



Joint Statement on the impact of Digitalisation on employment in the Cleaning and Facility Services Industry

UNI Europa and the EFCI (European Cleaning and Facility Services Industry) are the Social Partners in the European Sectoral Social Dialogue Committee for Industrial Cleaning (the “Industrial Cleaning SSDC”).

The Social Partners in the Industrial Cleaning SSDC acknowledge that:

- (i) The digital transition in the cleaning sector is taking various forms, and while it is impacting less directly the core profession than it does in mechanical or productive industries, relevant changes are beginning to be seen in the sector.
- (ii) Cleaning and facility services companies are investing into new technologies and the digitalisation of their service provision, with, for instance, the introduction of e-tablets and mobile phones, or the use of sensors in buildings which navigate cleaners’ work routes, among others. Often, these changes are driven by clients, who demand technological innovation and servicing from cleaning and facility services companies.
- (iii) The digitalised economy is increasingly demanding ICT skills (basic information and communication technology skills), social and communication skills and new combinations of skills. Cleaners and facility services workers will increasingly be demanded to develop or acquire such skills. Some workers will require the support from their employers and public institutions to successfully be able to adapt to the new requirements.

On that basis, the Social Partners state that:

- (i) A successfully-lead digitalisation transition may become an opportunity to enhance professionalism and innovation in the industry, to the benefit of all its actors. At the same time, it needs a strong engagement from both employers and employees to ensure a smooth and successful digital transition for the sector so that it positively results in improvement of labour conditions, acquisition of the necessary skills or productivity, quality and safety gains.
- (ii) Regarding the collection and use of data, while the European legislation on data protection provides for a legal framework and Member States have developed their national legislation accordingly, employers are responsible for taking appropriate measures to ensure the protection of data used and processed for

professional purposes. Stemming from this, employers need to ensure appropriate security levels of IT systems, including monitoring systems, while respecting the privacy of employees. Employers are also due to ensure that employees are informed of all relevant legislation and company rules concerning data protection. It is employees' responsibility to comply with these rules. The social partners encourage employers to exchange with their employees and to engage in information and consultation with employees and their representatives on the introduction of new technologies in business and operations, as well as the use of data collected by companies and clients, by means of collective bargaining or the establishment of codes of conduct when appropriate.

- (iii) Digital tools and mobile devices need to be used in balance with the respect and promotion of work-life balance and mental well-being.
- (iv) Employers and Unions can work best together to narrow the skills gap. With the objective to retain staff and ensure a positive digital transition for workers in the sector, employers and employees will engage to ensure sector's employees acquire and develop the new skills needed, based upon the identified business and individual skill needs. Employers will cooperate with Unions to include training for the acquisition of the necessary skills, in tailor-made or within the existing validated and certified training programmes as appropriate.

Further,

- (i) The social partners call upon the European Commission to support the development of a skills and training agenda for the cleaning industry including the validation and certification of the acquired skills.
- (ii) The Social Partners declare that Social Dialogue and collective bargaining will be a necessary tool to ensure a successful digitalisation transition in the cleaning and facility services sector.

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Isabel Yglesias Julia
Executive Director, EFCI


Mark Bergfeld
Director, UNI Europa Property Services