

Brussels, 11 and 12 november 2013

## 5<sup>TH</sup> EUROPEAN CONFERENCE

## ON PERSONAL AND HOUSEHOLD SERVICES

Organised by



European Federation  
for Services to Individuals



European Economic and Social Committee

With the high patronage of



**11<sup>th</sup> November 2013 (room JDE 52)**

### **14.30 - 15.00 Welcome messages**

- **Carlos Trias Pintó**, President of the Consultative Commission on Industrial Change of the EESC
- **Aurélie Decker**, Director of the European Federation for Services to Individuals (EFSI)

### **15.00 – 16.15 Personal and household services : what added value for our societies ?**

**Moderator :** Jean-Noël Lesellier, Adviser at the French Ministry of Employment

- **Dominic Richardson** from the OECD
- **Jiří Horecký**, President of the Union of Employers' Association of Czech Republic
- **Raffaella Sarti**, Researcher, University of Urbino

Discussion

### **16.15 – 16.45 Coffee break**

### **16.45 – 18.00 Universality and providers' complementarities : the best way to fulfill users' needs ?**

**Moderator :** Agnes Uherezky, Director of the Confederation of Family Organisations in the European Union (COFACE)

- **Maurice Claassens**, from SOLIDAR, representing Social Services Europe
- **Annika Lindstrand & Carina Smith** from the Swedish Municipality of Nacka
- **Mike Pagdham**, Chair of the UK Home Care Association (UKHCA)

Discussion

### **18.00– 20.00 Cocktail (room Atrium 6 )**

**12<sup>th</sup> November 2013 (room JDE 52)**

**09.30– 10.45 How to make PHS an attractive sector for workers ?**

**Moderator : Béatrice Quin**, member of the Section for Employment, Social Affairs and Citizenship of the EESC

- **Claudia Menne**, Confederal Secretary at the European Trade Union Confederation (ETUC)
- **Alessandra Assenza**, Adviser at the International Organisation of Employers (IOE)
- **Robert Anderson**, Head of unit at the European Foundation for the Improvement of Living and Working Conditions (Eurofound)
- **John Kelly**, Regional Manager at the Irish National Employment Rights Authority (NERA)

Discussion

**10.45 – 11.15 Coffee break**

**11.15 – 12.30 Why and how companies should support the development of personal and household services ?**

**Moderator : Nathalie Renaudin**, President of the European Federation for Services to Individuals (EFSI) and Public Affairs Director of Edenred

- **Steffen Zoller**, CEO of Besser Betreut GmbH
- **Dionysos Antonopoulos**, Deputy of Home & Life Style Business Unit, Axa Assistance
- **Isabelle Wachsmuth**, from the World Health Organisation (WHO)

Discussion

**12.30 – 13.00 Concluding remarks**

- Launch of the “***European Manifesto for the development of personal and household services throughout Europe***” – Aurélie Decker, EFSI
- **Jean-François Lebrun**, Adviser at DG EMPL