



# Study Tour

Rome, October 22-23, 2019

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## SYNTHESIS REPORT

### THE PERSONAL AND HOUSEHOLD SERVICES SECTOR IN ITALY

Without claiming to be exhaustive, this report is a synthesis of the discussions held during the 2019 EFISI's study tour, organised in Rome on 22-23 October 2019. The synthesis report includes a summary of the different roundtables and presentations, drafted by EFISI's Secretariat, as well as all complementary documents (agenda, list of participants, biographies and PowerPoint presentations). It is solely intended for EFISI's members internal use, with the aim of fostering further reflection on the topics explored.

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# 1. Summary of the discussions

## a. Introduction

The Italian PHS sector is dominated by the Mediterranean welfare model, where families play a fundamental role being themselves employers of domestic and care workers. Indeed, family direct employment is the most widespread contract mode in the Italian domestic sector, whereas other actors (like private providers, digital platforms and cooperatives) only represent a small share of the market. Families across Italy employ approximately 890.000 regular workers, who only represent 40% of the overall PHS workforce. Indeed, it is estimated that there are currently 2 million PHS workers in Italy, 1.2 million of which remain undeclared. Through the National Collective Agreement on Domestic Work (*CCNL – Contratto Collettivo Nazionale di Lavoro sulla disciplina del rapporto di Lavoro domestico*), which is currently under revision, the six main social partners operating in the sector (Domina and FIDALDO on the employers' side, Filcams-CGIL, Fisascat-CISL UILtuCS and Federcolf on the unions' side) commit to better regulate the sector and fight undeclared work. In this framework, social partners launched pivotal tools to further regulate and recognise the sector, while boosting the regular market: Cassacolf, an integrative insurance fund, and Ebincolf, a bilateral body offering training programmes with the aim of launching a standardised certification at national level.

## b. State of play of the PHS sector in Italy

This opening section provided a broad statistical and factual overview of the Italian PHS. Firstly, **Chiara Tronchin** researcher at the Leone Moressa Foundation, presented quantitative data, time series and trends in PHS. These figures were collected by means of a study requested by Domina, EFSI's member, which represents family employment in the Italian domestic sector. Secondly, **Luisa De Vita**, researcher from the Department of Social and Economic Sciences of the University "La Sapienza" (Rome), presented the work and preliminary results of *CLaP – Osservatorio Cura, Lavoro e Professionalità* (Observatory on Care, Work and Professionality), whose goal is to investigate the transformation in the demand and supply of care needs and services, with particular regard to the innovations and interventions combining growth and socio-economic inclusion.

**Chiara Tronchin**<sup>1</sup> opened the discussions by identifying three main societal challenges for Italy. First, the natality rate is decreasing. Indeed, Italy has one of the **lowest fertility rates** (1.32) across Europe. Historically, the natality rate grew in the aftermaths of the Second World War reaching 8 million more inhabitants by 1964, during the years of the so-called baby boom. Since 1964, natality started decreasing and today the birth/death ratio is negative. Second, **women employment** remains rather low, with only 49,5% of women aged 15-64 participating in the labour market. Leone Moressa calculated instead that if women employment would reach 60% there would be an increase of 7% of the GDP. Third, Italy ranks first in Europe as for **demographic ageing**, with 11,6% of the population aged 75 and more. In this context, higher life expectancy is not always matched by decent healthcare and living conditions.

These challenges should be tackled by **increasing the provision of services and by implementing more efficient social policies to promote work-life balance**. In 2017, only 24% of children in pre-school age had access to early childhood education and care facilities, which are indeed very expensive. By 2018, only 39,9% of pupils attended full-time school programmes. In this regard, increasing children-targeted services would also increase women's participation in the labour market. Furthermore, increased female employment would generate new employment. According to the virtuous cycle described by Maurizio Ferrera in his work *D Factor*, for every 100 women entering the labour market 15 additional jobs in the service sector could be created.

When it comes to domestic work, Italy is characterized by a **Mediterranean welfare model** based on family employment. Care responsibilities are generally taken on by families, who directly employ care and domestic workers, whereas the State only offers support to very dependent people with small financial contributions, the so-called dependency allowances. According to the National Institute for Social Security (INPS – *Istituto Nazionale di Previdenza Sociale*), in Italy there are **859.000 regular domestic workers, 53% of whom are domestic workers (colf) and 47% are care workers (badanti)**. In the care sector, 35% of the workforce is represented by live-in workers. As for work trends in the sector, domestic workers are decreasing whereas care workers are increasing. However, this trend might not fully reflect the actual situation, since domestic workers are more likely to be undeclared, therefore more difficult to map. Overall, the PHS workforce is mainly represented by women (88,4%), nonetheless the presence of male workers in the sector is increasing. Furthermore, this workforce is ageing, with 49,7% of PHS workers aged over 50. Despite the

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<sup>1</sup> Mrs. Tronchin's PowerPoint presentation is available [here](#).

high share of foreign workers (71.4%) – especially from Eastern Europe (42.2%) – the number of Italian PHS workers increased following the crisis. As for employment contracts, 93% of regular workers have a long-term contract and stay at least 8 years in the job. Overall, families spend approximately EUR 7 billion for regular PHS workers, including salaries, social security contributions and severance pays. This figure significantly varies considering undeclared workers, who account for approximately 58% of the whole workforce. Considering the high share of black labour, Leone Moressa estimated that overall families invest 14,8 billion in domestic work activities, either regular or irregular. According to recent ISTAT figures, the added value of overall PHS activities reaches EUR 18,8 billion, corresponding to 1,2% of the Italian GDP.

After presenting this broad and comprehensive overview, Leone Moressa finally focused on long-term care. Assuming that in Italy there are currently 940.000 elderly people assisted at home (based on a 1:1 ratio with caregivers), the State would increase its expenditure of EUR 20.3 billion if public authorities had to provide for these dependent people. Without family spending, the State would have to invest a total of EUR 31,3 billion in care services/allowances for dependent people. Instead, thanks to families' contributions, the State is able to save a yearly total of approximately EUR 9,7 billion. Therefore, **family employment significantly contributes to State saving**. This contribution should be rewarded and enhanced, especially with fiscal incentives that would reduce undeclared work.

#### Estimation of State savings (figures in billion EUR, 2017)

	CURRENT SCENARIO OF FAMILY EXPENDITURES	HYPOTHETICAL SCENARIO WITHOUT FAMILY EXPENDITURES
Family Expenditure for long-term care (Regular and undeclared care workers)	7,4	0
State expenditure for long-term care (for people aged 65+)	21,6	31,3
- <i>Healthcare</i>	7,7	7,7
- <i>Dependency allowances</i>	10,6	0
- <i>Other LTC activities</i>	3,3	3,3
- <i>Expenditures for 940.000 more dependent</i>	-	20,3
Difference (State savings)	9,7	

Estimation made by DOMINA and the Leone Moressa Foundation based on RGS, ISTAT and INPS figures

**Luisa De Vita** went deeper in the analysis of the PHS sector in Italy by providing an overview on the work lead by the Observatory on Work, Care and Professionalism (CLaP).<sup>2</sup> The Observatory is built on the cooperation between the Department of Economic and Social Sciences of the University “La Sapienza” (Rome), FNP Cisl, the Italian trade union representing pensioners, and the PMR Foundation. The Observatory investigates trends related to the demand and supply of care services, focusing on the transformation of care needs and family structures, and the evolutions in the provision of such services. The observatory observes the peculiarities of the Italian PHS: first, **family members are responsible for most of the care work**, following the above-mentioned Mediterranean welfare model. Second, the Italian model is characterized by the decentralization of competences in the distribution of PHS services, with **regions in charge of defining local health and social policies**. On the one hand this responds to local needs, but on the other

<sup>2</sup> Mrs. De Vita's PowerPoint presentation is available [here](#).

it increases the segmentation of service quality and working conditions. Third, despite family employment is the most widespread PHS employment mode, the Italian PHS sector is marked by the coexistence and multifaceted cooperation of different stakeholders that goes under the name of **welfare mix**. With regard to the PHS workforce, De Vita confirmed that the Italian PHS sector is highly feminized and employs many migrant workers.

In this context, the Observatory launched a **first demographic mapping of care needs**, that showed a strong regional polarization in accessing care services. In particular, population in Southern Italy is confronted with low employment rates and poor health and social policies, which hinder access to social services and assistance benefits.<sup>3</sup> Indeed, out of the 4.7 million poor people in Italy over 2 million live in Southern Italy and in the Islands. **Regional fragmentation remains therefore a major challenge in the Italian PHS scenario**. Furthermore, the Observatory also studied the impact of white jobs on PHS employment, showing how this sector could encourage women – but also men who lost their jobs during the economic crisis – to re-enter the labour market.

Secondly, the Observatory analyzed **the governance system of the Italian PHS sector, mapping all stakeholders (trade unions, employers' organisations and private providers)**. Based on this research, it appears that trade unions have difficulties in representing the PHS workforce because of poor professional identity. The issue of representation is worsened by the **fragmentation of National Collective Agreements** (15 available in the sector) and because of conflicts of interest between trade unions. On their side, employers' associations mainly protect the interests of families and are actively involved in the process of providing qualification opportunities to PHS workers. **Professionalisation contributes indeed to fight irregular work and serves as a guarantee to protect families and ensure service quality**. In this context also, territorial fragmentation in terms of training hours and certifications issued remains a major challenge across Italian regions. Besides families, the Observatory also identified a number of actors that, driven by the growth of the PHS sector, are trying to act as intermediary and match demand and supply. Sometimes these actors act unethically. In this context, a potential instrument to further regulate the sector are **bilateral bodies**. Bilateral bodies act as mediators between trade unions and employers towards the achievement of common goals: the definition of labour standards and a certification path to protect both workers and families. These elements, associated with further public investment in the form of fiscal incentives, would contribute to further regulate the market.

Thirdly, the Observatory led a **ground-based analysis of second level bargaining in three Italian regions: Piedmont, Marche and Campania**. By framing the arena of local actors, this study allows focuses on how bargaining at regional level could increase cooperation between stakeholders and promote integrated actions in response to local needs. Finally, the Observatory identified two **strategic groups that are targeted by PHS policies** in the above-mentioned regions: **women and older people**. Actions to empower women mainly seek to improve their work-life balance and work placement, while fighting gender discrimination. Agreements whose main beneficiaries are the elderly focus on a diversified range of social, family, health and fiscal policies.

Following these overviews, **the debate focused on undeclared work in the Italian PHS sector**. De Vita (CLaP) specified that the average cost for domestic work amounts to EUR 800 in the black market and EUR 1.000 in the formal market. Accordingly, **Lorenzo Gasparrini**, Domina's Secretary General and Cassacolf President, deplored that it is difficult to raise awareness across families and develop their identities as employers. Indeed, Italian families often consider that **accessing services in the black market allows them to save money, because regular services would otherwise be too expensive**. For instance, Massimo De Luca, Domina's legal advisor, argued that only 8% of Italian pensioners can afford a regular domestic worker. **This is mainly due to a lack of public support and fiscal incentives in the PHS sector** and contributes to the underdevelopment of professional identities among workers. Another reason why PHS activities remain often undeclared is that some Italian citizens seem reluctant to disclose to tax authorities how much they pay for domestic work. They prefer instead to stay under the radars so that they are not forced to disclose their own personal financial situation. For their part, some domestic workers are discouraged to go formal as they would lose their eligibility to social benefits (e.g. unemployment allowances, social housing, etc.) or because they are undocumented migrants.

In this context, EFSI asked whether undeclared work is mostly widespread in the North or in the South and which type of fiscal support is needed to better regulate the sector and make regular services affordable for low-income users. Stakeholders broadly agreed that **undeclared work is mainly affecting Southern regions**, where revenues and average yearly salaries are lower than the minimum wage (average wages are in line with minimum wages in Central Italy whereas they are above minimum wages in Northern Italy). In the South, older people are often assisted by adult

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<sup>3</sup> In this regard, De Vita also criticized the badly targeted Italian public spending, since the State mainly invest in assistance policies, whereas it should further invest in professionalization.

workers aged 50+ who lost their jobs during the crisis and it is not uncommon to have hourly wages around EUR 3. Accordingly, De Vita (CLaP) added that this emergency response to job loss should be further explored to regulate employment in the PHS sectors. As for fiscal incentives, **stakeholders agreed that establishing a system of tax reliefs would be a first step to fully recognize families' social need, that cannot be met by informal carers only.** A more performing taxing mechanisms would though require a change of mindset as for the distribution of care responsibilities and would finally contribute to increase work-life balance. In this regard, Chiara Tronchin stressed the importance of ongoing negotiations between public authorities and families' representatives. Lorenzo Gasparri provided a general overview of current taxation mechanisms and future provisions: **fiscal incentives are currently calculated on 19% of the domestic worker's total gross wage** (amounting approximately to EUR 2.100). **This 19% corresponds to the worker's social contributions. If the State would provide further incentives, namely a further reduction of up to 30% on the price paid by employers for their workers' net salary, UDW is also expected to decrease by 30%.** Luciana Mastrocola from the trade union Filcams CGIL agreed and added that fiscal incentives are a necessary instrument to decrease fiscal evasion in the sector. Despite undeclared work remains a major challenge, social partners also highlighted that 95% of regular PHS employment contracts apply the National Collective Agreement co-signed by Domina, Fidaldo (employers' organisations), Filcams CGIL, UILTuCS, Fisascat CISL and Federcolf (trade unions).<sup>4</sup> Indeed, despite Luisa De Vita mentioned a fragmented framework of collective agreements, social partners argued that only the CCNL should be considered representative.

### c. Public and private voucher-inspired measures in support of accessible PHS

Despite Italy did not implement yet an effective voucher system in the PHS sector, some promising voucher-inspired measures could be identified both at public and private level. In this roundtable, **Lucilla Cotronea**, Director, responsible for self-employment and domestic work at the Italian National Institute for Social Security (INPS – *Istituto Nazionale della Previdenza Sociale*) presented the so-called Family Booklet (*Libretto Famiglia*). **Emmanuele Massagli**, President of the Italian Association of Company Welfare (AIWA – *Associazione Italiana Welfare Aziendale*), introduced welfare vouchers: companies which distribute them, accessible services and entitled users.

In 2003, the Italian government launched a first regulation on vouchers entitled “*Buoni Lavoro*”,<sup>5</sup> which contributed to reduce undeclared work, mostly in the agricultural sector, on the one hand, but was also severely criticised since it contributed to increase job precariousness and frauds. Following its abrogation in March 2017, two new “**declarative and remuneration systems**” were introduced, one targeting companies and another targeting families: the *Libretto Famiglia*.

As **Lucilla Cotronea**<sup>6</sup> explained, the **Libretto Famiglia** is a voucher-inspired instrument which comprises pre-paid checks, amounting to EUR 10 each and corresponding to the price of one-hour service. It can be used by physical persons in three main areas: domestic work (including cleaning, gardening and maintenance services) (75%), home care services for children and dependent people (25%), and additional private teaching (1%). The *Libretto Famiglia* is designed to cover both the workers' net wages and social security contributions. Since it is possible to access the *Libretto Famiglia* only through the INPS official website, **this instrument is considered effective in tackling frauds as well as precariousness.** Users must not have or have had in the six months prior to the foreseen provision of occasional services, an employment relationship with the same worker. Furthermore, users should go through a specific procedure and open an electronic wallet on INPS website page, where they should indicate the type, time and voucher used for each service and proceed to payment. INPS plays then an intermediary role and is responsible for workers' payments, which are made within the 15<sup>th</sup> of the following month. However, INPS is an intermediary only when it comes to payments, whereas the employment relationship between users and providers remains personal.

The *Libretto Famiglia* also represents a **guarantee for workers' protection.** Indeed, workers are entitled to daily rests, weakly breaks and leaves in compliance with the Law 66 of 2003; they are insured against workplace accidents and occupational diseases and they are entitled to receive invalidity and old-age pensions. Besides, being employed under the *Libretto Famiglia* system will not affect the worker's unemployment status. Labour incomes generated are income

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<sup>4</sup> In Italy, there are several Collective Agreements in effect in the domestic work sector, however the CCNL remains the most representative. Stakeholders can decide to abide by one of these agreements, based on personal opportunities and interests, even though they are not signatories. Currently in Italy there is no national legal framework harmonising the implementation of sectoral collective agreements on domestic work.

<sup>5</sup> It should be noted that the *Buoni Lavoro* system did not fulfil all the characteristics of a social voucher. Therefore, EFSI considers that it is wrongly termed “voucher” and should instead be characterised as a “declarative and remuneration system”.

<sup>6</sup> Mrs. Cotronea's PowerPoint presentation is available [here](#).

tax exempted. Finally, such labour incomes are also taken into account when the worker applies for the issuing or the renewal of a residence permit. The *Libretto Famiglia* is an instrument to protect users and encourage regular work, since social security costs are deductible.<sup>7</sup> However, there are limitations in terms of hours worked per year (that should not exceed 280) and revenue generated by services (EUR 2.500 for services provided by each single worker to the same employer, EUR 5.000 for the total amount of services provided by a each worker/accessed by each single user). There are currently no data on the attainment of such limitations, which are quite high especially for domestic services.

Cotronea also presented a new instrument tested in 2018 in the framework of the *Libretto Famiglia*: a bonus for babysitting services to be used in the 11 months following the maternity leave. Nonetheless, since it was experimental, this instrument has not been confirmed for 2019. Additionally, in 2019 the Tuscany Region has launched a project addressed to older people aged 65+: besides opening a freephone number to request home-based assistance, the project can also award a EUR 300 bonus through the Family Booklet electronic wallet, in order to help elderly people access care services.<sup>8</sup>

During the following debate, Eveliina Vigelius (Hyvinvointiala, Finland) asked which benefit the *Libretto Famiglia* does offer to service users, knowing that in Finland the main employment mode of PHS workers is through companies that take in charge social security costs. Lucilla Cotronea argued that besides being a tool to foster regular work in the PHS sector, the *Libretto Famiglia* is also a **key instrument for simplification**. Lorenzo Gasparrini added that there are no real economic advantages for users and that the *Libretto Famiglia* should be used occasionally, whereas the National Collective Agreement is a more systemic instrument to be applied on long-term contracts. This is why the *Libretto Famiglia* defines thresholds, otherwise it would be conflictual to the CCNL. EFSI finally asked how this system is used across regions and Cotronea argued that, unlike other assistance benefits, **the *Libretto Famiglia* is used homogeneously**.

At private level, **Emmanuele Massagli**<sup>9</sup> presented **AIWA**, the Italian association representing companies providing welfare services. **Company Welfare** indicates the range of **goods and services provided by employers to their employees** and has historical roots. In the aftermaths of the Second World War, some leading companies launched the so-called corporate paternalism, a term used to identify social measures adopted by companies to provide educational, recreational and healthcare services to their employees on a voluntary basis. Since 1986, following the enactment of the Legislation on the Income Tax, **social benefits provided by employers could be excluded from employment incomes, therefore are not taxed and exempted from social and retirement contributions**. In 2016, a reform amended the voluntary framework of corporate paternalism, accepting that social welfare could be integrated as an essential part of the employment relationship. Today, Company Welfare could be **partially** (when provided on a voluntary basis) **or totally** (when issued in compliance with existing regulation) **deductible** from business income.

To be legally valid, Company Welfare should be socially oriented. Accordingly, Company Welfare services are divided into three categories:

- productivity-based welfare, i.e. the transformation into welfare services of any additional production award that are excluded from general remuneration. This category of welfare services was introduced following the 2016 Budget Law.
- “On top” welfare
- Welfare provided based on an agreement with trade unions. Indeed, Company Welfare is increasingly used in companies and by trade unions in negotiations.

Company Welfare offers a broad range of services like supplementary healthcare, educational and training, long-term care services, flexible benefits (up to EUR 258). Since the enactment of the 2016 Budget Law, each of these services could be provided through vouchers, either in paper or electronic format. In the latter case, these services are made available on an online platform and could only be used by the individual to whom they have been awarded. Therefore, vouchers cannot be sold or ceded, and they guarantee access to the good or service for their entire value. The cost of these vouchers and that of the service therein are fully borne by the employer. Based on figures, it appears that approximately 2 – 2.5 million workers have access to Company Welfare vouchers and their non-monetary benefits

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<sup>7</sup> Users can apply to the same tax treatment as households employing a domestic worker.

<sup>8</sup> Regional Project “Pronto Badante”. Cfr. [www301.regione.toscana.it/bancadati/atti/Contenuto.xml?id=5205007&nomeFile=Delibera\\_n.66\\_del\\_21-01-2019-Allegato-A](http://www301.regione.toscana.it/bancadati/atti/Contenuto.xml?id=5205007&nomeFile=Delibera_n.66_del_21-01-2019-Allegato-A)

<sup>9</sup> Mr. Massagli’s PowerPoint presentation is available [here](#).

amount on average to EUR 600-700 a year per worker. Generally, they prefer (in the following order) **healthcare assistance, meal vouchers, family services, transport services, social protection and recreational services.**

During the discussion that followed, participants underlined how these Company Welfare vouchers could contribute to bearing the cost of employing a domestic worker (as long as the worker is declared). In this context, Lorenzo Gasparri praised company welfare as another instrument to fight undeclared work, associated to tax reliefs, and made sure that families could access this instrument.

#### **d. Roundtable I – National and regional authorities: social and employment policies and initiatives in support of work-life balance and accessible PHS**

For the second day of work, the agenda was organised in three different **roundtables** giving voice to all stakeholders operating in the Italian PHS sector: **public national and regional authorities** responsible for the implementation of social policies, **private emerging actors** operating as intermediaries in the provision of PHS services and complementing the traditional family employment model, **social partners** signatories of the National Collective Agreement on Domestic Work (CCNL – *Contratto Collettivo Nazionale sulla Disciplina del Lavoro Domestico*).

The first roundtable was introduced by **Anna Chiara Giorio**,<sup>10</sup> representing ANPAL, the **National Agency on Employment Policies (Agenzia Nazionale Politiche Attive Lavoro)** and coordinating the European project “Equality for Work and Life”. ANPAL is an agency of the Italian Ministry of Labour which **coordinates labour policies** implemented by a network of public and private employment services including: INAIL (*Istituto nazionale per l'assicurazione contro gli infortuni sul lavoro*), the National Institute for Occupational Safety and Health and job placement of people with disabilities; INPS (*Istituto nazionale della previdenza sociale*) the National Institute for Social Security; INAPP (*Istituto Nazionale per l'Analisi delle Politiche Pubbliche*) the National Institute for Research and Analysis on Public Labour Policies; the Chamber of Commerce; Regions, which have specific competences on labour-related services; public employment services as well as accredited private labour agencies and employment centers. Furthermore, ANPAL is establishing a **digital integrated system on labour policies**, aimed at coordinating different platforms and bodies providing information on specific segments of the labour market. In this regard, the system will collect information on employment relations, participation in training courses and training offers, provision of unemployment benefits, etc. Finally, ANPAL **defines the minimum level of services that Public Employment Services should guarantee** in compliance with the Ministry of Labour decree n°4 of 2018. ANPAL also participates in the European EURES network,<sup>11</sup> monitors active labour policies implemented by the Italian government and creates tools to foster access to the labour market.

Being the Italian body responsible for the management of ESF allocations, ANPAL recently launched the **European Project “Equality for Work and Life”**. In Italy, initiatives on work-life balance are seldom integrated by employment centers (with the exception of the autonomous province of Trento). Indeed, the only existing services on work-life balance are info points. Based on the need for further ad-hoc intervention, the project “Equality for Work and Life” was launched in December 2018. Research will focus on employment and social services in four regions: Campania, Tuscany, Piedmont and the autonomous province of Trento. The project is joined by national and international partners, including CGM, a cooperative of social enterprises and social partners. The project offers a **broad vision on work-life balance**, by **targeting not only women, but also men and youths and their specific needs on the labour market**. Furthermore, if work-life balance generally targets people who are already employed, **the project ambitiously targets also the inactive and the unemployed in the process of re-entering the job market**. From the audience, Peter Van de Veire, Director of the Belgian Training Fund for Service Vouchers, praised this innovative large-angled approach and encourage to run further ex-post evaluation on whether these unemployed people will be able to keep their jobs in the future. **The target is also extended to SME and social enterprises offering relevant employment opportunities for women**. These companies might indeed be excluded from the traditional company welfare system since they could not afford it, therefore they face constraints compared to bigger companies in implementing work-life balance policies. Finally, the project also targets **accredited employment centers**. Its main goal is indeed to produce a national **work-life balance toolkit**, addressed to employment centers to help them put in place suitable work-life balance programmes. Currently, the project is running its second stage, i.e. the experimentation of the toolkit in the four above-mentioned regions. If the project proves to be effective, the toolkit will be spread across employment centers in Italy.

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<sup>10</sup> Mrs. Giorio's PowerPoint presentation is available [here](#).

<sup>11</sup> EURES is a cooperation network designed to facilitate the free movement of workers within the EU 28 countries plus Switzerland, Iceland, Liechtenstein and Norway.

As mentioned above, national **public authorities mainly play a monitoring and governance function, whereas regions are responsible for the implementation of social and employment policies.** In this regard, **Councillor Luigi Mazzuto**, Region Molise, Coordinator of the Commission on Family and Social Affairs at the Italian Conference of the Regions, was invited to frame the regional competences in the PHS sector. First of all, Councillor Mazzuto presented the increasing demand for services from families with dependent - either elderly or disabled - family members. Based on figures gathered by the National Healthcare System, in Italy there are currently **2.2 million dependent people, of whom 50.0000 – 60.000 only (2.7%) are supported by active social policies.** These figures significantly vary across the regions. On the other hand, Councillor Mazzuto also praised the key role played by local employment centers, which contribute to define the offer-demand trend on social services at local level. When it comes to the implementation of active policies in support of work-life balance, Mazzuto welcomed the revision of the 2019 Italian Budget Law, allocating EUR 104.7 million for policies in support of families, a significant increase compared to previous investments. Region Molise (Southern Italy), for instance, where 30% of the population is at risk of poverty, will benefit from a EUR 350.000 investment compared to EUR 35.000 allocated in 2019. In this regard, councillor Mazzuto mentioned also the National Plan to fight Poverty, which activated significant family-targeted actions, the Social Plan for families and children and the Social Dependency Plan focusing on home care and economic support to household with dependent members. When it comes to dependency, Councillor Mazzuto mentioned the dependency allowances known as “assistance check” amounting to EUR 400 per month, which would cost approximately EUR 21.2 billion to the State. While welcoming informal family care as a way to cut public costs, Councillor Mazzuto stressed that families play a pivotal role in the take-up of care-related responsibilities and further interventions are needed to support them. In this context, Councillor Mazzuto praised **inter-institutional discussions of regional and ministerial partners as a key instrument to steer action and obtain economic support.**

Indeed, Councillor Mazzuto repeatedly called for further **systemic action on social policies to be defined at national level and implemented at regional level based on a fair distribution of funds.** Distribution should consider not only demographic data but also the dependency rates across Italian regions. This ambitious and systemic programme should then be implemented at local level based on the cooperation with actors like cooperatives and voluntary associations. With reference to private actors, Luisa De Vita (CLaP) also stressed the importance of social procurement in the provision of social and healthcare services.

Despite the audience generally appreciated Councillor Mazzuto’s call for more systemic social intervention, EFSI fears that regional competencies in the PHS sector were not clearly revealed. Nonetheless, EFSI briefly presented two cases of good practices, based on recent exchanges with regional authorities. **Lombardia**, in Northern Italy, provides a range of **social services divided into six macro-areas:** work-life balance; free early childhood education and care services; services for teenagers; vouchers on long-term care for dependent, elderly and disabled people; fighting isolation; social inclusion for people with prior convictions. A brochure on the list of available services will be soon published in English and integrated in the Italian country Fiche of the European project Ad-PHS.<sup>12</sup> The **autonomous municipality of Trento**, also in Northern Italy, is a second example of good practices in the field of **innovative social and family policies.**<sup>13</sup> In this regard, a brief video listing Trento’s family-friendly policies was broadcasted during the study tour. Furthermore, Trento recently joined the **European network of Family Friendly Municipalities**, that will gather in Brussels on November 19, on the occasion of its first Network Convention held in cooperation with the European Large Families Confederation (ELFAC). All relevant material will also be integrated in the Italian country Fiche of the European project Ad-PHS.

Finally, **Councillor Claudio Di Bernardino**, Region Lazio (Central Italy), Minister of Labour and New Rights, Training, Schools and University Studies and Reconstruction Policies, was invited to present both **regional vouchers on childcare services and home care assistance**, and the recently launched **Regional Law 4 of 2019 on the protection of gig workers.** Unfortunately, due to urgent institutional commitments, Councillor Di Bernardino was not able to join the study tour.

#### **e. Roundtable II – The role of cooperatives and digital platforms in the Italian PHS market**

The second roundtable sought to gather private actors operating in the PHS sector in Italy, ranging from private companies, digital platforms and cooperatives active in the social services field. Unfortunately, stakeholders didn’t accept our invitation, except for the cooperative groups *CGM* and *LegaCoopSociali*. As for digital platforms, Wendy Galarza from Filcams CGIL trade union was invited to present the recently launched project on gig economy.

<sup>12</sup> Information related to the project can be found on: [www.ad-phs.eu](http://www.ad-phs.eu)

<sup>13</sup> The full dossier on Trento’s family policies is available online in Italian. Cfr. <https://www.trentinofamiglia.it/Servizi-Family/Dossier-politiche-familiari>

Unfortunately, due to unforeseen circumstances, she had to cancel her intervention. The related presentation will nonetheless be attached to the report.<sup>14</sup>

**Diego Dutto**, national coordinator of *LegaCoopSociali* and Member of the Diversity Group of the European Economic and Social Committee, provided a broad overview on the role of cooperatives in the Italian PHS sector. According to the Law 381 of 1991, social cooperatives operate as providers of social, educational and healthcare services. They are divided into two groups: **type A are considered social cooperatives based on the type of activities they provide**, if for instance they offer support services to vulnerable people. **Type B are considered social cooperatives by their ethical approach**, meaning that their workforce is composed by at least 30% of disadvantaged people under article 4, Law 381. These vulnerable employees should be, for instance, physically or mentally disabled people, people with addictions or pending charges, minors followed by social services.

In this context, *Lega Cooperative* and *Confcooperative* are two realities embodying respectively the secular left-wing political experience and social commitment on the one hand, and the catholic social doctrine on the other. Both *Lega Cooperative* and *Confcooperative* groups join **ACGI (Associazione Generale Cooperative Italiane), the alliance of Italian cooperatives**.

*Lega Cooperative* – the broader consortium including *LegaCoopSociali* – was created in the 19<sup>th</sup> century as an instrument to protect lower classes by ensuring access to social services and decent labour conditions. In this regard, Diego Dutto repeatedly stressed that to ensure **quality social services it is necessary to ensure first dignifying working conditions**. *LegaCoopSociali* gathers 2.700 cooperatives, mainly of type A, providing social services in the field of institutional care as well as home care and employing approximately 200.000 care workers. Against this background, Diego Dutto argued that the model of institutional care is outdated and stressed **the need to provide well targeted healthcare and social services for dependent people at home while supporting their autonomy**. As for home care services, EFSI asked whether users can access services directly through cooperatives. Diego Dutto argued that despite some cooperatives started providing services to people in need by employing domestic workers, the most widespread and effective model remains the **traditional publicly subsidised care services: social enterprises provide services based on a public, need-oriented demand for provision, upon signature of conventions with local bodies. Local bodies (incl. cooperatives) will then distribute these services to users** who may not be able to choose their provider.

As for employment agreements, *Lega Cooperative* signed a **collective bargaining contract with the three main Italian trade unions** (CGIL, CISL and UIL). The contract was revised in May 2019 and will soon be implemented, integrating amendments as for economic (increase in wages) and legislative aspects. In order to join *LegaCoopSociali*, cooperatives must abide by the contract and commit to ensure decent working conditions and professionalisation pathways. In this regard, a Proposal of Law on the improvement of working conditions was filed, thanks to the support of a petition signed by 100.000 people. Indeed, the increasing demand for social services attracts a high number of new stakeholders in the sector, which sometimes act unethically.

Furthermore, Diego Dutto argued that existing contracts are **not competitive compared to undeclared work. In order to reduce black labour**, Diego Dutto called for an **organizational and structural approach based on further cooperation between stakeholders**, including regional authorities responsible for the provision of social service and social partners. **Diego Dutto also joined Councillor Mazzuto's call for further investment, deploring that in the post-economic crisis scenario social services have been cut by 5% each year**. This downward trend should instead be reversed, and the overall common goal must be to offer services fit for current trends, namely digitalization and the changing workforce.

As for digitalization, Diego Dutto focused on the strong **impact of digitalization on long-term care** and the need to develop specific skills and competencies. In this regard, *LegaCoopSociali* signed an agreement with the *Scuola Superiore Sant'Anna di Pisa, Istituto di Robotica*, to launch a **training programme on intelligent care**, based on the integration of robotics in LTC services. The digital revolution could contribute to the reduction of routine work for LTC workers and through this project *LegaCoopSociali* hopes to be able to propose innovative home care services.

Following Diego Dutto's intervention, Massimo De Luca (Domina) asked the audience whether PHS distribution systems in other EU countries are more similar to the intermediation mode illustrated by cooperatives or to the direct employment model which dominates the PHS scenario in Italy. This question opened a broad debate in which EFSI's members had the opportunity to present their company/association and the most widespread employment model in their national PHS sectors. In this context, an interesting discussion was brought to the table concerning the **efficiency of social vouchers**.

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<sup>14</sup> Mrs. Galarza's PowerPoint presentation is available [here](#).

According to Domina, vouchers are a payment instrument that does not meet the Italian cultural and social model. Domina argued that the voucher system implemented (namely the *Buoni Lavoro*) – and then revoked – in Italy is different from the Belgian model and Italian vouchers should remain today an instrument to be used only for occasional working arrangements, as Lucilla Cotronea (INPS) argued. Luciana Mastrocola (Filcams CGIL) confirmed that social partners fought the voucher system since it boosted precariousness and grey labour. Edenred stressed that vouchers did not fit the Italian market only because they were badly designed.

**f. Roundtable III – Discussion with social partners: the National Collective Agreement on Domestic Work (CCNL – *Contratto Collettivo Nazionale di Lavoro sulla disciplina del rapporto di lavoro domestico*) and the future of work in the PHS sector in Italy**

The afternoon session was organised around a debate of social partners operating in the domestic work sector and signatories of the National Collective Agreement on Domestic Work.<sup>15</sup> The first version of this agreement was signed back in 1974 and has been revised several times since then, the latest revision is expected to be issued in the forthcoming months. In this context, Domina and Fidaldo from the employers' side, and Filcams CGIL, Fisascat CISL, UILTuCS and Federcolf from the unions side discussed the main following topics: progress achieved since the first Collective Agreement edition, current challenges in the domestic work sector with a particular focus on undeclared work, the joint call for financial support from public authorities, namely regarding fiscal incentives for PHS services.

**Alfredo Savia**, President of the employers' federation Fidaldo, stressed that **over the years the collective agreement has provided additional rights to domestic workers as well as minimum wages**. Similarly, it has made families aware of their duties as domestic employers. Back in the Seventies, domestic workers were mostly young Italian women aged between 15 to 26. Today the domestic worker's profile has changed, with a highest share of migrant workers. Overall societal trends and changes have been taken into account in the most recent versions of the collective agreement. For instance, since in 2007 the demand for care workers (*badanti*) increased, negotiations lasted long and resulted in the definition of two separate categories for PHS workers, depending on whether they perform household activities, or they take care of dependent persons.

**Luciana Mastrocola**, Head of the trade union Filcams-CGIL, mentioned some well-known features of the domestic sector: it entails a special relationship based on trust, which takes place in private homes. Furthermore, Mastrocola deplored the fact that **the collective agreement remains a weak tool since its application is not compulsory**. Accordingly, she wondered whether support from public authorities should be requested to harmonise the national legal framework on PHS.

The Treasurer of the trade union UILTuCS, **Mauro Munari**, underlined that domestic and care services can also be provided by other actors such as cooperatives and private companies which are currently emerging. In both cases, **these actors are applying the provisions of the national collective bargaining agreement even without being signatories**. Questioned about the existence of placement agencies by EFSI member, Nico Daenens (Group Daenens, Belgium), Mauro Munari confirmed that such actors are indeed operating in Italy. They help families to overcome difficulties faced in the recruitment and administrative process of hiring domestic workers, while respecting the provisions of the collective bargaining agreement. However, this has a direct economic impact on families as the cost related to the hiring of domestic workers in this framework are usually 20-30% higher. **Lorenzo Gasparri**, Secretary General of the employers' association Domina, added that families are required to act as an enterprise without being an economic actor.

When it comes to PHS current challenges, the National Secretary of the trade union Fisascat-CISL, **Aurora Blanca**, estimated that the collective bargaining agreement should be extended to provisions on wages and accommodations. **A real Welfare policy is needed**, and in this regard both the State and private actors should get involved. Furthermore, Blanca deplored that although 900.000 domestic workers are formally employed, another 1.2 million work undeclared. **This widespread undeclared economy negatively affects the negotiations between social partners**. In this regard, Blanca insisted on the need to experiment new models and financing systems to reduce the share of undeclared work and reduce the gap between people who can afford the care and domestic services they need and those who cannot.

**Rita De Blasis**, Secretary General of the trade union Federcolf, deplored the **lack of public support to PHS policies**. **Indeed, the government spends only 4% of the Italian GDP on social security**. She considered that public support to PHS workers should be higher and, most importantly, should ensure that all PHS workers benefit from social

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<sup>15</sup> The English translation of the National Collective Agreement signed in 2013 can be found in Annex 1.

protection coverage. However, as public resources are limited, she pleaded for a targeted support rather than universal. **Rita de Blasis** added that **a large share of domestic workers has a recent migrant background**. They may lack political sensitivity and few of them have the right to vote, which increases policy makers' lack of interest in the issue. Accordingly, De Blasis called for **specific policies targeting migrants and overcoming – *inter alia* – difficulties linked to the issuing of regular work permits**. Indeed, the increasing demand for PHS services and the shortage of qualified caregivers require an opening to migrant workers.

**Lorenzo Gasparini** and **Alfredo Savia** also shared the call for further public investment and argued that tackling undeclared work in the sector requires additional State financial support. **Mauro Munari** also stressed the difficulties that might arise from the potential introduction of tax relief, considering that families are currently not considered as economic units despite their major economic contribution to PHS employment. Furthermore, Munari argued that the State is competent for fiscal policies and not social partners.

In conclusion, **Lorenzo Gasparini** called on stakeholder to lead a common analysis in order to come up with specific and adequate recommendations for further regulations, ensuring a decent Welfare for both domestic workers and families. More public awareness is indeed essential for **Luciana Mastrocola** whereas **Aurora Blanca** called for the dissemination of good practices, including those coming from other European countries in order to mutually learn and share. **Alfredo Savia** concluded by calling for a swift signature and implementation of the revised collective bargaining agreement.

#### **g. Promising practices in the framework of the National Collective Agreement on Domestic Work**

The last panel session presented two instruments developed in the framework of the National Collective Agreement and that could be identified as promising practices for the development of the Italian PHS sector. **Cassacolf** is an integrative fund that provides healthcare services to its members, both workers and employers. **Ebincolf** is a bilateral authority composed by 50% from employers' organisations and by 50% from trade unions. This body seeks to: establish an observatory on domestic work; calculate the average standard earnings; assess the level of implementation of the National Collective Agreement in different regions and areas as well as regulations on migrant workers; provide analyses and proposals on occupational safety. Most importantly, Ebincolf is developing a certification programme, Certicolf, that aims to increase professionalisation in the domestic work sector.

First, **Lorenzo Gasparini**, Secretary General of Domina and President of Cassacolf, provided an overview on this **integrative fund, financed through employment contributions**. Indeed, registration to Cassacolf is made upon payment of a EUR 0.03 contribution per hour worked, of which EUR 0.02 are paid by the employer and the remaining EUR 0.01 is paid by the worker. Employers and workers are entitled to access the system if the total amount of contributions paid to Cassacolf per hour worked reaches EUR 25 per year.<sup>16</sup> Contributions are paid on a trimestral basis through a pre-filled payment form sent by the National Institute for Social Security (INPS) to each regular family employer: INPS currently sends 900.000 forms to employers, nonetheless only 350.000 of them are registered to Cassacolf. As a matter of fact, Cassacolf additional contributions are not automatically calculated in the INPS total payment. Only those who wish to apply the National Collective Agreement – which is not compulsory – should modify the pre-filled form and include an additional item related to Cassacolf contributions. Cassacolf offers a broad range of healthcare and occupational health-related services both to employers and employees. For instance, employers are protected in case of occupational hazard: if INAIL, the National Institute for Occupational Safety and Health, demands a reimbursement to the employer, Cassacolf could cover charges up to EUR 25.000. In this framework, Cassacolf is an incentive for the regularisation of domestic work.

Second, **Matteo Galloni** presented Unisalute,<sup>17</sup> the **insurance company** operating in the framework of Cassacolf. Unisalute is specialized in **healthcare services** and is part of the broader insurance group Unipol Assicurazioni. Unisalute currently covers 8 million users, mainly under collective healthcare policies concluded in the framework of national collective agreements. In this context, users can easily access a broad range of healthcare services (through call centers, Unisalute websites or mobile phone app), provided by public and private accredited healthcare centers: hospitalization and (up to 7) specialized medical examination are only few examples of Unisalute services. Every user is entitled to access free services up to EUR 1.000 per year. Furthermore, Unisalute offers further additional services at

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<sup>16</sup> The amount of EUR 25 paid for Cassacolf contributions corresponds to approximately 833 hours worked per year, i.e. approximately 17h per week.

<sup>17</sup> Mr. Galloni's PowerPoint presentation is available [here](#).

special rates. Finally, the system operates in total transparency and the costs that are not covered by Unisalute are indicated on the website and could be downloaded for tax declaration purposes.

. Third, **Michele Carpinetti** (Filcams CGIL),<sup>18</sup> president of Ebincolf, presented this national bilateral body of employers and workers in the domestic work field. The body was established in 2002 by social partners signatories of the National Collective agreement in order to protect and represent two vulnerable actors in the labour market: family employers and domestic workers. In this regard, **professionalisation** is a necessary requirement to tackle current demographic challenges and to empower both workers and family employers. Indeed, **the Italian welfare system will significantly rely on domestic workers, that should be adequately trained according to standardized criteria.** These criteria should focus on **both practical and soft skills related to care responsibilities.** Accordingly, Ebincolf is developing a **certification path (Certicolf)** for domestic workers, with the aim of providing training and qualification standards and tools in compliance with technical standards provided by Art 9, Law 4 of 2013.

Since 2015, Ebincolf has financed approximately 25.000 training hours and has trained more than 6.000 domestic workers; since 2017, Ebincolf has issued approximately 690 certifications. Certicolf defines certain requirements to access certifications: the worker should have at least 12 months of professional experience and should speak Italian. Currently, training classes are not provided in other languages, limiting access to migrant workers. Thanks to employment contributions, Ebincolf is expected to reach a revenue of EUR 7 million, that will be used to finance further free training. By the end of 2019, Certicolf is expected to be recognised at national level, paving the way to be later recognised at European level. In conclusion, Certicolf, like Cassacolf, is seen as an instrument to promote further regularization of the PHS sector.

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<sup>18</sup> Mr. Carpinetti's PowerPoint presentation is available [here](#).

## 2. Final agenda

Tuesday, 22.10.2019

Venue: **Bettoja Hotel Atlantico, Sala Cavour – Via Cavour 23, 00184 Roma**

14:00	<b>Welcome and presentation of the programme</b>
14 :30 – 16 :00	<b>State of play of the PHS sector in Italy</b>  <b>Statistical overview on the PHS sector</b> Chiara Tronchin – Researcher at the Leone Moressa Foundation <ul style="list-style-type: none"><li>- Quantitative data on PHS (time series of trends in the sector, figures on <i>colf</i> and <i>badanti</i>, i.e. domestic and care workers);</li><li>- Potential future scenarios based on current demographic trends;</li><li>- Economic impact of domestic work (GDP contribution, family spending, effects on welfare).</li></ul> <b>Presentation and preliminary results of the Observatory on care, work and professionalism (CLaP – Osservatorio “Cura, Lavoro, Professionalità”)</b> Luisa de Vita – Researcher from the Department of Social and Economic Sciences of the University “La Sapienza” (Rome)  <i>Presentations followed by an open discussion</i>
16:00 – 16:30	<b>Coffee break</b>
16:30 – 18:45	<b>Public and private voucher-inspired measures in support of accessible PHS</b>  <b>The Family Booklet (<i>Libretto Famiglia</i>)</b> Lucilla Cotronea – Director, responsible for self-employment and domestic work at the Italian National Institute for Social Security (INPS – <i>Istituto Nazionale della Previdenza Sociale</i> ) <ul style="list-style-type: none"><li>- The Family Booklet is a voucher-inspired instrument introduced in 2017 which comprises pre-paid vouchers, amounting to EUR 10 each and corresponding to the price of one-hour service.</li></ul> <b>Company Welfare</b> Emmanuele Massagli – President of the Italian Association on Company Welfare (AIWA – <i>Associazione Italiana Welfare Aziendale</i> ) <ul style="list-style-type: none"><li>- Introduction and evolution of welfare vouchers;</li><li>- Accessible services and entitled users;</li><li>- Companies distributing welfare vouchers (sectors of activity).</li></ul> <i>Presentations followed by an open discussion</i>  <i>Note: Due to prior commitments, Mr Massagli will intervene at 18h00. EFSI’s guests will therefore be allowed to take a short break in between the two presentations.</i>

18:45 – 20:30	<i>After completion of the meeting, accommodation of EFSI's delegation at the Bettoja Hotel Mediterraneo (Via Cavour 15, 00184 Roma) and free time</i>
20:30	<b>Networking dinner</b> ( <i>reserved for EFSI's members only</i> ) <b>Venue: Antica Hostaria Romanesca - Campo de' Fiori 40, 00186 Roma</b>

## Wednesday, 23.10.2019

**Venue: Bettoja Hotel Atlantico, Sala Cavour – Via Cavour 23, 00184 Roma**

09:00 – 10:30	<p><b>Roundtable I - National and regional authorities: social and employment policies and initiatives in support of work-life balance and accessible PHS</b></p> <p><b>Presentations of the National Agency on Employment Policies (ANPAL – Agenzia Nazionale Politiche Attive Lavoro)</b> Anna Chiara Giorio – Coordinator of the project “Equality for Work and Life”</p> <p><b>Overview on the regional competences on PHS policies and measures</b> Luigi Mazzuto – Regional Councillor from Region Molise, Coordinator of Family and Social Affairs at the Italian Conference of the Regions</p> <p><b>Regional case studies and examples of good practices</b></p> <ul style="list-style-type: none"> <li>- Region Lazio: Claudio Di Berardino, Minister of Labour and New Rights, Training, Schools and University Studies and Reconstruction Policies</li> <li>- Provincia Autonoma di Trento: Video on Family-Friendly Policies</li> <li>- Region Lombardia: Presentation by EFSI</li> </ul> <p><i>Presentations followed by an open discussion</i></p>
10:30 – 11:00	<b>Coffee Break</b>
11:00 – 12:30	<p><b>Roundtable II – The role of cooperatives and digital platforms in the Italian PHS market</b></p> <p><b>Overview on cooperatives providing social services:</b></p> <ul style="list-style-type: none"> <li>- <b>Presentation of Federsolidarietà (ConfCooperative)</b> Simona Taraschi – Manager, Services and Counselling - Group CGM</li> <li>- <b>Presentation of Legacoopsociali (LegaCoop)</b> Diego Dutto – National Coordinator</li> </ul> <p><b>The role of digital platforms:</b></p> <ul style="list-style-type: none"> <li>- <b>Presentation of the Regional Law L.R. n. 4 (12 April 2019) on the protection of platform workers (“Disposizioni per la tutela e la sicurezza dei lavoratori digitali”)</b> Claudio Di Berardino, Minister of Labour and New Rights, Training, Schools and University Studies and Reconstruction Policies – Region Lazio</li> <li>- <b>Presentation and preliminary results of the new European project on gig economy</b> Wendy Galarza – Filcams (CGIL)</li> </ul> <p><i>Presentations followed by an open discussion</i></p>
12:30 – 13:30	<b>Lunch</b>

13:30 – 15:00	<p><b>Roundtable III - Discussion with social partners: the National Collective Agreement on Domestic Work (CCNL – <i>Contratto Collettivo Nazionale di Lavoro sulla disciplina del rapporto di lavoro domestico</i>) and the future of work in the PHS sector in Italy</b></p> <p><b>Employers' Organisations:</b></p> <ul style="list-style-type: none"> <li>- Lorenzo Gasparrini (Domina, Secretary-General)</li> <li>- Alfredo Savia (Fidaldo, President)</li> </ul> <p><b>Trade unions:</b></p> <ul style="list-style-type: none"> <li>- Aurora Blanca (Fisascat-CISL, National Secretary)</li> <li>- Rita De Blasis (Federcolf, Secretary-General)</li> <li>- Luciana Mastrocola (Head of Filcams-CGIL)</li> <li>- Mauro Munari (UILTuCS, Treasurer)</li> </ul> <p><u>Key questions:</u></p> <ul style="list-style-type: none"> <li>• What are the key features and trends of employment in the PHS sector?</li> <li>• What are the skills and qualifications of PHS workers? What are the obstacles to skills development and professionalization?</li> <li>• How does social dialogue work in Italy? How do social partners cooperate with public authorities? Which kind of additional public support should be granted to the sector?</li> <li>• How did the National Collective Agreement improve working conditions in the PHS sector? Which kind of initiatives have been taken in this regard?</li> <li>• Is the National Collective Agreement on Domestic Work correctly applied? When will it be revised and/or extended to other signatory bodies? Which topics would be further developed in the forthcoming revision?</li> </ul> <p><i>Presentations followed by an open discussion</i></p>
15:00 – 15:30	<b>Coffee Break</b>
15:30 – 16:30	<p><b>Promising practices in the framework of the National Collective Agreement on Domestic Work</b></p> <p><b>Cassacolf</b> Lorenzo Gasparrini – Cassacolf president Matteo Galloni – Unisalute (Gruppo UNIPOL Assicurazioni)</p> <ul style="list-style-type: none"> <li>- Cassacolf is an integrative healthcare fund. The instrument provides healthcare services and benefits to both workers and employers members of Cassacolf.</li> </ul> <p><b>Ebincolf</b> Michele Carpinetti – Ebincolf president</p> <ul style="list-style-type: none"> <li>- Ebincolf is a bilateral authority composed by 50% from employers' organisations and by 50% from trade unions. The authority seeks to: establish an observatory and assess the employment situation of domestic workers; calculate the average standard earnings; assess the level of implementation of the National Collective Agreement in different regions and areas as well as regulations on migrant workers; check the welfare and social situation of domestic workers and respond to their training needs; provide analyses and proposals on occupational safety.</li> </ul> <p><i>Presentations followed by an open discussion</i></p>
16:30	<b>End of the study tour</b>

*Simultaneous interpretation (Italian <> English) will be provided during each session.*

### 3. List of participants

#### EFSI members

Name	Surname	Organisation	Title	Country
ALZON	Brice	MDSAP (FESP)	CEO at MDSAP Treasurer at FESP	France
BALDINI	Benedetta	EFSI	Policy and Communication Officer	Belgium
CHILESE-LEMARINIER	Delphine	Edenred	Head of EU Affairs	Belgium
DAENENS	Nico	Group Daenens	CEO	Belgium
DATTILO	Francesca	Edenred Italia	Head of Institutional Relations	Italy
DECKER	Aur�lie	EFSI	Director	Belgium
DE LUCA	Massimo	Domina	Legal Counsellor	Italy
DEL VESCOVO	Anna Maria	Edenred Italia	Key Account Manager – Public Welfare	Italy
FREUND	Julien	Sodexo	Policy Advisor	Belgium
GASPARRINI	Lorenzo	Domina	Secretary General Cassacolf President	Italy
POLLET	Hanne	Federgon	Legal Counsellor	Belgium
MARTORELLI	Alina	Domina	Communication Manager	Italy
SATRIANO	Sergio	Sodexo Italia	CEO	Italy
SCIÒ	Anna	Domina	Director	Italy
VAN DE VEIRE	Peter	Vormingsfonds Dienstencheques	Director	Belgium
VERMEIREN	Katleen	Group Daenens	Directeur Organisatie & Ontwikkeling, Plus Home Services	Belgium
VIGELIUS	Eveliina	Hyvinvointiala	Specialist	Finland

#### Other participants

Name	Surname	Organisation	Title
BLANCA	Aurora	Fisascat – CISL (Trade union)	National Secretary
CARPINETTI	Michele	Filcams – CGIL (Trade union)	Ebincolf President
CESARINI	Valentina	/	Interpreter
CLAY	Shannon Marie	/	Interpreter

<b>COTRONEA</b>	Lucilla	Italian National Institute for Social Security ( <i>Istituto Nazionale della Previdenza Sociale – INPS</i> )	Director, Responsible for “Separate Fund, Self-employment and Domestic Work”
<b>DE BLASIS</b>	Rita	Federcolf (Trade union)	Secretary General
<b>DE VITA</b>	Luisa	Department of Social and Economic Sciences – University “La Sapienza” (Rome)	Researcher
<b>DI BERARDINO</b>	Claudio	Region Lazio	Minister of Labour and New Rights, Training, Schools and University Studies and Reconstruction Policies
<b>DUTTO</b>	Diego	LegaCoopSociali	National Coordinator
<b>GALARZA</b>	Wendy Paula	Filcams – CGIL (Trade union)	Trade Unionist, Board Member of the International Domestic Workers Federation (IDWF)
<b>GALLONI</b>	Matteo	Unisalute S.p.A. – Unipol Assicurazioni	National and Local Funds
<b>GIORIO</b>	Anna Chiara	National Agency on Employment Policies ( <i>Agenzia Nazionale Politiche Attive Lavoro – ANPAL</i> )	Coordinator of the Project “Equality for Work and Life”
<b>MASSAGLI</b>	Emanuele	Italian Association of Company Welfare ( <i>Associazione Italiana Welfare Aziendale – AIWA</i> )	President
<b>MASTROCOLA</b>	Luciana	Filcams – CGIL (Trade union)	Head of Filcams - National Coordinator for Legal Disputes, Responsible for Collective Bargaining on Domestic Work
<b>MAZZUTO</b>	Luigi	Italian Conference of the Regions, Region Molise	Regional Counsellor from Region Molise, Coordinator of the Commission on Family and Social Affairs at the Italian Conference of the Regions
<b>MUNARI</b>	Mauro	UILTuCS – UIL (Trade union)	Treasurer
<b>SAVIA</b>	Alfredo	Fidaldo (Employers’ organisation)	President
<b>TARASCHI</b>	Simona	Gruppo Cooperativo CGM	Manager, Services and Counselling
<b>TRONCHIN</b>	Chiara	Leone Moressa Foundation	Researcher

## 4. Speakers' biographies

### **Aurora Blanca – National Secretary, Fisascat CISL (Trade Union)**

Aurora Blanca is National Secretary at Fisascat Cisl and Fist Cisl, unions representing service workers in Italy and in Europe. Graduated in Psychology from the University of Bari with a dissertation on mobbing, she also obtained a master's degree in Human Resources Management. She joined CISL in 2005 with a civil service project. Since then she has worked as a trainer, union worker in the construction sector in Milan and Potenza, and from 2013 to 2018 as general secretary of Fisascat Cisl Basilicata.

### **Michele Carpinetti – National representative for bilateral agreements, welfare and social security Filcams CGIL (Trade Union) – Ebincolf, President**

Michele Carpinetti (Mirano - VE, 1965), is Filcams CGIL national representative for bilateral agreements, welfare and social security. Furthermore, he is President of: Ebincolf, the bilateral body of the domestic work sector; Quas, *Cassa Sanitaria dei quadri del terziario* (Sanitary fund for tertiary sector managers); and Fasiv, the health fund of the private security sector. Together with Pompeo Volpe, he wrote the essay *Adele Zara, Giusta tra le Nazioni* (2013), the novel *Caigo* (2014), on which he later produced a documentary and a film, and *Rosso Sabbia* (2019). He works in Rome and lives in Mira (Venice), the municipality where he was Mayor from 2007 to 2012.

### **Lucilla Cotronea – Director, responsible for « Separate Management, Self-employment and Domestic Work », Italian National Institute for Social Security (*Istituto Nazionale della Previdenza Sociale – INPS*)**

Lucilla Cotronea graduated in Law at the University "La Sapienza" (Rome) in 1998 with a thesis in Administrative Law on "The simplification of administrative procedures". Lucilla Cotronea later pursued her academic career and in 2005 obtained a master's degree in "Organization and Operation of Public Administration", with a final thesis on "The integration of motivation in trial. The innovations of Law 15/2005". Finally, Lucilla Cotronea obtained a master's degree in economics in 2018, with a thesis in Corporate Audit on "Auditing and controls in third sector bodies: prospects for reform".

Lucilla Cotronea is a lawyer licensed to practice, as certified by the Court of Appeal of Rome. After having practiced at the Council of the Bar Association of Rome, since 1999 Lucilla Cotronea joined INPS, the Italian National Institute for Social Security, serving as an administrative officer. Since 2011, Lucilla Cotronea has been serving as administrative director and dealt with State aid, foreign labour and solidarity funds. Since March 2017, Lucilla Cotronea is responsible for "Separate Fund, Self-employment and Domestic Work " at the headquarter Department for Revenue and Credit Recovery. Cotronea has carried out training activities and lectures on administrative disputes and services for workers close to retirement.

Publications: "*Il Fondo di solidarietà del Trentino*" (Region Trentino Solidarity Fund), published in the framework of the seminar held on 2 March 2017; "*Forme contrattuali di regolazione del rapporto di lavoro: la tutela del lavoratore*" (Contractual forms of regulation on employment relationships: workers' protection), part II "*Alla frontiera del lavoro autonomo: la gig economy*" (Beyond Traditional Self-employment: the Gig Economy", in the framework of the INSP 17<sup>th</sup> Annual Report, 2018; "*La piattaforma per le prestazioni di lavoro*

*occasionale*" (The platform for occasional work provision), part IV "*Esperienze, evoluzioni e prospettive*" (Experiences, Evolutions and Perspectives), in the framework of the 18<sup>th</sup> INPS Annual Report, 2019.

**Rita De Blasis - Secretary General, Federcolf (Trade Union)**

Born in Civitella Roveto (AQ) in 1958 and resident in Rome, Rita De Blasis started her professional career working in the domestic sector. For two years she dealt with household services, for five years she provided home long-term care to elderly people.

Since 1985, she is API-COLF director (Italian Professional Association of Domestic Workers). From 2003 to 2010 she joined CAS.SA.COLF board and since 2011 she is FEDERCOLF Secretary General. As unionist operating in the domestic work sector, since 2007 she has been participating in the negotiations for the renewal of the National Collective Agreement on Domestic Work.

**Luisa De Vita – Researcher, Department of Social and Economic Sciences – University “La Sapienza” (Rome)**

Luisa De Vita is assistant professor in Economic Sociology at the Department of Social and Economic Sciences of University “La Sapienza” (Rome). Luisa De Vita graduated in Industrial and Organizational Psychology at University “La Sapienza” (Rome) and obtained a PhD in Sociology and Public Policy. Luisa De Vita joined several research projects (e.g. on equal opportunity policies, diversity management, female entrepreneurship, and new independent professions) at national and international level. Luisa De Vita directs the research unity of the interdepartmental centre for female entrepreneurship (OSIF) of University “La Sapienza” and is member of SISEC (Italian Association of Economic Sociology) and of the Gender section of AIS (Italian Associations of Sociology).

**Claudio di Bernardino – Minister of Labour and New Rights, Training, Schools and University Studies and Reconstruction Policies, Region Lazio**

Claudio Di Bernardino is Minister in charge of Labour and New Rights, Training, Schools and University Studies and reconstruction Policies in the Lazio region. He began his political career as a municipal councillor in Antrodoco (Rieti province) in 1980. In 1983, he was appointed first social services adviser of the same municipality, then adviser of the 6<sup>th</sup> municipality of Montana del Velino from 1985 to 1990, he is a member of the USL Assembly of Rieti. He joined the union in 1991 as Deputy General secretary, FILT CGIL Lazio. From 1998 to 2006, he was a member of the confederal secretariat of CGIL Rome and Lazio, which he headed from 2008. In September 2016, he was admitted to the college of the INCA presidency by the executive committee of the CGIL with a very large majority.

**Wendy Paula Galarza – Trade Unionist, Filcams CGIL (Trade union) - Board Member of the International Domestic Workers Federation (IDWF)**

Born in Guayaquil, Ecuador, where she graduated in Economics and Business, Wendy Galarza arrived in Italy in early 2001 to attend an Italian language course at the *Università degli Stranieri* (Perugia).

Since then, she worked in several different contexts, namely by coming into contact with the world of call centers, domestic work and care giving, as well as cooperatives as a cleaner. During this last experience, she started dealing with the trade unions RSA and RLS on her work site.

In 2014, she participated in the *Lavoro Migrante* (Migrant Work) project of Filcams CGIL, which aimed to train new union officials. Following this experience, she became a member of the International Confederation of Domestic Workers (IDWF), appointed by the Exco Committee as representative for Europe.

In March 2019 she joined the secretariat of the Filcams CGIL trade union of Perugia, dealing with communication tasks and the following sectors: procurement, domestic work, gender policies and immigration policies.

#### **Matteo Galloni – National and Local Funds, Unisalute S.p.A.**

Matteo Galloni graduated in Political Science in 2000 at the University of Bologna and later obtained a master's degree in Organisation and Economic Development at the Profingest management school in 2002. In 2009 he completed a second course of university studies graduating in Philosophy at the University of Parma. In 2019 he obtained a master's degree in strategic human resources management at the 24 Ore Business School in Milan.

Matteo Galloni worked for 6 years as a researcher at the Institute of Economic and Social Research in Bologna dealing with industrial relations, economic development and professional training. He then worked for 4 years as trade union manager at the Filcams CGIL trade union, dealing with collective bargaining and individual protection within the framework of the National Collecting Agreements of the services and trade sectors. For more than 7 years, he has been dealing with contractual insurance welfare at Unisalute and is the contact person for some of the main national contractual funds.

#### **Lorenzo Gasparrini – Secretary General, DOMINA (Employers' organisation) – President, CASSACOLF**

Lorenzo Gasparrini is DOMINA's General Secretary. DOMINA is the National Association for Family Employment in the domestic work sector, signatory of the National Collective Agreement on Domestic Work (CCNL – *Contratto Collettivo Nazionale sulla Disciplina del Lavoro Domestico*). Lorenzo Gasparrini is President of CAS.SA.COLF, a fund providing benefits and services, including health insurance treatments, to employees and employers active in the domestic work sector within the CCNL. Lorenzo Gasparrini is member of the Executive Board of FONDO COLF and EBINCOLF.

#### **Anna Chiara Giorio – Researcher, National Agency on Employment Policies (*Agenzia Nazionale Politiche Attive Lavoro – ANPAL*) - Coordinator of the Project “Equality for Work and Life”**

Born in Padua, Anna Chiara Giorio has been living in Rome for the past 32 years.

She has a degree in Political Science, with a socio-political focus, obtained at the Catholic University of the Sacred Heart of Milan.

She has worked as a social researcher at IREF – the ACLI (Association of Italian Christian Workers) educational and training research institute. She then

collaborated with various research institutions, including Censis, investigating topics concerning welfare, equal opportunities, immigration and the social economy.

Between 1997 and 2017 she worked as a social researcher at ISFOL (Italian Institute for the Development of Vocational Training of Workers), where she dealt with issues concerning national and European policies on the social economy, and the social and labour inclusion of vulnerable subjects.

Moreover, she followed the process of reformation of the national Third Sector and monitored European policies and instruments to support the social economy.

In 2017, with the establishment of active employment policies within the JOBS Act, she was transferred to ANPAL (National Agency for Active Labour Policies). Here, she works directly with the President, and she mainly follows the reform of Employment Centers and social innovation policies, active labour policy services for the most vulnerable people, the relationship between the Third sector and active labour policies. Currently, she is the coordinator of the European project, 'Easi - Equality for work and life'.

Since the beginning of 2019 she seats at the National Table for contrasting illegal employment in the agricultural sector. The table is currently developing a three-year intervention plan coordinated by the Ministry of Labour, and it includes public administrations, social partners and NGOs. Furthermore, she is also working on the creation of systemic actions of active labour policies for offenders.

#### **Luciana Mastrocola – Head of Filcams CGIL (Trade union)**

In her early career, Luciana Mastrocola worked at Mercedes Benz Italia. Luciana Mastrocola was later appointed as detached union representative for Mercedes Benz at Filcams. Since 1980, Mastrocola joined Filcams CGIL, an Italian trade union representing the trade, HORECA and services sectors. In 2004, Mastrocola graduated in Economics at Università degli Studi "Tor Vergata" (Rome), obtaining the title of employment counsellor. Based on a long experience in managing legal disputes, respectively in the Filcams regional office (Latium) and in the Rome based Camera del Lavoro (representation of CGIL local trade union centers), since 2007 Mastrocola has been serving as Filcams national coordinator for legal disputes. Luciana Mastrocola is Filcams representative for collective bargaining on domestic work and co-signatory of the National Collective Agreement on Domestic Work.

#### **Luigi Mazzuto - Regional Counsellor from Region Molise, Coordinator of the Commission on Family and Social Affairs at the Italian Conference of the Regions**

Councillor Luigi Mazzuto was born on 19 July 1954 in Roccamandolfi, a town of about 1000 inhabitants in the province of Isernia, in Molise Region. Married, he has two children and two grandchildren Antonella and Angela.

He graduated in Pedagogy with a final score of 110/110 cum laude, discussing a thesis on "The pedagogy of work in Georg Michael Kerschensteiner".

Councillor Mazzuto worked as publicist and journalist, namely he was a correspondent for the Italian newspaper Gazzetta dello sport, columnist for the Il Messaggero (Roma) and the Roma (Napoli). Furthermore, he cooperated

with several other local and national newspapers. He also worked for the Italian public television RAI as a technician at the production centre in Via Teulada, Rome.

In 1990 he was elected City Councillor in Roccamandolfi and in 1995 he was elected City Councillor in Isernia. From 1996 to 2001 he was Director of Ersam (Ente di Sviluppo Agricolo del Molise), Region Molise's body for agricultural development. From 2009 to 2014 he was President of the Province of Isernia. In this five-year period, promoted numerous initiatives and projects in favour of disabled people, cooperating also with voluntary associations.

Since 22 May 2018, he serves as Regional Councillor for Family, Youth and Equality Policies, Labour, Social and Immigration Policies, Third Sector and Consumer Protection. Councillor Mazzuto was also appointed Coordinator of the Commission for Social and Family Policies.

#### **Chiara Tronchin – Researcher, Leone Moressa Foundation**

Researcher at Fondazione Leone Moressa. Expert in statistics, quantitative and qualitative analysis.

Since 2014, she is part of the team working on the annual report on migration economy. In 2015 she participated in the Ministry of the Interior's study commission which led to the drafting of the Report on the reception of migrants and refugees in Italy.

She collaborates with press institutes, journals and publishing companies like "Lavoce.info", "Il Mulino", "Neodemos.it".

Since 2017 she collaborates with DOMINA on the drafting of DOMINA's dossiers on domestic labour and DOMINA's annual report.

#### **Alfredo Savia – President, FIDALDO (Employers' organisation)**

Alfredo Savia was born on 05/05/1948 in Turin, where he currently lives. He graduated in Law and is a civil lawyer by profession.

Since 2010, he chairs *Nuova Collaborazione*, the national trade union association of employers in the domestic work sector. Since 2016, he is president of the Bilateral Body FONDO COLF. Since July 2019, he is president of FIDALDO (Federation of associations including *Nuova Collaborazione*, *Assindatcolf*, *ADLD* and *ADLC*). Fidaldo is one of the signatory bodies of the National Collective Agreement on Domestic Work.

## 5. PowerPoint presentations



# THE VALUE OF DOMESTIC WORK

## THE ECONOMIC AND SOCIAL ROLE OF EMPLOYER FAMILIES

DOMINA research in partnership with Fondazione Leone Moressa

### THE ITALIAN CHALLENGES



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## LACK OF SERVICES



THESE CHALLENGES REQUIRE NEW SERVICES AND POLICIES

**MEDIATION BETWEEN  
WORK AND FAMILY**



RATE OF CHILDREN  
ATTENDING  
SOCIO-EDUCATIVE SERVICES  
FOR BABYHOOD

**24,0%**  
2017



PUPILS REQUESTING FULL  
TIME  
AT SCHOOL

**39,9%**  
2018

**ASSISTANCE**



DOMESTIC WORKERS  
(REGULARLY EMPLOYED)

**859 k**  
2018

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## THE VIRTUOUS CIRCLE



**FEMALE EMPLOYMENT  
GENERATES NEW EMPLOYMENT**

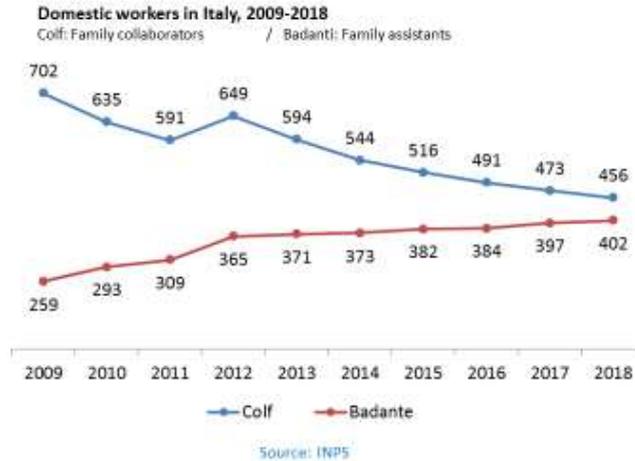
- «Womenomics» by Kathy Matsui (Goldman Sachs)  
*Multiplier effect related to female employment: an increase in women's participation in the labour market can improve the economic situation across the country.*
- «D Factor» by Maurizio Ferrara  
For every 100 women entering the labor market, up to 15 additional jobs can be created in the service sector.

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## DOMESTIC WORK IN ITALY

Italy is characterized by a **MEDITERRANEAN WELFARE MODEL**, where care services are left to the family, while the State contributes only in the most serious cases with small financial contributions (accompanying allowance).

This situation has led to a strong presence of "domestic workers" managed by **FAMILIES**.



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## DOMESTIC WORKERS' FEATURES

⇒ Regular domestic workers (INPS, 2018) **859 K**



**53,1%** Collaborators (COLF)  
**46,9%** Assistants (BADANTI)



**28,6%** ITALIAN  
**71,4%** FOREIGNERS



**11,6%** M  
**88,4%** F

Foreigners in detail:  
 42,2% Eastern Europe  
 14,8% Asia  
 8,4% America  
 5,7% Africa  
 0,3% Western Europe

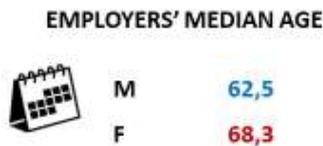


**49,7%** OVER 50  
**44,5%** 30-50 Y.O.  
**5,8%** UNDER 30

Source: INPS

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## FAMILIES AS EMPLOYERS



Source: DOMINA

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## FAMILY EXPENDITURE

Family expenditure for regular workers (2018)



⇒ Italian families spend **7,081 Billion Euro** for regular domestic workers. The main component is given by **SALARY** (5,7 B). Then, we register 0,9 B for **SOCIAL SECURITY CONTRIBUTION** and 0,4 B for **SEVERANCE PAY**.

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## THE IRREGULAR COMPONENT

Estimation of total domestic workers in Italy, 2018



⇒ Although assistance needs are increasing in Italy, official data register a decrease of domestic workers. This can be explained (partially, at least) by the increase in the irregular component. According to ISTAT, the irregular component represent 57.7% in this field.

Thus, we can estimate the number of total domestic workers: **2 millions**.

Considering household expenditure for the irregular component (salary only), we calculate a total of **14.8 billion spent by Italian families**.

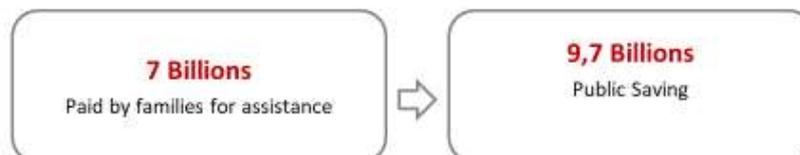
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## PUBLIC SAVING

⇒ **How many elderly people are cared for at home?**  
940 K (assuming a 1:1 ratio with the total caregivers, including non-regular)

⇒ **How much would their assistance cost to the State?**  
Pro-capite yearly cost in public retirement home is **22 K euro**  
(Istat e and National General Accounting Office data)

⇒ **How much does the State save?**  
Without family spending, the State would spend 31.3 billion per year.  
Also considering the possible savings of accompanying allowance (10.6 billion), the additional expenditure would be **9.7 billion Euro**.



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## CONTRIBUTION TO GDP

### ⇒ HOW MUCH DO THIS SECTOR CONTRIBUTE TO GDP?

Considering the Added Value generated by domestic workers (Istat), we calculate **18,8 Billion Euro, 1,2% of GDP.**



**859.233 REGULAR DOMESTIC WORKERS**  
(INPS, 2018)

**2 millions TOTAL DOMESTIC WORKERS**  
(including irregulars, 57,7%)



**ADDED VALUE**  
**18,8 Billion Euro**  
**(1,2% GDP)**

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## CONCLUSIONS

- ⇒ **LIFE EXPECTANCY IS INCREASING** (80,6 M; 85 F),  
but the years to live in good health are lower than the European average
- ⇒ **WELFARE MODEL BASED ON FAMILY NETWORK**  
Families have changed, as well as their time availability for assistance. This is why regular and irregular domestic workers have increased
- ⇒ **FAMILY EMPLOYERS GIVE WORK TO 2 MILLION PEOPLE**  
Italian families spend almost **15 Billion euro** for domestic work.  
This sector generates **1,2% of Italian GDP**
- ⇒ **PUBLIC SAVING GENERATED BY FAMILIES ENGAGEMENT**  
The management of non self-sufficiency by families allows the State to save 10 billion Euro. This contribution should be rewarded and enhanced also from the fiscal point of view, allowing the emergence of work irregularities.

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**FONDAZIONE  
LEONE MORESSA**  
STUDI E RICERCHE SULL'ECONOMIA  
DELL'IMMIGRAZIONE

**THANK YOU  
FOR YOUR ATTENTION**

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**Twitter** @FondazMoressa  
**Skype** Fondazione Leone Moressa

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**Chiara Tronchin**

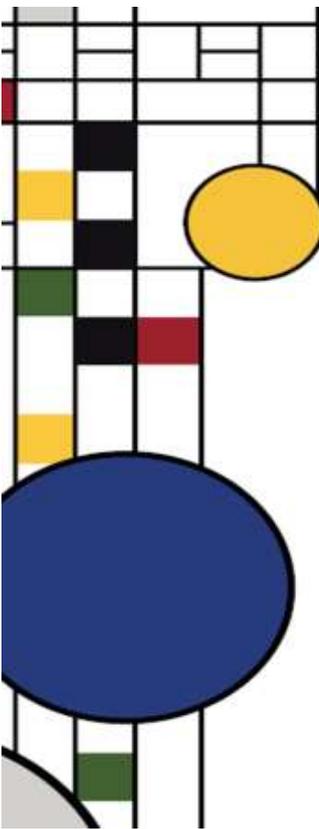
Researcher at Fondazione Leone Moressa. Expert in statistics, quantitative and qualitative analysis.

Since 2014, she is part of the team working at the annual report on the immigration economy. She collaborates with "Lavoce.info", "Il Mulino", "Neodemos.it".

In 2015 she participated in the study commission of the Ministry of the Interior which led to the drafting of the Report on the reception of migrants and refugees in ITALY.

Since 2017 she collaborates with DOMINA association in the implementation of DOMINA Dossiers on domestic labour and DOMINA annual report.

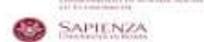
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# *Observatory on Care, Work and Professionalism (CLaP- Osservatorio «Cura, Lavoro e Professionalità»*



FONDAZIONE PMR



## *Who we are*

*The Observatory «CLaP» born from the collaboration between the Department of Economic and Social Scienze of the University of Rome «Sapienza» with the FNP Cisl (Pensioners' trade union) and the PMR Foundation.*

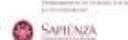
*Scientific Committee:*

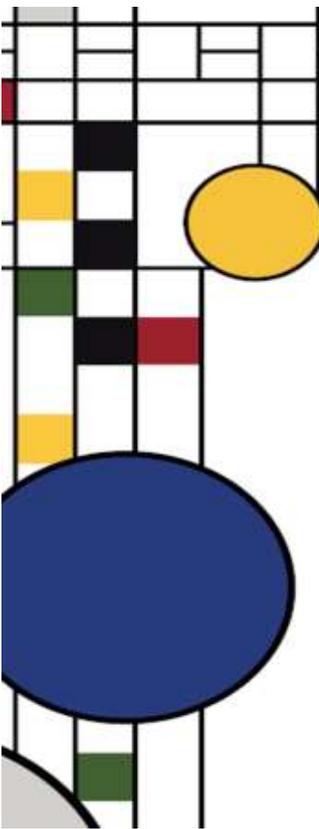
*Alessandra Rimano; Luisa De Vita; Silvia Lucciarini*

*Scholarship: Antonio Corasaniti*



FONDAZIONE PMR





## Goals

*Investigate the transformation in the demand and supply of care, with particular regard to professional innovations and interventions that combine growth and socio-economic inclusion.*

*Trasformation of care needs and tools (technological changes and innovation)*

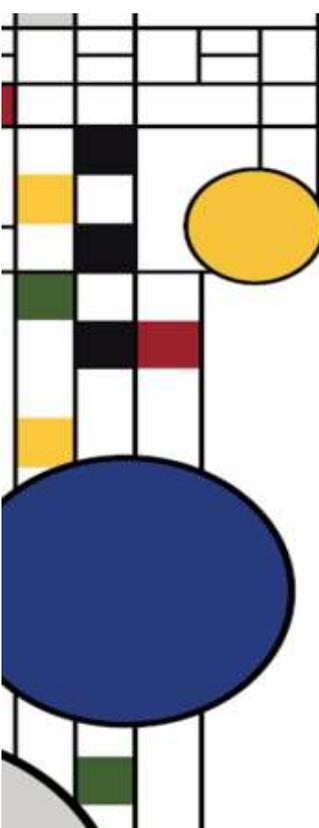
*Changes in gender roles and family structure and increasing flexibility;*

*Professionalization of care workers*

*Governance of care sector*



FONDAZIONE PMR



## The Italian peculiarities

### Governance:

*Passive transfer of State-to-Family responsibilities*

*Decentralizations (segmentation both in term of working condition and quality of services)*

*Welfare mix*

### Workers in care sector

*High presence of women (quality of working condition)*

*High presence of foreign workers even in qualified jobs*

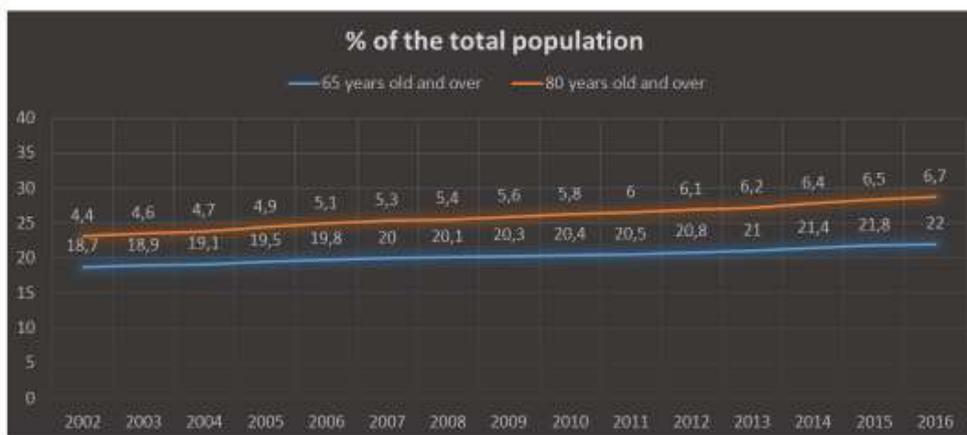


FONDAZIONE PMR

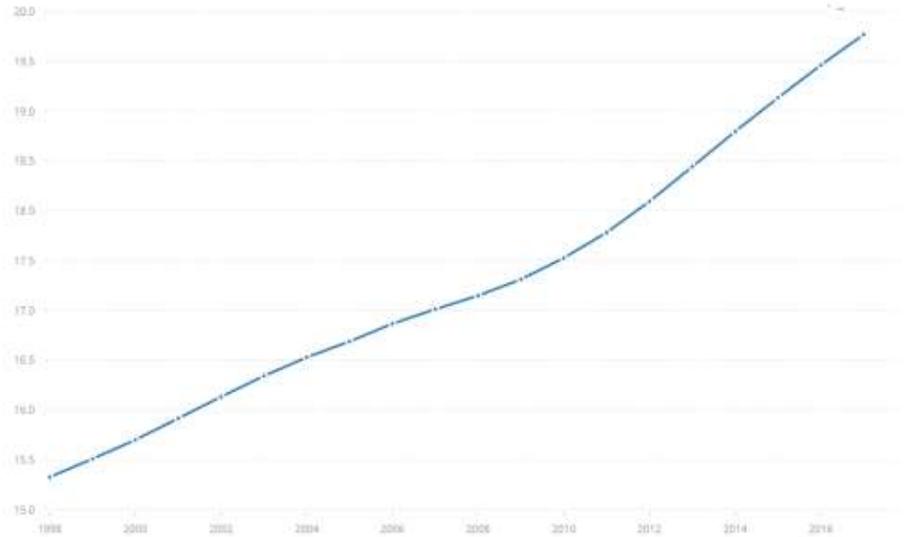


# What we have done

## 1. Analysis of care needs and impact of «white jobs» on occupation



Population ages 65 and above (% of total) (1998-2016; World Bank)



**Strong regional inequalities in health**

Out of 4.7 million **poor** people, over 2 million live in the South and in the Islands (9.8%);

1 on 10 does not have access to the set of goods and services considered essential for the maintenance of an acceptable quality of life;

**ILLNESS**

- *Multicronicity*  
56.4% Sud; 42.7% Nord
- *Serious chronic illness*  
49.4% Sud; 39.4% Nord
- *Strong motory limitation*  
27.7% Sud; 17% Nord
- *Strong sensorial limitation*  
16.5% Sud; 12.8% Nord

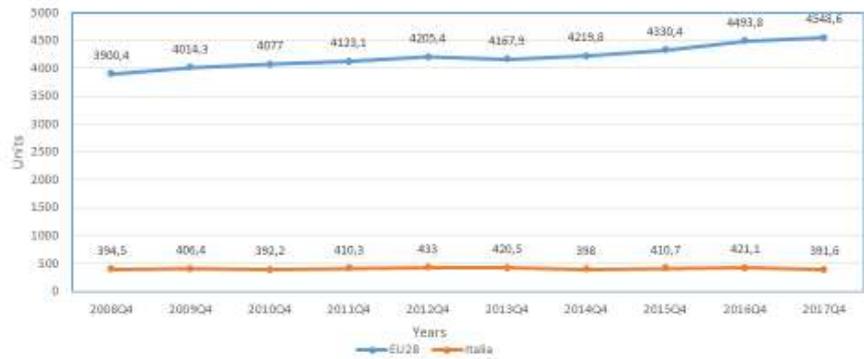
## White Jobs Data (\*1000)

Years	EU28	ITALY
2008	19629,1	1407,2
2009	20040,8	1376,5
2010	20252,5	1360,5
2011	20572,7	1467,1
2012	20791,9	1539,1
2013	20962,0	1512,4
2014	21303,1	1511,0
2015	21559,4	1509,1
2016	21945,6	1540,6
2017	22452,9	1563,4

## Female workforce in White Jobs sectors (\*1000, Eurostat)



## Male workforce in White Jobs sectors (\*1000, Eurostat)

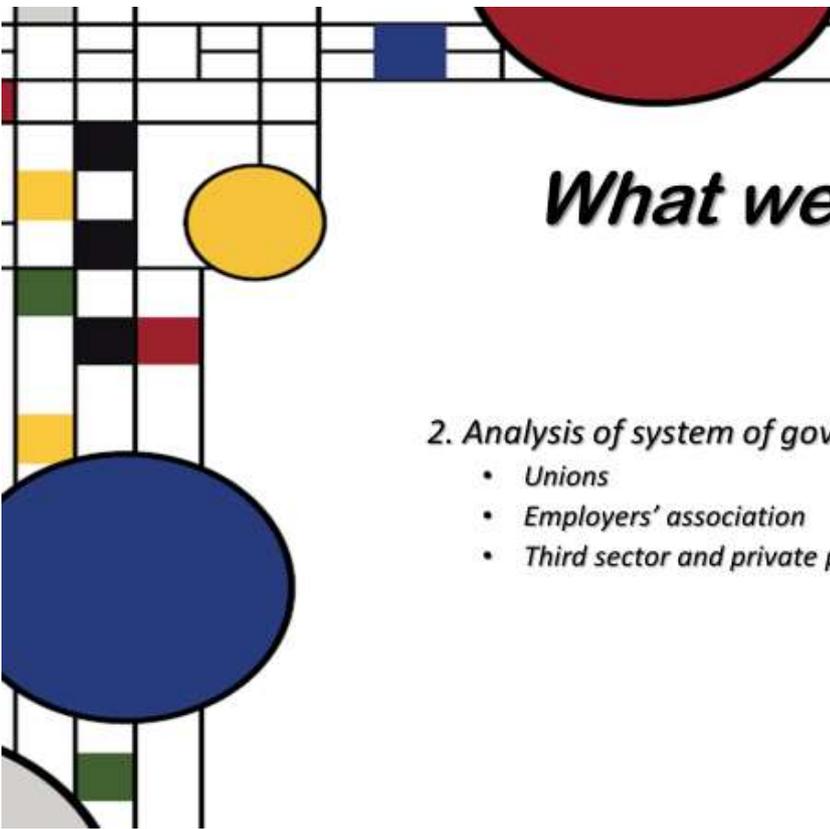


## Sectorial Workforce composition (age groups)

25-49	Belgium	Germany	France	Italy
2008	72%	63,40%	66,80%	69,70%
2011	66%	59,45%	64%	63,50%
2014	65,95%	56,61%	62%	58,90%
2017	62,38%	54,50%	61,52%	58,30%

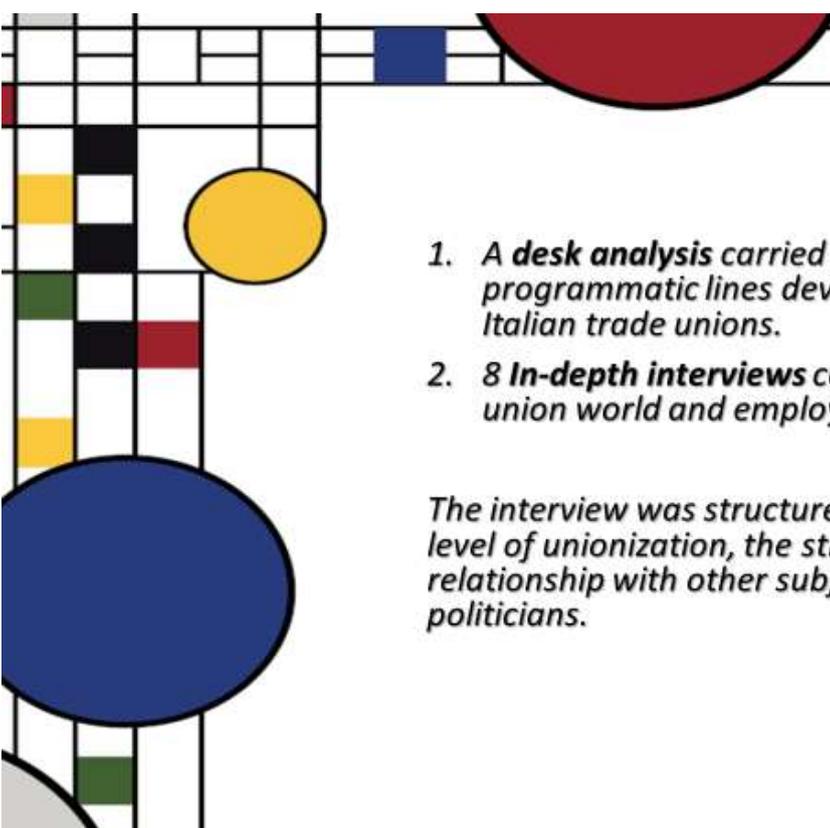
50-64	Belgium	Germany	France	Italy
2008	20,70%	24%	25,68%	28,40%
2011	25,30%	27,50%	29,44%	33,50%
2014	26,95%	31,80%	31,90%	38,50%
2017	32%	34,42%	31,65%	39,50%



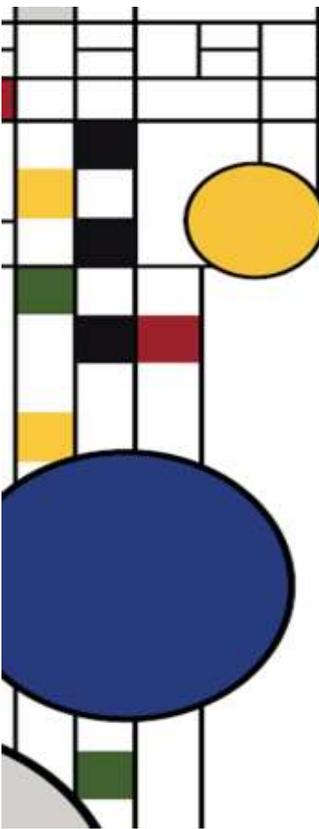
## *What we have done*

### *2. Analysis of system of governance of domestic work*

- *Unions*
- *Employers' association*
- *Third sector and private providers*

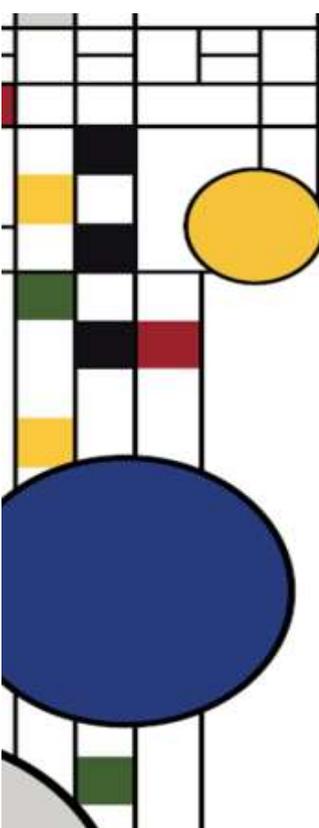
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1. *A **desk analysis** carried out on the contracts and on the programmatic lines developed by two of the three major Italian trade unions.*
  2. *8 **In-depth interviews** conducted with actors from the trade union world and employers' associations*

*The interview was structured in three parts that explored the level of unionization, the strategies put in place and the relationship with other subjects of the representation and politicians.*



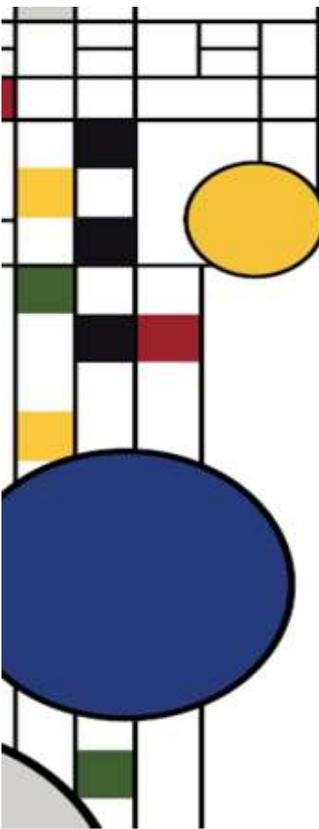
## ***Governance of domestic work***

- *Trade unions: between servicing and bargaining;*
- *Employers' associations: they protect the interests of families and are actively involved in the processes of accreditation and certification of skills;*
- *Training institutions: they guarantee the quality and professionalism of trained operators, and represent an important tool for job placement;*
- ***Market subjects:** mainly interested in the intermediation activities between supply and demand.*



## ***Some problematic issues...***

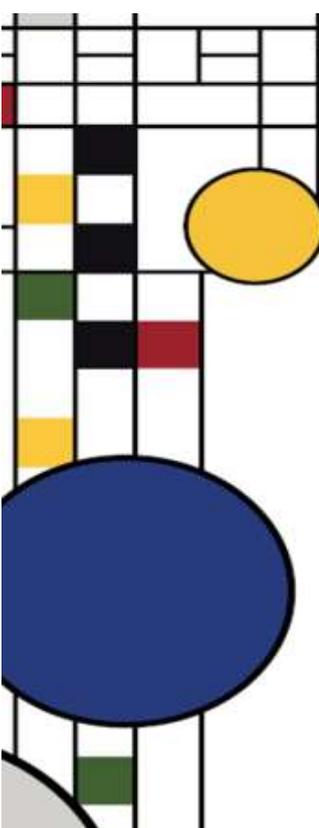
- *Fragmentation of skills and activities with parallel strategies that are not always cooperative;*
- *Overlapping roles and functions.*



## ***Trade unions***

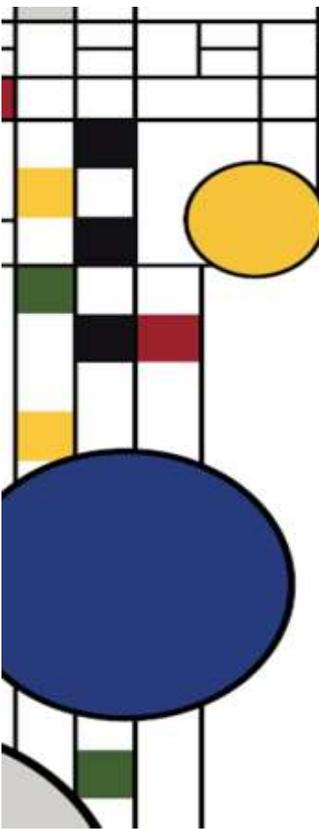
*Composite system of interests between workers and families with frictions areas, especially in the trade union.*

*Difficult in representation: 15 different type of contract*



## ***Employers' associations:***

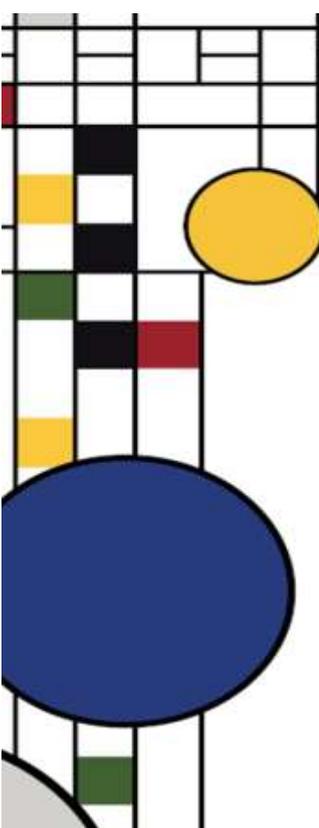
- *legitimation through training: worker training is the fulcrum for this type of association. The same training, and therefore also the attempts to arrive at a certification, are the main tools that enable employers associations to approach workers;*
- *Training as a tool for protect families too (certified workers)*



## ***Territorial fragmentation***

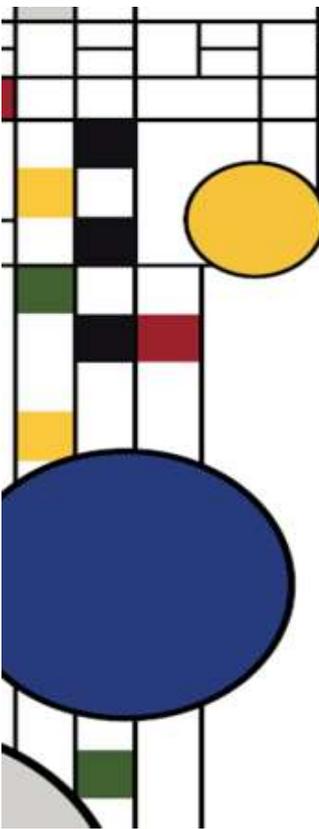
*Discrepancy, in terms of the number of hours provided, and certifications issued, between the various Italian regions. There is a common framework that regulates the minimum number of hours to be provided to obtain a specific certification (for domestic workers), but the course takes different forms based on the initiatives left to the individual training institutions.*

*- So, territorial polarization, also among the workers themselves.*



## ***Market competition***

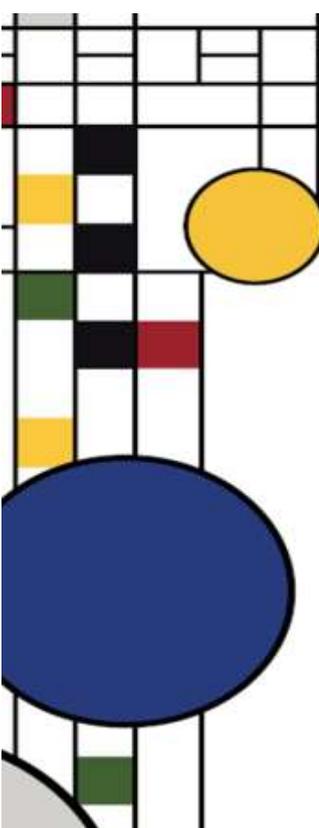
- ✓ *Concern over the proliferation of subjects that, driven by the growth of the sector, are trying, especially in the big cities, to realize the supply-demand matching in a competitive way and downwards;*
- ✓ *They sign agreements;*
- ✓ *They provide workers with non-transparent credentials;*
- ✓ *They are active offering paid services to both families and workers.*

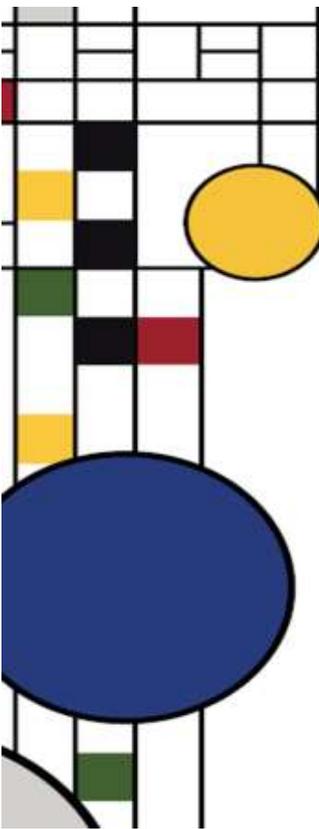


## *A possible mediation: bilateral bodies*

- Meeting between trade unions and employers associations;
- Common efforts to define standards and certifications to protect workers and families;
- Emergence of black labor;

*In particular, everyone seems to agree on the need for greater state regulation together with the definition of **tax relief** instruments.*

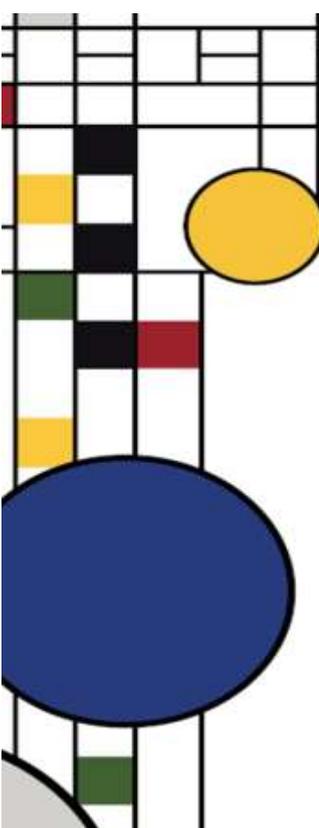
- 
- *Fragmentariness and lack of coordination. Prevalence of competitive/parallel logics;*
  - *Atomization of workers, families but also of strategies undertaken by the actors;*
  - *Labor regulation as an inclusion channel for immigrant workers;*
  - *Unions as pivotal actors;*
  - *Union revitalization that passes not from the membership but from the governance of the sector.*

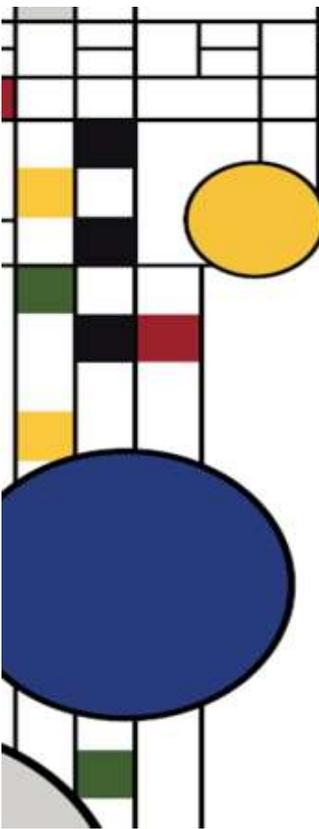


## *What we have done*

### *3. Analysis of second level bargaining in 3 Italian regions*

- *Tell of how the union manages to read the needs of the territory;*
- *They allow to understand the arena of local actors and their logic of action;*
- *Give hints to activate territorial and social innovation processes;*
- *Are actions that favor the networking of resources and tools for a better government of the territory.*

- 
- ✓ *1750 Agreements signed between 2016-2019;*
  - ✓ *3 Italian regions: Piemonte, Marche and Campania;*
  - ✓ *With respect to 125 dimensions;*
  - ✓ *Year, Territorial level, Type of agreement, Welfare/Care, Beneficiaries, Macro and Micro area, Actors involved.*

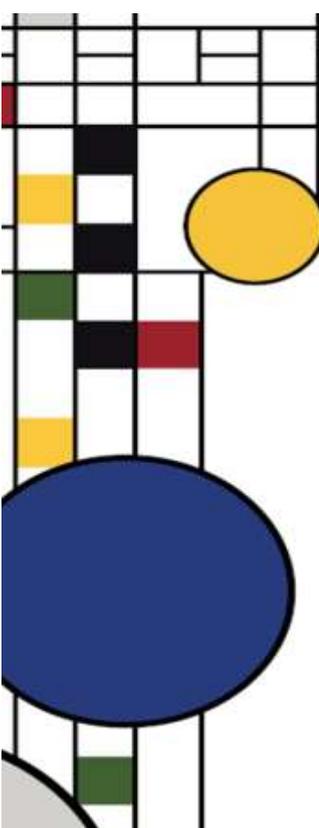


## ***Models of territorial bargaining***

*The social bargaining present in the three regions considered, analyzed using the Cisl DataBase, showed- in a general context of important territorial work- some important differences, such as «styles» of bargaining that respond to:*

- 1. Territorial needs;*
- 2. Possibility of synergies with other local actors;*
- 3. Difficulty in redesigning more innovative bargaining for some basic difficulties (such as government competences at different territorial levels);*
- 4. Opportunity to implement pre-contracting, strengthening local animation.*

*In all three regions there is a marked propensity to sign «reparative» agreements on the conditions of need/hardship; if this action is fundamental, becoming aware and activating «innovative» actions through a reflection on the data is strategic.*



## ***Marche: a district model***

*Main bargaining policies:*

- Socio-family (in particular women);*
- Support for work and expansion of services through occupational welfare.*

## Marche

		Marche		
		2016	2017	2018
Politiche sanitario e socio sanitario	RICHIESTA		5	2
	ATTUAZIONE	3	5	4
	VALUTAZIONE	4	5	2
	TOTALE	12	24	11
Politiche socio familiari	RICHIESTA	30	22	15
	ATTUAZIONE	92	70	140
	VALUTAZIONE	28	33	38
	TOTALE	188	163	248
Politiche territoriali	RICHIESTA	22	10	1
	ATTUAZIONE	41	20	22
	VALUTAZIONE	25	12	9
	TOTALE	117	63	54
Politiche di welfare occupazionale	RICHIESTA	8	14	3
	ATTUAZIONE	12	17	16
	VALUTAZIONE	11	5	5
	TOTALE	50	54	40
Politiche fiscali, tariffarie e prezzi	RICHIESTA	7	7	4
	ATTUAZIONE	48	31	46
	VALUTAZIONE	18	16	6
	TOTALE	102	81	82

		Marche			Totale
		Anno			
Liv.Territoriale	Comunale	2016	2017	2018	
		279	185	212	676
		31,4%	20,8%	23,8%	76,0%
	Intercomunale	13	35	84	132
		1,5%	3,9%	9,4%	14,8%
	Provinciale	18	11	1	30
		2,0%	1,2%	0,1%	3,4%
	Regionale	11	26	14	51
		1,2%	2,9%	1,6%	5,7%
	Totale	321	257	311	889
		36,1%	28,9%	35,0%	100,0%

## Piemonte: a Support model

### Main bargaining policies:

- Income support policies (through measures that regulate making the partnership more advantageous);
- Health and social-health policies (a strong interest in care through the expansion of services and facilities).

## Piemonte

		PIEMONTE		
		2016	2017	2018
Politiche sanitarie e socio sanitarie	RICHIESTA	1	1	2
	ATTUAZIONE	22	39	31
	VALUTAZIONE		1	5
	TOTALE	23	41	38
Politiche socio familiari	RICHIESTA	3	8	4
	ATTUAZIONE	94	62	26
	VALUTAZIONE	7	6	6
	TOTALE	104	76	36
Politiche territoriali	RICHIESTA	1	6	2
	ATTUAZIONE	19	63	30
	VALUTAZIONE	2	5	1
	TOTALE	22	74	33
Politiche di welfare occupazionale	RICHIESTA	1	3	
	ATTUAZIONE	31	30	13
	VALUTAZIONE	4	1	1
	TOTALE	36	34	14
Politiche fiscali, tariffarie e prezzi	RICHIESTA	10	3	2
	ATTUAZIONE	70	84	62
	VALUTAZIONE	16	10	1
	TOTALE	97	97	65

Livello Territoriale	Accordi
Comunale	669
Intercomunale	1
Provinciale	12
Regionale	7
Totale	689

## Campania: a ground-level enhancement model

*The bargaining in Campania focuses on agreements aimed at implementing wide-ranging actions, in particular with respect to:*

- *Territory control;*
- *Citizenship services.*

*The agreements are less numerous, there is a good level of territorial enlargement also for the systemic objectives of the actions.*

## Campania

		CAMPANIA		
		2016	2017	2018
Politiche sanitarie e socio-sanitarie	RICHIESTA	9	5	
	ATTUAZIONE	2	4	2
	VALUTAZIONE	7	2	
	TOTALE	20	12	2
Politiche socio-familiari	RICHIESTA	13	7	2
	ATTUAZIONE	12	10	2
	VALUTAZIONE	6	4	0
	TOTALE	33	21	4
Politiche territoriali	RICHIESTA	10	11	4
	ATTUAZIONE	3	3	0
	VALUTAZIONE	10	0	0
	TOTALE	23	16	4
Politiche di welfare occupazionale	RICHIESTA	6	0	1
	ATTUAZIONE	4		1
	VALUTAZIONE	2		
	TOTALE	12		2

Liv.Territoriale	Comunale	Anno			Totale
		2016	2017	2018	
Liv.Territoriale	Comunale	8	8	0	16
	Intercomunale	4,8%	4,8%	0,0%	9,5%
		43,5%	27,4%	0,6%	71,4%
Provinciale		6	0	4	10
		3,6%	0,0%	2,4%	6,0%
	Regionale	14	3	5	22
Totale		8,3%	-1,8%	3,0%	13,1%
		101	57	10	168
		60,1%	33,9%	6,0%	100,0%



## Two strategic targets

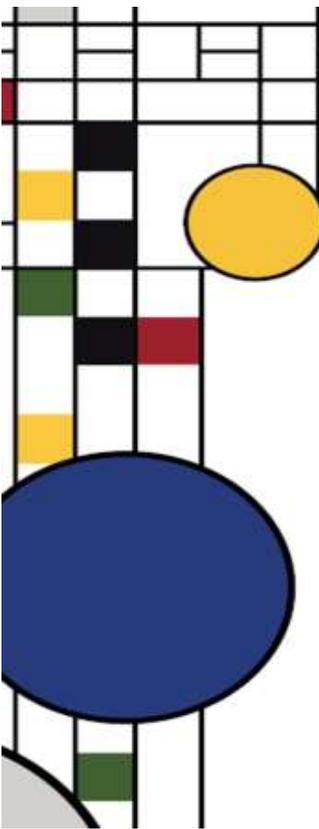
### Women:

- Caregiver role
- Weakness in the labor market
- Discrimination and violence

### Elderly:

- Extremely differentiated target
- Care, assistance but also well-being and socializing





# WOMEN

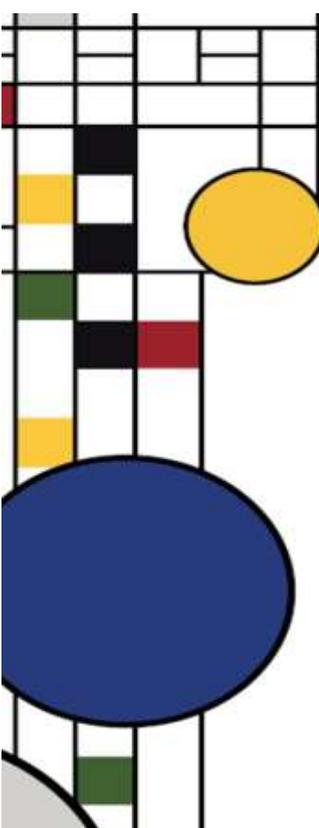
*The agreements that have women as their main beneficiaries are mainly aimed at:*

- 1. Against the violence of gender*
- 2. Conciliation between work and family*
- 3. Work placement, especially for the most vulnerable women*

*Alongside reparative logics, there are some attempts to design interventions more attentive to grasp intersectional dimensions, for example between gender, ethnicity and employment status.*



FONDAZIONE PMR



## *Women: territorial models*

*Marche: Protection and valorise model.*

- Contrast to the gender violence*
- Work-family conciliation*

*Piemonte: work model.*

- Job placement;*
- Conciliation and re-entry.*

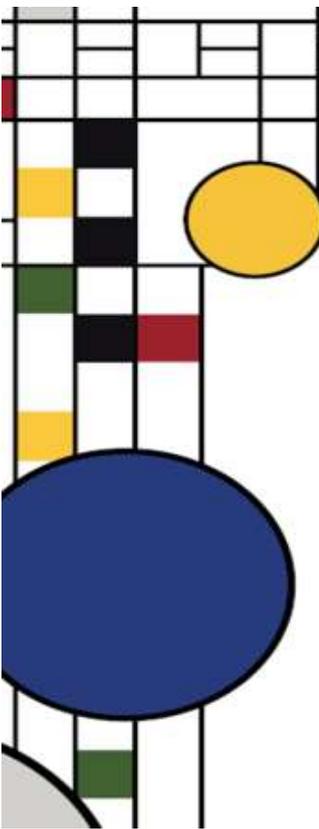
*Campania: protection model.*

- Contrast to the gender violence*



FONDAZIONE PMR



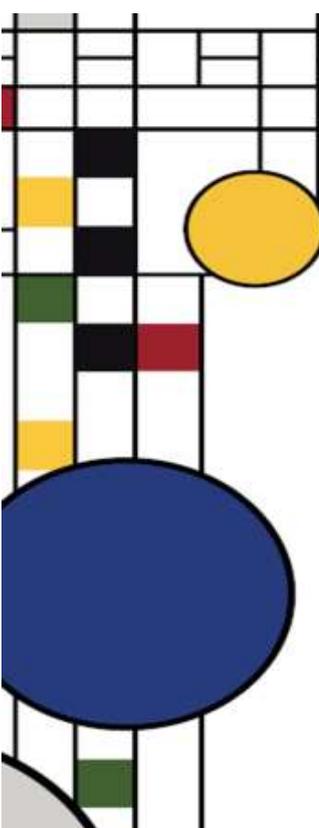


# ELDERLY

*The agreements that have elderly as the main beneficiaries focus mainly on:*

- Social and family policies
- Social and health policies
- Tax policies

*The perspective is above all the provision of services and access to services with a growing importance of the strategic role of bargaining in the territorial animation mechanisms, especially between generations.*



## Elderly- Territorial models

*Marche: Interventions mainly dedicated to non-self-sufficiency, a mixed residential and home-based model, with a focus on:*

- Economic support;
- Residential home automation;
- Sociality.

*Piemonte: Interventions aimed more generally at the elderly population with a model based mainly on the provision of services and residential care, with a focus on:*

- Services (transports; meals; drugs);
- Sociality;
- Increase in bed availability.

*Campania: interventions aimed above all at economic support and the setting up of the PUA (Porta Unica d'Accesso- Single Access Gate)*



Thanks for your attention!  
[luisa.devita@uniroma1.it](mailto:luisa.devita@uniroma1.it)

# THE "LIBRETTO FAMIGLIA" (FAMILY BOOKLET)

EDITED BY DIREZIONE CENTRALE ENTRATE E RECUPERO CREDITI

ROME, 22<sup>TH</sup> OCTOBER 2019

## The "Libretto Famiglia"

Pre-funded named book used for the payment of occasional services given by one or more providers to the entitled user, for:

housework, including gardening, cleaning or maintenance work

home care for children and elderly, sick or disabled people

additional private teaching

# How to use the "Libretto Famiglia"

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**Physical persons**

not in the exercise of a professional or business activity

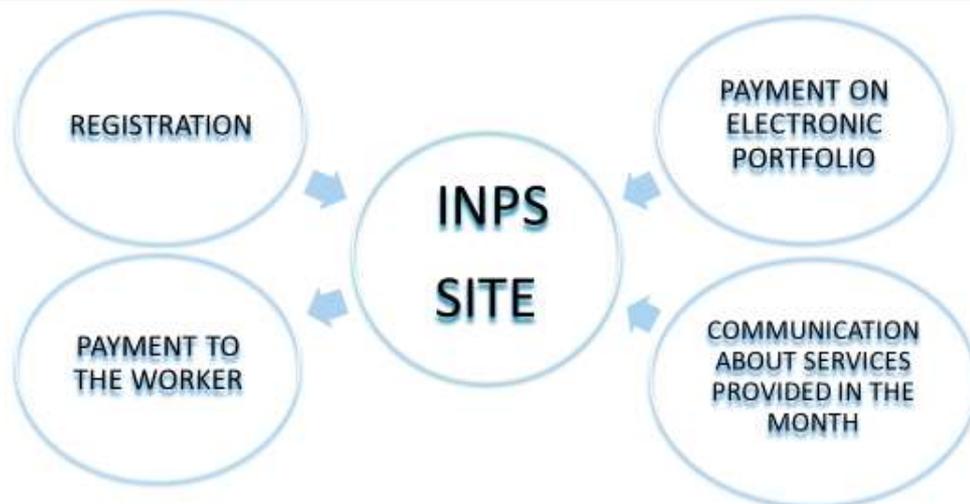
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**How to avoid precarious employment relationships:**

The user must not have, or have had within the six months prior to the foreseen provision of occasional services, a relationship of subordinate or coordinated and continuous collaboration with the same worker

## The Activity

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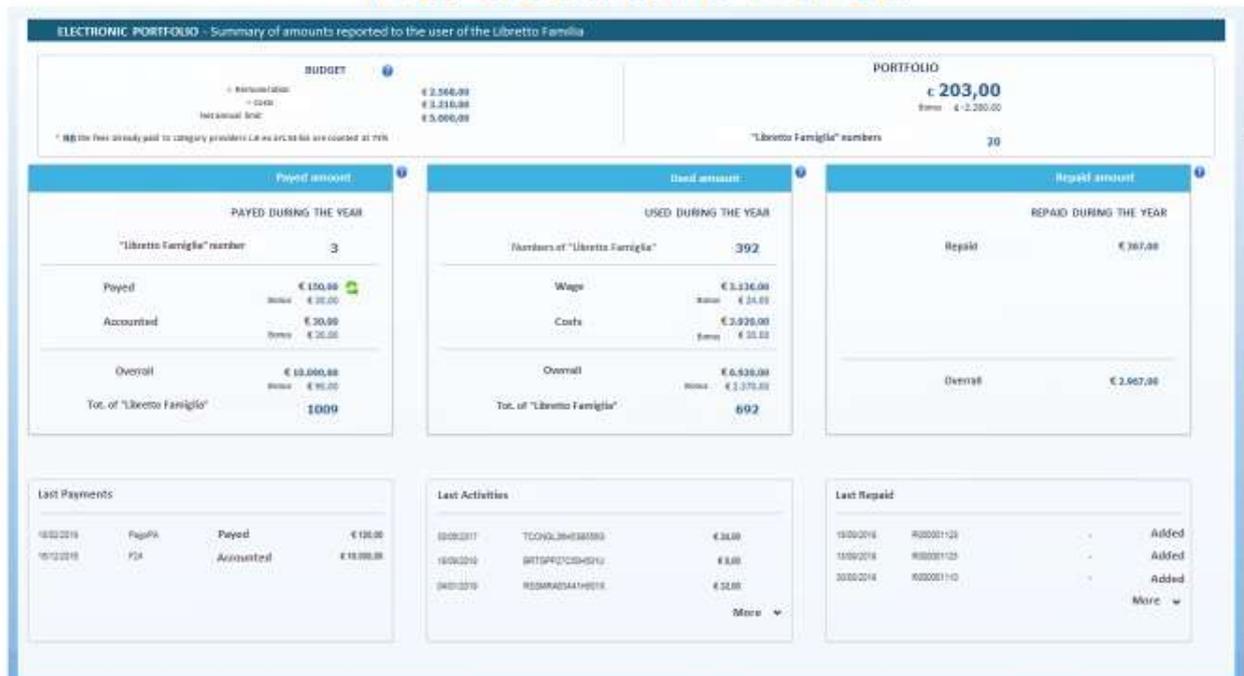


# How to use the "Libretto Famiglia"

Make a payment  
(Bank, Post Office, PagoPA site)

Register on INPS website dedicated to the "Libretto Famiglia" (User and Worker). Registration can also be made in Licensed fiscal assistance centers and contact center

## The electronic wallet



## The value of "Libretto Famiglia" titles

---

The Booklet consists of titles with a nominal value of € 10.00 or his multiples:

- € 8,00: payment to the service provider;
- € 1,65: iva (invalidity pension, old age pension, survivor's pension) contribution to the INPS "Gestione separata/Separate Fund";
- € 0,25: insurance premium to INAIL;
- € 0,10: management fees

Each title can be used to pay services lasting no longer than one hour

---

## How to use the "Libretto Famiglia"

---

Record the services performed by the provider throughout the month



The communication must be made within three days after the service provision

## The rights of the service provider

---

Daily rest, weekly breaks and leaves

Insurance against accidents at work and occupational diseases

Disability, old-age and survivors' insurance with "Gestione separata/Separate Fund" registration

## The remuneration of the service provider

---

It is paid by INPS within the 15th of the following month

- Bank account, Postal account, Credit card with Iban
- Sending a domiciled transfer that can be collected at post offices

The remuneration:

Does not affect the status of unemployment

Is exempt from taxation for personal income tax purposes

Is calculable to determine the necessary income for the issue or renewal of the residency permit

## Limits

---

Occasional work services are work activities that allow a yearly remuneration not exceeding:

- a) € 2.500 for the overall services provided by each provider to the same user
- b) € 5.000 for the total amount of services provided by each provider to all users
- c) € 5.000 for each user towards all providers

Service provision cannot exceed 280 hours per year.

---

## "Libretto Famiglia" – 2018 data

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Service providers	Service users	Days	Hours worked
20.319	17.757	623.213	2.126.041

Gross amount	Net amount
€ 24.422.480	€ 19.537.984

# Welfare Vouchers: Some Insights

Roma, 22 October 2019

EMMANUELE MASSAGLI, President - AIWA (Italy)



## Who we are



**AIWA** (Italy's Association for Company Welfare) is the only association representing companies providing welfare on this level.

It has [17 members](#), accounting for 85% of company welfare in Italy.

**AIWA** provides (1) culture, (2) information, (3) institutional and (4) technical support.

AIWA's  
members  
[www.aiwa.it](http://www.aiwa.it)

**aiwa**



The History of  
Company  
Welfare in Italy

**aiwa**

The history of company welfare in Italy is not a recent one.

During the post-war period, some leading companies started to look after their employees, providing them with social good or services, a practice known as 'corporate paternalism'.

In 1986, following the enactment of Consolidate legislation on Income Tax, current tax legislation regulated these practices, **allowing to exclude from the employment income those social benefits provided by the employer to his employees on a voluntary basis (i.e. without any obligation)**

## Company Welfare

aiwa

The reasons are to be found in the country's backwardness rather than in the economic crisis.

Company-level welfare develops following the changes to employment relationship taking place all over the world.

## Company welfare after 2016

aiwa

Italy's 2016 Budget Law contained an important provision in relation to the taxes and contributions to be paid for these social goods and services, as it allowed one to negotiate them.

Presently, company welfare can be the result of an obligation (laid down in an agreement with trade unions) or a regulation, although it is still excluded from employment income.

But, there is more. **When company welfare is obligatory, the cost of the welfare scheme can be fully deducted from business income.** If company welfare is provided on a voluntary basis, a partial deduction applies.

## Company welfare after 2016

aiwa



## Benefits in terms of taxes and contributions

aiwa

The fact that company welfare is not regarded as being part of employment income entails that:

- it is not taxed
- contributions are not paid for (neither for retirement nor for social purposes)
- its costs can be deducted (either fully or partly) from business income

## Welfare voucher

aiwa

By law, welfare vouchers must:

- be used only by the person to whom they have been awarded
- cannot be sold or ceded
- guarantee access to the good or service for their entire value
- cannot be supplemented

For this reason, **AIWA** supports the non-applicability of EU Directive 2016/1065 of 27 June 2016.

## Welfare voucher

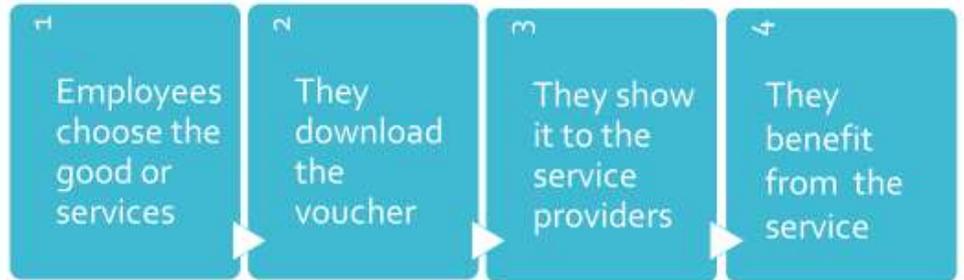
aiwa

Welfare vouchers are usually the result of a choice made by the employee in relation to the welfare plan offered by the welfare provided in charge of the scheme and are made available on an online platform.

These platforms are similar to those used for e-shopping and consider the limits placed by legislation and each company.

**Employees choose the good or services → they download the voucher → they show it to the service providers → they benefit from the service.**

# Welfare voucher



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# **Anpal and active labour policies on work life balance**

Anna Chiara Giorio

EFSI Study Tour

Rome, October 23, 2019

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## **CONTENTS**

1. What is and what does The National Agency for Active Labour Policies - Anpal
  2. Equality for Work and Life - EQW&L project
- 
- 
-

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## **ANPAL (1)**

1. Coordinates and monitors labour policies implemented by the Network of public and private employment services including:

- National Institution for Insurance against Accidents at work (INAIL) for the job placement of people with disabilities;
  - National Institute of Social Security (INPS) for the provision of public incentives and income support instruments;
  - National Institute for Public Policy Analysis (INAPP)
  - ANPAL servizi
  - Regions and Public Employment Services (PES)
  - Private employment placement agencies, paritarian funds,
  - Chamber of Commerce
  - Universities, secondary schools and all the actors delivering employment services at local level
- 
- 
- 

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## **ANPAL (2)**

Deploys and manages an integrated digital system on labour policies, connecting different databases and information currently produced mainly by INPS, Regions, PES.

The digital system collects information concerning:

- Employment relations;
  - Participation in training courses;
  - Training offers;
  - Provision of unemployment benefits
  - Other measures of active labour policies
- 
- 
-

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## ANPAL (3)

Defines the minimum level of services (LEP) to be guaranteed by Public Employment Services - PES (Ministry of Labour Decree nr. 4, 11/01/2018)

For companies:

1. initial information
  2. Job matching
  3. activation of internships, support for obligations related to targeted placement.
- 
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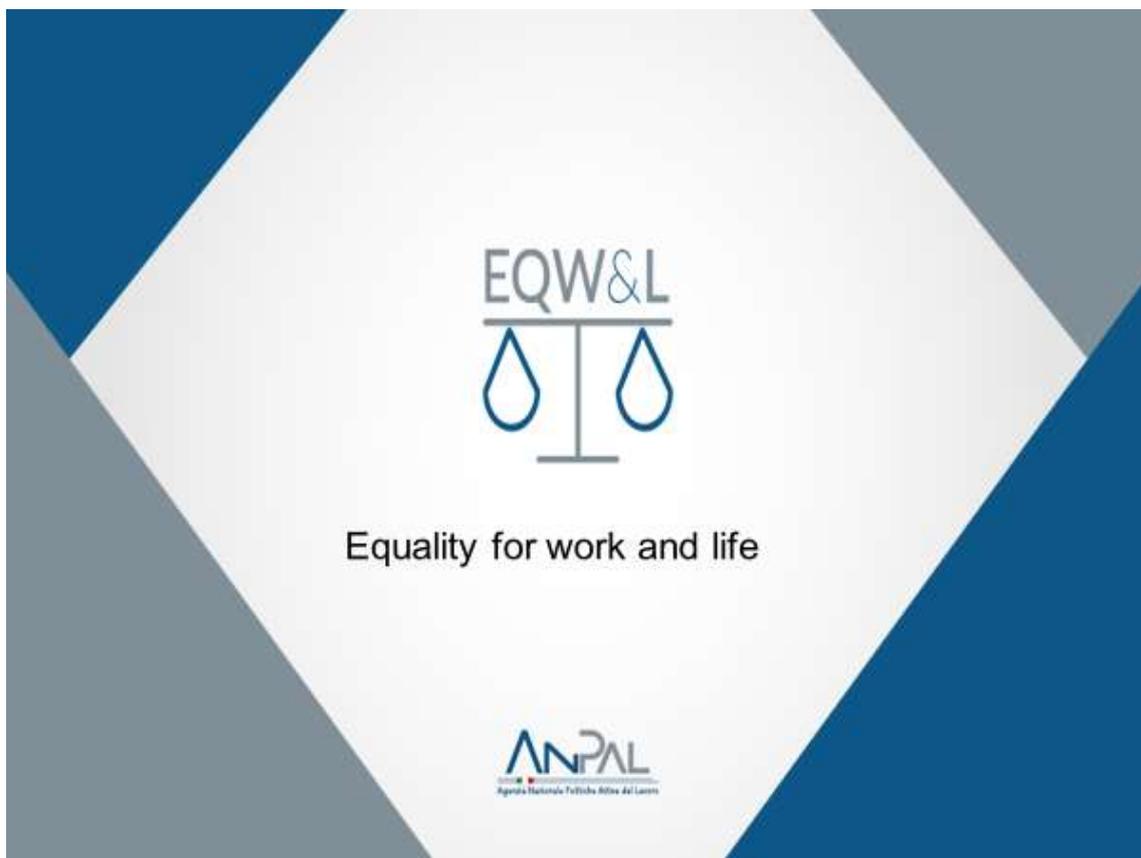
For individuals:

1. welcome and initial information
  2. support on the declaration of immediate availability (DID online)
  3. profiling
  4. basic orientation
  5. stipulation of the service agreement
  6. specialist orientation
  7. work guidance
  8. initial training
  9. promotion of extracurricular internships
  10. information on employment incentives
  11. promotion of community services
  12. support for self-employment
- 
- 
-

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## ANPAL also:

4. Participates in the European EURES network
  5. Monitors active labour policies implemented by the Government
  6. Creates tools and methodologies to facilitate the access to the labour market for public and private operators
- 
- 
- 



## Project's overview

### Timeframe:

- from December 2018 to November 2020

### Location:

- The project will be implemented in Italy, in selected localities in Campania, Tuscany, Piedmont and Trento with the support of a multi-level European partnership.

## Project Consortium

### LEAD APPLICANT:

ANPAL - National Agency for Active Labour Market Policies

### PARTNERS:

Fondazione Giacomo Brodolini - FGB  
Gruppo Cooperativo Gino Mattarelli – CGM  
Work Life Hub – WLB HUB  
Spanish Institute for Women and Equal Opportunities - IWEO  
Resource Center for Men - REFORM  
UIL

### ASSOCIATES:

Department for Equal Opportunities of The Italian Presidency of The Council - DOP  
European Centre of Employers and Enterprises providing Public Services and Services of general interest – CEEP  
Campania Region  
Tuscany Region  
APL – Agenzia Piemonte Lavoro  
Autonomous Province of Trento  
CGIL  
CISL  
European Trade Union Confederation - ETUC  
National Institute of Social Security – INPS

## Multi-level, multi-national experience-sharing approach

Applicant, co-applicants and associates at national and European level will share knowledge, promising practices and tools in order to define the model of intervention, the toolkit and training material for PES, the awareness raising activities plan and business case for implementing Work Life Balance in SMEs.

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## Objective of EQW&L

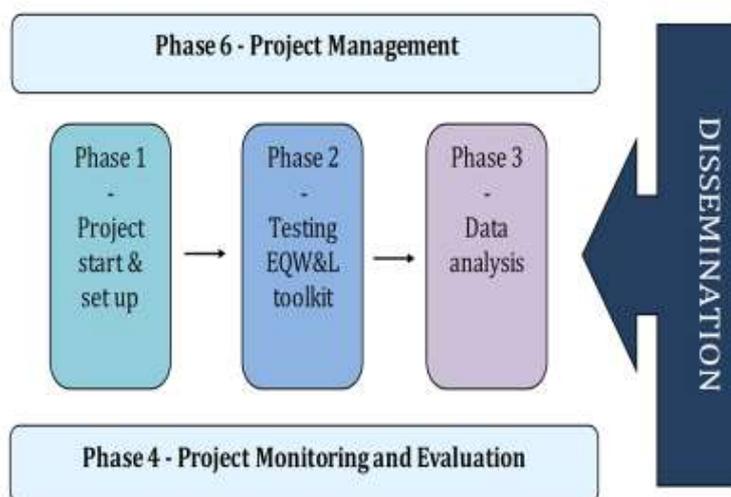
*To facilitate the access to labour market of unemployed persons – women but not only women - who are hindered from a getting a job by their reconciliation needs and to support SMEs in their process of getting awareness of the potentialities of working environments work-life balance friendly*

---

The project acts on:

- the **individuals** – all those in their active working life cycle, unemployed or in the process of re-entering the job market. Both women and men having caring responsibilities and/or other reconciliation needs; young people trying to enter the job market and asking to reconcile working needs with social and relational needs; elderly workers with specific resting/working needs.
- the **companies** – and namely SMEs and social enterprises, which offer relevant employment opportunities for women, but at the same time face more difficulties and constraints than bigger companies or corporations in implementing internal work life balance policies.
- the **employment services system** – the Italian PES network and the work agencies

## Phases of the Project



## Methodology

EQ&WL is an intervention study, employing a quasi-experimental quantitative/qualitative pre-post within and between group design. It envisages the design and quasi-experimentation of a model of intervention and a work-life balance toolkit to tailor interventions for every single case.

---

## Methodology

The same quantitative and qualitative methodological approach is used in all the selected Italian regions/localities: Campania, Tuscany, Piedmont and Trento.

A quasi-experimental design will be used to test the effectiveness of the intervention EQ&WL in supporting person unemployed to find a job during the time of observation.

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## WORK LIFE BALANCE TOOLKIT

### 1. What is Work Life Balance

*Why we talk about work life balance*

*European definition and state of the debate*

*Italian definition*

*Main aspects of WLB*

### 2. Tools for workers/employment seekers

*how to detect individual work life balance needs*

*how to make a work life balance plan*

*how to manage time and space*

*how to activate local resources to implement the plan*

*online services – training, coaching, web resources*

*map of local services*

### 3. Awareness tools for SME

*How work life balance policies can be an advantage for companies*

*How work life balance policies can be implemented*

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# THANK YOU!

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# GIG ECONOMY WORKSHOP EFSI ROMA, 10 23 20 19

## INTRODUCTION

### **Gig Economy: a defining framework**

Digitalization is changing, and has now changed, economic and social processes, and the definition webplatform capitalism probably appears to be the most appropriate to interpret the transformations taking place because it does not necessarily imply a discontinuity with capitalist transformations and indicates the appearance on the market of a new type of enterprise as a "hybrid between a market and a hierarchical organization".

Platform capitalism therefore represents a transformation of capitalism whose destination

takes on trajectories that are not yet fully understood, swaying between optimistic and pessimistic perspectives. While behind the emergence of the sharing economy one could get a glimpse of post-capitalist scenarios, we have nevertheless reached a very distant reality of "work without workers" and a change in future scenarios, from a jobless future to a bossless future.

GIG  
ECONOMY  
WORKSHOP  
OCTOBER 23rd, 2019

As a capitalist form, platforms express an extractive drive in the process of enhancing value not only of activities that are usually part of the informal economy, such as food delivery or short-term renting, but also of data, the new raw material from which to extract value.

In an increasingly digital society, data becomes more and more valuable not only in a strictly commercial sphere but also in an organisational-political one, and its collection, management and sale becomes a strategic market. Platforms are in fact configured as two-sided markets where platforms do not directly offer the services sought by the consumer/user/ but create the conditions for the transaction to take place.

In this way it is also understood how platforms offer services at a loss, or free of charge, with the sole purpose of having access to user profiles and the collection of information giving rise to a trade union saying: "when the price is too low you are the product".

The monopoly of the network, or the monopolistic trend, becomes a forced way of strategic positioning because the more users the platform has, the more it gains economic value and positions in the market: what is known as the network effect. Although there are different classifications of platforms and different classification criteria, there is a general convergence on the meaning of platform, i.e. a digital infrastructure that allows two or more groups to interact, thus giving rise to an activity of online intermediation. Digital environments that allow to integrate production processes in new forms, to organize management processes. Virtual spaces governed by algorithms, the so-called invisible engines, in which the transaction costs – which represent the theoretical and economic presupposition of the very existence of the concept of company as a preferable alternative to free market exchange – are substantially reduced to zero favouring their attractiveness in practically all sectors. Although formally companies and platforms act and are comparable to a market where the main product is not so much the service itself but the reduction of transaction costs.

There is no common vocabulary among the EU member states in the semantic sphere that can be traced back to platform capitalism. The Dublin Foundation tried in 2018<sup>11</sup> to sort out the different definitions and the use and meaning of the same term in different national contexts. Generally speaking, the term sharing economy or platform economy takes on a broader meaning than that of platform work, since the former usually includes platforms for the exchange of goods or services without any monetary exchange, while the latter usually also includes those platforms for financial services and housing. Gig Economy, or the economy made of small side jobs, is the most used term in Anglo-Saxon countries and includes on location, app-based and on-demand services while in Denmark, Italy and the Netherlands the term refers more to physical tasks (such as domestic work or riders).

Chart 1 – European map of terms used for platform work

Country	Sharing economy	Platform economy	Gig economy	Crowd employment	On-demand economy	Collaborative economy	Crowd sourcing	Peer-to-peer economy	Freelance
Austria		X	X	X			X		
Belgium	X	X						X	
Bulgaria			X	X					X
Croatia	X	X							
Denmark	X	X	X	X					
Estonia	X	X		X					
Finland	X	X	X		X	X	X	X	
France	X	X				X		X	X
Germany		X	X				X		
Ireland			X						
Italy	X	X	X		X	X			
Latvia	X	X		X	X	X	X		X
Netherlands	X	X	X		X				
Poland		X					X		X
Slovenia	X	X				X			
Spain	X	X			X	X			
Sweden	X	X	X			X			X
United Kingdom	X		X						

Fonte: Eurofound, 2018

GIG ECONOMY WORKSHOP EFSI  
ROMA - OCTOBER 23rd, 2019

In Italy, moreover, the term Gig Economy has a negative connotation as it is often associated with precariousness as well as in Finland, Germany, and to a lesser extent in Austria, where Gig Economy refers to precarious jobs, discontinuous and not necessarily performed through an online platform. It is interesting to observe how in Poland the concept of platform work, precisely because it is less widespread and known, is often associated with distance work, externalizations, outsourcing, freelance and self-employment, while the Finnish trade union SAK has opted for the term platform economy and has invited its members to adopt it, trying to define it from above.

The term Gig Economy came to the fore in July 2015 after the following statement <sup>12</sup> by Hillary Clinton: "Meanwhile, many Americans are making extra money renting out a small room, designing websites, selling products they design themselves at home, or even driving their own car. This on-demand or so-called Gig Economy is creating exciting economies and unleashing innovation. But it is also raising hard questions about workplace protections and what a good job will look like in the future".

The worldwide turnover generated by the Gig Economy is estimated to exceed \$ 82.4 billion in 2017, with an annual growth of 67% on an annual basis testifying that the trend is strongly expanding.

Leaving aside here the breakdown by type of work proposed by Staffing Industry Analysts, a consulting and monitoring company on the Gig Economy – as it cannot be superimposed on the analytical approach most frequently used in Europe – it seems however of interest to observe that a large part of the turnover (76 billion, 92.6%) is represented by Business to Consumer (B2C) platforms and the smaller part (6.4 billion, 7.4%) by Business to Business (B2B) platforms, recording however an annual growth of 19%. It is also interesting to note that 75% of the turnover of the Gig economy B2C market is concentrated in just 3 platforms (Uber 49%, Didi Chuxing 23% and Lyft 9%), while in the B2B market 5 platforms account for 42% of total annual turnover (Upwork 21%, GLG 8.2%, Work Market 5%, MBO Partners 3.9%, Axiom 3.1%). Starting from the outline made by various authors (De Stefano, Graham and Shaw, McKinsey & company), jobs related to the Gig Economy, as also reported in the INPS 2018 Report, can be grouped into three broad categories:

**On-demand work** through apps, in which each task is assigned to a person who performs a material and concrete activity. These are platforms that operate locally, such as Deliveroo, TaskRabbit, Handy, Wonolo, Uber, BeMyEye, Lyft, Care, Foodora and others;

**Crowdwork**, the so-called work of the crowd: programmers, freelancers, computer scientists, professionals, who from home (or from their own studio) make themselves available to perform a multitude of different jobs. These are platforms that operate globally, such as UpWork, Freelancer, Amazon Mechanical Turk, Twago, GreenPanthera, CrowdFlower, Vicker and others;

**Asset rental**, renting and leasing of goods and property, sharing economy. In these cases, the work performance, if there is one, is optional, as in the case of the owner of an apartment for rent on Airbnb who also takes care of the reception and final cleaning.

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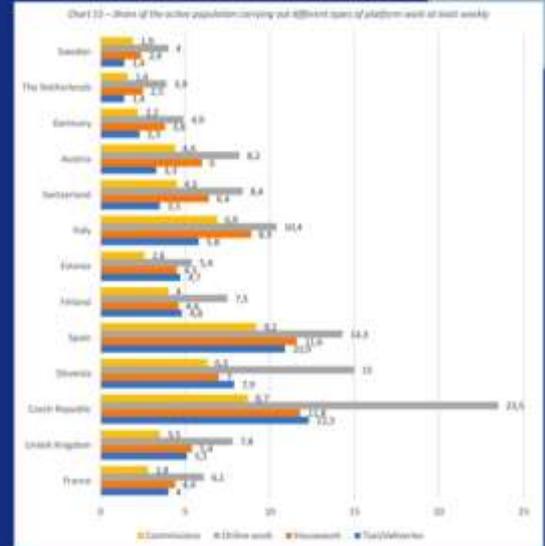
Some authors, more stringent, would exclude the third category, asset rental. Other authors, on the other hand, further broaden the definition to a fourth category, the sales platforms such as Etsy, eBay, Dawanda. The first two categories represent two substantially different types of workers. If on-demand workers via app are matched by an executive off-line translation (rider) in a physical place, crowdworkers perform their work online and therefore potentially anywhere with online access. While the former are physically interceptable and therefore subject to the laws of a State, compared to the latter the legislative attribution appears more complex. Usually when referring to platform workers we include crowdworkers (or even cloudworkers) and workers on demand via app whose description can then take place according to six professional, organizational and content related criteria:

- **Task/activity scale**: from highly fragmented tasks to more complex tasks
- **Type of business**: software development, translations, design and graphics
- **The form of the service**: i.e. services that are provided online or require an offline translation on location: in many countries the two types coexist, while in Belgium, Estonia, Finland, Holland and Slovenia the onlocation service prevails;
- **Required skill level**: high and low professional content
- **Matching modalities** through a tender or an offer
- **The method of selection and choice of the worker**: customer, platform or worker.

- On-demand Work
- Crowdwork
- Asset Rental

HOUSEHOLD SERVICES: ONLINE HOUSEWORK

The Gig Economy has developed into a plurality of activities. Not only food-delivery, transport services or cloudwork, but a so-called "uberisation" process has also been produced for domestic work. In a recent report which brings together the results of 14 surveys carried out in 13 European countries between January 2016 and May 2019 are proposed different measures of the online community in a European comparison. Compared to a size of the online community that takes into account a wider use of online platforms for some form of income, Europe is essentially divided into two areas: high levels of online income in Central and Eastern Europe (specifically the Czech Republic, Slovenia and Estonia) and Southern Europe (Italy and Spain) on the one hand, and a low-income online generation in Northern and Western Europe (France, Germany, Sweden, the Netherlands and the United Kingdom). The report not only proposes a geographical mapping of online communities but also questions which variables significantly explain their distribution. It is absolute poverty that pushes a larger proportion of people to look for different forms of online income, not only labour platforms but also, and above all, platforms for the sale or rental of mobile and real estate: in fact, there is a correlation between the highest prevalence of forms of online income (from work or capital) and the incidence of absolute poverty.



GIG ECONOMY WORKSHOP EFSI  
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HOUSEHOLD SERVICES: ONLINE HOUSEWORK

In addition to outlining the incidence of platforms as a revenue lever in Europe, the report limits the field of observation only to work through platforms, identifying 4 categories of activity: transport and delivery, domestic work, online work – which collects a wide spectrum of high and low-content professional work –and commissions via platform (errands). The first evidence that emerges is that those who work through an online platform usually do not only one type of work but do on average 2.25 per week (2.34 for males and 2.13 for females). This figure suggests that workers on online platforms mainly seek additional forms of income by accepting any type of work. In a counter-intuitive form, domestic services appear to be more widespread than platform work and delivery. The centrality of food-delivery (Foodora, Deliveroo, Glovo) and transport (Uber) in public debate and academic discussion therefore seems to depend more on the public visibility of the phenomenon than on its real diffusion. The comparison between national statistics, in fact, shows how domestic work via platform, certainly a segment of the market not much debated in political and trade union forums, is actually more widespread. It is therefore possible to induce that the most intimate dimension of domestic work, precisely because it takes place inside the walls of the house, does not manage to receive the same attention even though it has a greater presence.

Table 4 – Cumulative number of workers of two international platforms in thousands of people

Year	UBER (DRIVERS/DELIVERERS, ETC.)		GIG (ZIMM, ETC.)	
	US	UK	US	UK
Taxiwork				
2018	888,816	127,913		
2017	834,053	149,180		
2016	806,736	153,852		
2015	704,088	127,882		
2014	359,440	81,288		
Employees				
2018	4,538	978		
2017	3,500	749		
2016	1,957	408		
2015	1,790	379		
2014	1,852	803		
Spain				
2018	15.6	3.17		
2017	14.96	4.54		
2016	3.11	3.75		
2015	0.71	1.36		
2014	0.52	0.69		

Source: our calculations on Uber and Zimmi

Those who carry out domestic services via platform have a higher percentage weight than the most mediocrally visible category, i.e. "taxi and deliveries", in France, the United Kingdom, Spain, Italy, Switzerland, Austria, Germany, the Netherlands and Sweden. This confirms that it is more widespread. Following the geographical pattern of the spread of the online community, domestic work reached its highest levels in the Czech Republic (8.7%), Spain (9.2%) and Italy (6.9%).

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## HOUSEHOLD SERVICES: ONLINE HOUSEWORK

The processing of online commissions via platform remains a generally minor form of income, but achieves significant shares higher than the one of those who work in transport and online deliveries in Italy, Austria and Switzerland. In general, the most widespread form of working via platform is, generally, cloudwork (online work), or a form of online work open to global competition. Although it is possible for an online worker via platform to perform several activities at the same time, cloudworkers represent the majority type of work in all countries, with peaks in the Czech Republic, Slovenia, Spain, Italy and Switzerland. The reports also allow a gender reading for the types of work via online platform. This perspective allows us to make three main points:

- For male workers, the percentage of those who carry out transport and delivery activities is always higher, with the sole exception of Italy, where the percentage of women exceeds (6.3%) the percentage of men (5.4%);
- Cloudwork always remains the most frequent type for both genders but for the female component there are significantly lower percentages;
- Contrary to what a superficial reading might suggest, domestic work shows always higher incidences for male workers, with the sole exception, also in this case, of Italy where domestic work among women reaches 9.8% compared to 8% for the male gender. The figure in itself is not surprising because within domestic work are classified both jobs with a higher propensity for women (such as cleaning or babysitting) but also jobs with a higher propensity for men (such as electrician, carpenter, plumber, etc.).

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## HOUSEHOLD SERVICES: PLATFORMS

There are several online platforms for domestic work. And as with all platforms, market volatility remains very high due to margins of profitability that are always very squeezed and aggressive market competition. This is the case, for example, of the U.S. platform Homejoy, founded in 2010, which had 100 employees and thousands of self-employed in the cleaning sector. Despite rapid growth thanks to funding from incubators, such as Y Combinator, and venture capital funds, such as Google VenturesX, Homejoy ceased operations in 2015 due to a difficulty in maintaining a constant profitability and managing labor lawsuits focused on their cognition of the subordination of employees (after the ruling of the California State Labor Commission in the Uber case, 2015) and part of the technical staff of the platform was hired by Google LLC. Other platforms, on the other hand, are being honoured by trade union successes, such as the Danish platform Hilfr as the first example of collective bargaining in an online platform. The Hilfr startup, oriented to the intermediation of cleaning and caregiving services, signed in 2018 an agreement with the Danish trade union 3F introducing minimum wage standards (a minimum wage of about 19 euros per hour), social security contributions, paid holidays and coverage in case of illness for the so-called superHilfr, or those who have exceeded a certain seniority of work on the platform (100 hours of work). Others, on the other hand, for behaviour that respects the quality of work, such as the Italian Le Cicogne ([www.jecicogne.net](http://www.jecicogne.net)) for the babysitting service, whose rates are in accordance with the National Collective Agreement (CCNL) for domestic work, respect the minimum union rates and are updated every year.

There are many intermediation platforms for domestic work and the best known are:



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ROMA - OCTOBER 23rd, 2018

## HOUSEHOLD SERVICES: PLATFORMS

**Task Rabbit**, American platform founded in 2008. Born from the experience of RunMyErrand, another platform for the management of daily commissions, Task Rabbit expands rapidly throughout the U.S. supported by several venture capital companies (Sasha ventures, First Round Capital, Baseline Ventures, Floodgate). In 2013, the company introduces "TaskRabbit Business" that allows companies to hire temporary workers from the database of the platform itself. In 2013, the company will enter the European market, experimenting with a new matching system in London, no longer based on the idea of a tender but on the willingness of the "taskers" to accept before the other jobs consistent with the professional profile uploaded on the platform. Thanks to this new selection metric, applications to be "taskers" have increased from 4,000 in 2014 to 15,000 in 2015. In 2017, the Ikea group acquired the Rabbit task platform and launched a specific service dedicated to furniture assembly. It is estimated that the "taskers" currently active are about 60 thousand covering a wide range of professional profiles and in about 45 cities in the United States and United Kingdom.

**Handy** (Hanybook the name until 2014), founded in 2012 in the United States with current headquarters in New York is a platform primarily dedicated to cleaning jobs and other domestic activities. It is active in 28 cities in the United States and Canada and, by 2015, has a staff of about 160 full-time employees and about 10 thousand employees for a total of about 1 million online bookings of which about 80% from regular customers. The platform was launched thanks to financial support from the Harvard Innovation Lab incubator and supported over time by venture capital funds (General Catalys Partners and Highland Capital Partners) and investment funds (Revolution Growth). In 2014, Handy buys Mopp, a similar platform on the London market, and enters the European market. In 2018, Handy was acquired by ANGI Homservices former owner of HomeAdvisor and AngieList. In 2016, Handy builds alliances with Amazon, for "voice" booking through Amazon Alexa, in 2017 with Wayfair, for an integrated service when purchasing through the e-commerce leader, and in 2018 with Walmart, the global leader in retail.



DIG ECONOMY WORKSHOP 1F18  
HOMA - OCTOBER 23rd, 2018

## HOUSEHOLD SERVICES: PLATFORMS

**Helpling**, founded in 2014 in Germany, is Europe's leading marketplace for domestic servicemanagement. Among its main founders (for a total estimated funding of 57 million euros) are Mangrove Capital, Lakestar, Rocket Internet, Unilever Ventures and Accel partners, already investors in Facebook, Spotify and Dropbox. Helpling is active in 10 countries and three continents: Australia, France, Germany, Ireland, Italy, Netherlands, Singapore, Switzerland, United Arab Emirates and United Kingdom. In 2015 Helpling acquires Hassle.com - the UK market leader in the sector - and in 2018 the Swiss Book a Tiger through the investments of Tamedia AG, Switzerland's leading mediagroup.

**Care.com**, American platform launched in 2007 mainly specializing in home babysitting and care and other home activities. The site gathers almost 33 million customers in about 20 countries, has reached 111 million euros of investment and was listed on the stock exchange in 2014. The initial investment for the launch of the platform comes from private Matrix Partners, private equity funds. To date, the company says that 13.9 million caregivers have entered the platform to find work, more than 9.1 million families have sought care, and more than 16 million workers of their customers have benefited from their services. Care.com services are often used by digital leaders as benefits (e.g., Google and Facebook). In 2012 it opened up to the European market, entering the UK and Germany, and Canada. Also in 2012, it introduced a new model of private social networks via mobile (Karoo) through which to connect caregivers and families and launched Care.com recruiting Solution to facilitate the intermediation of labor in care work. In 2013, it is collaborating with Knowledge Universe, a non-profit company specializing in childcare services and training.



DIG ECONOMY WORKSHOP 1F18  
HOMA - OCTOBER 23rd, 2018

## HOUSEHOLD SERVICES: PLATFORMS

**Housekeep**, platform for work interactions in cleaning services and other domestic work activities (laundry, ironing) founded in 2014 in the UK. Again, embracing more quantitative methods of analysis on two of the most important online platforms for domestic work intermediation (Angi Homeservices Inc and Care.com) shows rapid growth over time. Since their inception, growth in terms of revenues has increased exponentially, with +280% for Angi Homeservices Inc and +84% for Care.com, but with very different trends: while Care.com shows a more continuous and structured trend, Angi Homeservice shows a strong acceleration, especially in the last 2 years, that is, after the listing on the stock exchange in 2017 following the merger between HomeAdvisor and Angie's List in a multibrand strategy (11 total on specific areas of services). However, the rapid growth does not correspond to the same performance of the company's profitability (EBITDA as a % of turnover) and for Angi Homeservices the year of the listing shows a negative Ebitda rate.



Obviously, workers do not grow with the same dynamics as turnover, as they grow in relation to management (or production) costs, but not in relation to turnover, which is more strictly dependent on the volume of intermediaries managed through the "external" workforce (self-employed, semi-subordinate, casualworkers). However, the trends between the two platforms observed are distinct, in that Angi Homeservices INC, which has almost 1 billion turnover in 2018, records an increase in the number of workers of +140% while Care.com, in the same period and against a more limited turnover trend, shows a decrease of -20%. The ratio of turnover to employee inevitably falls from 150 thousand euro/employee (2014) to 136 thousand euro/employee (2018) for Angi Homeservices while it rises from 135 thousand euro/employee (2014) to 214 thousand euro/employee (2018) for Care.com.

GIG ECONOMY WORKSHOP EFSI  
ROMA - OCTOBER 23rd, 2019



thank  
you

GIG ECONOMY WORKSHOP EFSI  
ROMA - OCTOBER 23rd, 2019



# CASSA COLF



LORENZO GASPARRINI



## About us

**CAS.SA.COLF** is designed to provide benefits and services to **employees** and **employers**, including private health insurance.

The fund was established by the National Collective Agreement on Domestic Work.



## How to subscribe to CAS.SA.COLF

- Registration to CAS.SA.COLF is made upon payment of a **contractual assistance contribution** together with the payment of INPS (the National Security Institute).
- The registration fee is **€ 0.03 paid** per hour.



## Entitlement to benefits

Terms to use the services:

- Regular payments of the contractual contributions.
- Reach the minimum amount of **€ 25**.





## Benefits for employees



SERVICES



Managed directly  
by CAS.SA.COLF

Managed by  
Unisalute



## Benefits for employees

- ❖ BASIC SERVICES
- ❖ CANCER TREATMENTS
- ❖ REIMBURSEMENT FOR PREGNANCY MEDICAL COSTS
- ❖ ORTHOPEDIC IMPLANTS AND PHYSIOTHERAPY REHAB
- ❖ BENEFITS FOR EMPLOYEES' CHILDREN
- ❖ REIMBURSEMENT FOR SERIOUS SURGERY
- ❖ ADVANCED SPECIALIZATION AND VISIT



## Benefits for employers

- ❖ SERVICE REGARDING CIVIL LIABILITY IN CASE OF INAIL COMPENSATION
- ❖ THIRD PARTIES LIABILITY



## CAS.SA.COLF online



[www.cassacolf.it](http://www.cassacolf.it)



## Contact info

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**Web site:** [www.cassacolf.it](http://www.cassacolf.it)



Follow us



**UniSalute**  
SPECIALISTI NELL'ASSICURAZIONE SALUTE



## UniSalute Healthcare Plan

### Cassa Colf Fund

*Roma, 23 October 2019*

*Matteo Galloni National  
and Local Funds  
Unisalute S.p.A.*

QUANDO  
C'È UNISALUTE  
C'È TUTTO

**UniSalute**  
SPECIALISTI NELL'ASSICURAZIONE SALUTE

Edizione giugno 2018

# ABOUT US

## UNISALUTE, LEADING HEALTH INSURANCE PROVIDER IN ITALY BY NUMBER OF CUSTOMERS MANAGED

Everyday we look after the health of 8 million people. We offer customized healthcare plans integrated with a wide range of services to meet all supplementary healthcare needs at 360°.

Our strength lies with our great experience and specialization in healthcare: **we have been dedicated to the protection of health for 25 years** through our innovative service management model and thousands of affiliated healthcare facilities in Italy and abroad.

We are **leaders in the management of Supplementary Healthcare for Professional Funds and thousands of Italian companies** of all sectors and sizes, who have chosen us and continue to renew their trust in us.

We are part of the **Unipol Group**, the leading insurance group in Italy.

QUANDO  
C'È UNISALUTE  
C'È TUTTO

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UniSalute  
UNIPOLGRUPPO ASSICURAZIONI ITALIANE

## OUR NUMBERS

- Premium income (direct and indirect) of **501,9 million Euros** in 2018
- **+16,7%** vs 2017
- **8 milioni** customers insured

UniSalute Growth  
Amounts in millions of Euros



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C'È TUTTO

UniSalute  
UNISALUTE ASSICURAZIONE SALUTE

HOW WE  
WORK

## HOW WE WORK: UNDERWRITING, PURCHASING AND QUALITY CONTROL

### CALL CENTER

- Responds to customer needs
- over **390 people** staff the health call centre active Monday to Friday from 8:30 am to 7:30 pm
- and the 24-hour helpline



### WEBSITE AND APP

- Active **24/7, 365 days** a year
- specialist advice and bookings
- contract and payment information

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C'È TUTTO

### 50 PHYSICIANS at the company:

- address and evaluate costs and quality of care at affiliated facilities
- provide medical advice for handling claims



### UNISALUTE NETWORK

- Thousands of affiliated healthcare facilities across Italy:
- hospitals and clinics;
  - diagnostic centres;
    - dentists;
  - psychotherapeutic centres;
  - social welfare workers, also at home
    - spas
    - vets.

12

### SCIENTIFIC COMMITTEE

- Independent committee of **13 physicians** for consultation and trend analysis



### SETTLEMENT

- Definition of the settlement procedure for claims not handled by the call centre;
- management of recoveries and co-insurance;
- assessment of multiple claims and potential fraud.

### SALES/TECHNICAL STAFF

- **70 people** oversee customer relationships and offer tailor-made products



### DEDICATED TEAM

- **45 people** dedicated to relationships with healthcare facilities

UniSalute  
UNISALUTE. UNISALUTE. UNISALUTE. UNISALUTE.

## UNISALUTE NETWORK: THOUSANDS OF AFFILIATED FACILITIES

- Clinics
- Physiotherapy centres
  - Dental clinics
    - Spas
    - Home care
    - Hospitals
  - Outpatient and diagnostic clinics
  - Psychotherapy centres
  - Vets

Thousands of  
healthcare  
facilities in Italy  
and abroad

14

UniSalute  
UNISALUTE. UNISALUTE. UNISALUTE. UNISALUTE.

## UNISALUTE NETWORK: ADVANTAGES



### ALL THE ADVANTAGES

- **Direct payment** of expenses by UniSalute to the affiliated facility
- **Quick booking** of services over the phone, internet and the app
  - **Specialist advice** to select the most suitable facility
  - **Medical specialists** available 24 hours a day
  - **Facilities available** across the entire country



Our customers can access thousands of affiliated facilities, also abroad.

**UniSalute**  
UNISALUTE ASSICURAZIONE SANITÀ

## INTEGRATED MULTI-CHANNEL SERVICES: WEBSITE, APP AND CALL CENTRE

We provide customers **integrated multi-channel tools** to facilitate the use of services and improve integration.



The **website, app and call centre** are different contact channels, **complementary and closely linked** to guarantee the maximum efficiency of the service offered.



Functions are immediately available and give a strong message of closeness to the customer: **we guarantee the same high standard of services through all tools with complete assistance and advice at 360°.**



QUANDO  
C'È UNISALUTE  
C'È TUTTO

**UniSalute**  
UNISALUTE ASSICURAZIONE SANITÀ

## Individuals insured with Cassa Colf

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The insurance covers employees who are members of Cassa Colf under the Italian Collective Labour Agreement for domestic workers



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## Healthcare Plan cover

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- allowance for hospitalisation for non-oncological reasons;  
(Care managed by Cassa Colf)
- daily convalescence allowance for hospitalisation for non-oncological reasons;  
(Care managed by Cassa Colf)
- highly specialised services;
- specialist appointments;
- special dental treatment;
- implant dentistry;
- services at special rates;
- advisory services.





## HIGHLY SPECIALISED SERVICES



### Highly specialised services

The Healthcare Plan covers the following services:

**Highly-specialised radiodiagnostic services:**

Angiography  
 Arthrography  
 Bronchography  
 Cystography  
 Cystourethrography  
 Barium enema  
 Endoscopic retrograde cholangiopancreatography (ERCP)  
 Percutaneous cholangiography (PTC)  
 Trans-Kehr cholangiography  
 Cholecystography  
 Dacryocystography  
 Defecography  
 Fistulography  
 Phlebography  
 Fluorescein angiography  
 Galactography  
 Hysterosalpingography  
 Myelography  
 Retinography  
 Oesophagus x-ray with contrast medium  
 Stomach and duodenum x-ray with contrast medium  
 Small intestine and colon x-ray with contrast medium  
 Sialography  
 Splenoportography  
 Urography  
 Vasography  
 Videoangiography  
 Pancreatography

**Tests:**

Amniocentesis  
 Computerised bone mineralometry (CBM)  
 Echocardiography  
 Electroencephalography  
 Electromyography  
 Mammogram or digital mammogram  
**PET**  
 Chorionic villus sampling  
 Nuclear Magnetic Resonance (NMR) (including  
 Anglo-NMR)  
 Scintigraphy  
 Computed Axial Tomography (CAT) (including  
 electronic)

**Therapy:**

Chemotherapy  
 Cobalt therapy  
 Dialysis  
 Laser therapy for physical therapy purposes  
 Radiotherapy



## Procedures for the provision of services



### **In healthcare facilities and by physicians affiliated with UniSalute**

The cost of the services is paid directly by UniSalute to the facilities, without applying any co-payment or deductibles.

**In order to activate the guarantee, a medical prescription containing the working diagnosis or medical condition making the service necessary is required.**

Available annual total:  
**€ 1,000**  
per person.



28



## SPECIALIST APPOINTMENTS



## Specialist appointments

---



The Healthcare Plan covers the payment of specialist appointment expenses.

**In order to activate the guarantee, a medical prescription containing the working diagnosis or medical condition making the service necessary is required.**

**In healthcare facilities and by physicians affiliated with UniSalute**

The cost of the services is paid directly by UniSalute to the facilities, without applying any co-payment or deductibles.

7  
appointments  
per year per  
person



**SPECIAL DENTAL  
TREATMENT**



## Special dental treatment

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The Healthcare Plan covers the payment of the special dental care “package”, **performed once a year in healthcare facilities that are affiliated with UniSalute and are identified by the Helpline with prior booking.**

**Tartar removal, including any check-ups** with the use of ultrasound, or alternatively, if necessary, with the use of other types of oral hygiene treatment.



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## IMPLANTOLOGY



## Implantology



The Healthcare Plan covers expenses for the **insertion of implants as indicated in the treatment plan and in the same insurance year**, to be performed

in healthcare facilities affiliated with UniSalute:

- insertion of 3 or more implants: annual total available € 2,100;
- insertion of 2 implants: sublimit of € 1,200;
- insertion of 1 implant: sublimit of € 600.



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**SERVICES AT  
SPECIAL RATES**



## Services at special rates

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In the event a service is not covered because it is not included in the healthcare plan, because the insurance limit has been reached or because it is below contractual limits and remains entirely at the expense of the Insured, in any case it is possible to ask the Helpline to book the service and send a fax to the facility selected from those belonging to its network, which will allow the Insured to obtain the application of rates reserved for UniSalute policyholders with consequent savings compared to the normal rates.



04



**ADVISORY  
SERVICES**



## Advisory services

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Advisory services available to Insured subjects from Monday to Friday 8:30 a.m. to 7:30 pm, by calling the appropriate toll-free number.

### ADVISORY SERVICES

- over-the-phone health information;
- healthcare service booking;
- medical opinions.



LOGO

## COPERTINA

CONVEGNO

.....

ARGOMENTI

INDIRIZZO LOCATION

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### WHO WE ARE

EBINCOLF is the National Bilateral Agency of Employers and Family Workers.

This bilateral body was established on 23<sup>rd</sup> December 2002 by the national trade unions of the most representative employers and workers' organizations in the domestic work sector in Italy, who signed the national collective agreement on domestic work:

1. On the employers' side, FIDALDO (with "Assindatcolf", "AdId", "ADLC", "Nuova Collaborazione") and "DOMINA"
2. On the workers' side, the trade union organizations "Federcolf", "Filcams Cgil", "Fisascat Cisl", "Uiltucs".



## DOMESTIC WORK IN ITALY, A FUTURE OF TRAINING



In the coming decades it will be vital for the entire country's welfare that a large number of **domestic workers are available on the labour market and adequately trained, updated and qualified**, according to certain **criteria, codified rules and a transparent and reliable control system**



## DOMESTIC WORK IN ITALY, A FUTURE OF TRAINING



Hence, the **need to provide additional training and qualification tools**, designed to strengthen and certify the skills necessary to perform **care work**.



✓ **This Work**, in the context of Italian families, takes on an **increasingly important economic and social role**, due to the expected aging of the national population and the socio-cultural changes affecting the country.

✓ **Work** that must reach higher quality standards in order to satisfy the needs.



## EBINCOLF TRAINING



FROM 2015 TO TODAY



HAS FINANCED APPROXIMATELY 25.000 HOURS OF CLASSROOM TRAINING ALL OVER THE COUNTRY.  
HAS TRAINED MORE THAN 6.000 PEOPLE INCLUDING DOMESTIC WORKERS, CARERS AND BABY-SITTER.

## EBINCOLF TRAINING



Thanks to the contributions paid by the employers (families) and by the workers [as per the National Collective Agreement]  
Ebincolf's economic commitment ...

WILL REACH BY THE END OF 2019 **€7 M**  
ON TOP OF WHICH **€2.2 M**  
HAVE BEEN ALREADY ALLOCATED TO 2020

This has allowed and will allow thousands of workers in the future to:



**get free training**, present themselves on the labor market in a more qualified and professional way, be more aware of their rights and duties as workers.

## EBINCOLF CERTIFICATION



### NOT DEFINED PROFESSIONAL REQUIREMENT. An Alert because...



As we know, in Italy, a considerable part of domestic work is irregular. **Current estimates calculate around 2 million workers, of whom only 350.000 are covered by our system, 80% in the Center-North.**

Ebincolf is committed to promote the widespread improvement of domestic workers' skills in Italy, helping to create a domestic labor market that is more respectful of workers and more attentive to the needs of families.

- Currently in Italy it is the National Collective Agreement that regulate the sector and namely salaries and other regulatory and protection aspects for workers and families.



## EBINCOLF CERTIFICATION



### APPROXIMATELY 690 CERTIFICATIONS ISSUED SINCE 2017



An important outcome, successfully achieved by Ebincolf in the last two years, resulting from its increased visibility and reliability across workers and stakeholders

#### WITH A DUAL OBJECTIVE:

1. To provide an official recognition of the professional skills acquired by domestic workers, Caregivers and Babysitters who have obtained the certification
2. To definitively resolve the indeterminacy of professional requirements and skills that distinguish the exercise of these professions today.

## EBINCOLF CERTIFICATION



The Social Partners have established - through EBINCOLF - a **certification process in compliance with the UNI technical standards** provided for in Article 9 of Law 4 of 2013



... with the aim of promoting the **definition of a document suitable for codifying the requirements in terms of knowledge, skills and competence** of the professional figures operating in the field of family assistance.

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## EBINCOLF CERTIFICATION



...in order to allow, in the future, **domestic workers to request this certification** to any appointed competent bodies, as long as the training programmes comply with the existing technical regulation.

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## EBINCOLF CERTIFICATION



... and to have this certification recognised at **European level**, as a useful instrument to improve labour mobility and to tear down barriers that hinder the free circulation of human capital.

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## EBINCOLF CERTIFICATION



A PROMISING JOURNEY JUST STARTED  
WITH THE AIM TO GO FAR

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## What should be implemented at institutional and political level?

A law that recognizes:

- ✓ The quality of work and its regularity
  - ✓ Professional and training standards
  - ✓ The contractual and bilateral negotiation and its social role
  - ✓ A reference point for families and institutions
- 

Finally:

- Already today, domestic helpers, carers and babysitters are full-fledged "family assistants", which is much more than a professional requirement
  - It is a difficult job entailing both care responsibilities and a strong affective relationship between users and providers.
  - It is an indispensable social regulator for families and for the whole society alike.
  - Everyone should contribute to its recognition.
-



[www.ebincolf.it](http://www.ebincolf.it)

**Thank you for  
your attention.**

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## **Annex 1 : National Collective Labour Agreement on Domestic Work signed on 16 July 2013**

Valid from 1 July 2013 - Expiry 31 December 2016

- Art. 1 - Scope
- Art. 2 - Indivisibility of this regulation
- Art. 3 - Better treatment clause
- Art. 4 - Work documents
- Art. 5 - Recruitment
- Art. 6 - Individual contract of employment (Letter of recruitment)
- Art. 7 - Temporary employment contract
- Art. 8 - Job Sharing
- Art. 9 - Vocational training leave
- Art. 10 - Job classification of workers
- Art. 11 – Occasional night shifts for personal care
- Art. 12 – Prestazioni esclusivamente d’attesa
- Art. 13 - Probationary Period
- 14 - Weekly time off
- Art. 15 - Working hours
- Art. 16 - Overtime
- Art. 17 – National and mid-week holidays
- Art. 18 - Annual leave
- Art. 19 – Suspension of work during weekends
- Art. 20 – Leave
- Art. 21 - Absence from work
- Art. 22 - Right to education
- Art. 23 - Marriage
- Art. 24 - Protection of working mothers
- Art. 25 - Protection of child labour
- Art. 26 - Sickness
- Art. 27 - Protection of working conditions
- Art. 28 - Accidents at work and occupational diseases
- Art. 29 - Social security benefits
- Art. 30 - Military service
- Art. 31 – Relocation
- Art. 32 – Travelling
- Art. 33 - Remuneration and payslips
- Art. 34 - Minimum wage
- Art. 35 - Room and board
- Art. 36 - Automatic seniority increases
- Art. 37 - Periodic change in minimum wage and standard value of room and board arrangements
- Art. 38 - End of year bonus

Art. 39 – Risoluzione del rapporto di lavoro e preavviso

Art. 40 - Severance pay

Art. 41 - Compensation for death

Art. 42 – Union Leave

Art. 43 – Interpretation of the contract

Art. 44 – National Bureau for the update of wages

Art. 45 – Joint National Commission

Art. 46 - Territorial Commissions of Conciliation

Art. 47 - Bilateral Agency

Art. 48 - Second-level bargaining

Art. 49 – Domestic workers’ pension fund

Art. 50 - Provision for Maid Service

Art. 51 – Supplementary benefits

Art. 52 – Contribution of contractual assistance

Art. 53 – Entry into force and duration

Clarifications on record

Remuneration Table G - Hourly Rates 2013

## **Art. 1 - Scope**

1. This national collective agreement, drawn up between:
  - FIDALDO, Italian federation of employers of domestic workers, member of Confedilizia [Association of Italian property owners], and including Nuova Collaborazione, Assindatcolf, Associazione datori di lavoro di collaboratori domestici, Associazione datori lavoro domestico,
  - DOMINA, Associazione Nazionale Famiglie Datori di Lavoro Domestico

on the one hand,

and Federcolf, Filcams-CGIL, Fisascat-CISL, Uiltucs-UIL,

on the other,

provides for domestic work employment in a unified way for the entire country.

2. The agreement applies to employees, includes non-Italian nationals or stateless people, however they are employed, employed to run the household family life and family-like co-habiting, having taken into account certain fundamental characteristics of the employment.

3. Without prejudice to the regulation for the individuals to whom it is aimed at, concerning equal employment in the Agreement dated 24 November 1969, no. 68, approved with law of 18 May 1973, no.304.

## **Art. 2 - Indivisibility of this regulation**

1. The provisions of this national collective regulation, are inseparable and correlative within each of its institutions, therefore not cumulative with other types of indemnity, and are deemed by the parties generally more favourable than those listed in previous collective agreements.

## **Art. 3 - Better treatment clause**

1. Any more favourable treatment will be maintained '*Ad personam*'.

## **Art. 4 - Work documents**

1. At the time of recruitment, the employee must supply the necessary documents to the employer in accordance with the legislation in force and show the following: national insurance and social security documents, health care and any other up to date documents with all the certifications required by the laws in force, a valid personal identity document and any specific diplomas or certificates. In case of multiple employments, the above documents will be kept by one of the employers who will issue a receipt. Non-EU workers can be hired if in possession of a leave to remain valid for employment.

## **Art. 5 - Recruitment**

1. The employment of workers shall be carried out in accordance with the law.

## **Art. 6 - Individual contract of employment (letter of recruitment)**

1. A contract of employment must be entered into between the parties (letter of employment) and will include, in addition to any specific clauses:

- a) the date of commencement of the employment;
- b) job classification level, as well as length of service in level A for domestic employees with less than 12 months of professional experience and not caring for people, or, if acquired before 1 March 2007, in the former third category;
- c) duration of the trial period;
- d) existence or absence of cohabitation arrangements;
- e) the main address of the employee, as well as any other address, valid during the employment relationship; for cohabitation arrangements, the employee must specify whether his/her domicile is different from that of the cohabitation, or so it can be used in the event of his/her absence from the latter and to validate for all intents and purposes the cohabitation address, even in the event of his/her absence provided it is consistent throughout the employment;
- f) duration and distribution of the working hours;
- g) any work uniform, which must be provided by the employer;
- h) arrangement of the weekly half-day rest in addition to Sunday or to another day as set out in art. 14, last paragraph;

- i) contracted wage;
- l) workplace as well as the provision of any temporary travel for holiday purposes or for other family reasons (transfers);
- m) agreed period of annual leave;
- n) specification of a suitable space where the employee has the right to keep and store their personal belongings;
- o) commitment of all the other institutions under this Agreement, including the provisions of Art. 52, relative to the payment of contractual assistance contributions.

2. The letter of appointment, signed by the employee and by the employer, will be exchanged between the parties.

#### **Art. 7 - Temporary employment contract**

1. The employment can be temporary in compliance with the applicable law, to be notified in writing, with exchange between the parties of the relevant letter which must include the justifying circumstances.
2. Written notice is not required when the duration of the employment relationship is purely occasional, i.e. not more than twelve calendar days.
3. The term of the fixed-term contract can be extended only if the initial contract duration is less than three years and with the consent of the employee. In these cases, the extension is only allowed once and provided that it is required for objective reasons and refers to the same work for which the contract was entered upon for a set period of time; the total duration of the fixed-term will not be longer than three years, including the possible extension.
4. For example, setting a fixed term to the duration of the employment contract is allowed in the following cases:
  - to provide a specific or timed-limited service, even if this is repetitive;
  - to partially replace workers who have obtained a suspension from employment for family reasons, including the need to reach their own family residing abroad;
  - to replace workers that are sick, injured, on maternity leave or who benefit from the rights set by the law on protection of minors and the disabled, even beyond the periods of mandatory retention of the position;
  - to replace workers on annual leave;
  - for assistance away from home to non-self-sufficient persons admitted to hospitals, nursing homes, residential care homes and nursing homes.
5. Employers may also use fixed-term employment in cases that justify temporary employment.

#### **Art. 8 - Job Sharing**

1. Hiring two employees who perform the duties of a single work capacity is permitted.
2. Without prejudice to the obligation of solidarity and without prejudice to any other agreement between the Contracting Parties, each of the two employees is personally and directly responsible for the performance of the entire work obligations.
3. The shared employment contract must be concluded in writing. The letter of appointment must state the salary and conditions due to each worker under this collective agreement, as well as the percentage measurement and the timing of daily, weekly, monthly, or yearly work which is expected of each of the two workers.
4. Without prejudice to any other agreements between the parties, the two workers have the right to agree, at their discretion and at any time, substitutions between them, as well as change the timing by mutual consent of the respective working hours, in which case the risk of the impossibility to perform the work due to facts concerning one of the two employees, lies on the other employee. The salary and application of laws to each of the two workers is proportional to the actual work actually performed by each worker.
5. Substitutions by a third party in the event of impossibility of one or both of the co-workers are not allowed.
6. Unless otherwise agreed between the parties, the resignation or dismissal of one of the workers shall entail the extinction of the entire contract. This provision does not apply if, at the request of the employer or on the proposal of the other employee, the latter becomes available to fulfil the work obligations, wholly or partially, in which case the shared work contract is changed into a normal employment contract pursuant to Art. 2094 Civil Code. Similarly, the employee is given the opportunity to designate a person with whom he/she may take up the whole workload, subject to the employer's consent. In any case, the lack of agreement between the parties will lead to the extinction of the entire contractual relationship.

#### **Art. 9 - Vocational training leave**

1. Permanent full-time workers with seniority of service with the employer of at least 12 months can take advantage of 40 hours of paid leave per year to attend professional training courses specific for staff or carers.
2. The above number of hours can be used for any training activities provided by law and necessary for the renewal of residence permits. In this perspective, employers are to encourage workers' attendance to specific training courses run by public agencies or organised or recognised by bilateral bodies, also aimed at the renewal of residence permits. The use of the total number of hours for the purposes referred to in this paragraph shall be reported in the appropriate documentation, also showing the schedule of the training activities attended.
3. It is not possible to roll over any such leave.

#### **Art. 10 - Job classification of workers**

1. Employees are classified into four levels, each of which corresponds to two pay-scale parameters, the upper of which is defined as "super":

##### Level A

This level accounts for generic domestic workers, not involved with personal care, without professional experience or with professional experience (also gained at different employers) of less than 12 months, and workers who have the necessary experience, competently perform their duties relative to the necessary job profiles at executive level and under the direct supervision of the employer.

Profiles:

- a) Domestic worker with less than 12 months of professional experience, not involved in personal care. Carries out duties pertaining to domestic workers, in terms of job placement and in the first phase of training. Once twelve months of seniority have been achieved, the worker will be classified in level B with the title of all-round general assistant;
- b) Cleaning personnel. Workers in this category exclusively perform household cleaning duties;
- c) Laundry staff. Laundry staff performs duties pertaining the laundry;
- d) Kitchen aid. Kitchen aid staff performs duties to support the cook;
- e) Groom. Normal cleaning duties of the stable and general care of the horse/s;
- f) Pet sitter. Pet sitters duties are to care for family pets;
- g) Garden worker to tidy and water green areas;
- h) Ordinary labourer. Performs manual and physical tasks both for seasonal general cleaning and minor maintenance jobs.

##### Level A "super"

Profiles:

- a) Chaperone. Acts exclusively as a companion to self-sufficient people, without carrying out any jobs;
- b) Child minding. Carries out occasional and / or irregular duties of supervision of children during the absence of family members, without providing any form of care.

##### Level B

This level includes domestic workers with the necessary experience that carry out their jobs using specific skills, even if at executive level.

Profiles:

- a) All-round generic worker. He/she performs the tasks concerning the normal course of family life, completing, also jointly, cleaning and tidying tasks, is in charge of the kitchen, laundry, looks after pets as well as doing other tasks within the classification level;
- b) Private residence porter. He/she carries out surveillance duties of the property of their employer and their appurtenances, and acts as guardian, if provided with accommodation within the property;
- c) Ironing clerk. Performs ironing tasks;
- d) Waiter/waitress. Carries out table and room service;
- e) Gardener. Employed to care for the green areas and any associated maintenance;
- f) Skilled worker. Performs manual tasks as part of maintenance duties, including complex ones;
- g) Driver. Drives a suitable motor vehicle used for the transport of people and personal items, also performing routine maintenance and cleaning operations;

- h) Attends to the tidying up of rooms and breakfast service also for the guests of the employer. Performs ordinary duties provided for the all-round generic worker, as well as taking care of the cleaning of bedrooms and breakfast table service for the guests of the employer.

#### Level B "super"

Profile:

- a) Assistant to self-sufficient people. Provides assistance to self-sufficient people (elderly or children), including, if required, for any activities concerning the need for food and house cleaning where the assisted live.

#### Level C

This level includes domestic workers that possess specialist basic knowledge, both theoretical and technical, concerning the performance of given duties and therefore operate totally independently taking full responsibility.

Profile:

- a) Cook. Performs tasks involved in the preparation of meals and relative cooking tasks; also takes care of the supply of the necessary ingredients.

#### Level C "super"

Profile:

- a) Assistant to non-self sufficient persons (not trained). Provides assistance to non-self-sufficient people (elderly or children), including, if required, for any activities concerning the need for food and house cleaning where the assisted live.

#### Level D

This level includes domestic workers who possess the necessary professional requirements, covering specific job positions characterised by responsibility, autonomy of decision and / or coordination.

Profiles:

- a) Family asset administrator. Performs tasks concerning the administration of family assets;
- b) Butler. Performs tasks concerning the management and coordination of all the needs relative to family services;
- c) Housekeeper. Carries out coordination duties concerning the activities of room maids, ironing, laundry, wardrobe, and the like;
- d) Head cook. Manages and co-ordinates all the requirements concerning the preparation of food and, in general, any kitchen and pantry task;
- e) Head gardener. Manages and coordinates all the requirements concerning the care of green areas and their maintenance;
- f) Tutor. Performs education and / or training duties of household members.

#### Level D "super"

Profiles:

- a) Assistant to non-self-sufficient persons (trained). Provides assistance to non-self-sufficient people, including, if required, for any activities concerning the need for food and house cleaning where the assisted live.
- b) Household manager. Manages and coordinates all the necessary activities concerning the running of the household.

Notes on the record:

- 1) The employee performing multiple tasks is entitled to fit into the classification level matching the main task.
- 2) Self-sufficient person refers to a person capable of performing the most important personal care and social activities.
- 3) Staff training, if applicable for the award of a qualification, is intended completed when the worker holds a diploma in the specific field covered by their job, gained in Italy or abroad, as long as officially equivalent, also through training courses with the minimum duration required by regional legislation and not less than 500 hours.

#### **Art. 11 – Occasional night shifts for personal care**

1. Non-nursing staff specifically hired for non-regular night care work waiting on self-sufficient patients (children, elderly, disabled or sick), and consequently classified in Level B "super", or for non-regular night care work waiting on non-self-

sufficient patients and consequently classified in the C-level "super" (if not trained) or Level D "super" (if trained) will be paid the wage as in Table D attached to this agreement on the level of classification if the times of the service falls between 8 p.m. and 8 am, except as provided for by art. 15 and, for live-out arrangements, there is obligation for breakfast, dinner and a suitable accommodation for the night.

2. Live-in staff referred to in this article shall in any case be guaranteed eleven hours of rest every twenty-four consecutive hours.

3. The employment under this Article shall be followed by contract signed by the parties; this act shall state the starting and end time of the care service provided and its occasional nature.

## **12 - Exclusively waiting service**

1. Staff employed solely to provide a night presence, will be paid according to the pay scale provided in Table E attached to this contract; if the duration of the presence required is between 9 p.m. and 8 a.m., the worker shall have the necessary full night's rest in a suitable accommodation.

2. If any requests are put to the worker other than the presence, these will not be considered overtime, but additionally paid according to the scale for non live-in workers, as reported in Table C attached to this contract, including any relative contracted bonus due only for the time actually employed.

3. The Staff shall be recruited through a special contract signed and exchanged between the parties.

## **Art. 13 - Probationary Period**

1. Workers from levels D and D "super" are subject to a fully paid 30 days probationary period of actual work, whereas the probationary period for workers from other levels will be of 8 days of actual work.

2. An employee who has passed the probationary period without having received notice of termination is automatically considered confirmed. The service provided during the trial period should be counted for all purposes of seniority.

3. During the probationary period, the employment relationship may be terminated at any time by either party without notice, but with the payment to the employee of any wages and any accessory sums for the work done.

4. If the employee has been recruited as coming from another region without having transferred his/her formal residence, and the termination of the relationship is not for a just cause, shall receive a notice period of 3 days by the employer or, failing that, the corresponding remuneration.

## **14 - Weekly time off**

1. Weekly rest periods for live-in workers is of 36 hours and should be enjoyed for 24 hours on Sunday, while the remaining 12 hours can be enjoyed on any other day of the week, as agreed between the parties. On that day, the employee will provide his/her services for half the number of hours of a normal working day.

If services are provided in the 12 hours of non-Sunday rest, they will be paid the pay will be increased by 40%, unless such time off is not enjoyed another day of the same week, differently than that agreed under the previous paragraph.

2. The weekly rest period for live-out workers is 24 hours and should be enjoyed on Sundays.

3. The weekly Sunday rest is inalienable. If there were a request for services for unpredictable needs that cannot otherwise be met, an equal number of hours of unpaid rest will be granted on the following day and the hours worked will be paid with a 60% increase of the total actual remuneration.

4. If the worker practices a religious faith that provides for the celebration on a day other than the Sunday, both parties may agree on a suitable contractual replacement of the Sunday with another day; if an agreement cannot be reached, full application of the preceding paragraphs shall be given.

## **Art. 15 - Working hours**

1. The normal duration of the working day is agreed between the parties and in any event, except as provided in paragraph 2, will include a maximum of:

- 10 hours a day, not consecutive, for a total of 54 hours per week, for live-in workers;
- 8 non-consecutive hours per day for a total of 40 hours per week, over 5 or 6 days, for live-out caregivers.

2. Live-in workers on levels C, B and B "super", as well as students aged between 16 and 40 years that are attending courses at the end of which a certificate recognized by the State or by public bodies is awarded, may be employed as live-in caregivers for up to 30 hours per week; their hours of work will be divided into the following types:

- a) full shift between 6 a.m and 2 p.m.;
- b) full shift between 2 p.m. and 10 p.m.;

- c) full shift of up to a maximum of 10 non-consecutive hours a day, in no more than three days a week.

These workers shall be paid, regardless of the hours worked in the maximum limit of 30 hours per week, a salary based on Table B attached to this contract, without prejudice to the obligation to pay the entire compensation in kind. Any work carried out outside the actual working hours agreed in the written contract referred to in paragraph 3 shall be paid with the total hourly de facto remuneration, if temporarily located within the same scheduling type; work performed temporarily outside of this type will be paid in any case the total remuneration of the time worked with the increases provided for by Art. 16.

3. The employment, pursuant to paragraph 2 shall be subject to a written, approved contract signed by the employer and the employee and which shall include the actual length of the shifts agreed and their timing within the schedule specified in the same paragraph 2; workers so employed shall apply in full all regulations covered by this contract. With a written document, drafted and signed by the employer and the employee, containing the same elements, the live-in arrangements with standard duration of working time within the meaning of paragraph 1 may be transformed in live-in arrangements referred to in paragraph 2 and vice versa.

4. The live-in caregiver is entitled to a rest period of at least 11 consecutive hours in the same day, and if his/her daily shift is not entirely scheduled between 6 a.m. and 2 p.m. or between 2 p.m. and 10 p.m., his or she is entitled to an mid-unpaid resting, usually in the afternoon of no less than 2 hours per day of actual rest. During this rest period, the employee is allowed to exit the house of the employer in any case with the purpose in that time frame of actually recovering physical and mental energy.

It is possible to make up mutually agreed and under standard arrangements for any unworked hours, at the rate of not more than 2 hours per day.

5. Shift are arranged by the employer, within the period referred to in paragraph 1, for the full-service live-in staff; any live-in caregiver working on a reduced service regime or live-out the working schedule is agreed between the parties.

6. Except as provided for the working relationships referred to in Articles 11 and 12, work carried out between 10 p.m. and 6.00 a.m. is considered night duty and if ordinary, is paid with a 20% increase of the total salary of the overall wages and if overtime, being provided beyond the normal time work, is paid as per art. 16.

7. Care for his/her person and belongings, other than carried out as part of the duties, will be performed by the employee outside of working hours.

8. The employee asked to work a shift of or longer than 6 hours, where it is required that he or she provides a consistent presence in the workplace, is entitled to a meal, or, where this is not possible, to compensation equal to its conventional value. The time necessary to enjoy the meal, as spent without performing any work duties, shall be agreed between the parties and unpaid.

9. An employer who provides work to one or more full-time caregivers supporting non-self-sufficient patients and classified under CS or DS levels, can employ one or more workers, live-in or not, to be classified in the CS or DS levels with limited service duties to cover the days off for the main care workers. Such provision of services will be paid according to the chart "G" inclusive of the surcharges therein listed.

#### **Article 16 - Overtime**

1. The employee may be required to work after the agreed time, both day and night, except in the presence of any justified reason for refusal. In no event shall overtime affect the right of the daily rest period.

2. Overtime is any time that exceeds the maximum daily or weekly term as defined in art. 15, paragraph 1, unless an extension has been agreed in advance to make up for any non-worked hours.

3. Overtime is paid as the total remuneration of any worked hours increased as follows:- 25% if from 6 a.m. to 10 p.m.;
- 50% if paid from 10 p.m. to 6 a.m.;
  - 60% if performed on a Sunday or bank holiday listed in art. 17.

4. The hours worked by a live-out worker, in excess of 40 hours and up to 44 hours per week, provided they are performed 6 a.m. and 10 p.m., are paid with a standard hourly wage increased by 10%.

5. Overtime must be requested with at least one day's notice, except in cases of emergency or unforeseen circumstances.

6. In case of emergency, services provided during rest hours, day or night, are considered standard and will give rise only to the extension of the rest itself; those services must have an absolute occasional and unpredictable character.

#### **Article 17 - National and mid-week holidays**

1. Festivities recognised by the legislation in force are considered bank holiday; they currently are:

- 1 January,

- 6 January,
- Easter Monday,
- 25 April,
- 1 May,
- 2 June,
- 15 August,
- 1 November,
- 8 December,
- 25 December,
- 26 December,
- Patron Saint of the town.

In those days complete rest will be observed, without prejudice to the obligation to pay the normal wage.

2. For hourly work, bank holidays referred to in paragraph 1 will be paid on the basis of the normal hourly pay calculated at a sixth of the weekly schedule. Payable festivities all fall over the set period, regardless of the fact that in those days working was planned or not.

3. If work is scheduled, in addition to the normal daily wage, payment of the hours worked by the total remuneration actually increased by 60%.

4. In the event of a midweek holiday coinciding with Sunday, the employee will be entitled to recover his/her rest on another day or, alternatively, to be paid 1/26 of the monthly total remuneration of the actual work done.

5. The days that have ceased to be regarded as festive for civil purposes, in accordance with the Law of 5 March 1977 no. 54, have been offset by the recognition of the worker's enjoyment of the entire day public holidays referred to in paragraph 1.

#### **Art. 18 - Annual Leave**

1. Regardless of the length and distribution of the working schedule, the employee is entitled to a leave of 26 working days during each year of service with the same employer.

2. Employees with monthly remuneration will receive normal pay without any deduction; those with proportional hourly pay shall receive a salary calculated to one sixth of the weekly schedule for each day of leave taken.

3. The employer, in line with their own needs and those of the employee, shall agree on the period of leave, subject to the possibility of a different agreement between the parties, from June to September.

4. The right to a period of leave is essential. In accordance with art. 10 of Legislative Decree no. 8 April 2003, no. 66, a minimum period of 4 weeks for each year of service cannot be replaced by relative benefits, except as provided in paragraph 8.

5. The holidays are usually enjoyed on a continuous basis. They may be divided into no more than two times per year, as long as the arrangement is agreed between the parties. The taking of leave, except in the case provided for in paragraph 7 should take place for at least two weeks within the year of maturation and, for at least a further two weeks, within 18 months following the year of maturation.

6. During the period of the leave, the employee is entitled to remuneration for each day equal to 1/26 of the monthly total remuneration of actually worked days.

7. A worker who gets accommodation and board is entitled to the conventional lieu of remuneration for the holiday period, if they do not benefit from such arrangements during that period.

8. If a non-Italian worker who needs to enjoy a longer period of leave in order to use it to a non-final return to their home country, at his/her request and with the agreement of the employer, it is possible to accumulate paid leave up to a maximum of two years, as an exception to the provisions of paragraph 4.

9. In the event of dismissal or resignation, or if at the time of commencement of the enjoyment of the holiday period the worker has not reached one year of service, the employee will be entitled to as many twelfths of the leave to which he/she is entitled, as there are number of months of the actual service provided.

10. Holidays may not be taken during the period of notice and redundancy, or during sick leave.

11. Enjoying annual leave does not stop the employer from the accrual of any contractual benefits.

Clarification on the record.

Workers are entitled to a period of annual leave in the amount of 26 working days, provided that the working week - whatever the distribution of weekly working time - is still considered to be six working days from Monday to Saturday to the effects of calculation of leave.

#### **Article 19 - Suspension of work during weekends**

1. During weekend suspension of work, due to the needs of the employer, the employee will be paid the total remuneration of fact, including, in the case of a live-in carer, the conventional lieu of remuneration, provided that they do not benefit from such arrangements during that period.
2. For serious and documented reasons, the employee may request a withdrawal weekend period without accrual of any benefit of pay for up to 12 months. The employer may or may not agree with the request.

#### **Art. 20 – Leave**

1. Workers have the right to paid individual permits for the conduct of documented medical examinations, also partially coincident with the working hours.

Leave is due in the amounts set out below:

- Live-in caregivers: 16 hours per year reduced to 12 for workers under Article. 15, paragraph 2;
- live-out caregivers working no less than 30 hours per week: 12 hours per year.

For live out caregivers working less than 30 hours a week, the 12 hours will be rearranged proportionately to the time worked.

2. Workers will also qualify for unpaid leave by agreement between the parties.
3. Workers affected by proven misfortune to cohabiting family or relatives within the second degree are entitled to a paid leave equal to 3 working days.
4. Male workers with children are entitled to 2 days of paid leave in the event of the birth of a child, also to fulfil all legal obligations.
5. The employee who so requests will also be granted short-term unpaid leave taken for justified reasons.
6. In case of unpaid leave the allowance in lieu of room and board is not due.

#### **Art. 21 - Absence from work**

1. Workers' absence from work must be always promptly notified to the employer. For leave due to sickness art. 26 applies and for leave due to injury or occupational sickness article 28 will be enforced.
2. Absence that is not justified by the fifth day, and where there is no force majeure, should be considered just cause for dismissal. To this end, the relevant letter of protest and that of any subsequent dismissal will be sent to the address stated in the letter of appointment, as required by art. 6, paragraph e of this contract.

#### **Art. 22 - Right to education**

1. Taking into account the nature of family life, the employer will encourage the attendance of the worker to educational courses to get primary school education or specific professional qualifications; a certificate of attendance shall be presented to the employer on a monthly basis.
2. The hours not worked for this purpose are unpaid, but the employee may make up for them under standard conditions; the hours necessary for the annual examinations, within the daily schedule, will be paid as required for the exams themselves.

#### **Art. 23 - Marriage**

1. In the case of marriage, employees are due 15 calendar days paid leave.
2. A worker who gets room and board is entitled to the conventional lieu of remuneration for the holiday period, if they do not benefit from such arrangements during that period.
3. The remuneration of the leave will be paid upon presentation of the marriage certificate.
4. The employee may elect to take marriage leave even not coinciding with the date of the marriage, but within one year from it and provided that the marriage is entered into within the same employment. Failure to use the leave due to the resignation of the employee does not lead to any entitlement to compensation in lieu.

#### **Art. 24 - Protection of working mothers**

1. The rules of law on the protection of working mothers are applicable, with the limitations set forth therein, except as provided in the following paragraphs.

2. It is prohibited to assign women to work:

- a) during the 2 months prior to the expected date of delivery, subject to any early or delayed arrangement as required to comply with the law;
- b) for the potential period elapsing between that date and the actual delivery;
- c) during the 3 months after delivery, except for authorised postponements.

These periods must be counted towards service in all respects, including those concerning the Christmas bonus and annual leave.

3. Since the beginning of pregnancy, provided that this occurred during the employment relationship, and until the end of maternity leave, the employee may not be dismissed except for just cause. The resignation of the worker in this period are ineffective and unproductive unless made in writing and validated according to the procedures laid down in article 39 paragraph 10. Any unjustified absence within five days, other than in cases of force majeure, shall be considered just cause for dismissal of the worker.

4. In case of the voluntary resignation submitted during the period for which the prohibition of dismissal is applicable, pursuant to paragraph 3, the female worker is not obliged to give notice.

5. The rules of law are applicable on the protection of paternity and adoption and pre-adoption foster arrangements, with the limitations set out.

*Statement in the minutes:*

*The Labour Unions express the need to overcome the current limitations tailoring regulations to the contractual provisions of the ILO Convention no.189/2011. Therefore, in order to equalise the protection of all female workers, they are to promote any useful initiative to bodies, offices and institutions.*

*Statement in the minutes:*

*The associations of employers believe that the current legal regulations broadly operate in accordance with the dictates of the ILO Convention no. 189/2011, which provides, in favour of the female workers in the domestic sector, terms that are no less favourable than those applicable to other sectors taking into account the particular existing conditions in the families employing household staff.*

#### **Art. 25 - Protection of child labour**

1. There shall be no recruitment of children below the age of 16 years.

2. It is permitted to recruit adolescents, according to the law 17 October 1967 no. 977, as amended and supplemented by Decree 4 August 1999, no. 345, provided that it is compatible with the special requirements of protection of health and does not come in the way to getting compulsory education.

3. It is forbidden to assign children to night work, except in cases of force majeure.

4. Also to comply are the provisions of art. 4 of the Law of 2 April 1958 no. 339, under which an employer that intends to employ and set up a live-in arrangement an under-18 worker with their own family, must obtain a written declaration of consent by endorsed signature of the Mayor of the municipality of residence of the employee, of the person exercising parental authority, and who will then be given advance notice of dismissal; the employer is committed to a special care of the child, for the development and the respect of his/her physical, moral and professional persona.

#### **Art. 26 - Sickness**

1. In case of sickness, the employee must promptly notify the employer except in cases of force majeure or objective impediments, within the times provided by contract before the beginning of the scheduled work.

2. The employee must then submit a medical certificate to the employer issued within the next day of falling ill. The certificate, stating the prognosis of inability to work, must be delivered or sent by registered mail to the employer within two days of its release.

3. For live-in workers is not necessary to send the medical certificate, unless it is specifically requested by the employer. Providing a medical certificate remains compulsory for the live-in carers, where the sickness occurs during the holidays leave or periods when workers are not present at the home of the employer.

4. In case of illness, the employee, be they live-in or live-out, is entitled to keep their post for the following periods:

- a) with seniority of up to 6 months, after the trial period is over, of 10 calendar days;
- b) with seniority of more than 6 months up to 2 years, 45 calendar days;

c) with seniority of more than 2 years, 180 calendar days.

5. The periods concerning the retention of one's job are calculated in the calendar year, meaning for the period of 365 days following the event.

6. The periods referred to in paragraph 4 shall be increased by 50% in the case of oncological disease, documented by the competent local health authority.

7. During the periods stated in the preceding paragraphs 4 and 6, in case of illness the total standard remuneration is applicable for a maximum of 8, 10, 15 days a year according to the seniority accrued as in points 1, 2 and 3 of the same paragraph 4, in the following manner:

- until the 3rd consecutive day, 50% of the total standard remuneration;
- from the 4th day onwards, 100% of the total remuneration of fact.

8. The most favourable conditions remain in place locally that relate to the law concerning live-in workers.

9. The addition of a conventional fee in lieu of room and board for staff who normally benefits from them, is due only in the event that the employee is not sick in hospital or at the domicile of the employer.

10. Sickness during in the probation or notice period will suspend the effect of the same.

#### **Art. 27 - Protection of working conditions**

1. Every worker has the right to a safe and healthy work environment, based on the provisions of the legislation in force, in relation to domestic environments. To this end, the employer will be required to ensure the presence of a suitable circuit breaker on the electrical system, so-called lifesaver.
2. The employer shall inform the employee about any risks involved in the work relative to the use of equipment and exposure to certain chemical, physical and biological agents.
3. This information will be provided when setting out the duties or their subsequent change, by delivering the relevant document that will be processed by the sector's bilateral body - Ebincolf.

#### **Art. 28 - Accidents at work and occupational diseases**

1. In the event of an accident at work or occupational disease, it is up to the employee, live-in or live-out, to keep their job for the following periods:

- a) with seniority of up to 6 months, after the trial period is over, of 10 calendar days;
- b) with seniority of more than 6 months up to 2 years, 45 calendar days;
- c) with seniority of more than 2 years, 180 calendar days.

2. The periods concerning the retention of one's job are calculated in the calendar year, meaning for the period of 365 days following the event.

3. The worker, in the case of an accident at work or occupational disease, will benefit from the provisions set out in the Pres. Decree 30 June 965, no. 1124 and subsequent amendments and additions.

4. Benefits are paid via INAIL, to which the employer must report all accidents or occupational diseases in the following terms:

- Within 24 hours and telegraphed for fatal accidents or such assumed;
- Within two days of receipt of the certificate of an injury or occupational disease, for events that do not prognosticate recovery within three days;
- Within two days of receipt of the certificate of continuation, for events initially prognosticated curable within three days but not cured within that period.

5. The report to INAIL must be made on the appropriate form provided by that institution and accompanied by a medical certificate. Another report must be filed within the same time to the authority of Public Safety.

6. The employer must match the total standard remuneration for the first three days of absence due to injury or occupational disease.

7. The addition of a conventional fee in lieu of room and board for staff who normally benefits from them, is due only in the event that the employee is not sick in hospital or at the domicile of the employer.

8. Accidents and occupational diseases on probation or notice periods suspend the effective date of such notice.

#### **Art. 29 - Social security benefits**

1. The employee must be subject to the types of national insurance and social security benefits provided by the law, both in the case of relationship under both live-in and live-out arrangements.
2. In case the worker has multiple work relationships, forms of insurance and social security must be applied by each employer.
3. Any agreement to the contrary is void.

### **Article 30 - Military service and call to arms**

Reference is made to the laws governing the matter.

### **Art. 31 – Relocation**

1. In case of relocation to another municipality, the employee must be given advance notice, in writing, of at least 15 days in advance.
2. The relocated employee shall be paid a daily allowance equal to 20% of the total standard remuneration for the first 15 days of assignment to the new place of work.
3. The transferee will also be paid for the reimbursement of expenses for travel and relocation for themselves and their belongings, if the same is not provided directly by the employer.
4. An employee who does not accept the transfer is entitled to compensation in lieu of notice, if the deadline referred to in paragraph 1 has not been respected.

### **Art. 32 – Travelling**

1. The live-in worker as under Article 15, paragraph 1, shall travel, if requested by the employer or follow the employer or the person to whose care he/she is assigned to, in temporary stays in other municipalities and / or secondary residences. In these locations, the employee will receive the weekly rest.
2. In cases of travels referred to in paragraph 1, the employee shall be reimbursed the travel expenses that he or she has incurred directly on such occasions. A daily allowance equal to 20% of the daily minimum wage table, listed in Table A, will also be paid to the worker for all the days in which he/she has been away or has gone into temporary stays, as indicated in paragraph 1, except in the case where the relevant obligation was contractually required in the letter of appointment.

### **Art. 33 – Remuneration and payslips**

1. The employer, together with the regular payment of remuneration, shall prepare a pay slip in duplicate copy, one for the employee signed by the employer and the other for him/herself, signed by the employee.
2. The employee's salary consists of the following items:
  - a) contracted minimum wage as in art. 34, including for levels D and D "super" of a specific element called "occupational allowance";
  - b) any automatic seniority increases as in art. 36;
  - c) possible allowance in lieu of remuneration for room and board;
  - d) any extra allowance over minimum pay.
3. The pay slip must include whether any remuneration referred to in subparagraph d) of paragraph 2 is a better '*ad personam*' condition as extra wage to the floor; in addition to the items referred to in paragraph 2, it should also provide information on compensation for overtime and holidays as well as deductions for social security contributions.
4. The employer is required to issue a certificate with the total amount of the sums paid during the year, issued at least 30 days before the expiry of the deadline for filing the tax return, or upon the termination of the employment relationship.

### **Art. 34 - Minimum wage**

1. The minimum rates of pay are set out in Tables A, B, C, D, E and G annexed to this contract and are reviewed annually in accordance with art. 37.

### **Art. 35 - Room and board**

1. The food due to the worker must assure healthy and sufficient nourishment; the working environment must not be harmful to his or her physical and the moral self.
2. The employer must provide the worker with suitable accommodation to preserve their dignity and privacy.

3. The standard values of room and board arrangements are set out in Table F attached hereto and are re-assessed on a yearly basis in accordance with art. 37.

#### **Art. 36 - Automatic seniority increases**

1. With effect from 22 May 1972, for every two years of service with the same employer, a 4% increase on the contracted minimum wage is due to the employee.
2. As of 1 August 1992 automatic increases are not absorbable to the minimum wage.
3. The maximum number of automatic increases is set at 7.

#### **Art. 37 - Periodic change in minimum wage and standard value of room and board arrangements**

1. The contractual minimum wages and the values of the standard room and board arrangements, as determined under this contract are changed by the National Commission For Wage Update as per art. 44, according to the changes in the cost of living for families of employees and workers found by ISTAT to 30 November of each year.
2. The Commission will be convened for this purpose by the Ministry of Labour and Social Security, not later than 20 December of each year, in the first instance, and, on any subsequent calls every 15 days. After the third call, in the absence of an agreement or absence of the parties, the Ministry of Labour and Social Security is delegated by the Organizations and Associations involved to determine the periodic variation of the minimum wage, as set out in paragraph 1, in an amount equal to 80% of the variation in the cost of living for families of employees and workers found by ISTAT concerning contracted minimum wages and in an amount equal to 100% for the standard values of room and board.
3. The contractual minimum wages and the values of the standard room and board arrangement, as determined pursuant to the preceding paragraphs, have effect from 1 January of each year, unless otherwise agreed by the Parties.

#### **Art. 38 - End of year bonus**

1. For Christmas, but no later than December, the employee is due an additional month worth of pay, equal to the total standard remuneration, including the allowance in lieu of subsistence, as explained in the notes on the record affixed at the bottom of this contract.
2. Those whose benefits do not reach one year of service, shall be paid one-twelfth of that month for each month of employment.
3. The thirteenth month pay matures also during absences due to illness, accident at work, occupational disease, and maternity, within the limits of the job retention period of the place and for the share that is not paid by the relevant authorities.

#### **Art. 39 - Termination of the employment relationship and notice**

1. The employment relationship may be terminated by either party upon compliance with the following notice periods:

*for working relationships of not less than 25 hours per week:*

- up to 5 years of seniority increases with the same employer: 15 calendar days;
- more than 5 years of service with the same employer: 30 calendar days.

These terms will be reduced by 50% in the case of resignation by the employee.

*for working relationships of less than 25 hours per week:*

- up to 2 years of seniority increases with the same employer: 8 calendar days;
- more than 2 years of service with the same employer: 15 calendar days.

2. The notice period referred to in the preceding paragraph shall be doubled in the event that the employer gives notice of dismissal before the thirty-first day following the end of maternity leave.

3. For private porters, villa keepers and other employees who benefit with their family of independent accommodation owned and / or made available by the employer, the notice is:

- 30 calendar days for up to a year of service,
- 60 calendar days for any higher seniority.

At the expiry of the notice, the accommodation will be returned free of people and things that are not the property of the employer.

4. In case of failure or insufficient notice, the withdrawing party must give compensation equal to the salary corresponding to the period of notice that was not given.
5. Exceptionally serious shortcomings that do not even allow a provisional the continuation of the employment relationship may lead to dismissal without notice. The dismissal does not exclude any liability which may have been incurred by the worker.
6. Any employee who resigns for good cause is due a payment in lieu of notice.
7. In case of death of the employer the employment can be solved through the terms of the notice referred to in this article.
8. Co-habiting family members, who appear on the family certificate, are jointly and severally liable for work credits accrued until the time of death.
9. In the case in which the employment relationship is terminated by notice of dismissal, the employer shall, upon written request of the employee, be required to provide a written account stating that the dismissal took place.
10. The resignation of the employee shall be validated in accordance with article 4, paragraph 17 and following of the Law 92/2012 in the union, or at the direction of the territorial job centre or at the local job centre or by signing a copy of the complaint of termination sent by the employer to the relevant offices.

#### **Art. 40 - Provision for severance indemnities (TFR)**

1. In any case of termination of the employment relationship, the employee is entitled to a severance indemnities (TFR) determined in accordance with the Law of 29 May 1982. 297, amount of pay earned during the year, including the standard value of room and board: the total is divided by 13.5. The annual quotas set aside are increased under art. 1, paragraph 4, of the aforementioned law, by 1.5% per annum, re-proportioned on a monthly basis, and by a 75% increase in the cost of living, set by ISTAT, with the exception of the amount accrued in the current year.

2. Employers are to advance, at the request of the employee and not more than once a year, the severance pay to a maximum of 70% of the amount accrued.

3. The amount of the severance pay accrued annually from 29 May 1982 to 31 December 1989 must be re-proportioned in the ratio of 20/26 for the workers then classified in the second and third category.

4. For periods of service prior to 29 May 1982 the seniority benefits are determined in the following measures:

A) For the employment relationship under live-in or live-out arrangements with weekly shifts of more than 24 hours:

1) for seniority accrued prior to 1 May 1958:

a) staff already considered as employed: 15 days per year for each year of seniority;

b) personnel already considered as worker: 8 days for each year of seniority;

2) for the seniority accrued after 1 May 1958 and up to 21 May 1974:

a) staff already considered as employed: 1 month for each year of seniority;

b) personnel already considered as worker: 15 daysfor each year of seniority;

3) for seniority accrued from 22 May 1974 to 28 May 1982

a) staff already considered as employed: 1 month for each year of seniority;

b) personnel already considered as worker: 20 days for each year of seniority;

B) For employment of less than 24 hours per week:

1) for seniority accrued prior to 22 May 1974: 8 days for each year of seniority;

2) for seniority from 22 May 1974 to 31 December 1978: 10 days for each year of seniority;

3) for the seniority accrued since 1 January 1979 to 31 December 1979: 15 days for each year of seniority;

4) for seniority accrued from 1 January 1980 to 29 May 1982 20 days for each year of seniority.

Allowances, as determined above, are calculated based on final salary and accrued in the TFR.

5. For the calculation referred to in paragraph 4, the value of the working day is calculated by dividing the amount of weekly average pay by 6 or the amount of average monthly pay in place as at 29 May 1982 by 26. Such amounts shall be increased by the accrued Christmas bonus or thirteenth month.

#### **Art. 41 - Compensation for death**

1. In case of death of the employee, the compensation for redundancy and severance pay shall be paid to the spouse, children or, if they were dependant of the employee, to the relatives within the third degree and relatives by marriage up to the 2nd degree.
2. The allocation of allowances and severance pay, if there is no agreement among the persons entitled, must be in accordance with the law.
3. In the absence of the survivors as above, allowances are allocated according to the rules of will and legitimate inheritance.

#### **Article 42 - Union leave**

1. The members of the governing bodies of local and national labour unions signatory to this agreement, the charge which results from a special certificate of membership in the Organization of Auditors issued upon appointment, to be presented to the employer, are entitled to paid leave for documented participation in the meetings of those bodies, to the extent of 6 working days during the year.
2. Workers who wish to exercise this right must inform the employer normally 3 days before submitting the application for a permit issued by the trade unions to which they belong.

#### **Article 43 - Interpretation of the Contract**

1. The individual and collective disputes that may arise in relation to the employment relationship, regarding the legal interpretation of provisions of this contract, may be delegated to the Joint National Commission as per art. 45.
2. The Commission will decide within 60 days of receipt of the request.

#### **Article 44 - National Bureau for the update of wages**

1. This consists of a National Commission at the Ministry of Labour and Social Security, composed of representatives of workers trade unions and employers' associations stipulating this contract.
2. Each trade union of workers and each employers' association shall appoint its representative to the Commission, which shall act unanimously.
3. The National Commission has the functions referred to in articles 34, 35 and 37.

#### **Article 45 - the Joint National Commission**

1. The bilateral body referred to art. 47 is made up of a joint committee to include one representative from each of the Trade Unions of workers and equal number of representatives of associations of employers, stipulating the contract.
2. The Commission has the following duties, in addition to those indicated in art. 43:
  - a) express opinions and make proposals concerning the application of this employment contract and the functioning of the territorial commissions of conciliation;
  - b) assess the instances of the Parties to the possible identification of new professionals;
  - c) bring the attempt at conciliation for disputes between the local associations of employers and the unions and local workers, belonging to the national associations and organizations signatories of this contract.
3. The National Commission will be convened whenever it deems it appropriate or when requested in writing with suitable justified reasons the signatories of the Parties to this contract.
4. The Parties undertake to call the Commission at least twice per year, in conjunction with the meetings of the Commission under article 44.

#### **Art. 46 - Territorial Commissions of Conciliation**

1. For all individual employment disputes relative to the application of this agreement, the parties may bring before prosecution, the attempt at conciliation referred to in Article 410 and following of the Code Procfs Civ., At the appropriate territorial Conciliation Commission, composed of representative trade union organizations and that of the Association of Employers, of which, respectively, the employee and the employer are members or issue a mandate.
2. The conciliation between the parties which produces the effect of Art. 2113, paragraph 4 of the Civil Code, shall result from the minutes.

#### **Article 47 - bilateral authority Ebincolf**

1. The Body is a bilateral joint body composed as follows: 50% from FIDALDO (now incorporated as indicated in the head note) and DOMINA, and the other 50%, from Filcams-CGIL, CISL-Fisascat, Uiltucs and Federcolf.
2. The national bilateral authority has the following functions:
  - a) to establish the observatory which has the task of carrying out analyses and studies, in order to capture the unique aspects of the different realities in our country. To this end, the observatory will detect:
    - The employment situation of the category;
    - The average standard earnings;
    - The level of implementation of the national collective bargaining agreement in the territories;
    - The degree of uniformity in the application of the national collective bargaining agreement and the provisions of law to the migrant workers;
    - The welfare and social situation of the category;
    - Training needs;
    - Analyses and proposals on safety;
  - b) to promote initiatives of training and professional qualification at various levels, in collaboration with regional authorities and other relevant bodies, as well as information security.

#### **Art. 48 - Second-level bargaining**

1. The second-level bargaining between the unions and employers' associations signed this National Collective Bargaining Agreement will refer, in principle, to regional or provincial for the autonomous provinces of Trento and Bolzano.  
Notwithstanding the foregoing, the territorial scope of the second-level bargaining may also refer to the metropolitan cities.
2. Bargaining in the previous paragraph will take place at the Ebincolf, with the presence and the agreement of all the signatories to this contract.
3. It will cover only the following materials:
  - i. allowance for room and board;
  - ii. time off for study and / or vocational training.
4. The agreements entered into pursuant to this article shall remain deposited for the purposes of their effectiveness, at the bilateral Institute Ebincolf.

#### **Art. 49 – Domestic workers' pension fund**

1. Cas.sa.Colf is a joint body composed of 50% by FIDALDO and DOMINA and the other 50% from Filcams-CGIL, CISL-Fisascat, Uiltucs and Federcolf.
2. The Cas.sa.Colf is intended to provide benefits and services to workers and employers, including treatments and health care insurance, supplemental and additional public benefits.

#### **Art. 50 - Provision for Maid Service**

1. The Maid Service Fund is a joint body composed of 50% by FIDALDO and DOMINA and the other 50% from Filcams-CGIL, CISL-Fisascat, Uiltucs and Federcolf.
2. Its purpose is to receive institutional aid pursuant to art. 52 and allocate it for the operation of contractual instruments referred to in Article 44 et seq.

#### **Art. 51 - Supplementary pension**

1. The Parties agree to establish a form of supplementary pension schemes for workers in the sector, with arrangements to be agreed within three months from the signing of this contract.
2. For the practical implementation of the provisions of the preceding subparagraph, the Parties agree that the contribution from the employer is equal to 1 percent of the salary used to calculate the severance indemnity and contribution paid by the employee is equal to 0.55 per cent of the salary used to calculate the severance indemnities.

#### **Art. 52 - Contributions of contractual assistance**

1. For the practical implementation of the provisions in the art. 43, 44, 45, 46, 47 and 49 of this contract and for the operation of joint bodies in the service of workers and employers, stipulating organisations and associations proceed with the collection of fees for contractual assistance by means of a social security or welfare Entitlement, under the Act of 4 June 1973 no. 311, with collection by means of the compulsory payment slips for social security contributions or the different modalities agreed between the Parties.
2. for the payment of the fees referred to in paragraph 1, employers are required to pay their employees € 0.03 per hour, of which 0.01 due by the worker.
3. The Parties acknowledge that the assessments for the definition of the cost for the contract renewal, included taking into account the impact of the fees referred to in this article, which, consequently, for the portion paid by the employer, have a remunerative nature, with effect from 1 July 2007.

### **Article 53 - Entry into force and duration**

1. This contract runs from 1 July 2013 and will expire on 31 December 2016 and shall remain in force until it was replaced by the next version.
2. In case of failure by either of the parties, to be notified at least 3 months before the expiration date by registered letter, the contract will automatically be considered renewed for three years.
3. The Parties will meet at the end of the 1st period of validity of this contract to consider the opportunity to apply any changes.

### **Clarifications on record.**

- 1) The calculation of the daily wage is achieved by determining  $1/26$  of the monthly salary. Example: hourly rate of pay for hours worked in the week  $52:12:26 = 1/26$  of the monthly salary.
- 2) When in the contract the term "calendar days" is used, it refers to one thirtieth of the month (e.g. sickness).
- 3) When in the contract the term "working days" is used, it shall be deemed one twenty-sixth of the month (e.g. on annual leave).
- 4) The fractions of a year shall be worked out in whole months and fraction of a month, when they reach or exceed 15 calendar days shall be worked out as an entire month.
- 5) The term "total remuneration of fact" means that includes compensation for board and lodging for those using it, and enjoyed limited to the elements.
- 6) Social Partners foresee the updating of the current minimum wage at EUR 7.00, with effect from 1 January 2014, EUR 6.00, with effect from 1 January 2015 and EUR 6.00 with effect from 1 January 2016 for live-in workers framed in the BS level in Table A, and in proportion to the other levels / tables. The update of pay referred to in Article 37 of this national collective bargaining agreement will be made on the minimum wages consisting of increases agreed, as agreed.

## Annex 2 : Indicators

INDICATORS	INDIVIDUALS	PERCENTAGE	EU28 FIGURES	SOURCE
<b>POPULATION</b>				
Total population	60.359.546	- 0,2% (2017)	513.500.000	ISTAT 2019, EUROSTAT 2019
Italian population	55.104.000	- 0,4% (2017)	/	ISTAT 2019
Foreign population	5.255.503	+ 2,2% (2017) = 8,7% tot. population	/	ISTAT 2019
Birth rate	439.747 <b><u>Lowest record</u></b>	- 4% (2017) Tot: 7,3‰	5.075.000	ISTAT 2019 EUROSTAT 2019
Mortality rate	633.000	Tot: 10,5‰		ISTAT 2019
Natural growth index (Birth/Mortality ratio)	- 193.000			ISTAT 2019
Immigration ratio	+175.000	- 3,2% (2017)	+1.5 million (+ 0.3 million, compared to 2017)	ISTAT 2019 EUROSTAT 2019
Emigration ratio	157.000	+ 1,9% (2017)		ISTAT 2019
Romanian migrants	1.207.000	50% tot. migrant population		ISTAT 2019
Albanian migrants	441.000			ISTAT 2019
Moroccan migrants	423.000			ISTAT 2019
Chinese migrants	300.000			ISTAT 2019
Ukrainian migrants	239.000			ISTAT 2019
Population 0-5	≅ 3 million	5%	31 million	EURYDICE 2019
Children 0-3 enrolled in ECEC	≅ 0,9 million	30,7%	34% (≅ 5 million)	EURYDICE 2019
Population 75+	≅ 7 million	11,6%	<b><u>Italy ranks first in the EU as for demographic ageing</u></b>	EUROSTAT 2019
Older people accessing home care services	940.000 (estimate)			Leone Moressa 2019

<b>ACTIVE POPULATION</b>				
Employment rate	+140.000	59,2% + 0,5% (2017)	73,2% + 1% (2017)	ISTAT 2019, EUROSTAT 2019
Women empl. rate		50,2% + 0,6% (2017)		ISTAT 2019
Men empl. rate		68,2% + 0,3% (2017)		ISTAT 2019
Unemployment rate		9,5% -0,7% (2017)		ISTAT 2019
Women unempl. rate		10,5% -0,8% (2017)		ISTAT 2019
Men unempl. rate		8,7% -0,6% (2017)		ISTAT 2019
Inactivity rate	+73.000	34,5%	26,3%	ISTAT 2019 EUROSTAT, 2019
Women inactivity rate		43,8% -0,2% (2017)	31,8%	ISTAT 2019 EUROSTAT, 2019
Men inactivity rate		25,1% +0,1% (2017)	20,8	ISTAT 2019 EUROSTAT, 2019
Inactivity rate (family/caring responsibilities)		7%	4,4%	EUROSTAT 2019
Inactive women (family/caring responsibilities)		13,3%	8,2%	EUROSTAT 2019
Inactive men (family/caring responsibilities)		0,7%	0,7%	EUROSTAT 2019
<b>PHS WORKFORCE</b>				
Total PHS workforce (estimated)		2 million	16 million	Leone Moressa 2019, PHS Industry Monitor 2018
PHS declared workers	859.233	- 1,4% (2017)	8 million (4% tot. employment)	INPS 2019 PHS Industry Monitor 2018
PHS undeclared workers		Between 57,7% and 70% of the workforce	On average 50% workforce	ISTAT 2016, Ad-PHS 2019, PHS Industry Monitor 2018
Women PHS workers	759.757 <b>Highest record</b>	88,4% workforce	91% (7,5% tot. female employment)	INPS 2019, PHS Industry Monitor 2018
Migrants PHS workers	613.269	71,4% workforce - 3,3% (2017)		INPS 2019
Migrant PHS workers from Eastern Europe	362.294	42,2% workforce		INPS 2019
PHS workers aged 30- 50		44,5% - 27% (2008)		INPS 2019

PHS workers aged 50+		49,7% workforce		INPS 2019
Badanti (= care workers)	402.412	47% workforce + 1,5% (2017)		INPS 2019
Badanti (migrants)	303.222			INPS 2019
Colf (= domestic workers)	455.704	53% workforce - 3,7% (2017)		INPS 2019
Colf (migrants)	309.027			INPS 2019
Direct Employment	≅ 750.000 private households	≅ 80 %	30%	PHS Industry Monitor 2018

Table 1. INPS Demographic Indicators – Birth/Mortality (2019)

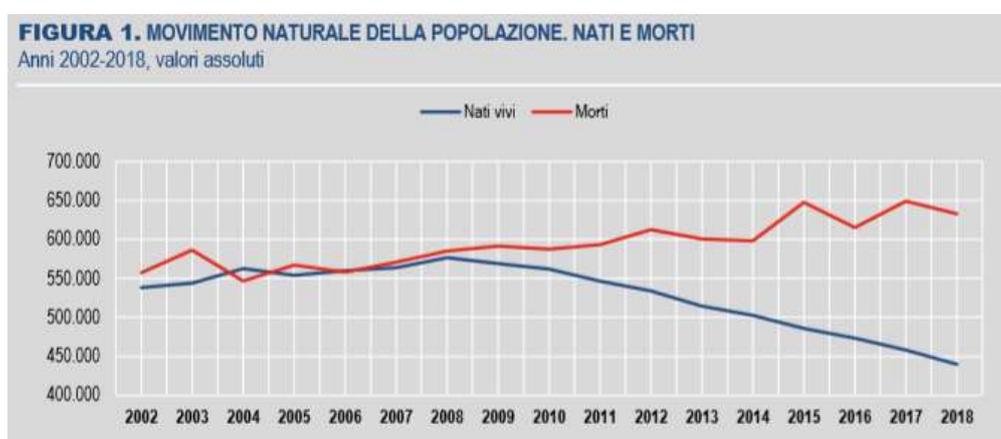


Table 2. ISTAT Demographic Indicators – Employment Rate (2019)

**PROSPETTO 2. TASSI DI OCCUPAZIONE, DISOCCUPAZIONE E INATTIVITÀ PER GENERE**  
Agosto 2019, dati destagionalizzati

	Valori percentuali	Variazioni congiunturali (punti percentuali)		Variazioni tendenziali
		ago19 lug19	giu-ago19 mar-mag19	ago19 ago18
		<b>MASCHI</b>		
Tasso di occupazione 15-64 anni	68,2	0,0	+0,2	+0,3
Tasso di disoccupazione	8,7	-0,3	-0,4	-0,6
Tasso di inattività 15-64 anni	25,1	+0,2	+0,1	+0,1
<b>FEMMINE</b>				
Tasso di occupazione 15-64 anni	50,2	0,0	+0,1	+0,6
Tasso di disoccupazione	10,5	-0,3	-0,3	-0,8
Tasso di inattività 15-64 anni	43,8	+0,2	+0,1	-0,2
<b>TOTALE</b>				
Tasso di occupazione 15-64 anni	59,2	0,0	+0,2	+0,5
Tasso di disoccupazione	9,5	-0,3	-0,3	-0,7
Tasso di inattività 15-64 anni	34,5	+0,2	+0,1	0,0

Table 3. INPS Domestic Work Indicators – Domestic Workers, Gender Ratio (2019)

Prospetto 1: NUMERO DI LAVORATORI DOMESTICI PER ANNO E SESSO

Anno	Sesso				Totale
	Maschi	%	Femmine	%	
2013	160.692	16,7	803.543	83,3	964.235
2014	123.486	13,5	793.648	86,5	917.134
2015	111.691	12,4	786.757	87,6	898.448
2016	105.279	12,0	770.338	88,0	875.617
2017	103.057	11,8	767.983	88,2	871.040
2018	99.476	11,6	759.757	88,4	859.233

Table 4. INPS Domestic Work Indicators – Domestic Workers, Age Ratio (2019)

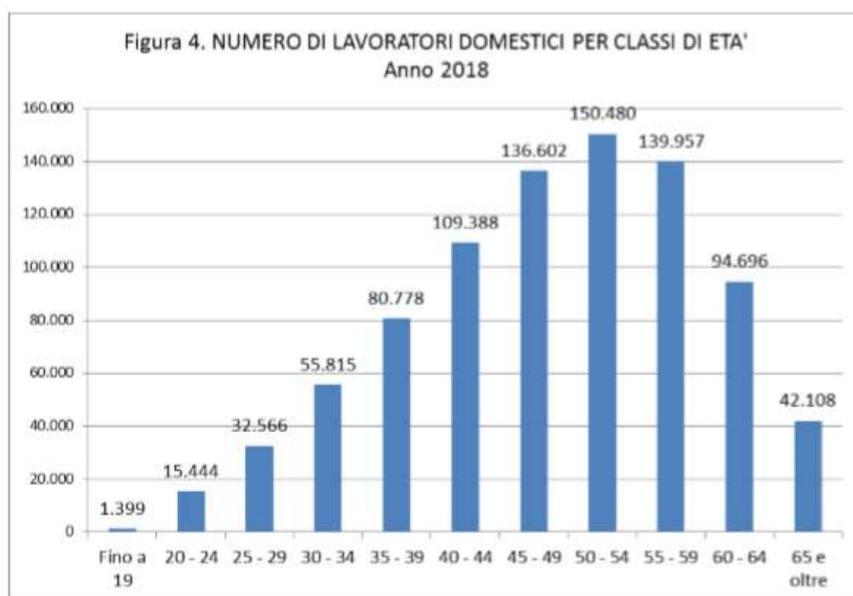


Table 5. INPS Domestic Work Indicators – Domestic Workers, Migrant Ratio (2019)

Prospetto 4: NUMERO DI LAVORATORI DOMESTICI PER ZONA DI PROVENIENZA E TIPOLOGIA RAPPORTO. Anni 2017 e 2018

Zona geografica di Provenienza	Tipologia Rapporto							
	Badante	Colf	Non ripart.	Totale	Badante	Colf	Non ripart.	Totale
	Anno 2017				Anno 2018			
Italia	90.917	146.040	96	237.053	99.190	146.677	97	245.964
Europa Ovest	1.008	2.086	3	3.097	1.011	1.934	5	2.950
Europa Est	225.117	153.343	406	378.866	219.069	142.800	425	362.294
America Nord	21	108	-	129	22	103	-	125
America Centrale	5.993	7.299	18	13.310	6.554	7.342	15	13.911
America Sud	24.975	33.830	36	58.841	25.688	32.564	27	58.279
Asia Medio Orientale	8.328	3.352	16	11.696	9.003	3.261	10	12.274
Asia: Filippine	10.069	59.065	473	69.607	9.980	57.970	491	68.441
Asia Orientale	11.453	36.401	50	47.904	11.835	34.343	42	46.220
Africa Nord	13.768	18.214	35	32.017	14.417	15.913	37	30.367
Africa Centro-Sud	4.936	13.418	37	18.391	5.599	12.660	25	18.284
Oceania	44	80	1	125	44	77	-	121
Non ripartibili	1	3	-	4	1	1	1	3
<b>Totale</b>	<b>396.630</b>	<b>473.239</b>	<b>1.171</b>	<b>871.040</b>	<b>402.413</b>	<b>455.645</b>	<b>1.175</b>	<b>859.233</b>

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