



CONFERENCE 2019

Cleaning and
Facility Services:
shaping the industry
for the future

09.00 Welcome coffee

09.30 Welcome address

EFCI's President, *Juan Díez de los Ríos*

09.45 ROUNDTABLE 1:

An Industry in evolution

Moderator: *Michelle Marshall, ECJ*

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

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 (UK)
 - Innovation in SMEs: How to make SMEs fit for the digital challenge?
Véronique Willems, SMEunited (BE)
 - Innovating in cleaning and facilities' groups
Olivier Colly, Samsic (FR)
 - Innovating from the suppliers' side
Giovanni Riccardi, Supplean (IT)
 - Clients' innovation expectations
Marcin Czarkowski, Multi Poland & International Council of Shopping Centers (PL)
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11.45 Coffee break

12.15 ROUNDTABLE 3:

Innovating in a labour-intensive industry

Moderator: *tbc*

- Cross-industry Business Priorities: digitalisation, social innovation and 2030 Agenda
Maxime Cerrutti, BusinessEurope (FR)
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- UNI Europa: Views on digitalisation and inclusion in the sector
Aileen Körfer, UNI Europa (DE)
 - Social initiatives in the industry
Sergio Verdasco, Ilunion Facility Services (ES)
 - How digital innovation changes the game for both staff and business?
Anna Königson Koopmans, Essity / Tork (SE)
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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 (IT)
 - EU Ecolabel as a quality distinction: strategy by the Commission
Emmanuelle Maire, EU Commission DG ENV (FR)
 - Environmental impact of cleaning: views through the value chain
Véronique Vansteene, FEP (FR)
 - How is the industry integrating into the circular economy?
Alfonso Díaz del Río, Ferrovial Servicios (ES)
 - How does circular economy provide business value?
Frank Vancreayveld, tana-Chemie / Werner & Mertz Professional (BE)
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16.00 Closing remarks

Challenges ahead and EFCI's priorities for the next European legislative mandate.

Isabel Yglesias, EFCI's Director

16.30 Farewell Coffee
