



Should you require further information, please do not hesitate to contact us:

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# Stewarding on the increase

## More outsourcing of dishwashing and setup work

In the areas of dishwashing, night cleaning of catering rooms and setup (preparation of event rooms) the trend towards outsourcing has clearly increased. Customer enquiries as well as knowledge about scope for improvement in offers of this kind already in circulation have encouraged GVO to take the decision to enter this market itself. This is why the company founded the Stewarding Business Division

## The product

Within the scope of hiring out employees as temporary workers, GVO makes employees available for the following areas:

1. Stewarding (washing dishes and cutlery, cleaning of kitchens and work rooms)
2. Night cleaning (cleaning of all rooms where food is produced and all kitchens and work rooms according to the HACCP guidelines)
3. Events logistics (preparations and follow-up work of every kind in connection with events)

The fact that this task is not carried out by the customer's own employees but rather by external providers is nothing new. The legal basis on which these tasks are taken over by GVO is, however, new: the "Gesetz zur Regelung der gewerbsmäßigen Arbeitnehmerüberlassung (AÜG)" - the German Provision of Labour (Temporary Staff) Act. Providers of such services normally work on the basis of a contract for work and services.

The contract for work and services has distinct disadvantages for the customer:

- The customer must pay a monthly lump sum, irrespective of the extent to which the services are being utilised and the work actually performed. This means the intended effect, namely reduced costs, does not occur in the case of a reduced level of utilisation.
- The customer is not authorised to give instructions to the employees of the external provider! In the case of alterations in requirements he is not permitted by law to use the provider's employees for other tasks. Obscure situations come about as a result. For example: his own employees must do overtime in order to set up an events room whilst the provider's steward has nothing to do.

Why is work at the present time being taken over on the basis of a contract for work and services instead of according to the AÜG (German Provision of Labour (Temporary Staff) Act)?

A permit to work on the basis of the AÜG must be applied for and there are conditions attached. The processing of the orders is much more complicated. Numerous regulations have to be observed and reports have to be submitted. There are checks by the regional employment exchanges which also examine, for example, the contracts of employment concluded with the employees.

Why can GVO work according to the AÜG?

Because GVO already has the AÜG authorisation (without any time limit!) and all organisational structures are oriented towards observation of the regulations.

## The advantages for the customer:

- flexibility in the way employees are used
- cost control according to actual expense



Für weitere Informationen stehen wir Ihnen jederzeit gerne zur Verfügung:

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# Stewarding on the increase

**One contact person only for service and stewarding!**

**The USP**

The unique aspect of the GVO offer is the way the service provided is compiled:

- work according to AÜG instead of a contract for work and services, resulting in the following benefits for the customer:
  - cost control
  - variable costs which can be influenced and
  - authority to give instructions = flexibility in how labour is used
  - process optimisation through maintaining an overall view
- stewarding, setup and service from one organisation: the customer has one contact person only because GVO co-ordinates all services provided.