



BRUSSELS
The Square

28 JUNE 2019
9.30-16.30

CONFERENCE 2019

Cleaning and Facility Services: shaping the industry for the future

9.00 Welcome coffee

9.30 Welcome address

EFCE's President, Juan Díez de los Ríos

9.45 ROUNDTABLE 1:

An Industry in evolution

Moderator: Michelle Marshall, ECJ

- The European Cleaning Industry 1995 – 2016
Barry Kitz, hkp/// RemuNet
 - A forecast for the industry: where will it be in 10 or 20 years?
Frank Veneman, Dutch Association for Cleaning Research & MBG Europe
Peter Ankerstjerne, IFMA & WeWork
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10.30 ROUNDTABLE 2:

Innovating in a labour-intensive industry

Moderator: Matteo Mussini, MUST & Partners

- Cross-industry Business Priorities: digitalisation, social innovation and 2030 Agenda
Maxime Cerutti, BusinessEurope
 - UNI Europa: Views on digitalisation and inclusion in the sector
Aileen Körfer, UNI Europa
 - Social initiatives in the industry
Sergio Verdasco, Ilunion Facility Services
 - How digital innovation changes the game for both staff and business?
Anna Königson Koopmans, Essity / Tork
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11.45 Coffee break

12.15 ROUNDTABLE 3:

An innovative value chain

Moderator: Katinka Worsøe, European Business Services Alliance

- More innovation for a better single market for services in the EU
Robert Strauss, EU Commission DG GROW
 - Innovation in SMEs: How to make SMEs fit for the digital challenge?
Véronique Willems, SMEunited
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- Innovating in cleaning and facilities' groups
Lars Oechel, Dussmann Group
 - Innovating from the suppliers' side
Giovanni Riccardi, Supplean
 - Clients' innovation expectations
Marcin Czarkowski, Multi Poland
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13.30 Networking Lunch

14.45 ROUNDTABLE 4:

C for Circular Economy

Moderator: Michelle Marshall, ECJ

- How can services contribute to the Circular Economy?
Simona Bonafè, European Parliament
 - EU Ecolabel as a quality distinction: strategy by the Commission
Emmanuelle Maire, EU Commission DG ENV
 - Environmental impact of cleaning: views through the value chain
Véronique Vansteene, FEP
 - How is the industry integrating into the circular economy?
Aránzazu Martín Pérez, Ferrovial Servicios
 - How does circular economy provide business value?
Frank Vancraeyveld, tana-Chemie / Werner & Mertz Professional
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16.00 Closing remarks

- Challenges ahead and EFCE's priorities for the next European legislative mandate
Isabel Yglesias, EFCE's Director
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16.15 Farewell Coffee
