



European Conference on
Personal and Household Services

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01.

Introduction

| Start People Services – part of



Founded in **1960**



\$ 13 billion REV / Y



Stock market in Tokyo



162 subsidiaries



32.000 employees



Staffing, HR media,
marketing media



Start People Services – part of





02.

Considerations

Considerations

Challenge



- Protection of the private space of our clients

Attention Points



- The private home of our clients is legally well protected
- It's impossible to have a risk analysis of all our workers' workspaces

Actions



- We stimulate our housekeepers in their signaling role
- We have toolkits for workers & clients as well as management
- Our workers can not only evaluate their job or their consultant, but also their clients

Considerations

Challenge



- Avoid as much as possible the physical – psychological – chemical risks of the job

Attention Points



- Our workers have to do their job in a correct way in order to minimize accidents or injuries.
- Product knowledge is important to minimize the chemical risks
- Management has to be aware of possible psychological problems

Actions



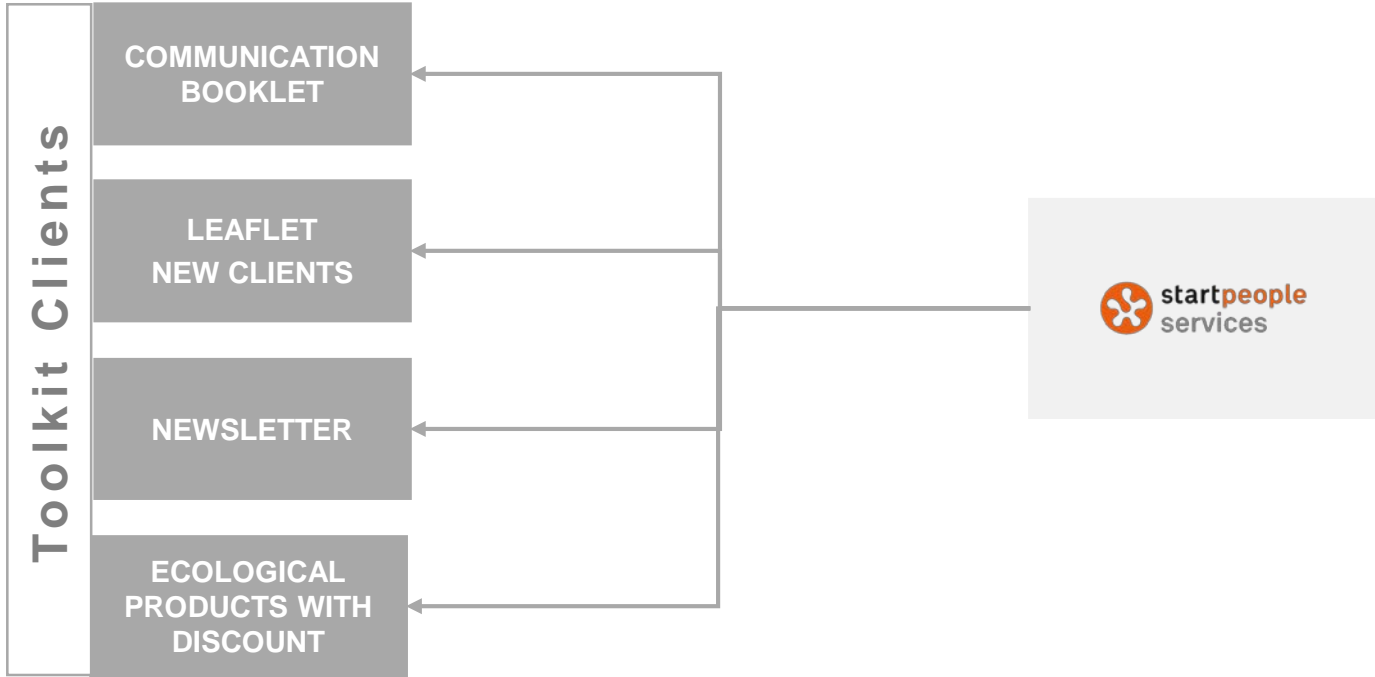
- Information & Sensibilization of our workers and our clients
- Consultants are trained to do job coaching (on the job as well as at the office) with actions to improve the situation for worker and client



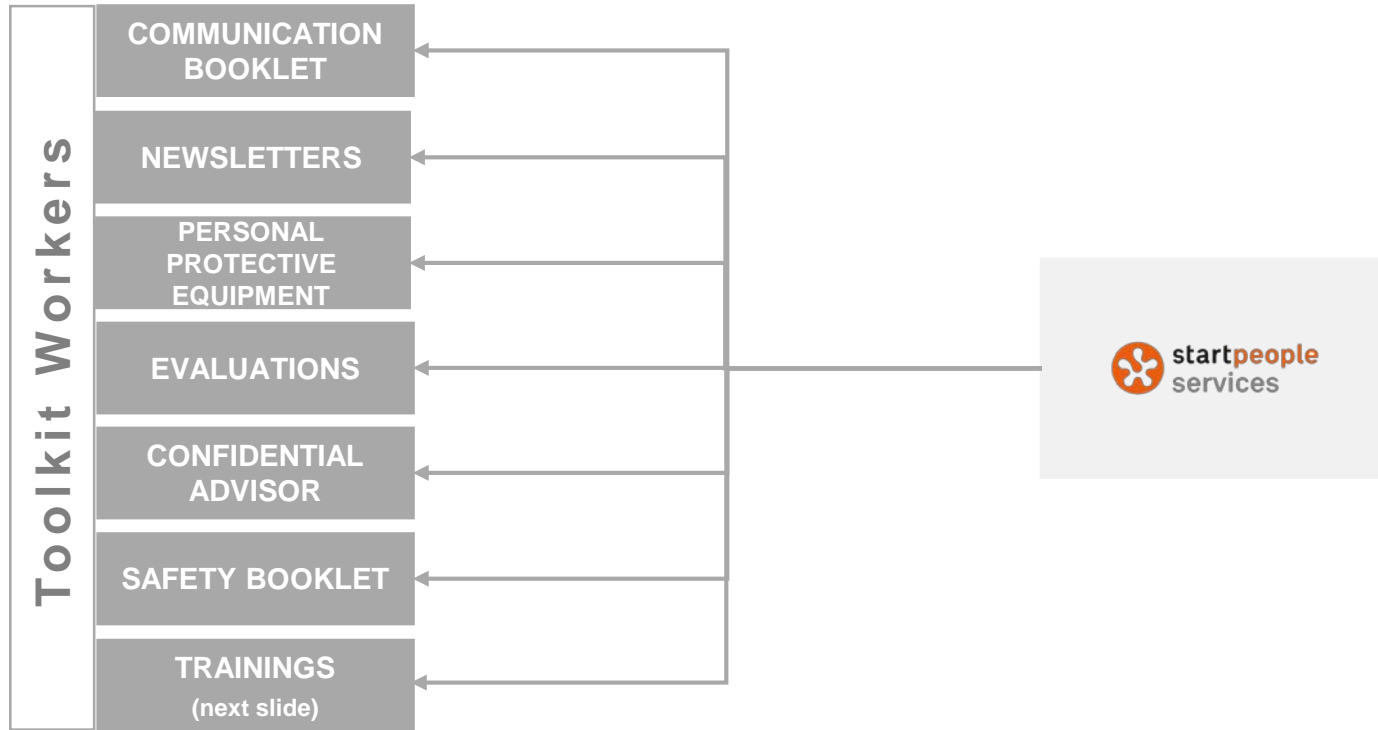
03.

Toolkits

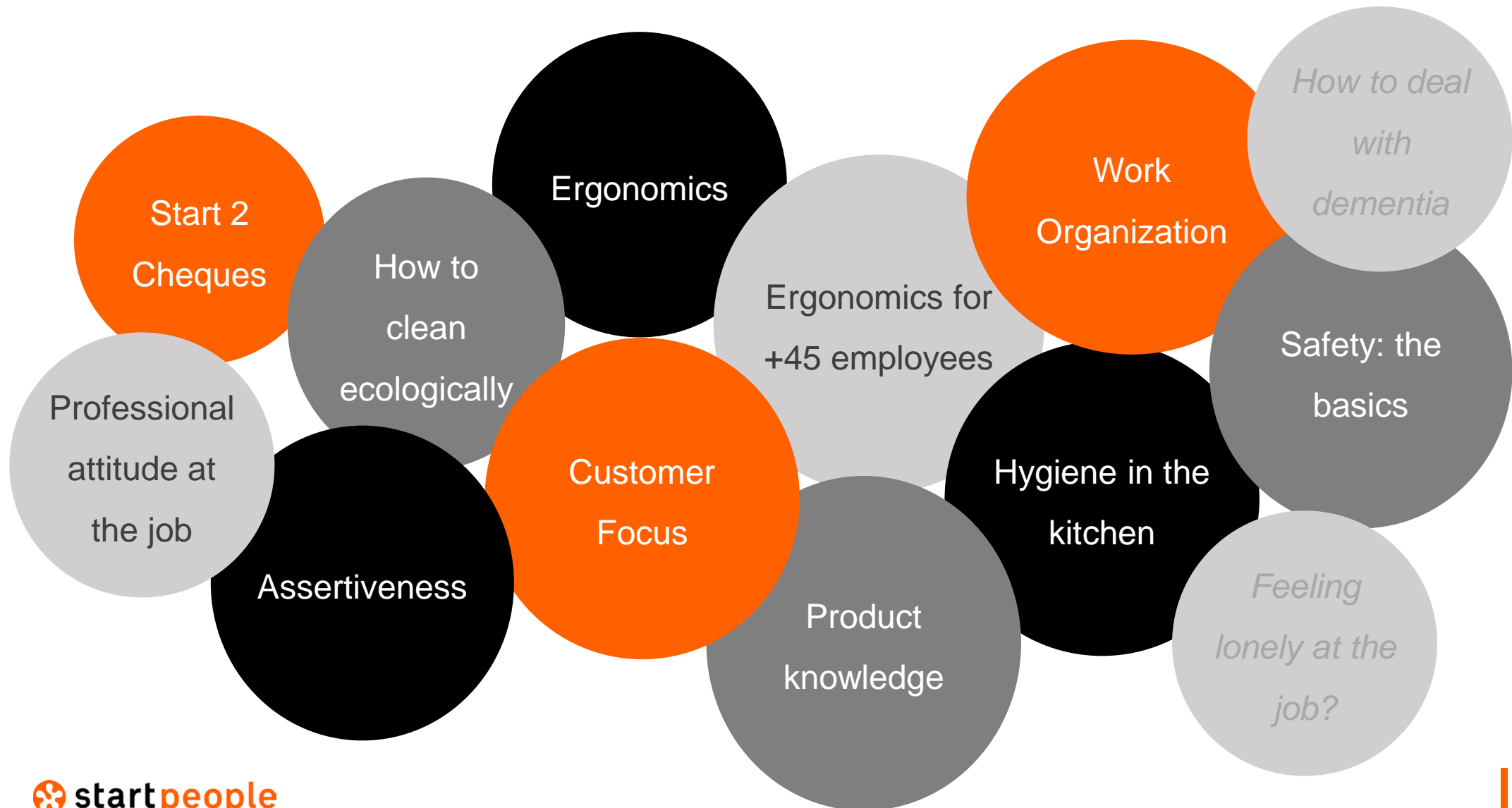
Actions – clients



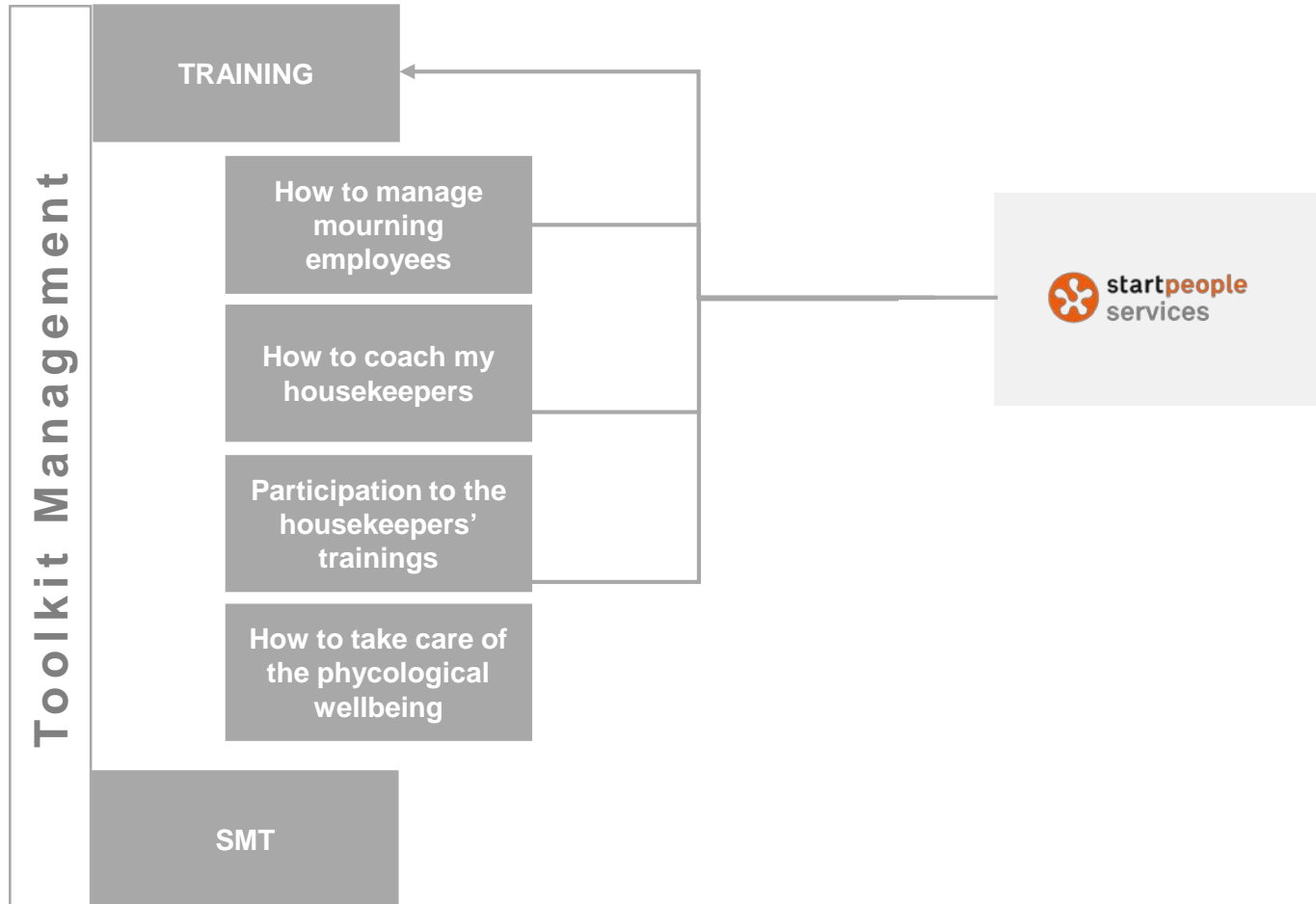
Actions – workers



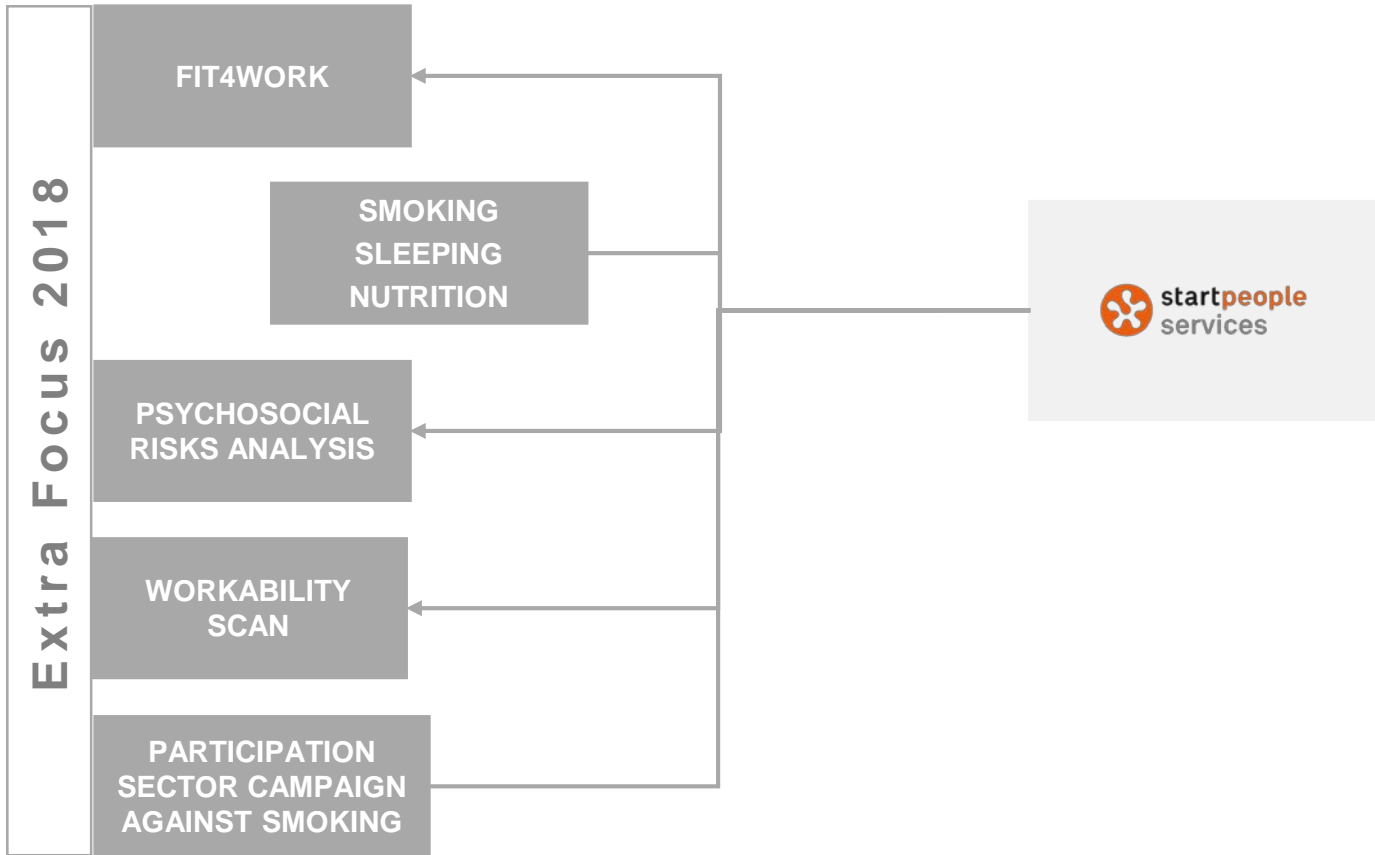
Actions – Trainingen Workers (both digital & classical)



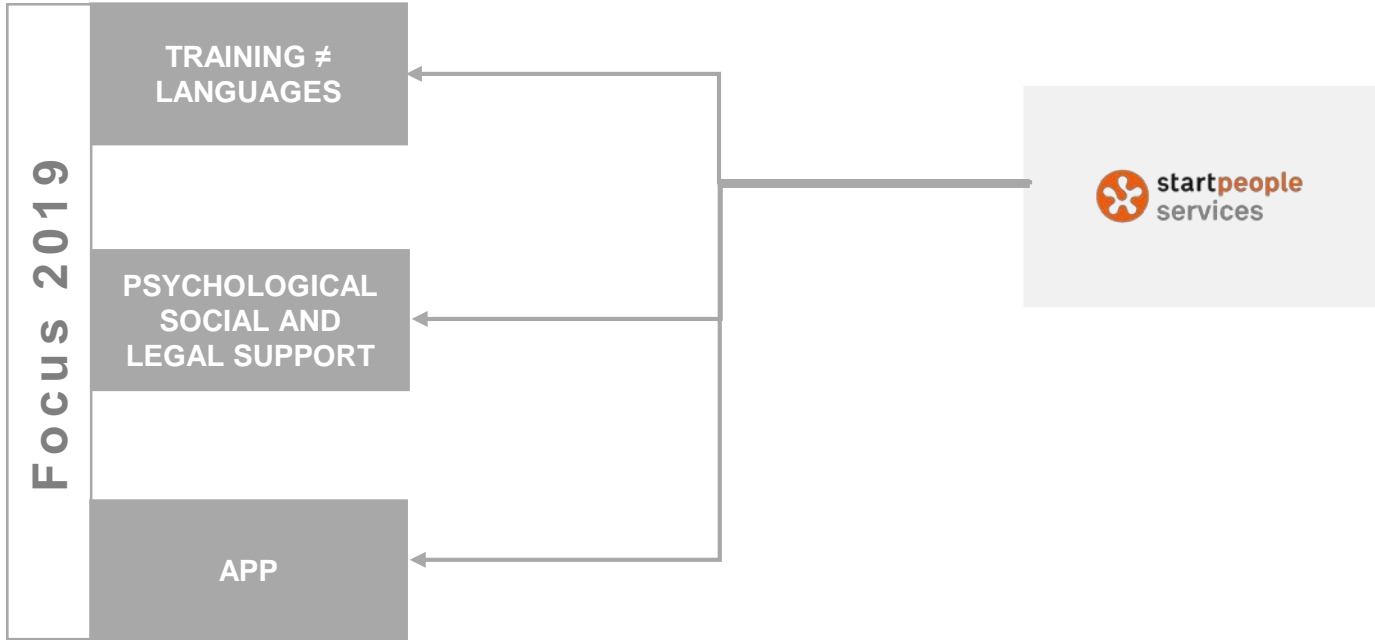
Actions – Management



Actions – extra focus 2018



Actions – extra focus 2019



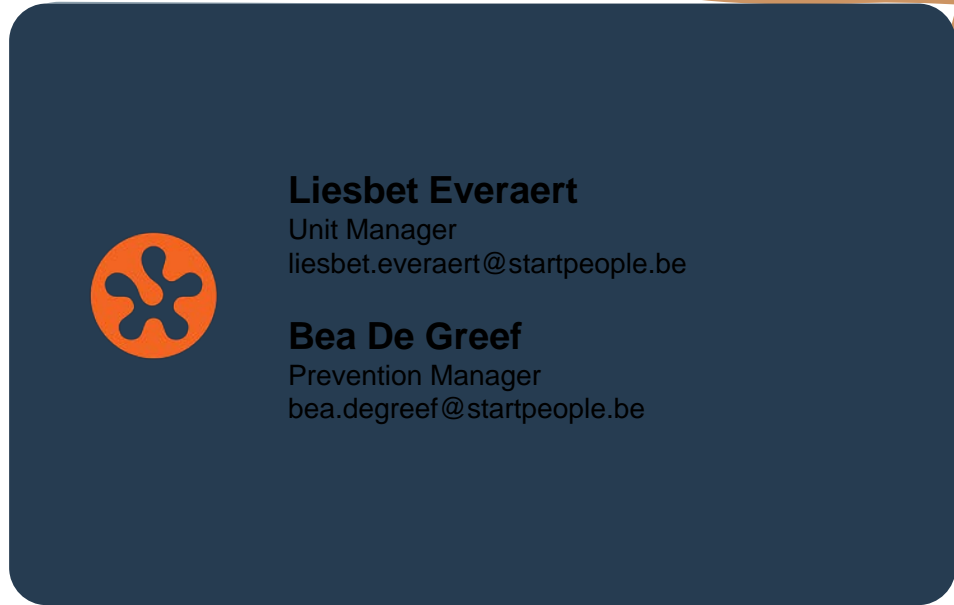


04.

Evaluation

Evaluation

1. Evolution of work accidents (frequency and severeness)
2. Evolution (long term) illness
3. Evaluations / studies / surveys : comparison with the benchmark
4. Retention of our workers



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