

Brussels, 29 January 2019

# EUROPEAN CONFERENCE ON PERSONAL AND HOUSEHOLD SERVICES

#8PHSconfEU

Organised by:

**EFSI**

European Federation  
for Services to Individuals



Comité économique et social européen  
European Economic and Social Committee

## *Innovation in Personal and Household Services*

*Tuesday, 29 January 2019  
EESC - Rue Belliard 99-101, 1000 Brussels  
Room JDE63*

*Language: ENGLISH*

**08.30 – 09.00** Registration of participants and welcome coffee

### **09.00 – 09.20** WELCOME MESSAGES

- **Jacques Glorieux**, Representative of the Consultative Commission on Industrial Change (CCMI) of the EESC
- **Philippe Symons**, President of the European Federation for Services to Individuals (EFSI)

### **09.20 – 09.30** INNOVATION OF THE PHS SECTOR

*Presentation of the results of EFSI's survey on innovation in the PHS sector.*

- **Aurélie Decker**, Director of the European Federation for Services to Individuals (EFSI)

### **09.30 – 11.30** DIGITAL REVOLUTION MEETS PHS. WHAT'S NEXT ?

*The aim of this panel is to explore how the digital revolution (understood as comprising of new information and communication technologies, platforms and artificial intelligence) has changed the PHS sector and in particular work organisation, working conditions and services design. Through concrete examples, participants will discuss the challenges and advantages of PHS innovation for the years to come.*

**Moderator** : EFSI member (tbc)

- **Didier Humbert**, Co-founder of Ogust

- **Dirk Jarré**, Delegate representative of the Consultative Commission on Industrial Change (CCMI) of the EESC and President of the European Federation for Older Persons (EURAG)
- **Irene Mandl**, Head of the Employment Unit, European Foundation for the Improvement of Living and Working Conditions (Eurofound)
- **Michael Harty**, Founder of Home Care Direct
- **Thorkild Holmboe-Hay**, Policy and Communication Adviser within the Danish trade union 3F
- **Benjamin Zimmer**, initiator of the "[Silver Alliance](#)" in France (tbc)
- **Benedict Franke**; Global CEO of Helping (tbc)

Discussion with the audience

### 11.30 – 12.30 INNOVATING STATISTICS ON THE PHS SECTOR

*Statistics on the PHS sector are key to provide information on the number of workers, their characteristics, development trends, etc. and in fine, to build an adequate public support to the sector. Based on the [PHS Industry Monitor](#), participants will discuss the problems raised by current statistical databases and how they could potentially be solved.*

**Moderator** : EFSI member (tbc)

- **Aurélie Decker**, Director of the European Federation for Services to Individuals (EFSI) – presentation of the PHS Industry Monitor
- **Jean-François Lebrun**, Co-author of the PHS industry monitor, PHS sector expert
- **Michael Mietzner**, Statistical Methodologist, Eurostat, Directorate B – Methodology; Dissemination; Cooperation in the European Statistical System
- **David Hunter**, Senior Consultant and Managing Director, StatClass Sàrl

Discussion with the audience

### 12.30 – 14.00 **Lunch break**

### 14.00 – 14.15 THE AD-PHS PROJECT

- **Aseel Kadyrbaeva**, Research and Development Officer, European Association of Service providers for Persons with Disabilities (EASPD)

### 14.15 – 15.45 INNOVATION IN PHS: PREVENTION OF RISKS POSED BY DANGEROUS SUBSTANCES

*PHS workers face important work-related hazards (physical, chemicals and psychological risks) and the fact they operate mostly in private homes makes prevention particularly challenging. In the framework of the current EU-OSHA "[Healthy Workplaces Campaign 2018-2019 Manage Dangerous Substances](#)<sup>1</sup>", this roundtable will shed lights on the risks face by PHS workers, in particular dangerous substances, and discuss solutions to tackle them.*

**Moderator** : EFSI member (tbc)

- **William Cockburn**, Head of prevention and research unit within the European Agency for Safety and Health at Work (EU-OSHA) (tbc)

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<sup>1</sup> EFSI is an [official partner](#) of the campaign.

- **Ana Catalina Ramirez**, Technical Specialist, Occupational Health and Safety, ILO
- **Grace Papa**, Regional Secretary, ACV-CSC, Member of the European Federation of Food, Agriculture and Tourism Trade Unions (EFFAT) and Member of the Executive Committee of the International Domestic Workers Federation (IDWF)
- **Liesbet Everaert**, Unit Manager, Start People Services
- Concrete example from EFSI member (tbc)

Discussion with the audience

#### **15.45 – 17.00 CONCLUDING PANEL: SUPPORTING INNOVATION IN PHS, WHAT ROLE FOR PUBLIC AUTHORITIES?**

*Wrapping up the main findings of the day. Institutional representatives will be asked to deliver their opinion on what role should be played by the EU in order to foster and support innovation in PHS.*

- **Ann Branch**, Head of unit E.1 “Job creation” within the European Commission’s Directorate for Employment, social affairs and inclusion
- **Jean-Pierre Haber**, Co-rapporteur for CCMI/165 - Economic, technological and social changes in advanced services for the elderly
- **Maria Gabriela Zoană**, Member of the European Parliament, Shadow rapporteur of the report “Care Services for improved gender equality” (tbc)
- **Andrei Luchici**, Head of unit “Employment, Social Policy, Health and Consumer Affairs”, Permanent Representation of Romania to the European Union (tbc)
- **Aurélie Decker**, Director of the European Federation for Services to Individuals (EFSI)

Discussion with the audience