

On the path to quality jobs. The organization of PHS workers & employers.

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EFSI
European Federation
for Services to Individuals

O₂
care services

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A priori about PHS jobs



PHS JOBS ARE FREQUENTLY CONSIDERED AS

- **Low qualified**
- **Precarious**
- **Part time**

- **With no professional future**

WHAT COMPANIES HAVE PROVEN

- **Low qualified**

Some employments request qualifications
(ie childcare & elderly care)
Training budgets and solutions have expanded massivley:
O₂ has trained 2000+ employees in 2015

- **Precarious**
- **Part time**

100% employees on permanent contract
Objective: Maximise full time employment
Companies & employees share the same interests

- **With no professional future**

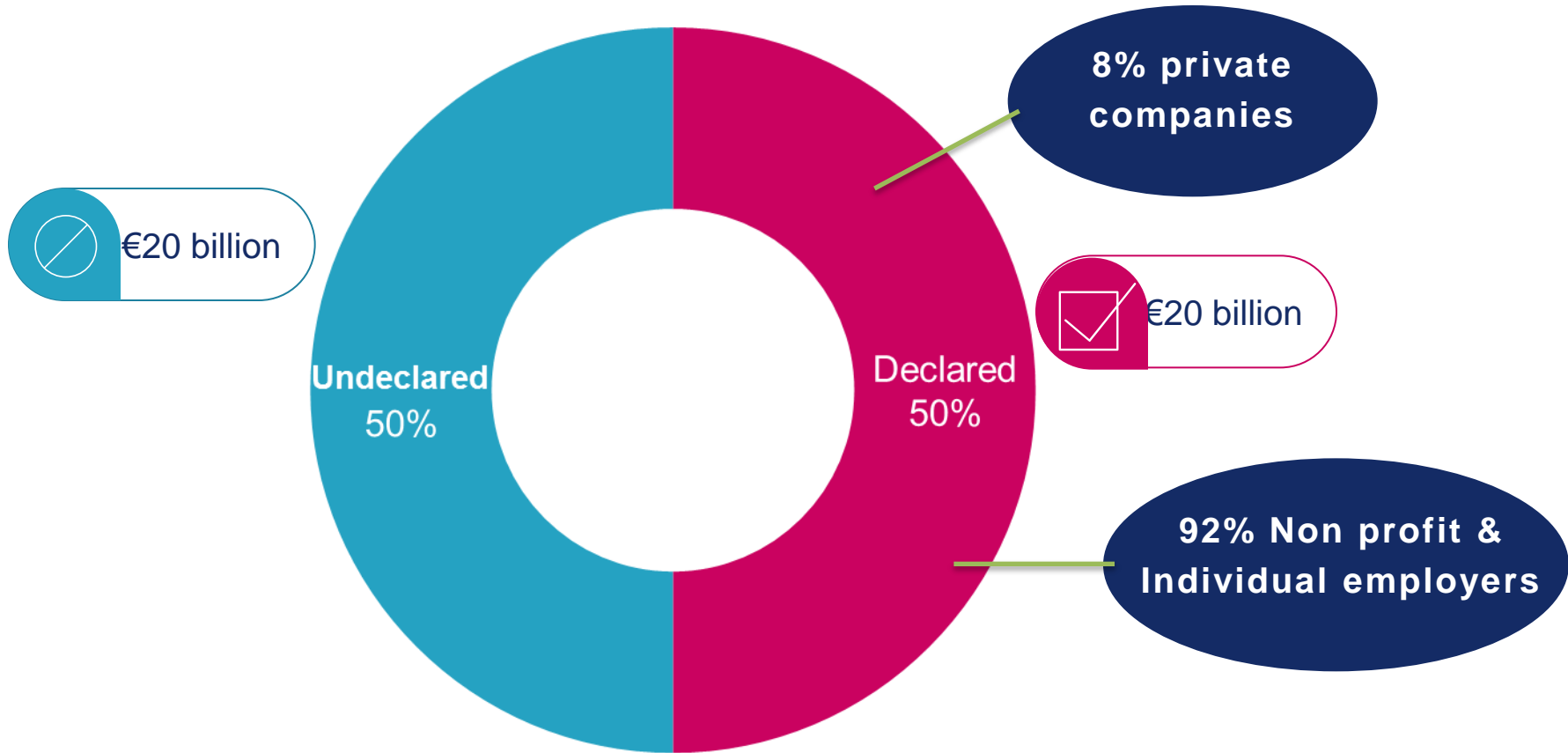
40% of internal promotion
Long list of success stories



How can private companies have an impact?



PHS market in France



BUT...

- Non profit organisations are atomised structures, based upon their own legislation
- Individual employment: difficulties for training, no qualification required, no qualified management : very difficult employment recognition
- National Collective Agreement (since 2014) only available for private companies !

→ 3 PHS markets in France with 3 different regulations !

New ASV regulation in July 2016: the elderly care market is closing its access to only some selected players: market was open to competition is now closed :
→ against some basics of European Union?

All players need to be treated equally in France

SOME SUCCESSES

- O₂ is n°1 in job creation in France last 5 years
 - More than Airbus, EDF...
 - Local & sustainable jobs

- PHS development has enabled to :
 - Facilitate employment feminization (customers & employees)
 - A long term solution to an ageing population
 - Necessary adaptation to more service consumers

CONCLUSION

Private companies in France provide quality jobs and work on improving work conditions every day.

A satisfied employee is at 99,9% a satisfied customer.



Vous êtes au cœur de notre attention



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MÉNAGE
REPASSAGE



SÉNIORS



HANDICAP



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