

Improving awareness among employers in the agricultural/horticultural sector on the rights and working conditions of mobile and migrant workers

The Netherlands

GENERAL INFORMATION	
Name of the organisation	Greenhouse Horticulture Netherlands (<i>Glastuinbouw Nederland</i>) ¹
Type of organisation	Social Partner
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Web page	https://www.glastuinbouwnederland.nl
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Member State	Netherlands
GOOD PRACTICE - GENERAL INFORMATION	
Title of the good practice	Improving awareness among employers in the agricultural/horticultural sector on the rights and working conditions of mobile and migrant workers
Topic of the good practice	Other – Investing in seasonal work, HORECA and OSH
Geographical focus	Nation-wide
Duration	2021 – ongoing
Summary of the good practice	As part of a project which began in 2021 targeting mobile and migrant workers in the agricultural/horticultural sector, the social partners carried out several activities to raise

¹ Greenhouse Horticulture Netherlands (*Glastuinbouw Nederland*) is an association of entrepreneurs in greenhouse horticulture, growing vegetables, flowers, plants and soft fruit under glass.

	<p>awareness among employers and employment agencies concerning the specific living and employment conditions of mobile and migrant workers in this sector. The social partners included Greenhouse Horticulture Netherlands, the Netherlands Agricultural and Horticultural Association (employer organisation) LTO, and the Netherlands Trade Union Confederation FNV united with Stigas, the Knowledge Institute in the area of OSH in agriculture, and the Institute for Sustainable Employment for Temporary workers (Doorzaam).</p>
OBJECTIVES AND ACTIVITIES	
Background/context	<p>In the horticultural sector, the demand for workers is higher in certain seasons than others and relies heavily on mobile and migrant employees to carry out this seasonal work. Mobile and migrant employees require extra facilities and effort on issues including accommodation, language education, transport, and working conditions. Extra attention is needed for onboarding, leadership, and instructions on the work floor due to language and cultural differences.</p>
Objectives	<p>To increase awareness among employers and employment agencies concerning the rights of mobile and migrant workers and the need for the provision of better living and working conditions for these workers in the agricultural/horticultural sector.</p>
Main activities	<ul style="list-style-type: none"> ▶ The social partners in the agricultural and horticultural sector as well as the employment agencies, signed a letter of intent to invest in practices that pay attention to the working conditions of mobile and migrant workers; ▶ A number of measures were taken to improve the conditions of seasonal labour migrants in the Netherlands, with the objective of making the agricultural/horticultural sector in the Netherlands a more attractive place for mobile and migrant workers to seek employment: <ul style="list-style-type: none"> - A communication campaign was launched via a website,² newsletters, articles, and social media with

² <https://www.watkanjounougebeuren.nl/uitzendkrachten-werken-veilig/>

the aim of informing employers and employment agencies about the division of responsibility regarding mobile and migrant workers' rights and working conditions, practical tools to assist them, and advice on good practices for companies;

- Workshops with employers and employment agencies were organised on how to improve working conditions and how to tackle language and cultural barriers;

- An [e-book](#)³ was developed as a means of providing continuous access to information on the rights of mobile and migrant workers. It guides users through eight steps on ensuring safe working conditions for mobile and migrant employees. At each step, tips, information, and tools are provided, covering the following topics:

- ▷ **Recruitment and selection:** This deals with the requirements regarding knowledge and training of workers and checks how the job agencies deal with safety issues. It provides insight into what a company may need to adjust, for example, in terms of extra supervision and guidance;
- ▷ **Who does what?** The e-book helps to clarify different roles and responsibilities for health and safety in the workplace shared between employer and employment agency;
- ▷ **Agreements about working language and communication:** It discusses ways in which employers and workers might communicate with each other e.g. in writing, speech, gestures, or images;
- ▷ **Introduction to the company:** This concerns the preparation of the onboarding process which looks at work-related matters but also at practical matters around life in the locality e.g. where to shop, local health services etc.;

³ Available at: <https://www.stigas.nl/nieuws/internationale-medewerkers-e-book-voor-veilig-werkklimaat/>

	<ul style="list-style-type: none"> ▷ How to create work instructions: This deals with how to convey information about job content, health and safety into instructions for example, using a combination of text, images, or pictogrammes; ▷ Instructions and information in the workplace: As well as all written instructions, the e-book explores ways in which verbal instructions to workers can be given e.g. checking workers' understanding of the work by asking the workers to show the employer things, or employers exploring what other entrepreneurs do and discovering how they apply this successfully; ▷ Supervision: The requirements for how employers supervise safe and healthy working conditions are also explained in the e-book; ▷ A safe culture is a continuous process: Tips on ensuring a continuous safe and healthy working environment are provided, involving workers in the process, and ensuring not only physical safety but also care for mental health.
<p>Did you previously provide information about this particular good practice under the European Platform tackling undeclared work?</p> <p>(if yes, is it possible to provide the year and the title of good practice or a link of the good practice in ELA Virtual library)</p>	<p>No</p>
<p>Funding/organisational resources</p>	<p>Partly funded by the Ministry of Social Affairs and Employment and partly by the sector itself (via an employer contribution fund for activities to support companies in the sector).</p>
<p>PARTICIPATION</p>	
<p>Stakeholders involved</p>	<p>▶ Stigas (Knowledge Institute in the area of OSH in agriculture);</p>

	<ul style="list-style-type: none"> ▶ Netherlands Agricultural and Horticultural Association (LTO) (employer organisation); ▶ The Netherlands Trade Union Confederation (FNV); ▶ The Institute for sustainable employment for temporary workers (Doorzaam, representing the employment agencies and workers).
Target groups	Employers and employment agencies in the agricultural/horticultural sector
Final beneficiaries	Mobile and migrant workers
GOOD PRACTICE CRITERIA	
<p>Achievements/ Results and outcomes (Alignment of good practice with the priorities of the Call (if not applicable, alignment with the field of EU labour mobility)</p>	<ul style="list-style-type: none"> ▶ Thousands of employers and employment agencies were reached via the involved parties in the project through newsletters and social media – the Stigas newsletter has a reach of around 8 000 people, while the Greenhouse Horticulture Netherlands’ newsletter reaches over 3 000 readers/subscription holders and a second members’ newsletter on mobile and migrant workers has 2 600 subscriptions; ▶ The e-book has been widely disseminated and employers are positive about the content. A permanent link to the e-book can be found on the websites of Stigas, and Greenhouse Horticulture Netherlands. At the start of the working season participants in the project use a variety of media including newsletters, articles, and social media to bring the e-book to employers’ attention; ▶ Greenhouse Horticulture Netherlands and other social partners continue to invest in additional tools to improve working conditions for non-native speaking workers. For example, Greenhouse Horticulture Netherlands is developing a leaflet about working in warm weather conditions for employers. This leaflet will be accompanied with the main instructions for employees presented in the form of icons; ▶ In addition, Stigas has developed visual work instructions for mobile and migrant employees on

	<p>several themes like working on an assembly line, with a brush cutter, working near a forklift truck, risk of tick bites, working along the roadside etc.</p>
<p>Recognition (has this good practice been recognised on regional, national or EU level)</p>	<p>The e-book is also presented on the website ‘Labour Migration in the right direction’ (<i>Arbeidsmigratie in goede banen</i>) which is an initiative by the Dutch Government and various cooperation partners, directed at policy makers in the area, and offering an up-to-date and integral overview of the status and progress of all measures taken to improve the conditions for labour migrants in the Netherlands.⁴</p>
<p>Cost effectiveness (the degree to which the practice was successful in reaching objectives and producing clear and measurable outcomes at the lowest possible cost)</p>	<p>An e-book is a cost-effective way of providing continuous access to information on the rights of mobile and migrant workers - while the cost for developing it are quite limited, its reach is broad, enabling a wide number of users to access information digitally and at any time.</p>
<p>Transferability (how the experience from this practice could be transferred to other contexts i.e. what would another Member State/group/sector need to have or put in place for this measure to be successful in their country/group/sector)</p>	<p>All measures including the communication campaign, the workshops with employers and employment agencies, and the e-book are transferable to other industries in the Netherlands and transferable to employer organisations in other countries. To transfer the e-book to another country the e-book should be translated. The involvement of the various social partners in these measures, and building trusting relationships between those involved, are key factors in the success of its implementation.</p>
<p>Sustainability (how the practice is sustainable from a social, financial or environmental perspective)</p>	<ul style="list-style-type: none"> ▶ Stigas is the managing party for the e-book, providing a permanent link to it on its website. In addition to the e-book, social partners and Stigas continue to develop new tools to support employers; ▶ Furthermore the information about working with mobile and migrant workers will be incorporated into the so called ‘occupational health and safety catalogue’ for the agricultural and green sector (https://www.stigas.nl/agroarbo/). The catalogue presents jointly listed solutions and recommendations

⁴ See <https://www.arbeidsmigratieingoedebanen.nl/over-deze-website>

	<p>by employee and employer organisations on areas of concern in the workplace;</p> <p>► By informing employers and employment agencies about the rights of mobile and migrant workers, the e-book contributes to the sustainability of those rights.</p>
<p>Innovativeness (innovative features of the good practice)</p>	<p>An e-book is an innovative way within the agricultural/horticultural sector of improving information on mobile and migrant workers' rights and bringing it to the attention of employers and employment agencies via a range of media.</p>
<p>Digitalisation (Design, development and/or utilisation of digital tools, policies or plans for digitalisation, business processes and data digitalisation, data sharing digital initiatives, the use of digitalisation to facilitate the access to data in real time and detection of fraud and error, etc.)</p>	<p>The e-book is available online and other online tools are in development. The website <i>Seasonalwork.nl</i> helps employers connect with employees in the sector and helps employees assess options for work and is incorporated into the e-book. Checklists of working conditions in different languages are also made available to employment agencies by the Institute for Sustainable Employment for Temporary workers (Doorzaam).</p>