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CODE OF CONDUCT

GUIDELINES FOR EUROPEAN HAIRDRESSERS

"HOW TO GET ALONG CODE"

an initiative supported by the European Commission

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PREFACE

Getting along for quality

About 400.000 salons. More than 1 million employed people, about eight percent of the total service sector in Europe, and approximately 350.000.000 potential clients in the EU countries. That is what the hairdressing trade is estimated to amount today.

The hairdressing industry is therefore very important to the European Communities and its people. Because of this, it is vitally important that every aspect of the hairdressing industry works to the highest qualitative standards.

The undersigned parties hope that EU Governments will take account of the labour intensive character of this service sector and consider, in line with the EU employment guidelines (entrepreneurship) and with a view to promoting employment in the hairdressing sector, appropriate fiscal policies, for example a lower value added tax.

These Guidelines for European Hairdressers - the "How to get along code" – have been formulated by the social partners in the sector to safeguard a favourable development with excellent standards for the mutual benefit of employers, employees, clients and society.

The two international organisations in the trade - CIC Europe and UNI- Europa, Hair and Beauty - therefore strongly recommend the social partners in all the EU Countries to act according to these guidelines and to implement them in their agreements and other relevant regulations.

We are "getting along" for the quality of work and life.

The guidelines set out below are recommendations jointly addressed by UNI- Europa and CIC Europe to the employers and the employees active in the hairdressing sector, as well as to the national organisations that represent them. These guidelines lay down standards for behaviour for the activities in the hairdressers' sector. Consequently, UNI-Europa and CIC Europe strongly recommend that their constituents live up to these guidelines and implement them in their daily practice.

UNI Europa and CIC Europe will follow up the Code in the framework of the European sectoral social dialogue.

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I. PRINCIPLES

Good business and a good working life go hand in hand

Good working relations between employers and employees are a must if one wants to guarantee high quality hairdressing salons with a well trained and highly motivated staff, both of which are necessary to win and keep the confidence of the customers.

Such relations are the consequence of trust, of a spirit of co-operation, of a continuous social dialogue between employers and employees and bear witness to a spirit of mutual understanding.

Such relations permit the businesses to flourish while guaranteeing at the same time a good working life for all involved.

A good social system is a productive factor and an asset in a fast-changing world as people who feel secure are willing to adapt to change.

Good business presupposes that the black and non-declared work is banned totally.

An excellent working environment

The goals are clear. Businesses should grow and expand and employees should be able to enjoy a favourable social working environment.

These objectives can, however, be achieved only if there is a collective effort to achieve them.

An excellent working environment can be reached only, if certain conditions are fulfilled, namely where:

- * *Hairdressers' salons are profitable;*
- * *Wages and working conditions are fair;*
- * *There is a favourable social working environment and*
- * *Lifelong learning is promoted*

Profits

Profits are vital for the continued existence and prosperity of a "salon". The profits of today are the investments of tomorrow. Certainly, if a salon is losing money, it is bound to close. Everyone loses, customers, owners and especially those whose jobs disappear.

Healthy profits guarantee the continuity of the salons and allow better wages and conditions, adequate investment, leading to improve quality service, and higher professional standards, which keep customers happy and loyal. They also allow appropriate attention to environment-related matters and infrastructure, work equipment included.

At the same time, it is equally important that all persons involved in hairdressing, especially the employees, are informed about the basic business figures of the salons in which they work. These figures should be discussed between the interested parties.

Profits can only be made if a series of conditions are met. These relate to wages, working conditions, vocational training, customer care, high quality services and professionalism, all of which require a joint effort of both employers and employees. Let's have a look at the meaning of these conditions.

Fair wages

Firstly, high quality work should be appropriately remunerated. Moreover, good wages are good for the image of the branch as well as a feature of a mature branch.

Good wages are a sign of recognition and respect for the employees. If good wage standards are maintained at branch level, possibilities for unfair and unequal competition are reduced and even disappear, while possibilities for mobility increase.

At the same time, good pay attracts the best apprentices, and encourages existing employees to stay. No doubt fair wages guarantee quality.

Fair wages foster high productivity and a flourishing business. They are a win-win proposition.

Good working conditions

Fair wages and good working conditions go hand in hand. Good working conditions keep people in their jobs. They bring stability and a better quality of life to the salons.

Good working conditions and appropriate social security provisions testify to quality and professionalism. They prevent disputes and thus lower overall costs. They contribute to sustained growth and profitability of the salons.

Social work environment

A social working environment is an open environment where there is room for self-expression and creativity; where employees are encouraged to be pro-active and share responsibility for their ongoing development; and whenever possible there is job rotation and job enrichment; and a sense of "what we do together is important".

A good work environment again leads to a win-win situation. In an open environment there is less stress, absenteeism falls considerably, while a happy atmosphere leads to more contented customers. There is a "good" feeling. Both employees and the "salon" flourish.

Lifelong learning

We live in a learning society. Customers, informed as they are, constantly want updated and higher quality services. So in order to prosper, all of us must learn on an ongoing basis.

Lifelong learning means continuous professional development and leads to a better quality of service and to higher self-esteem and greater respect from others.

Continuous professional development is the responsibility both of employers and employees.

Continuous vocational training is a pre-condition for a "salon" to get along as times change. Well-trained employees allow their "salons" to keep ahead of their competitors.

Learning equals increased employability, which is a precondition for the employment security and mobility of the employees.

II. GUIDELINES

The above **principles** lead to the following guidelines:

Bearing in mind their respective responsibilities and, acting within the framework of applicable law, prevailing labour relations and employment practices of the country in which they operate and taking the specific peculiarities of the hairdressers' sector into account, salons and employees should:

1. **work together**, in a spirit of co-operation and mutual understanding in order to effectively contribute to the economic, social and environmental progress of the hairdressers' salons for the benefit of all the stakeholders - customers, employees, managers, owners and/ or shareholders on the understanding that it is and must be the objective of any business in the hairdressing sector to make profits and that they should work together in order to totally ban "black market work and non-declared work".
2. **not discriminate** against customers and employees on any ground such as sex, race, colour, ethnic or social origin, genetic features, languages, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation, nationality, or for any reason whatsoever;
3. **respect the principles for the protection of children and young workers**;
4. **provide the best possible wages and benefits**, so as to be able to attract the best apprentices and guarantee sustained high quality of services to the customers;
5. **provide the best possible conditions of work** with respect to health, safety and dignity in their operations and guarantee the observance of regulations concerning maximum working hours, daily and weekly rests periods and an annual period of paid leave, taking the necessary flexibility for the operations of the businesses into account;
6. **help reconcile family and professional life**;
7. **provide room for self-expression and co-responsibility** of the employees, based on continuing **training and lifelong learning** with a view to improving skills levels and development, so as to guarantee the **employability** of the employees and to increase their mobility; and wherever possible, provide room for job enrichment;
8. **observe the rules concerning protection against unfair dismissal**;
9. **respect the right to freedom of association and collective bargaining**;
10. **inform and consult** employees and their representatives in good time on basic business figures of the "salons" and on matters of mutual concern.

SIGNATURES

CIC Europe



Uni-Europa

ADDRESSES

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