Stakeholder strategies to improve quality of work in Europe

ETUI Monthly Forum
“More and better jobs” in unlikely sectors? Work and life quality in new and growing jobs
26th of November 2012
Dr. Vassil Kirov, ISSK-BAS
vassil.kirov@gmail.com
1. Representation and voice

- Stakeholders in many of the examined sectors are generally less structured and less strong compared to the industry.
- Sectors are complex (different companies…) and involving multiplicity of actors… (e.g. different unions).
- Collective bargaining is present in some cases (not always meaningful), absent in other…
# 2. Stakeholders initiatives and collective responses …

<table>
<thead>
<tr>
<th>Sector/Initiative</th>
<th>Cleaning</th>
<th>Contract Catering</th>
<th>Waste Collection</th>
<th>Elderly Care</th>
<th>Construction</th>
</tr>
</thead>
<tbody>
<tr>
<td>The collective bargaining: – generalisation of the CLA</td>
<td>NO, SP</td>
<td></td>
<td>I – wages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stabilising employment in case of transfers – BE, SP</td>
<td>BE, SP</td>
<td>SP</td>
<td>DK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Addressing quality of work through the contract awarding process –</td>
<td>EU</td>
<td>guides, observatories, good practices… - I, Germany (campaign)</td>
<td>DK – lobbying for longer contracts…, H&amp;S issues</td>
<td>DK, LT</td>
<td></td>
</tr>
<tr>
<td>Sector/Initiative</td>
<td>Cleaning</td>
<td>Contract Catering</td>
<td>Waste Collection</td>
<td>Elderly Care</td>
<td>Construction</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------</td>
<td>------------------------------------------</td>
<td>------------------</td>
<td>--------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Professionalisation of the sector</td>
<td>upskilling and certification - NO, SP</td>
<td>mobility still possible and recognition of existing skills…</td>
<td>BUT perception of generic low-skill sector, AT! I, DK</td>
<td>DK (and upward mobility…), GE</td>
<td>EU (joint projects), BE, BU, NO…</td>
</tr>
</tbody>
</table>
## Stakeholders’ initiatives - 3

<table>
<thead>
<tr>
<th>Sector/Initiative</th>
<th>Cleaning</th>
<th>Contract Catering</th>
<th>Waste Collection</th>
<th>Elderly Care</th>
<th>Construction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Addressing working time –</strong></td>
<td>Promoting daytime work and more favourable for employees schedules – AT, BE</td>
<td>Working time arrangement – e.g. reorganisation of working-time by means of technological change (e.g. the cold line in Spain), GE</td>
<td>Preventing working shorter - Working longer? DK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lobbying for standards to address workloads</td>
<td>AT, FI</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sector/Initiative</td>
<td>Cleaning</td>
<td>Contract Catering</td>
<td>Waste Collection</td>
<td>Elderly Care</td>
<td>Construction</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>----------</td>
<td>-------------------</td>
<td>------------------</td>
<td>--------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>Combating illegal labour:</td>
<td>Labour inspectorate approved identity cards - NO</td>
<td></td>
<td></td>
<td></td>
<td>Labour inspectorate approved identity cards – NO; BU – joint inspections</td>
</tr>
<tr>
<td>CSR and company specific initiatives - NE</td>
<td>NE</td>
<td>HU (keeping employment), F</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health and Safety Initiatives</td>
<td>NO, S</td>
<td>EU – e.g. food hygiene…</td>
<td>DK (at some cost for workers)</td>
<td></td>
<td>NO (Regional Rep), BE, BU (but limited…)</td>
</tr>
<tr>
<td>Sector/Initiative</td>
<td>Cleaning</td>
<td>Contract Catering</td>
<td>Waste Collection</td>
<td>Elderly Care</td>
<td>Construction</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>----------</td>
<td>-------------------</td>
<td>------------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Analyzing the sector and describing good or bad practices –</td>
<td>BE, SP</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Integrating vulnerable groups</td>
<td>through social economy – SP</td>
<td>Handicapped employees - F</td>
<td>B - Roma in Bulgaria, I</td>
<td>Social Economy – I (but in contradiction with work amelioration)</td>
<td></td>
</tr>
<tr>
<td>Combating abuses - BE</td>
<td>BE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Stakeholders’ initiatives - 6

<table>
<thead>
<tr>
<th>Sector/Initiative</th>
<th>Cleaning</th>
<th>Contract Catering</th>
<th>Waste Collection</th>
<th>Elderly Care</th>
<th>Construction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working for the better image</td>
<td>AT, SP</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Joint Institutions</td>
<td></td>
<td></td>
<td>Work environment council - DK</td>
<td>NO, BE… (but lack in CEEC..)</td>
<td></td>
</tr>
<tr>
<td>Acting at workplaces</td>
<td></td>
<td></td>
<td></td>
<td>DK</td>
<td></td>
</tr>
</tbody>
</table>
3. Situating the stakeholders’ initiatives – e.g. the case of waste
4. Conclusions

— Spatial reorganisation of ‘anchored’ services is followed by different negative consequences on quality of work

— Countries with stronger (in terms of resources) ‘stakeholders’ – more active…

— Voices in the examined sectors are weak but existing, some initiatives of social partners offer space for action and quality of work improvement.

The future? Somewhere in Denmark
5. Some challenges for stakeholders

- Involvement of clients and impact of public procurement/contract awarding on the quality of work – what answers at policy level?
- Voice of employees – legislation, tradition, innovation
- Role of the social partners in skills development and H&S – e.g. identifying needs, preparing programmes...
- CSR – how to participate in order to accompany efforts of companies to integrate particular groups?
- Workplace initiatives and innovations?
Thank you and watch this space:

www.walqing.eu