



FAIR WORK CONVENTION

FAIR WORK IN HOSPITALITY INDUSTRY INQUIRY GROUP (HIIG)

MINUTES

DATE: 14 JUNE 2022

1) Welcome, Introductions, Apologies and Housekeeping

Attendees: Co-Chair Linda Johnston, Co-Chair Satnam Ner, Violeta Migrant Worker, Academic Advisor Professor Tom Baum, Carina Contini, Marc Crothall, Lawrence Durden, Anna Hirvonen, Jonny Kinross, Caitlin Lee, Mark McHugh, Bryan Simpson, Leon Thompson, Paul Togneri, Chris Wayne-Wills, Steven Beattie, Jon Heggie

Apologies

Apologies were noted from:

- David Trotter, Sodexo Live! (Steven Beattie as substitute)
- Tam Wilson, Better than Zero (Jon Heggie as substitute)
- Susan Martindale, Mitchells and Butlers
- Moira Tasker, Inclusion Scotland

Membership

Most Inquiry group members confirmed. Secretariat are in discussion with a student union representative and one further employer to join the Inquiry.

Welcome the Fair Work Convention Secretariat

Observers

Chair noted that a range of policy officials from the Scottish Government and Public Health Scotland joined this session as an Observer.

2) Introductions

Each of the members were asked to introduce themselves

- Co-Chair Linda Johnston Co-Chair Satnam Ner
- Academic Advisor Professor Tom Baum
- Carina Contini, Victor and Carina Contini -.
- Mark Crothall, Scottish Tourism Alliance
- Lawrence Durden, Skills Development Scotland
- Anna Hirvonen, Poverty Alliance
- Johnny Kinross, Grassmarket Community Project
- Caitlin Lee, Chair, Unite Hospitality Glasgow Branch
- Susan Martindale, Mitchells and Butlers – apologies.
- Mark McHugh, Bakers Food and Allied Workers Union



- Bryan Simpson, Unite Hospitality
- Leon Thompson, UK Hospitality Scotland
- Paul Togneri, Scottish Beer and Pub Association
- Steven Beatie, Sodexo Live!
- Violeta, Migrant Worker
- Chris Wayne-Wills, Crerar Hotels
- Jon Heggie, Better than Zero

3) Presentations

Members heard two presentations to help them to consider where we are currently in the sector in fair work terms. The Inquiry heard from:

- The Office of the Chief Economic Advisor (OCEA) who gave an overview of economic data and the fair work picture in hospitality and recent stresses on the sector, Brexit, Covid-19 and labour shortages.
- Fair Work Convention who gave an overview of the literature review that the Fair Work Convention has undertaken.

The OCEA slide deck and the Literature Review have been shared with all Inquiry Group members for reference throughout the Inquiry. Updates to this evidence base will be made on an on-going basis.

Questions and comments were taken and included:

- Members asked if it was possible to disaggregate the impact of Covid-19 on employees as well as the impact on businesses including practices like 'fire and rehire'.
- Members noted they would like to explore disparity in pay including age and skill gaps and the challenge of these for both employees and the employer. If the lowest wages increase, this can impact on wage differentials to the next promotion point, which puts people off going for more senior positions. So some employers want to keep the differential, but that means increasing salaries across the board, which many can't afford to do.
- Members noted transient and agency style work is also making it difficult for employers and employees to maintain standards due to lack of training of this type of worker.
- Members explained the cost of living is impacting ability to pay higher wages as well as increasing customer expectation of value for money.

4) Presentation by Professor Tom Baum – Chair introduced Professor Tom Baum, who has more than 40 years' experience researching the hospitality industry.

The Inquiry set Tom the question:

How are structural and institutional fair work issues that impact the industry and how should this Inquiry aim to address these? Are there particular issues that we should seek to explore further?'



The presentation detailed the impact that Covid-19 and Brexit have had on the industry. However Professor Baum noted that many issues facing the industry have been there for many years. The industry has tried to resolve them however Worker voice has been lacking in that.

ACTION: Members to pass on any comments on Professor Baum's presentation to Fair Work Secretariat.

5) Agreement of Terms of Reference

The Terms of Reference (ToR) specify the six objectives of the Inquiry:

1. Explore Workers Experience.
2. Explore Employer Experience.
3. Examine Barriers to fair work whilst also recognising examples of positive fair work and how to replicate this to the wider hospitality industry.
4. Define Levers (government and non-government) and other mechanisms for promoting/improving worker experience of fair work
5. Develop recommendations for employers, employer bodies, unions, workers, Scottish Ministers and other public agencies to deliver fair work in the hospitality industry.
6. Raise awareness, and promote delivery of fair work amongst employers and workers in the hospitality industry.

It is noted that takeaway delivery workers will be considered as a parallel piece of work which will be delivered alongside the Inquiry.

It was explained that the Inquiry Group Meetings would be thematic. Themes were also set out in the draft ToR. Members were asked to comment on themes.

Comments and questions included:

- An observation that perceptions of the industry are formed at a very early age. What are school aged young people being told about the industry? Are the range of career opportunities truly understood by those looking to start their careers? Fair Work Secretariat suggested this be examined in Meeting 3 - Skills, Training and Professional Development.
- The potential to learn from international best practice examples. It was agreed this would be reviewed in Meeting 8 which will consider what is changing. This meeting will also reflect changing technology and its impact on the industry.
- Members noted they would also like the role of the customer to be considered. Fair Work Secretariat suggested inclusion within one of the existing themes of either Meeting 2 (Precarious/problematic working practices in the sector) or Meeting 4 (Equality, inclusion and diversity challenges). The group may also decide that an additional theme might be required for this subject or other subjects.



ACTION: Members to put forward suggestions on speakers or best practice examples that could be included in the meetings to the Fair Work Secretariat

ACTION: The Convention will undertake research on levers that support the delivery of fair work. Members were invited to consider any issues that could be considered in this piece of work.

6) AOB

Date of next meeting: 14 September 13:00-15:30. This meeting will be in person in Glasgow.

Future meetings will primarily be virtual and 2.5 hours long.

ACTION: Secretariat to issue diary invites for the meetings.

ACTION: Dates for subsequent in person meetings to be considered at Meeting 2 on 14th September.