



EUROPEAN COMMISSION
Employment, Social Affairs and Equal Opportunities DG

Social Dialogue, Social Rights, Working Conditions, Adaptation to Change
Social Dialogue, Industrial Relations

Plenary Meeting of the Sectoral Social Dialogue Committee on Contract Catering

6 October 2009

Minutes

Present:

FERCO:	France	SNRC	Claudine FABBY
	Hungary	MVSZ	Peter ROMAN
		MVSZ	Lajos BÖRÖCZ
		MVSZ	Csaba KOMAROMI
	Italy	ANGEM	Ilario PEROTTO
		ANGEM	Silvio MORETTI
	Portugal	AHRESP	Maria Helena PIRES
	Spain	FEADRS	Paloma FERNANDEZ-ALLER de RODA
	UK	BHA	John DYSON
		FERCO	Marie-Christine LEFEBVRE
	EFFAT:	Austria	VIDA
VIDA			Robert KAPAUN
Belgium		ACV-CSC	Patrick VANDERHAEGHE
Finland		PAM	Sirpa LEPPÄKÄNGAS
France		FGTA-FO	Philippe BESSON
Hungary		VISZ	Judit RUISZNE NADAS
		VISZ	Zsófia KALMÁR
		VISZ	Maria BÚS
Italy		UILTUCS	Sergio DIECIDUE
		FILCAMS	Elisa CAMELLINI
		FILCAMS	Carmelo CARAVELLA
Spain		FECOHT-CCOO	Manuel GARCIA MORALES
		IUF	Lisa ELDRET
		EFFAT	Kerstin HOWALD
EU Commission:		DG EMPL	Elisabeth AUFHEIMER

1. Opening

The plenary meeting is co-chaired by Ms Kerstin Howald, EFFAT Tourism Sector Secretary (morning), and Ms Marie-Christine Lefebvre, FERCO Secretary General (afternoon), who jointly welcome the participants and apologize for the absence of Mr Antonio Llorens Tubau (FERCO President) and of Mr Harald Wiedenhofer (EFFAT Secretary General).

2. Approval of the agenda and of the minutes

The agenda is approved.

The minutes of the plenary meeting held on 7 October 2008 are approved.

3. Training Manual on Food Hygiene for the Contract Catering Sector

Presentation of the results of the Working Group meeting (10 September 2009)

Presentation of two training tools by John Dyson, BHA Food and Technical expert (UK) and Maria Helena Pires, AHRESP Quality Manager (PT)

Discussion and way forward

Ms Lefebvre (FERCO) presents the outcome of the working group meeting held on 10 September 2009:

The presentation can be downloaded here:

http://circa.europa.eu/Public/irc/empl/sectoral_social_dialogue/library?l=/catering/2009/20091006_plenartagung/20091006_proposal/ EN_1.0_&a=d

She suggests changing the title "manual" into another one, i.e. "training tool". The training tool should be based on already existing tools.

Mr John Dyson (BHA - FERCO) presents the British training manual via the website:

<http://www.cocomo.co.uk>

This training tool is

- a compliance manual
- commercially used
- crew training as well as individual training are both possible

Ms Maria Helena da Cruz Serra PIRES (AHRESP - FERCO) presents a Portuguese training tool on CD- Rom.

The presentation can be downloaded here:

http://circa.europa.eu/Public/irc/empl/sectoral_social_dialogue/library?l=/catering/2009/20091006_plenartagung/20091006_vol1_ptpdf/ PT 1.0_&a=d

http://circa.europa.eu/Public/irc/empl/sectoral_social_dialogue/library?l=/catering/2009/20091006_plenartagung/20091006_vol2_ptpdf/ PT 1.0_&a=d

This model was developed by a Portuguese firm and financed by the ESF. It consists of 2 volumes with power point presentations and videos and is adaptable to all needs of employers.

Ms Howald (EFFAT) thanks for the presentations. EFFAT would appreciate continuing working on a training tool which is

- freely accessible
- easy to use (even for illiterates)
- could eventually be obligatory

Mr Steinacher (VIDA - EFFAT) reports on the Austrian situation. Sanitary controls and a certificate on regular health checks of the staff are mandatory in Austria. Companies have to train their staff and provide evidence thereof. Training happens above company level and is mainly carried out ‘physically’, i.e. not online.

Mr Vanderhaeghe (ACV-CSC – EFFAT) explains that in Belgium training is mandatory and has to be given during the working hours. Costs are relatively high, but it is important for the safety of the workers and the clients.

Ms Lefebvre (FERCO) raises the question of how to proceed. She points out the fact that a working group can only elaborate a rough outline. It is not possible to develop an electronically available or interactive version of such a training tool in a social dialogue working group. On the FERCO side, the following countries are interested in having a European training tool: Spain, Portugal, Italy and Hungary. Ms Howald (EFFAT) states that for EFFAT the plenary meeting attending countries are interested.

It is agreed to continue working on the training manual and to assign to the working group the task to draft an outline for a training tool on food hygiene. The working group will meet twice in 2010 (in January and in June).

4. EFFAT-FERCO Guide to the economically most advantageous offer in contract catering

Implementation of the Guide at the national level

Italy: National observatory on the awarding of contracts in public procurement

Progress report on the Draft “**Guide on Social Considerations in Public Procurement**”, an initiative of DG Employment for the promotion of social aspects in public procurement

Discussion and way forward

Mr Perrotto (ANGEM – EFFAT) gives a presentation on the Italian observatory on public procurement in the contract catering sector:

The presentation can be downloaded here:

http://circa.europa.eu/Public/irc/empl/sectoral_social_dialogue/library?l=/catering/2009/20091006_plenartagung/20091006_osservatorio/IT_1.0_&a=d

The observatory was founded in 2008 and is financed by the ENTE Bilaterale, the joint structure of the social partners. It collects data on a monthly basis to survey how contracts in public procurement are awarded and how the EFFAT-FERCO Guide is implemented in Italy. The collection of data is done via questionnaires sent to enterprises. About 80 % of the enterprises answer to the questionnaires. The percentage of contracts that were awarded according to the principle of the economically most advantageous offer increased from 76% in 2008 to 86% in 2009.

Mr Caravella (FILCAMS – EFFAT) adds that the observatory has already intervened in case of suspicious or faulty procurement, but in any case, support by the legislation is needed in order to be able to fight against fraud. He insists upon the fact that the social partners do not intend to disturb competition, but competition has to be dealt with in a proper way in order to avoid dumping.

Mr Peter Roman (MVSZ – FERCO) reports on the Hungarian situation. Even in Hungary the social partners have the experience of a strong predominance of the lowest price. He stresses the need to work together in this area.

Mr Vanderhaeghe (ACV-CSC – EFFAT) explains that in Belgium there exists no observatory. If a company wins a large contract, a special procedure is mandatory in order to guarantee that the whole staff is taken over under this new contract. As a common action of the social partners, there are also instruments to make analysis at the regional level.

Ms Fernandez-Aller de Roda (FEADRS - FERCO) reports on the Spanish employment observatory for the hospitality sector, which goes beyond contract catering, and insists upon the need for stricter European legislation.

It is agreed to continue monitoring the implementation of the Guide and to report on the further developments at the next plenary meeting.

Ms Lefebvre (FERCO) briefly reports on the initiative of DG Employment, in partnership with DG Markt, for the promotion of social aspects in public procurement. A “Guide on Social Considerations in Public Procurement” is currently being drafted. The draft has been commented by the social partners. In particular, the social partners in the cleaning, private security, catering and textile sectors regret that the draft Guide does not advocate in a stronger way in favour of the economically most advantageous offer. It seems that the Guide will not be adopted until the new Commission is installed.

5. EU Platform for Action on Diet, Physical Activity and Health

Report on the activities of the Platform and presentation of the contribution of contract catering to the fight against obesity by MC Lefebvre, FERCO Secretary General

The EU Platform for Action on Diet, Physical Activity and Health is an initiative from DG SANCO. The aim is to put together all the stakeholders in the food chain, in order to promote more actions and initiatives for tackling obesity and overweight in Europe. It is a voluntary process; all members have to introduce annual commitments and to report on the results they have achieved. The FERCO 2009 report will be ready by the end of this year. In 2010 the European Commission will evaluate the results, the relevance and the efficiency of the Platform, and the new Commission will decide if this initiative should continue or not.

6. Corporate Social Responsibility in Contract Catering

Implementation of the EFFAT-FERCO Agreement on CSR

Ms Howald (EFFAT) makes reference to the agreement of 2007 which is of good quality. For next year’s plenary meeting, examples of good practices in the areas identified in the agreement should be presented.

EFFAT had introduced a project concerning equal opportunities in European Works Councils, focusing on contract catering companies, but unfortunately this application for a grant was turned down, although FERCO supported the project.

Point 3.10 in the CSR agreement addresses restructuring. EFFAT proposes to take this topic up in the European social dialogue.

Ms Lefebvre (FERCO) makes reference to a EU seminar where the actions taken by SODEXO concerning equal opportunities of women and men have been presented.

7. Employment and training in Contract Catering

Follow up of the FERCO-EFFAT agreement on training

The chair gives a brief overview of this agreement, signed in 1999, and reminds that an inventory of the implementation of the agreement in the different countries is carried out regularly.

Mr Vanderhaeghe (ACV-CSC – EFFAT) explains the situation in Belgium: There is a new classification of tasks according to the elements in the EFFAT-FERCO agreement.

Ms Fabby (SNRC – FERCO) reports on the French revision of the classification criteria. This task has already taken 18 months and is not yet finished. Criteria such as equal opportunities, employment, etc are taken into account. Different levels of classification criteria and reference points will be created to enable people to move from one level to the next.

The Austrian situation is described by Mr Steinacher (VIDA – EFFAT): He reports on a new training line concerning "system gastronomy". It is a dual system which consists of three years of apprenticeship, partly in a company and partly in a vocational school. This professional profile has been newly created and aims to develop young specialists with comprehensive qualifications. Training issues are e.g. dealing with hygiene standards, staff management, management of storage, hospitality, preparing food, service, event management, etc.

8. Social Dialogue in Contract Catering

Study on the representativeness of social partners organisations in the contract catering sector by EUROFOUND (European Foundation for the Improvement of Living and Working Conditions): State of affairs

Ms Lefebvre (FERCO) briefly explains the work of the European Foundation for the Improvement of Living and Working Conditions and its representativeness reports. The methodology used for the report on contract catering is not clear: During the summer recess FERCO received 26 national reports with a time limit of two weeks to check them with its affiliates. The second problem was a linguistic one - everything was in English only. It was also unclear which sources have been used for the reports. Apparently none of the FERCO members have been consulted by the contractor; only public authorities have been asked and not the concerned people. The result is a lack of information in the reports, information which could have been given by the social partners. A contractor, Mr Traxler, was asked to present the national reports at this plenary meeting. This was not possible because the reports are not yet finalized.

Ms Howald (EFFAT) confirms these facts. Also for EFFAT the time limit was very short. EFFAT had received some reactions to national reports from trade unions in some Member States and forwarded them to the Foundation.

EFFAT and FERCO agree to request that the social partners are consulted before the final report is published.

9. Work Programme 2010

Presentation by EFFAT and FERCO of the Draft Work Programme for 2010

Discussion and approval

Ms Lefebvre (FERCO) orally presents the work programme 2010. The Secretariats will draft a programme on that basis and sent it to the Commission.

10. Conclusions by EFFAT and FERCO

EFFAT and FERCO mention that the impact of the economic crisis on the sector is higher than originally expected. It is agreed to exchange information and to look for common points and solutions in the spirit of the "Guide to the economically most advantageous offer in contract catering" in which it was concluded that cost saving should not be done only to the detriment of the workers.

The chair thanks all the participants as well as the interpreters.