



**"The employees as a crucial
part of a successful commerce
business".**

Ilaria Savoini



Short Presentation of EuroCommerce

- EuroCommerce was founded in 1993: it is the organisation representing the interest of retail, wholesale and international trade
- EuroCommerce has more than 100 members, including:
 - Commerce association in 31 countries
 - Companies/groups of companies
 - Sub-sectoral national and European organisations
 - EuroCommerce is the recognised social partner for social dialogue at EU level



Strategic priorities of EuroCommerce

- Image of commerce
- Agenda EU2020: creating a better business environment for commerce
- Sustainable development (CSR, REAP, work with the trade unions in the framework of the SDC for commerce)



Commerce and social dialogue at EU level

- Social dialogue at EU level: what is it?
 - General context of EU social dialogue:
 - Started at cross-industry level in the middle of the 80s, under the J. Delors presidency
 - Sectoral social dialogue (now 40 Committees existing) was established by a Commission's decision in 1998
 - In the commerce sector, an informal social dialogue exists since 1983
 - Uni europa and EuroCommerce recognized as formal social partners in 1993
 - Committee formally established in 1998



Social dialogue in commerce: what is it for ?

- The main objectives are:
 - Promotion of employment and improving the attractiveness of the sector as an employer;
 - Improving of adaptability of companies and employability of workers
 - Work together with our social partners (Uni europa commerce) in view to develop common solutions on European non-conflicting issues (**non-binding outcomes**: joint opinions, joint responses to the Commission' consultations, recommendations, organisation of joint seminars and conferences, lobbying the EU institutions...)



The current work programme of the social dialogue for commerce

- The main priorities of our committee for 2010-2011 are the following:
 - Adaptation to change, education and training, skill needs (common projects)
 - The impact of the crisis on the commerce labour market (joint statement in 2008)
 - Joint follow-up on EU policies of common interest (such as the Retail Market Monitoring)
 - Health, safety and well-being at work (ea adressing third-party violence)
 - Improving the effectiveness of social dialogue



How social dialogue at EU level can have a positive impact on the commerce sector?

- Help to build relations based on trust and cooperation with the employee representatives
- At sectoral level, European social dialogue can help to improve the image of the sector (as socially responsible employers)
- It gives the possibility to speak with one voice to the EU bodies on issues of common interest and to increase the visibility of the sector
- Support the NMS and candidate countries in the implementation of the social policies (capacity building)
- Support the integration/protection of the weakest groups on the labour market



Some concrete examples: OHS

- Joint declarations and response to the consultations of the Commission on harassment and violence (1995, 2005, 2006)
- Joint project with our social partners aimed to the drafting of a toolkit on preventing violence in shops based on the best practices (November 2009)
- Joint guidelines at multisectoral level to tackle third-party violence (in cooperation with other sectors faced to violence from third parties such as clients, patients, pupils...)



Some concrete examples Education and skill needs

- Joint work to promote the dissemination/translation of interactive training materials in PL, RO and TR (« European Commerce Competence » see www.eucoco.eu)
 - Joint project on « establishing a European network for anticipating skill needs in the commerce sector (3 regional workshops and a final conference) to address the mismatch between the skills of workers and the needs of the labour market
 - EU context (« New skills for new jobs »)
 - Multi-stakeholder co-operation
 - Survey launched (see first results)
- See also: <http://ec.europa.eu/social/main.jsp?catId=568&langId=en>



Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

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Input for the four discussion slots



Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

Return of questionnaires

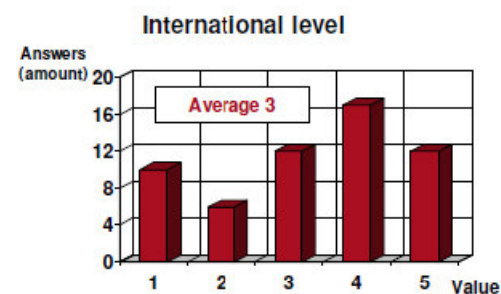
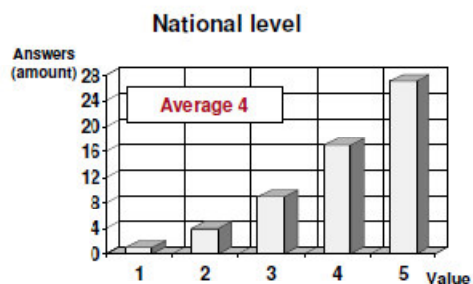
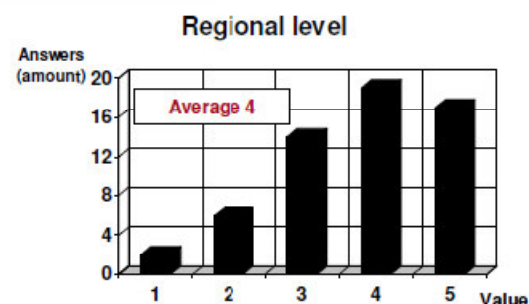
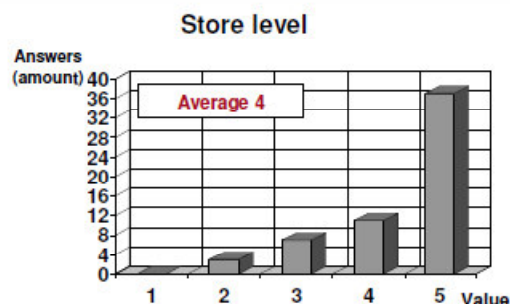


Status Quo



Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

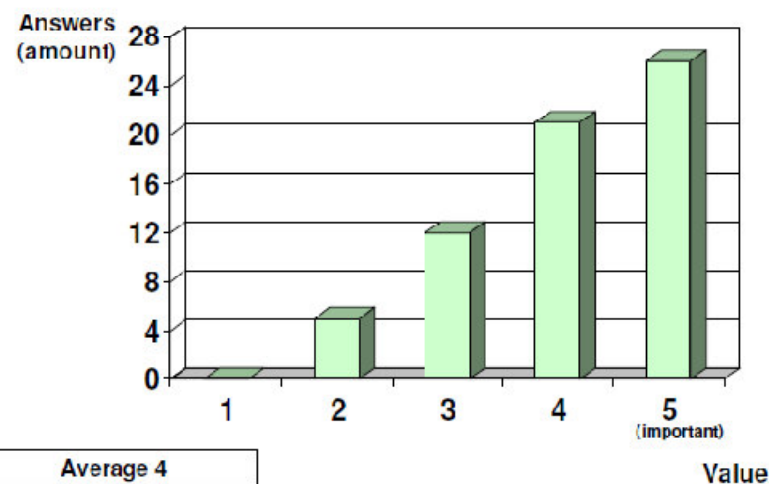
Biggest Need of Training





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Relevance of basic know-how of
Market trends

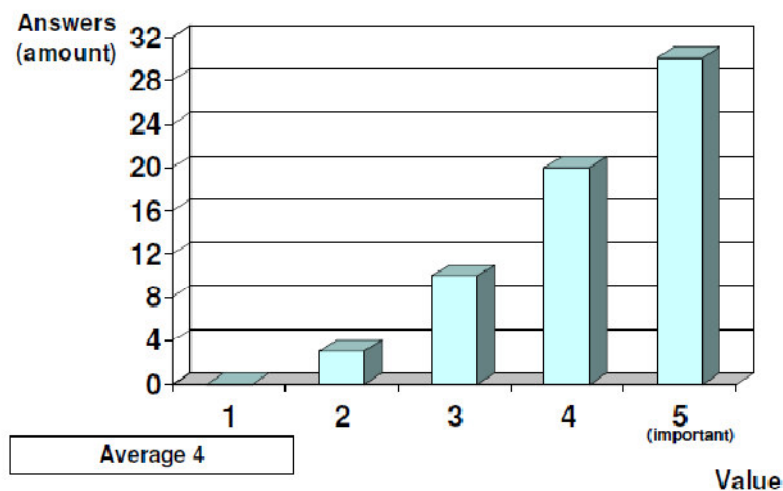




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...Marketing

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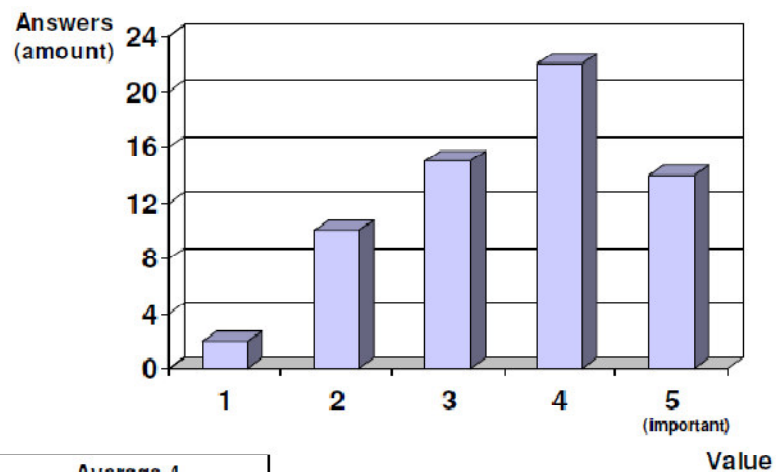




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...New players

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Average 4

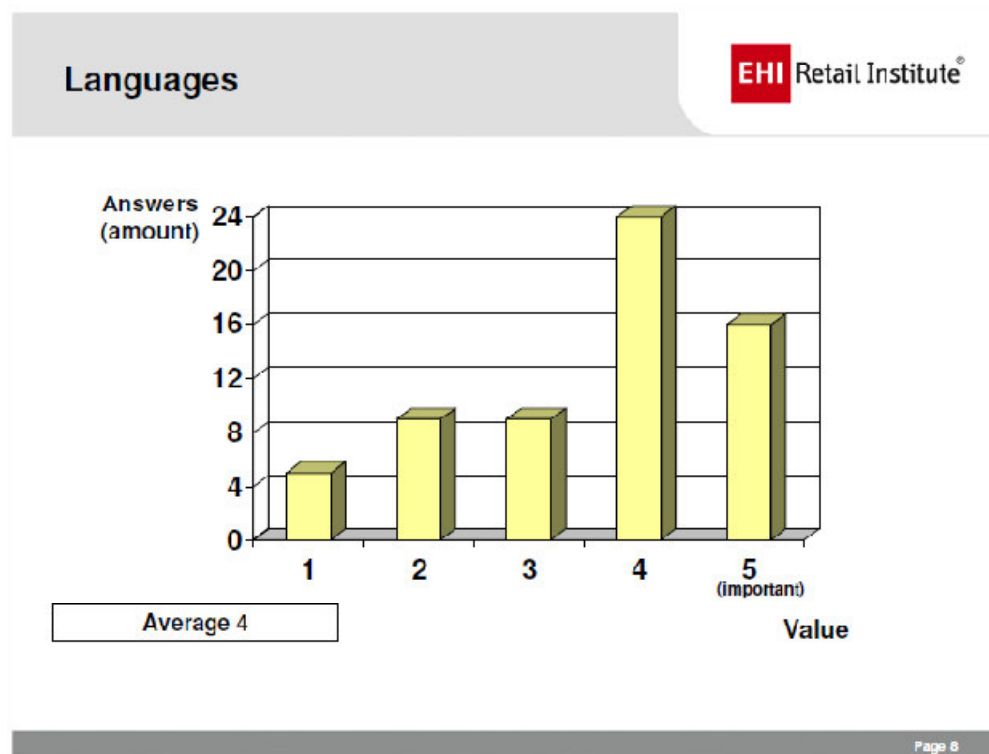


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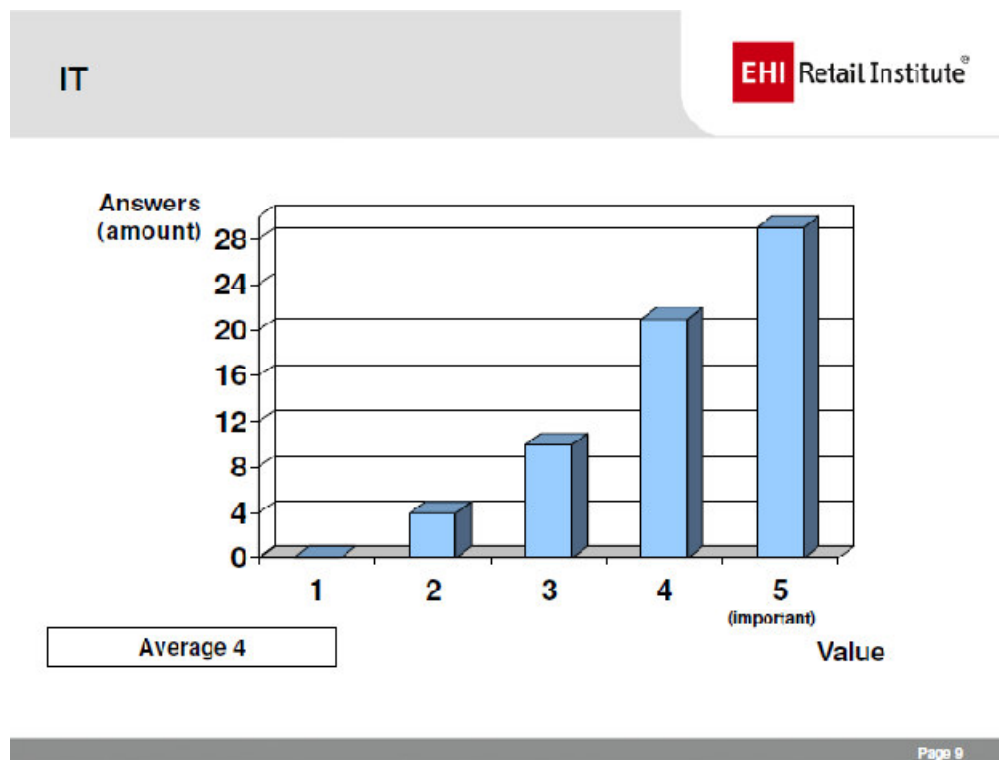


Establishing a EU network for anticipating skill needs in the commerce sector: some findings...





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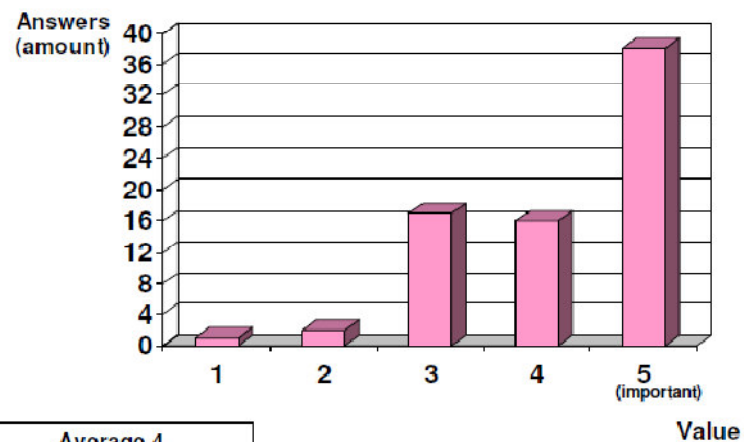




Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

Social skills

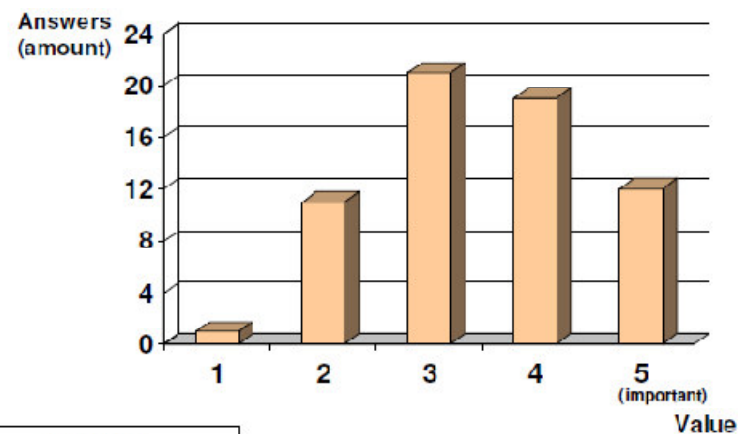
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Intercultural skills

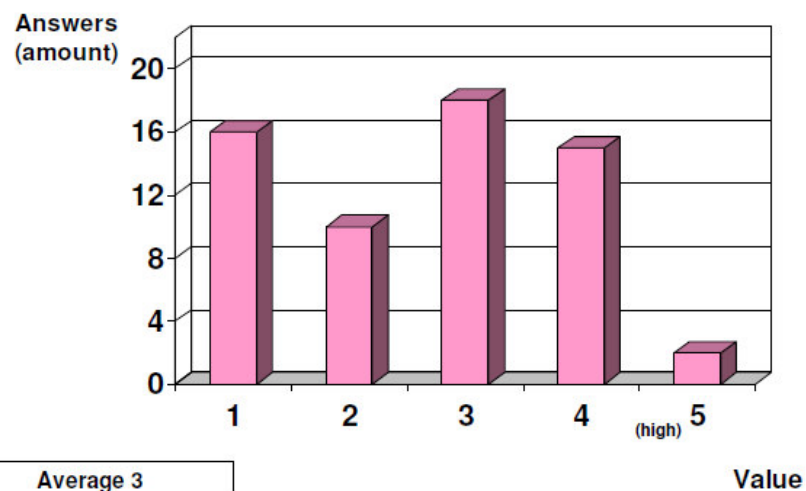


Average 3



Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

Development of e-learning/blended
learning





Establishing a EU network for anticipating skill needs in the commerce sector: some findings...



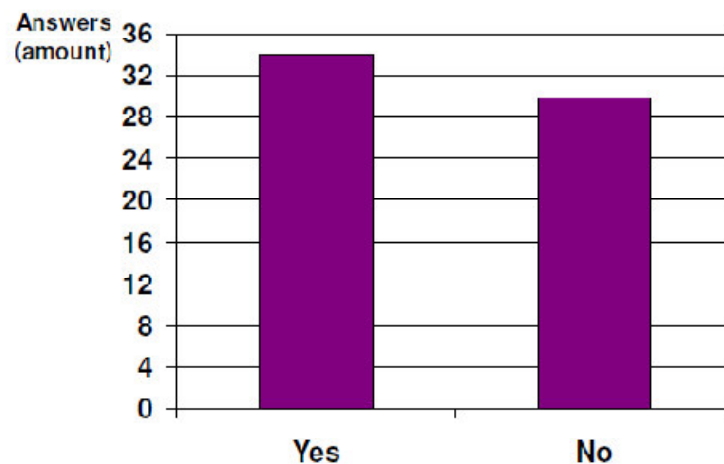
National level



Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

National Coordination for Vocational Training?

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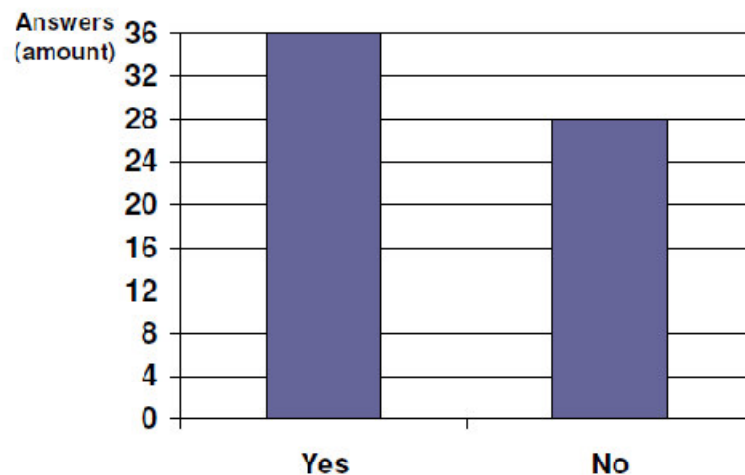




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Life-Long-Learning Collaboration?

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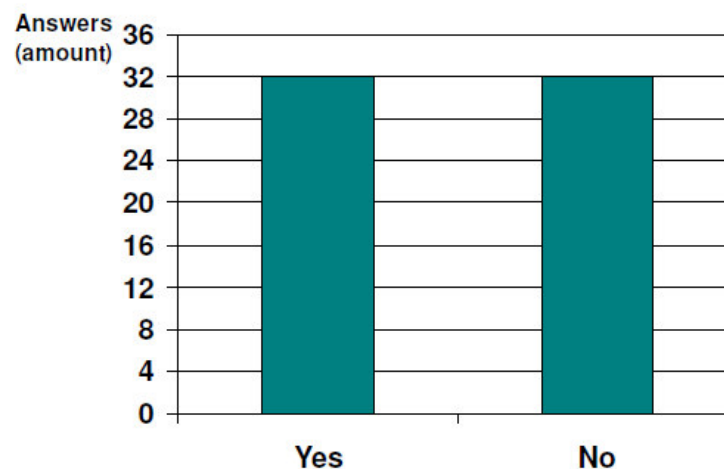




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Partnership with Comprehensive
Schools/Universities?

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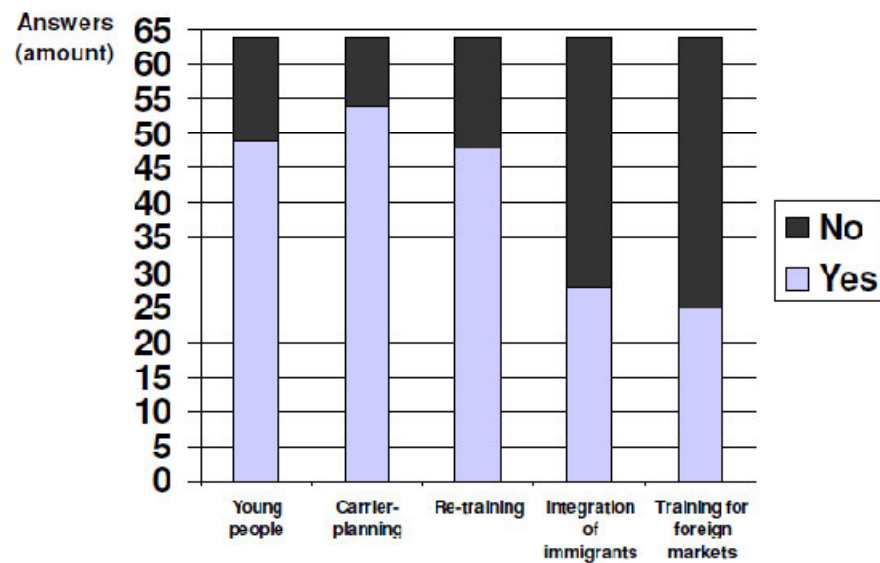




Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

Special activities

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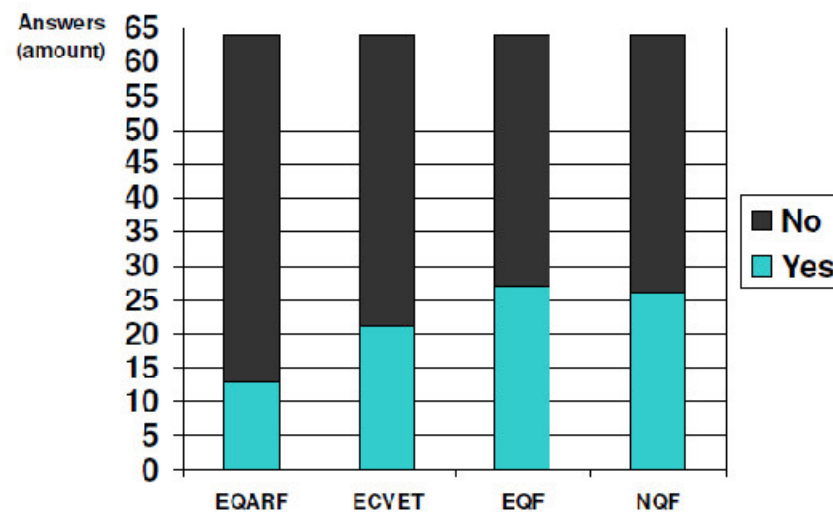
International level



Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

Do you know/work with :

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Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

Participants Commerce/1



Rewe International	A
BauMax	A
CBA Asset Management	BG
Billa Bulgaria EOOD	BG
Piccadilly EAD	BG
Penny Market Bulgaria	BG
HIT Hypermarket	BG
KK Electronics	BG
Mercator EOOD	BG
Metro Bulgaria	BG
ProMarket	BG
Croatian Employers Association	CR
Tesco	CZ
Brnenka	CZ
Globus	CZ
SPAR	CZ
Datart international	CZ
Jednota Ostroh	CZ
COOP	CZ



Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

Participants Commerce/2



Edeka	DE
H&M	DE
H&M	DE
Heinz Werner GmbH	DE
Konsum Leipzig	DE
Fewe Group	DE
Metro Group	DE
Tie Rack Deutschland GmbH	DE
Douglas	DE
Focal	DE
Saturn	DE
Kaufhof	DE
TOP-TOY AS	DK
Danish Chamber of Commerce	DK
Estonia Traders Association	EST
Latvian Trade Association	LV
The Federation of Norwegian Commercial and Service Enterprises	NO
Swedish Federation of Trade (Svensk Handel)	SE
Slovak Association of Commerce and Tourism	SK



Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

Participants Trade Unions/
Government Organizations



Gewerkschaft der Privatangestellten, GPA DJP	AT
Commercial Trade Union of Croatia	CR
OSPO - Trade union of Commercial workers	CZ
Federación estatal de comercio	E
Education and Labour Policy Adviser	FI
Forfas (State Enterprise Policy Advisory Board)	IRL
Mandate Trade Unions	IRL
Malta Chamber of SME	MT
Solidarnoz	PL
Trade Union Federation of Commerce Romania	RO
Gewerkschaft der Angestellten Handels und Tourism	SK



Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

Participants Vocational Training

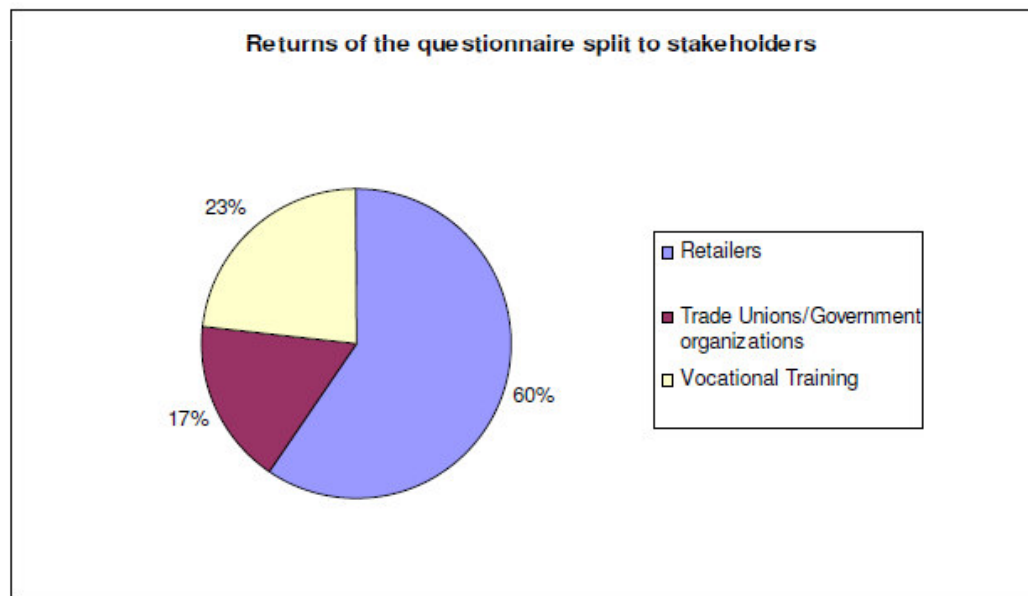


National Institute of Technical and Vocational Education in Prague	CZ
Cyprus Chamber of Commerce and Industry	CY
Bkal Cologne /Germany	DE
Moebelfachschule	DE
Departament d'Educació. Generalitat de Catalunya	E
University of La Coruna	F
Tripartite Foundation for Learning in Employment	E
Lapland Vocational College	FI
Ottimix, The Joint Authority of Education in Espoo Region	FI
Afpa (vocational training organisation for adults in France)	FR
EP Katartisi AE	GR
Toomor SA	GR
Dublin Institute of Technology	IRL
KCH NL	NL
CECOA-Vocational Training Center for the Trade	PI



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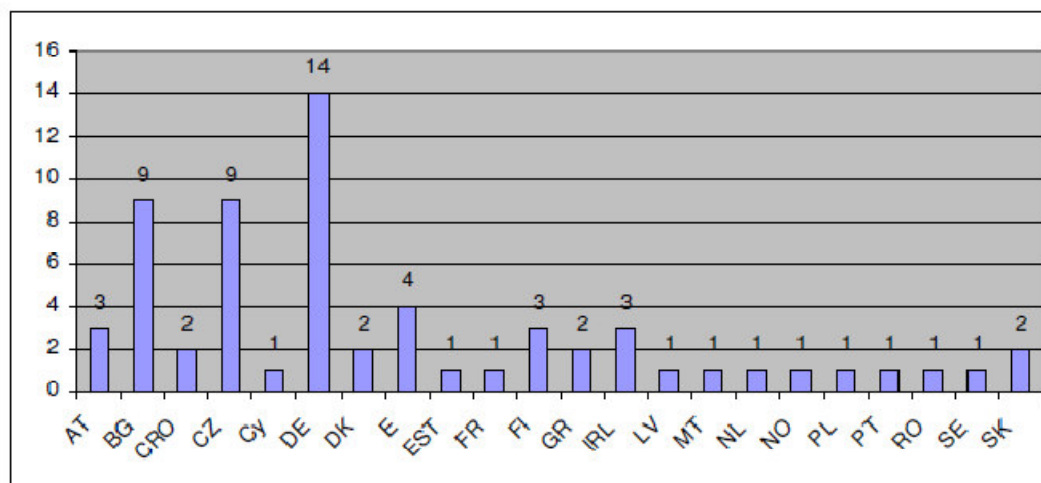
Participants of the questionnaire
(Percentage)





Establishing a EU network for anticipating skill needs in the commerce sector: some findings...

Country Ranking





Cooperation on EU policies of common interest: the joint position on the EC Retail Market Monitoring report

- Exercise promoted by DG MARKT to assess the functioning of the internal market in the retail sector
- See how some obstacles could be addressed
- Chapter on social issues:
 - some conflicting ones (ea opening hours, working conditions, wages etc.)
 - Other of common interest such as skill needs, negative impact of informal economy, CSR information to consumers, diversity of the national models (study by the Dublin foundation to gather comparable data)
- Joint letter addressed to DG Markt on behalf of the social partners attached to the response of EuroCommerce
 - Positive impact on the Commission
 - Defence of the interests of the sector
 - Show goodwill to our social partners to cooperate on this issue: ea lobbying the Parliament, joint participation to round tables, etc.

See: <http://www.eurocommerce.be/content.aspx?PageId=41879>



As a conclusion....

- The mentioned ones are only some examples, there are also other common initiatives in cooperation with our social partners but also :
 - EuroCommerce has recently implemented an EU-funded project aimed to establish an interactive database with the best practices related to CSR in various fields: <http://www.csr-in-commerce.eu/>
 - Cooperation with social NGOs on specific issues of common interest
 - Support to fair working conditions at global level....



Thank you for your attention!

For more information

www.eurocommerce.be

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