

FAIR WORK CONVENTION

FAIR WORK IN HOSPITALITY INDUSTRY INQUIRY GROUP (HIIG)

MINUTES

DATE: 21 February 2023

Attendees: Chair Satnam Ner, Prospect and Fair Work Convention; Co- Chair Linda Johnston, Auchrannie Resort; Academic Advisor, Professor Tom Baum, Strathclyde University; Scott Anderson, Vice President, Heriot-Watt University Student Union; Carina Contini, Contini Edinburgh; Lawrence Durden, Skills Development Scotland; Anna Hirvonen, Poverty Alliance; Jonny Kinross, Grassmarket Community Project; Caitlin Lee, Unite the Union; Bryan Simpson, Unite the Union; Leon Thompson, UKHospitality Scotland; Tam Wilson, Better than Zero; Susan Martindale, Mitchells and Butlers; Chris Wayne-Wills, Crerar Hotels; Violetta Andeme; Carmen Simon, Unite the Union; Catherine Jones, Grassmarket Community Project; Beth Cocker, Fair Work Convention Secretariat, Helen Martin, Fair Work Convention Secretariat; Gillian Brown, Fair Work Convention Secretariat; Shirley McCord, Fair Work Convention Secretariat; Nicole Gibson, Fair Work Convention Secretariat; Craig Armstrong, Fair Work Convention Secretariat;

The Inquiry was joined by a panel of industry professionals to discuss inclusion and equality in the sector.

- Valerie Graham, Whitbread;
- Janet Tidmarsh, Whitbread;
- Lynn Campbell, Department of Work and Pensions (DWP);
- Paweł Kopec, Citizens Rights Project;

Apologies

Apologies were noted from:

- Mark McHugh, Bakers, Food and Allied Workers Union
- Mike Jones, The Stand;
- Paul Togneri, Scottish Beer and Pub Association;
- Marc Crothall, Scottish Tourism Alliance;
- Moira Tasker, Inclusion Scotland
- David Trotter, Sodexo Live!

Membership

Jonny Kinross from Grassmarket is leaving the Inquiry to be replaced by Catherine Jones, Social Enterprise Director at the Grassmarket

Welcome

It was noted that a range of guest speakers and observers made up of officials from the Scottish Government and Public Health Scotland were joining this session.

Minutes

Carina Contini asked for an amendment to the minutes to reflect Contini Edinburgh's training policy. The minutes from the previous meeting were agreed with the update circulated after the meeting. Members were reminded to put forward suggestions on speakers or best practice examples that could be included in the meetings to Fair Work Secretariat

Members agreed the light touch minute of the previous meeting.

2) Overview of equality and diversity in hospitality

Fair Work Secretariat gave a summary of the thematic paper and highlighted its main themes and points.

3) Discussion of 'Worker Story' drawn from the Research undertaken by National Institute of Economic and Social Research

Chair asked members to share experiences and examples of poor practice.

The Chair thanked everyone for their comments and said that the meetings have focused a lot on financial challenges in the industry including wages and the Inquiry will need to focus a lot on the solutions to the challenges of wages, progression and retaining staff.

Chair closed the discussion and asked for focus on positive and practical solutions to the challenges we are looking at.

3) Presentation from Valerie Graham and Jane Tidmarsh Whitbread

Valerie Graham and Jane Tidmarsh presented on behalf of Whitbread
Valerie and Jane presented Whitbread's work around inclusion of disabled workers. This presentation was to help the Inquiry members to consider an example of supporting young people with learning disabilities when working in hospitality. The presentation also outlined the work that Whitbread has undertaken creating dedicated staff networks related to equality and inclusion.

After questions from members the Chair thanked Valerie and Jane for their presentation.

4) Roundtable discussion on Inclusion in Hospitality

The roundtable comprised of DWP, Citizens Rights Project and NUS Scotland who lead a discussion on how inclusion and diversity can be improved to better support workers and employers.

The Chair asked each of the panel members to give a short introduction and their reflections on the actions the industry could take to advance inclusivity and adversity.

Paweł Kopeć, Citizens Rights Project spoke about migrant workers not understanding their rights and what protections are afforded to them. The awareness on how to access sources of support takes a big role in this work. The Citizens

Rights Project developed workshops in multi-language around rights in Scotland and what to do if migrant workers need help in accessing these rights.

Lynn Campbell, Department of Work and Pensions (DWP) gave insight into the work they have undertaken so far. The key work objective is to support disadvantaged groups and protect workers. Within that is the work to enable those aged 50 or over to stay in or return to work. They are supported by age 50 plus support managers. This was launched at an event in Edinburgh last year. Lots of lessons have been learned from the customers at the event which saw over 380 customers. There has also been lots of positive feedback on this work from employers including Whitbread. The Glasgow jobs fair was in January and progressed this work further with 799 customers attending. There were lots of great outcomes for customers and lots of support for disability on the day including interpreters. 124 job offers have come from that event which was attended by lots of big employers like Google. Access to work conferences focus on employability and focus on what customers can do rather than what they can't. She noted that we also talk to employers about Disability Confident and what steps they need to take to be Disability Confident. DWP is working hard to link in with smaller organisations to let them know of the support available to work with disabled workers.

Scott Anderson, NUS Scotland commented that student unions have a high turnover and when they employ they ask for zero experience. When those applying for a job are unsuccessful, they will be introducing training that they can undertake in kitchen or the bar. They can then use that training to apply for other jobs outside of the union. He noted that by offering those skills we can then offer a job at a later date knowing that the training has been completed. The student union are also proactive against Gender Based Violence and sexual harassment against women with staff as well as customers. To combat that they offer late night travel home as part of their late night policy. The Union is a charity and that changes the dynamic as all profit goes back to students which is perhaps slightly different from other business models.

Chair asked members to consider how government support will improve inclusion and a discussion from members focus on a range of inclusion issues.

The Chair thanked the panel for their input.

AOB

Chair moved to AOB and asked members to raise anything, no AOB was raised by members.

Chair raised AOB on:

Hospitality Inquiry Surveys

The secretariat are working on developing two surveys- one for employers and one for workers- that will explore fair work experiences in the sector. This will include seeking positive responses on what works and what is valued, as well as identifying areas where further progress could be made. It is hoped that the surveys will also

help gain insight on aspirations for the sector and potential barriers to progress on fair work, which will support future inquiry meetings.

The surveys are particularly important as they are a very useful way of bringing a strong understanding of employer perspectives and a more representative view from the workforce, including an understanding from an equality perspective.

The surveys will be linked to a single landing page hosted by the survey contractor. The secretariat would hope to have members support in promoting these across the sector. The secretariat will be in touch with all inquiry members seeking support for promotion of the surveys in your organisation.

The secretariat can help with model emails, draft social media content, or draft content for newsletters. They can also provide workplace posters that have a QR code linking to the survey. They can produce these posters with a range of logos, if that helps dissemination and take up of the survey.

Roundtables

The secretariat is also in the process of planning some wider employer roundtables for employers not involved in the inquiry. These virtual roundtable events will take place at the end of March and end of April (avoiding Easter holidays). The overall purpose of the roundtable is to brief employers on the inquiry and to get a sense on what they see as the main strengths and the main issues in the sector, if the issues identified so far resonate with them, and what their aspiration for the sector would be and how they think progress could be made.

The secretariat is also planning a series of virtual roundtables for workers, also in the spring. Workers will find out about the inquiry and have the opportunity to contribute their experiences and their future aspirations in the industry. The secretariat also intend to organise some sessions specifically for workers with protected characteristics to gather further evidence on equality in the sector.

The secretariat will be in touch with more information on promoting the roundtables.

The secretariat will be promoting the surveys and roundtables at ScotHot and the Destination Ayrshire conference, which will also be used to build for the events and to encourage responses to the surveys.

Finally, can I encourage inquiry members to send any further evidence or views relating to this theme of the inquiry to the secretariat.

Date of next meeting: 18 April 10:00 – 12:30. This meeting will be online and consider the theme of Rurality and the impacts on Fair Work.