

WHY EUROPEAN SOCIAL DIALOGUE CAN IMPROVE THE QUALITY OF SERVICES AND EMPLOYMENT IN THE TOURISM SECTOR



Quadrant Flight Collection

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Bordeaux

European Tourism Forum
François Ballesterio ETLC

WHAT IS THE EUROPEAN SOCIAL DIALOGUE?

The European Social Dialogue can be defined as a dialogue that includes all types of negotiation, arrangement, consultation or exchange of views and information between representatives of European social partners on issues of common interest relating to economic and social policy.

The Social Dialogue is organized through Social Dialogue Committees, and the Secretariat is organized by the European Commission.

What are the aims and the objectives of the European Social Dialogue?

- To assist the Commission in horizontal, sectoral and social policies.
- To encourage and develop social dialogue in order to contribute to the development of employment and competitiveness and to the improvement / harmonization of the living and working conditions of workers.
- To promote and monitor the implementation at local level of the results of the EU social dialogue.
- To promote equal employment opportunities.

35 Sectoral Committees (+4 +4)

Sea transport
Road transport
Civil aviation
Inland navigation
Railways

Agriculture
Extractive Industry
Sea fishing
Sea Ports

Construction

Woodworking
Furniture
Sugar

Personal services
Cleaning industry
Private security

Textile/clothing
Tanning/leather
Footwear

Banking
Insurance

Commerce

Telecommunications
Postal services

Temporary agency
work

Horeca
Catering

Electricity
Gas

BUT NOT TOURISM!

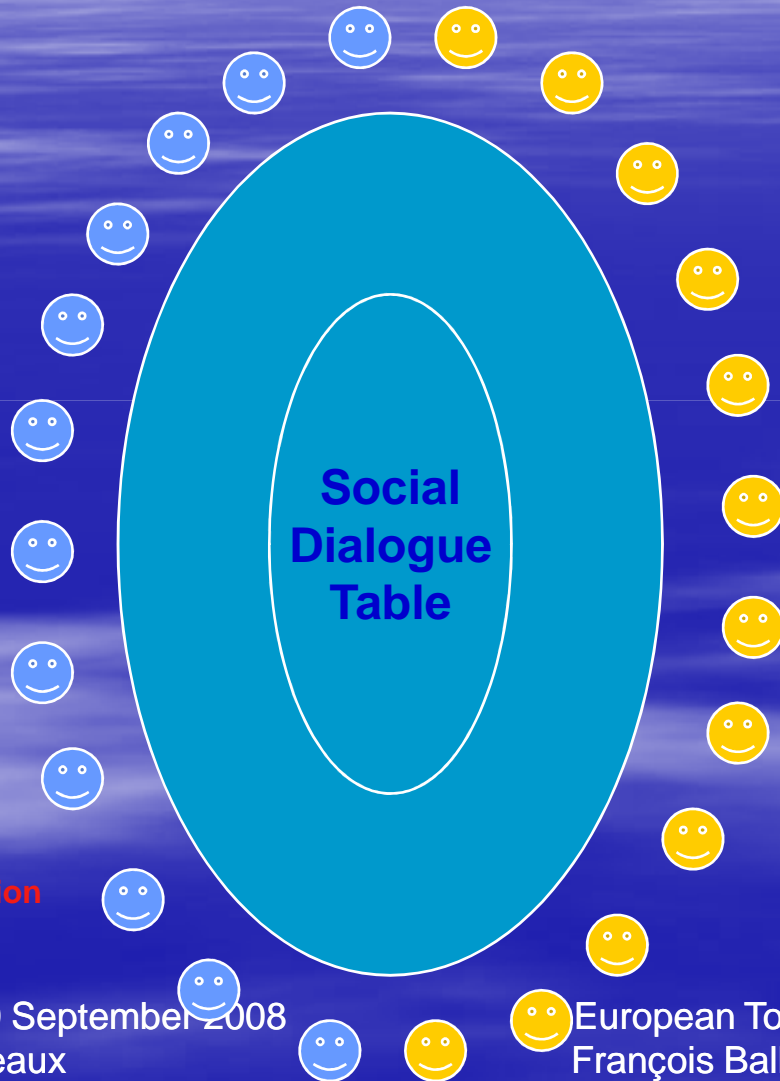
Live performance
Audiovisual
Professional cycling
Football

Steel
Shipbuilding
Automobile
Non ferrous metal
Metal sector

Hospitals
Local government
Central administration
Education

Chemical

Possible Outcomes



- Better understanding
- Consensus building
- Better capacity to promote the sectoral interests
- Capacity to act together in an autonomous way

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SOME EXAMPLES OF RESULTS OF THE EUROPEAN SOCIAL DIALOGUE

1. **EFATT** and **HOTREC** elaborated the model of a “European Qualifications and Skills Passport” for the hospitality industry.

Such a passport should

- allow workers to document their qualifications and skills acquired through education and vocational training and on the job;
- allow employers to assess the skills and experiences of job candidates from their own and other EU countries;
- facilitate a better match of offer and demand in employment in the hotel and restaurant sector.

SOME EXAMPLES OF RESULTS OF THE EUROPEAN SOCIAL DIALOGUE

2. UNI-EUROPA and CoESS adopted a joint position against undeclared work in the private security sector.

These European social partners are opposed to undeclared work.

They recall that all private security activity must be governed by the allocation of a license to the company or security officer by the relevant national authorities.

SOME EXAMPLES OF RESULTS OF THE EUROPEAN SOCIAL DIALOGUE

3. ETF, ECA, AEA, ERA and IACA signed a European agreement on the Organization of Working Time of mobile staff in Civil Aviation.

The social partners agreed that the maximum annual working time, including some elements of standby for duty assignment as determined by the applicable law, will be 2000 hours in which the block flying time will be limited to 900 hours.

They also agreed to review their agreement two years after the end of the implementation period.

This agreement became a European Directive.

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Social Dialogue is different from...



...a love story



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**But employers and workers in the
tourism sector have the same interests
for the growth of the sector,
for the quality of employment,
for good working conditions, and
for the quality of services in a safe
environment!**

Therefore:
**why the European stakeholders /
social partners from the Horeca, the
Tour Operator, the Transport, the
Call Center and other tourism
associated sectors do not meet, in
order to identify the economical and
social issues they have in common?**

THANK YOU



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