

**SECTORAL SOCIAL DIALOGUE COMMITTEE
HORECA**

PLENARY MEETING HELD ON 10 DECEMBER 2007

MINUTES

List of participants:

For EFFAT:

Kerstin Howald
Harald Wiedenhofer
Rudolf Komaromy
Aage Jensen
Markku Björn
Johanny Ramos
Christian Juyaux
Zsuzsanna Varnai
Nanai Maria Bogdanne
Pál Kovács
Zsofia Sütö
Bernadett Nagy
Belane Papp
Vera Krifaton
Klaus Schroeter
Gabriele Guglielmi
Emilio Fagnoli
Tito Livio Mongelli
Josef Bugeja
Fernando Medina

For HOTREC:

Marguerite Sequaris
Martin Couchman
Alessandro Nucara
Jostein Hansen
Ferenc Köszegváry
Catrine Kramar
István Kovács
Ferenc Kiss
Henry O'Neill
Aki Raudas
George Schembri
Dominique Teissèdre
Daniel Makay
Heli Satuli

Invited Guests:

Paul Cullen, DG EMPL, Labour Law Unit
Christophe Demunter, EUROSTAT
Tommaso Tanzilli, CEO Rome Hotel Association

For the Commission:

Elisabeth Aufheimer, DG EMPL (Chair)
Maria Aigner, DG ENTR

Chair: Ms E. Aufheimer (DG EMPL)

The chair opened the meeting and welcomed the participants and Ms Aigner from DG Enterprise.

1. Approval of the agenda for the current meeting

The agenda was adopted.

2. Approval of the minutes of the last plenary meeting (8 June 2007)

The minutes were approved.

3. Qualifications Passport

Ms Howald (EFFAT) presented a draft final report which summarized the results of the four Working Group and Steering Committee meetings in 2007 and proposed future steps (see attached). She underlined the progress which had been made after the signature of the joint statement on the qualifications passport on 11 December 2006. She recalled the reasoning behind the qualification passport, namely to improve and to facilitate mobility, especially across the borders.

This qualifications passport as a proof of qualifications and skills was seen as a very useful tool for individual people arriving in a particular country.

The task of the expert group was to come up with a concrete model for a qualifications passport which should also take into account tools that already exist at European and national level.

At the plenary meeting in June 2007 the social partners submitted an interim report regarding the structure of the pilot model of the qualifications passport. This plenary meeting should approve the final draft joint pilot model and reflect upon the implementation of the model in practice.

The main features of the qualification passport were summarized as follows:

- The passport would be an internet-based instrument and could be printed.
- Transferability of the data: the information on the data would be automatically translated into the language of the country where he/she would like to work.
- The social partners would jointly develop and administer the qualification passport.

A test phase for the pilot model is being planned, in order to transpose it into reality, and the Secretariats talked about the financing possibilities. Budget lines of DG EMPL and DG EAC have been identified. Synergies with CEDEFOP and EURES and the compatibility with existing tools are to be examined as well as the comparison with other groups working on similar tools such as social partners in agriculture and engineering.

Mr Couchman (HOTREC) agreed with the presentation given by EFFAT and raised a question about the practicability of the qualifications passport, the interest of countries in testing the pilot, the funding possibilities and the ability to run it in the long term. He stated that the existing pilot model was a practical basic product and that there existed countries potentially interested in testing the model. Concerning the funding he stressed the necessity to find financing possibilities and mentioned that the Commission had encouraged the social partners to work on this mobility tool and that it would be a great pity if the pilot could not be realized because of a lack of funding. He underlined also the necessity of a sustainable long term activity and questioned the possibilities of the social partners to control the passport on a long term.

Mr. Mongelli presented the eighth version of the qualifications passport and thanked all the members of the working party for their input.

In the following discussion some technical questions were raised, as for instance the definition of the term "approval" by the employer.

Concerning the future steps, Mr Couchman (HOTREC) stated that the primary question was to find funding possibilities. Help from the Commission side would be welcomed.

The Commission representative declared that financing by the social dialogue budget lines could be foreseen only for one year.

Funding possibilities existed also in the framework of the European Social Fund. New conditions, adopted on 29 November 2007, "Social partners as beneficiaries – European Social Fund support to social partners in the 2007-2013 period" might also provide financing possibilities; but the applications had to take place at a Member State level, not at European level.

EURES is in the process of building a common portal for EURES and EUROPASS. It would probably be possible to link EURES with the HORECA Qualifications Passport.

Ms Howald (EFFAT) mentioned recent contacts with DG Education and Culture. The Qualifications Passport would fit into the Leonardo da Vinci Programme. These questions would have to be discussed in more detail as well as the fact that besides financial support, technical and political support by the European Institutions would also be needed. She thanked Mr Mongelli and Mr Kiss for their excellent work.

Mr Wiedenhofer (EFFAT) stressed the necessity to get an overview, to identify the costs of the pilot model (set up of the web site, translations, etc.) and the long term costs. The next deadline for the social dialogue budget line is in March. It would be very helpful to get an overview of the costs in January/February.

The plenary meeting approved the detailed report and the eighth draft of the joint model of the qualifications passport and wanted the working group to continue with its work and to come up with a better idea of the costs by the next Steering Committee meeting.

4) Recent developments in social matters

(Slides are joined to the minutes)

The chair welcomed and thanked Mr Paul Cullen, DG Employment, Labour Law Unit, who reported on "The Outcome of the public consultation on the Commission's 2006 Green Paper on Modernising Labour Law".

Mr Couchman (HOTREC) thanked Mr Cullen and stated that the outcome was a sensible one and that the social partners should continue to cooperate in these matters. He mentioned in particular discussions on agency work and the working time directive.

Mr Wiedenhofer (EFFAT) said that the unions were very pleased that the Commission wanted to address the issue of precarious working conditions. In the hospitality sector there is a need for work and for action on this subject.

The unions would be pleased if the results of the discussion could have been a clear definition of the term "worker", and a proper approach to combine flexibility and security. He mentioned Denmark as a good example with a well functioning social dialogue and an active labour market policy. Under these conditions, flexicurity is working, but this is not the case in other countries.

6) Employment data in the tourism sector

(Slides are joined to the minutes)

The chair welcomed Mr Christophe Demunter, EUROSTAT, who gave a presentation on employment data in the tourism sector. He started with a short introduction to tourism statistics in general, followed by some information on "Labour Force Survey and Tourism

Employment" and on "Tourism Satellite Accounts and Tourism Employment". He also referred to a small publication for the "International Day of Tourism" with a link to employability of women in the tourism sector.

(Slides are joined to the minutes)

Mr Juyaux (CFDT) asked about seasonality data and why various diverse activities were not appearing in the list. Mr Demunter answered that the data was coming from each of the 27 countries. When summer and winter data put together the differences are masked and, for instance, high winter tourism data in one country can be hidden by lower data of other countries.

Ms Sequaris (HOTREC) thanked Mr Demunter and welcomed the recent developments at EUROSTAT, the increasing amount of activities on tourism and the more user friendly website.

Mr Guglielmi (EBNT) thanked Mr Demunter and referred to the work of the Italian Observatory on Employment in the Tourism Sector. He stressed the necessity to get more detailed data at a regional and national level and seasonality data which would be comparable with other countries' data.

Ms Howald (EFFAT) endorsed what previous speakers had said in terms of thanking EUROSTAT for its progress, especially for more detailed data on employment in tourism statistics. She stated that what has been done more or less on a voluntary basis should become more regular in the future.

In a long term she wished to get more data on seasonal variations and seasonality of employment, similar to the data available for accommodation facilities and their occupation. Mr Guglielmi had shown that these data were available on national level. According to EFFAT, the social dialogue should continue to work on this issue.

She also asked for more detailed statistics on employment in the other tourism sub sectors.

Mr Komaromy (vida) mentioned a study on the average age in the hospitality sector in Austria. The average age profile in the sector was 32.4 years which meant that the sector attracted many young people and subsequently lost them. It would be interesting to have such a statistic for the whole EU. Mr Demunter answered that this kind of data were already available.

7) CSR – Best practices

(Slides are joined to the minutes)

Mr Tommaso Tanzilli, chief executive of Rome Hotel Association, presented the project "soggiorno sereno" (serene stay). Free hospitality is provided to patients and their families, who need to come to Rome to receive health care and have financial difficulties. Patients and their families have been offered more than 5.000 free stays in more than 50 hotels. The involvement of the staff, the social support to the patients, is also crucial in offering this service. In many cases spontaneous activities have taken place, i.e. collections of money amongst the workforce.

This project was appreciated by the participants. The social partners agreed to collect more hospitality sector CSR best practice examples in 2008 and document the examples already collected.

8) Erasmus apprenticeship – tourism?

Ms Maria Aigner, DG ENTR, reported on the news on the Erasmus apprenticeship project of DG EAC which was put forward by Ms Catherine Guy-Quint, Member of the European Parliament. A special budget line of 2.000.000 € existed in the EP; three studies and twelve pilot projects on mobility and exchange of apprentices were carried out. During the French Presidency a final conference to present the results of the pilot projects should take place, as well as a test phase of the outcome from 2009 on. For this follow-up phase there was a budget of 1.000.000 € foreseen.

It was not yet agreed if it could become a specific part within the Leonardo programme and if it could focus on a specific sector.

10) Recent developments in tourism matters

Ms Aigner reported on the recent developments in tourism:

- The “Agenda for a sustainable and competitive European tourism” was adopted on 19 October 2007
- Award ceremony of the project EDEN (European destinations of excellence)
- The Tuscany region had organized the Euro meeting 2007 for a sustainable tourism, a network of regions was set up to implement the Agenda, and on 15 February 2008 the follow up meeting will take place in Barcelona.
- On 3 November 2007 the Competitiveness Council has adopted its conclusions on the Agenda
- On 29 November 2007 the European Parliament adopted the Costa report
- The Portuguese Presidency wants to include a reference to the Agenda and to sustainable tourism into the European Council conclusions
- DG ENTR is working on the implementation of the Agenda in close co-operation with other DGs. Three conferences on EU financial instruments are planned, as well as the Social Tourism conference in April and the European Tourism Forum in Paris in October
- There will be a call for proposals in the first half of 2008 to bring together universities, research and industry to create a knowledge network on tourism
- In December 2007 the budget authority in the European Parliament will hopefully transform the EDEN pilot project into a preparatory action, which will mean 2.500.000 € for the next three years
- The Tourism Advisory Committee will take place on 25 January 2008.

Ms SEQUARIS (HOTREC) raised the question why the private sector stakeholders are no longer invited to participate in the meeting with the Tourism Advisory Committee. Ms Aigner replied that this issue should be discussed with Francesco Ianniello, the Head of the Tourism Unit.

9) Third party violence – Multi-sectoral initiative

Ms Howald (EFFAT) gave a short introduction on the background of this item. The European horizontal Social Partners had signed a framework agreement on harassment and violence at the workplace. Third party violence, which is one aspect of such violence, is defined as violence coming from outside (customers, clients, guests, etc.). Certain sectors are particularly affected: trade, hospitals, local governments, regions, security services, all sectors dealing with money in one way or another. On 14 March 2008 a technical seminar will be held. The seminar aims to discuss how to tackle third party violence, what measures can be taken, and to present case studies, examples, awareness campaigns, reports of the victims as well as exchange of ideas between the sectors, etc.

EFFAT proposed to attend the technical seminar on 14 March 2008. It was agreed that EFFAT and HOTREC participate as observers.

11) Work Programme 2008

After some discussion the social partners agreed to finalize the work programme 2008 in adding a point concerning the improvement of statistics in tourism and to change the wording into "Undeclared work / Illegal working practices". The approval of the final work programme will take place at the next Steering Committee meeting.

5) Free movement of workers – Migration

Ms Aufheimer briefly reported on the recent Commission policy initiatives in the area of labour migration (Proposal for a General framework directive on single permit and the rights of immigrants; Proposal for a directive on the conditions of entry and residence of highly qualified workers) as well as on the proposals foreseen for 2008 and 2009 concerning seasonal workers, remunerated trainees and intra-corporate transferees and the actual situation in the Member States.

12) Any other business

Ms Aufheimer (DG EMPL) thanked all the participants, notably all those that have prepared the documents submitted to discussion or presented an item.

13) Next meetings

- 14 February 2008 Steering Committee
- 16 May 2008 Steering Committee
- 10 June 2008 Plenary
- 10 September 2008 Steering Committee
- 18 November 2008 Steering Committee
- 2 December 2008 Plenary