, including representatives of the workers and employer.</i></p> <p><i>Belgium: Employeur et inspection du travail</i></p>	<p><i>Hungary: Personally</i></p> <p><i>Finland: Annual meetings</i></p> <p><i>Sweden: Meetings and safety inspections</i></p> <p><i>Netherlands: Training sessions</i></p> <p><i>Italy: During meetings</i></p> <p><i>France : Les résultats de l'évaluation doivent être transcrits dans un document unique avec mise à jour annuelle ainsi que lors de toute décision d'aménagement important modifiant les conditions d'hygiène et de sécurité ou les conditions de travail ou lorsqu'une information supplémentaire concernant l'évaluation d'un risque dans une unité de travail est recueillie.</i></p> <p><i>Spain: Each company has its own method</i></p> <p><i>Belgium : Audits en cuisine ; Evolution statistiques d'accidents ; work-place visits and observation + report.</i></p>	<p>-</p> <p>-</p>

6) Statistics

a. Are the companies obliged to keep statistics on work accidents and on occupational diseases?

Yes	Hungary Sweden Slovakia Netherlands UK Italy Portugal France Spain Belgium	83%
No	Austria	8%

b. Are these data consolidated at branch level?

Yes	Hungary Finland Sweden Slovakia UK Italy Spain	58%
No	Netherlands Portugal	17%
Not clear	France Belgium	17%

If yes, by whom?

Hungary: Health and Safety Administrator

Finland: Insurance companies inform their Union, which keeps the statistics of all accidents and occupational diseases in Finland in all branches and professions.

Sweden: Company and State

UK: Health and Safety Executive

Spain: Labour Administration

Notes:

France: Réponses contradictoires. Selon FGTA-FO, actuellement il n'y a pas de consolidation. De telles statistiques devraient être consolidées par le comité paritaire national qui ne se réunit plus depuis 2005. Au contraire, le SNRC indique que le CNAMTS Direction des risques professionnels consolide l'information au niveau de la branche.

Belgium : contradictory replies received, but majority answered no, but noted that while there is no consolidation at branch level, there is at company level internally.

7) Do work-place or occupational health services intervene at the workplace?

Yes	Hungary Finland Slovakia Netherlands Italy Austria Portugal France Spain Belgium	83%
No	Sweden UK (generally no)	17%

If yes, what are their missions?

Hungary: Keep standards.

Finland: occupational reports are obligatory

Slovakia: control and prevention

Netherlands: prevention, awareness

Italy: check the real conditions of work; answer to calls from RLS and write to opposite commissions if something goes wrong in the workplace.

Portugal: Prevent the occurrence of accidents and potential contamination of food.

France: Si oui, quelles sont leurs missions? La médecine du travail a une mission large de prévention. Outre les visites médicales, le médecin du travail peut visiter les établissements à son initiative ou à la demande de l'employeur ou des représentants du personnel. Il doit être associé à l'étude de toute nouvelle technique de production et à la formation à la sécurité. Il a un pouvoir d'intervention très large ; Pour la FGTA-FO, les effectifs de la médecine du travail sont largement insuffisants et ne leur permettent pas d'assumer réellement toutes leurs missions légales. L'inspection du travail peut aussi intervenir sur les questions de santé au travail.

Spain : reduce risks

Belgium : Inspection des lieux de travail

8) Medical examinations

a. Do the employees need to undergo a medical examination at the time of recruitment?

Yes	Finland Slovakia Portugal France Belgium (majority)	41%
No	Italy Hungary Sweden Netherlands UK in general Austria Spain	58%

If yes, by whom?

Finland: The occupational health services

Italy: It will depend on the type of job. Not before the recruitment, but during the working period only for employee at potential risk

Portugal: By public health system or by consultatives bodies

b. Is there a compulsory periodical medical examination?

Yes	Hungary Finland Sweden Slovakia Italy Portugal France Spain Belgium	75%
No	Netherlands UK	17%

If yes, how often?

Hungary: once a year

Finland: Compulsory for instance for night shift workers. Many companies arrange medical examination once in 3 / 5 years depending on the age of the employee.

Italy: It will depend on the type of job. Usually every 12 months.

Portugal: 2 in 2 years for people aged between 18 and 50 years and every year for the remaining employees.

France: Chaque année, pour le personnel affecté sur l'exploitation (y compris les chauffeurs-livreurs), les lieux de production ou de consommation de denrées alimentaires. Tous les autres salariés passent une visite tous les 24 mois.

Spain : It depends on the workplace's risks (most common is once a year)

Belgium: It will depend on the risk to which the employee is exposed, but often once a year.

9) Is stress at work subject to specific preventive measures?

Yes	Hungary Finland Slovakia Netherlands Italy Spain Belgium France	67%%
No	Sweden UK Portugal	25%

If yes, which ones?

Hungary: Computer, hot working conditions and night work

Finland: It is a part of medical examination

Netherlands: Regulated in collective agreement, stress occurs mainly when contracts change of owner. We have a protocol how to communicate during this process. For the rest regular evaluation on stress is done by an independent consultancy organisation.

Italy: It depends on periodical exam that company has to make studying real conditions of workers in their different activities (for ex: if they use pc. If they have close contact with customers)

Spain: It will depend on the company

Belgium: Mesures reprises dans l'analyse générale de risques. Plus d'information disponible dans les diverses réponses.

Notes:

France: contradictory responses received in this regard. Out of three responses, two replied yes so that was the answer retained above. According to one reply the measures would be specific to each company.

List of Organizations that Replied to Questionnaire

Country (Alphabetical order)	Organisation member of EFFAT	Organization member of FoodServiceEurope
Asutria	Gewerkschaft vida	-
Belgium	FGTB HORVAL CSC Alimentations et Services	UBC - Compass UBC – ISS UBC - Comeos
Finland	PAM Service Union United	
France	FGTA-FO Fédération commerce et services CGT	SNRC
Hungary	VISZ	-
Italy	FILCAMS-CGIL	ANGEM
Netherlands	-	VENECA
Portugal	-	AHRESP
Slovakia	OZ PP Bratislava	-
Spain	Federación Estatal de Servicios para la Movilidad y el Consumo SMC-UGT Federación de Servicios de CCOO	FEADRS
Sweden	Hotel and Restaurant Union	-
UK		BHA