



Social Innovation in the Temporary Agency Work Industry

*Presentation of joint research
project on social innovation
practices for training, working
conditions and social protection*



Webconference

1st December 2020

9:30-12:00

UNI-EUROPA & WEC-EUROPE Conference : Social Innovation in the Temporary Agency Work Industry

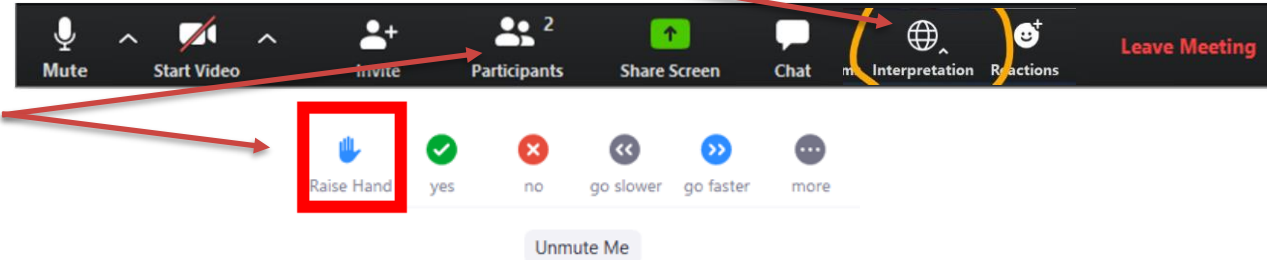
Ground Rules



- We are glad to have you with us today for this Weconference!
Note that this meeting has interpretation service (EN, ES, NL & FR)



- Write your comments in the Zoom Chat and click on "Participants to raise your hand during the Q&A session.



- Kindly note that this Webconference is recorded. The discussions in the Zoom Chat will also be recorded.



- You will be muted and we invite to turned off your camera when you don't have the floor. Use the Zoom Chat tools to engage and share.



- Join Slido.com and enter the code (used during the online coffee break)



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7. Closing Remarks



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Setting the Scene: New ways of working, learning and social protection in the social affairs agenda of the European Commission

**Dana-Carmen Bachmann,
Head of Unit Modernisation of
Social Protection Systems at DG
Employment**

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New ways of working, learning and social protection in the social affairs agenda of the European Commission

Dana-Carmen Bachmann

Social Innovation in the Temporary Agency Work Industry
1 December 2020

Structure

- **European Pillar of Social Rights**
- Supporting the pathway to recovery and resilience
- Recommendation on access to social protection for all
 - Progress
 - Next steps

“Social” is at the heart of the European Union

Art. 3 of the Treaty on European Union

“The Union’s aim is to promote peace, its values and the **well-being** of its people. [...] It shall work for [...] a highly competitive **social market economy** [...]”

Art. 9 of the Treaty on the functioning of the European Union

‘[...] the Union shall take into account requirements linked to the promotion of a **high level of employment**, the guarantee of **adequate social protection**, the fights **against social exclusion**, and a high level of **education, training and protection of human health**’.



**Fair working
conditions**

**Access to social
protection**

**Access to the labour
market and equal
opportunities**

What are some of today's challenges?



Only 1 out of 25 low skilled workers benefits from life-long learning



Youth unemployment in European regions ranges from 4% to 62%



The gender pay gap stands at 16%



Only 50% of persons with disabilities that want to work have a job



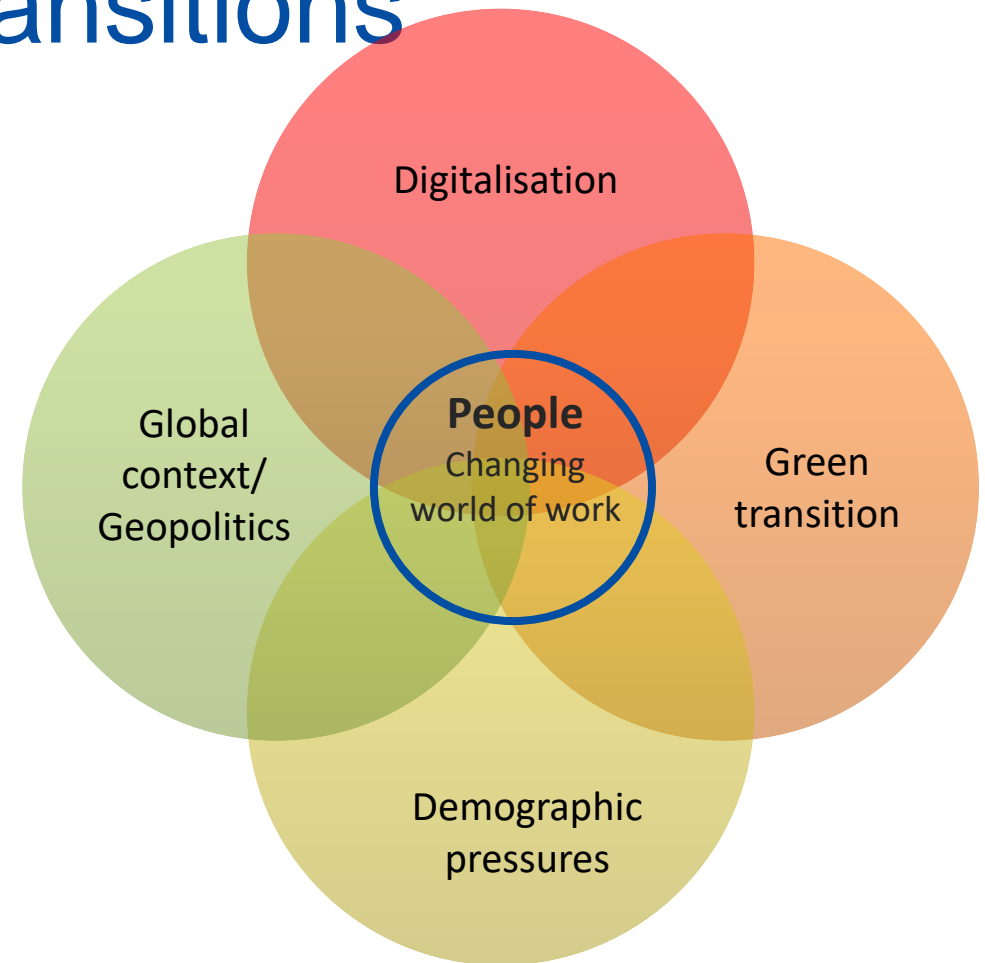
1 in 4 children are at risk of poverty or social exclusion



40% of cancers are preventable

Crisis only accelerates transitions

- As Europe is going through the green, digital and demographic transformations, the Commission wants to ensure that people remain centre stage and that the economy works for them
- The European Pillar of Social Rights, the compass to socially fair and just transitions, contains 20 principles proclaimed in November 2017
- A broad consultation is ongoing towards an Action Plan to implement the European Pillar of Social Rights



Structure

- European Pillar of Social Rights
- **Supporting the pathway to recovery and resilience**
- Recommendation on access to social protection for all
 - Progress
 - Next steps

Economic response to corona virus pandemic

State aid rules

- liquidity to economy
- support SMEs, jobs, etc.



SURE program

- €100 billion
- support for unemployed



Complements ECB measures

- €750 bn new measures
- €120 bn earlier



Recovery Plan for Europe

- €750 bn Next Generation EU
- €1074.3 bn long-term EU budget



Budget flexibility

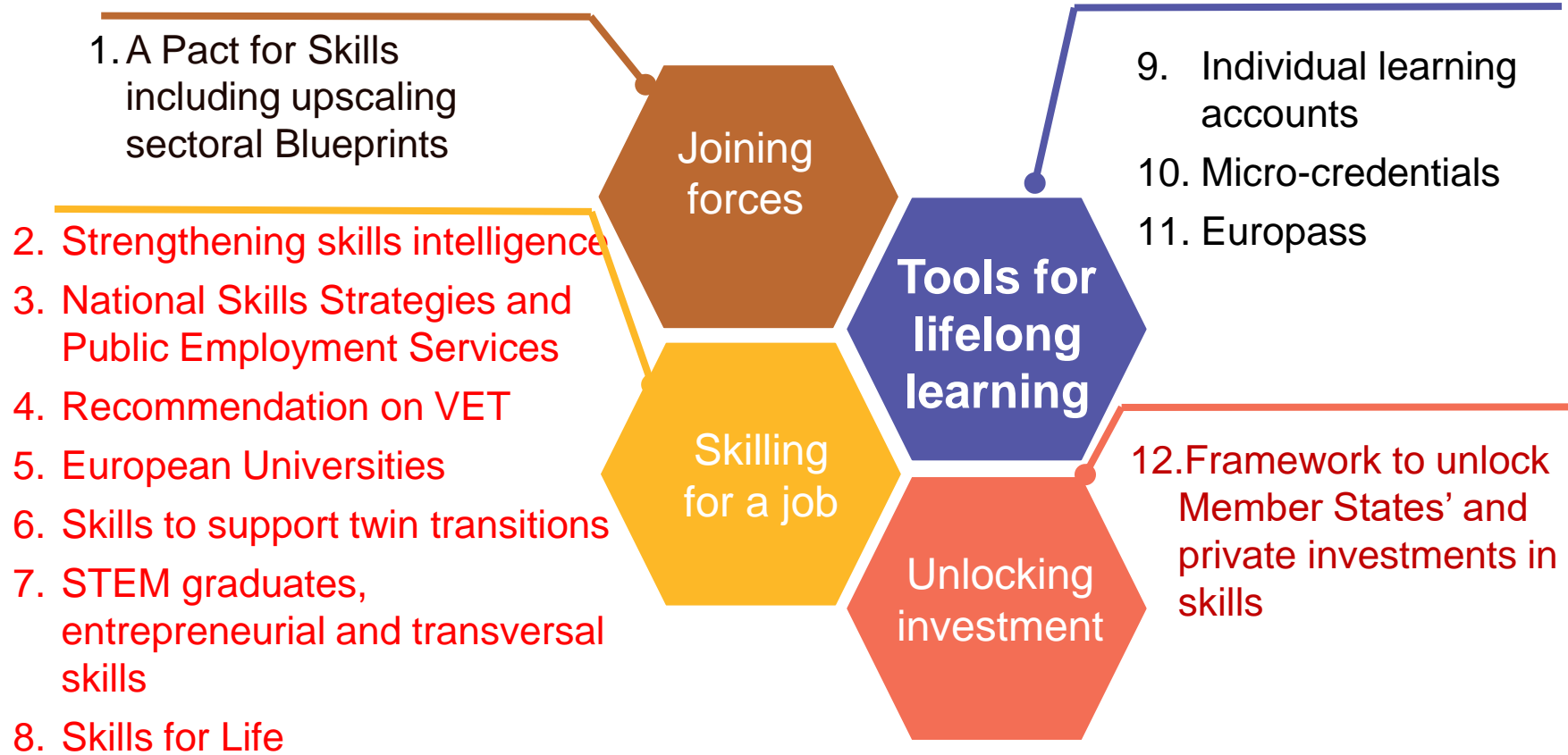
- 'Escape Clause'
- maximum flexibility



Coronavirus Response Investment Initiative

- unspent cohesion funds
- transfers between funds, regions and priorities

NOVEL SKILLS AGENDA – BUILDING BLOCKS



Structure

- European Pillar of Social Rights
- Supporting the pathway to recovery and resilience
- **Recommendation on access to social protection for all**
 - **Progress**
 - **Next steps**

Recommendation on access to social protection for non-standard workers and the self-employed

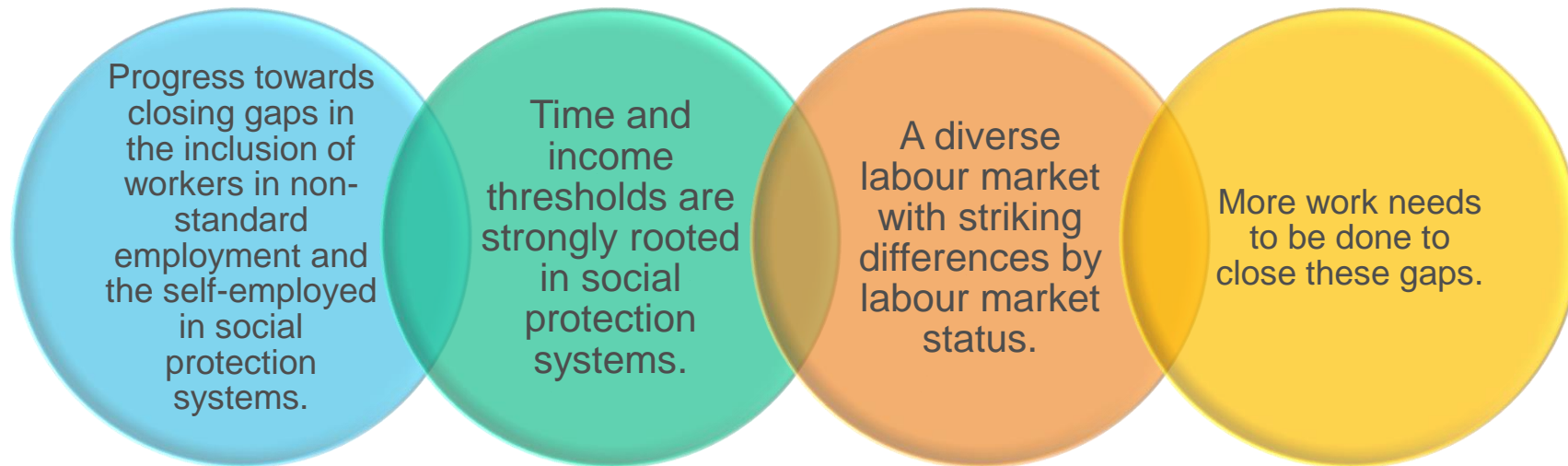
Principle 12 of the European Pillar of Social Rights

- 'Regardless of the type and duration of their employment relationship, workers, and, under comparable conditions, the self-employed have the right to adequate social protection'

Recommendation on Access to social protection for workers and the self-employed (8 November 2019)

- *By 15 November 2020, the Commission should, jointly with the Social Protection Committee, establish a monitoring framework and develop agreed common quantitative and qualitative indicators to assess the implementation of this Recommendation, enabling its review.*

Key findings of the monitoring of the Recommendation on access to social protection



Examples: social insurance during pandemic times

Sickness benefits

- Extension of sickness benefits to cover quarantine
- Suspension of waiting periods
- Costs covered by State from Day 1
- Increased replacement rates
- In at least 17 Member States

Accidents at work and occupational diseases

- COVID-19 recognized as occupational diseases for healthcare workers and other essential workers
- In at least 6 Member States

Parental leaves

- Granting special parental leaves
- In at least 18 Member States

Examples: social insurance during pandemic times

Short time work schemes

- Short-time work-schemes are set-up
- or simplified, extended to previously uncovered group, simplified and/or scaled-up
- In at least 24 Member States

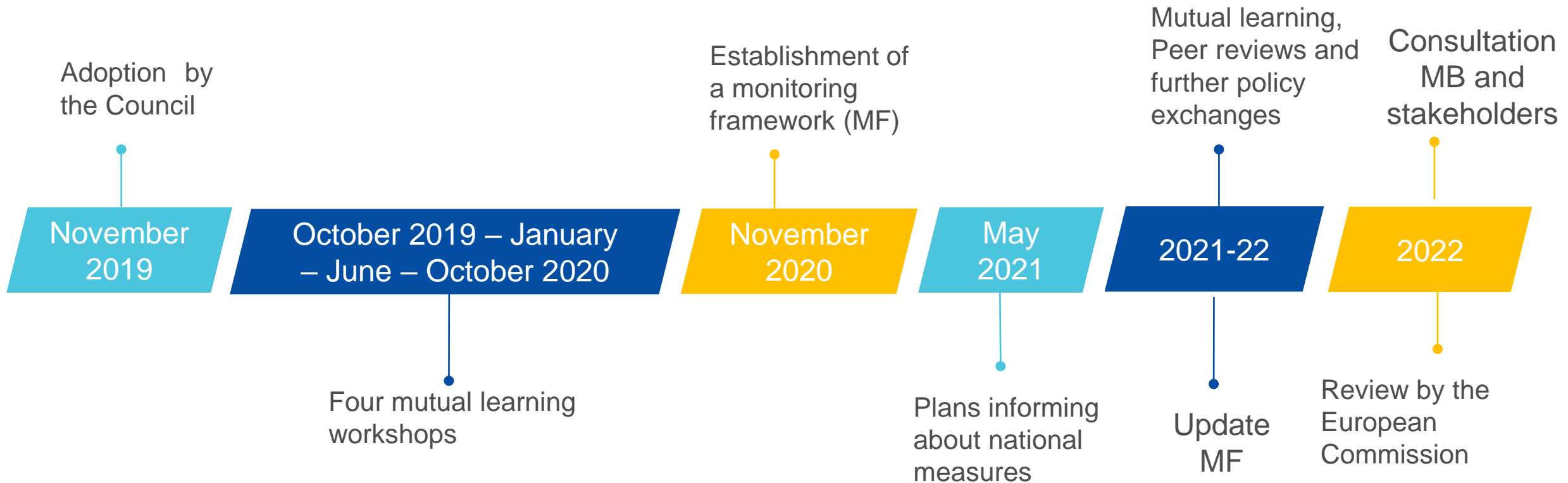
Temporary support for the self-employed

- Extending existing schemes where they exist
- Setting up of emergency funds and measures in most cases
- With flat rate or replacement rate
- In at least 18 Member States

Unemployment benefits

- Lifting some eligibility conditions for unemployment benefits
- Extending the duration of unemployment benefits and / or
- Granting access to non-standard workers
- In at least 14 Member States

Implementing the Recommendation



Thank you



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Social Innovation in the temporary agency work industry –
presentation of the main project findings

**Willem Pieter De Groen &
Sara Baiocco (CEPS)**

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*With financial support
from the European Union*



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WORK AND SOCIETY



Social Innovation in the Temporary Agency Work Industry

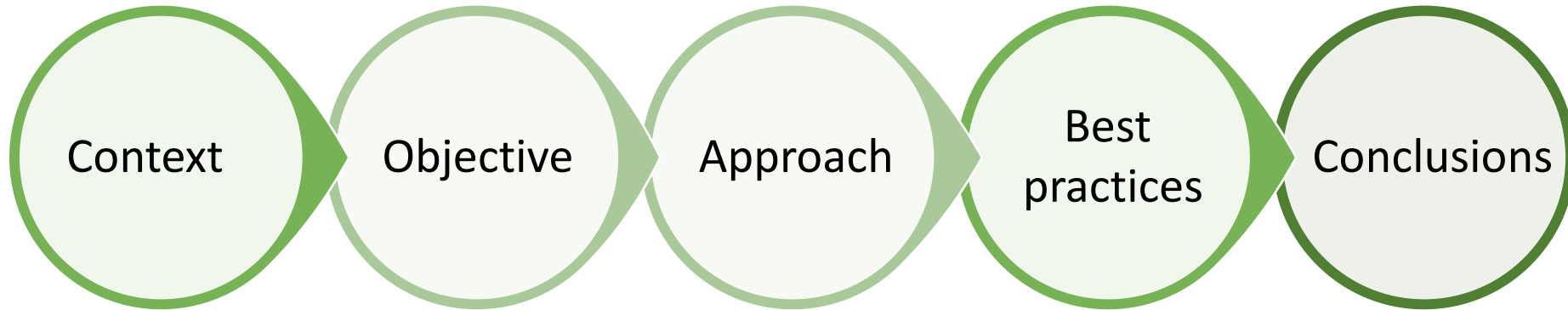
VS/2019/0034

Main findings

Pan-European webconference

1 December 2020

Outline



Context



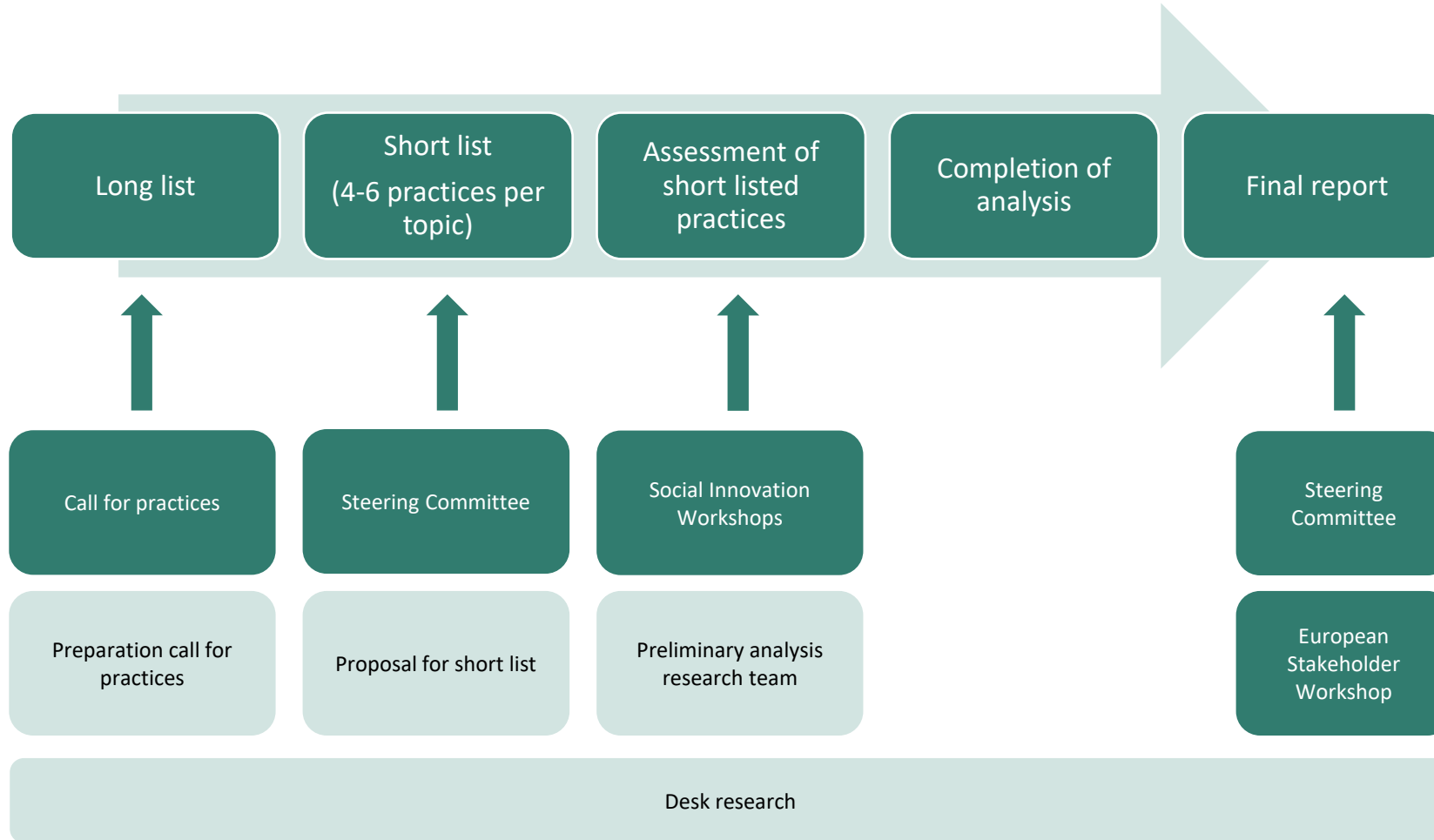
- **Labour market transformations** (tasks, working environment and new forms of work, etc.)
- **COVID-19 implications**
 - Unemployment and pressure on welfare systems
 - Acceleration of trends driving labour market transformations
 - Speeding of the challenges and urgency for responses
- **European Pillar of Social Rights** (e.g. skills enhancement and training, working conditions and social protection)
- **Social innovation as novel strategies and concerted approaches to cope with emerging challenges**
- **Temporary agency work industry**
 - Leading social innovation to respond
 - Interesting to compare and learn lessons

Objective



- **Aim:** conduct a comparative study on social innovation practices in the temporary agency work industry
- **Case studies:**
 - **Topics:**
 - Training and skills enhancement
 - Working conditions
 - Social protection
 - Role of social partners and social dialogue (transversal)
 - **Scope:**
 - Identify social innovation practices and explore barriers/enabling conditions for social innovation, in the temporary agency work industry and beyond
 - Examine good practices and lessons learned

Methodological approach



Call for social innovation practices



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- Pan-European Survey of social partners - EU and national level
- Online from May 2019 to September 2020
- **51 Social Innovation practices**
 - 35 for skill enhancement and training
 - 21 for working conditions
 - 18 for social protection
- **15 practices selected for further analysis**
 - Relevance of challenges addressed
 - Innovative aspects
 - Potential for upscaling and replicability
 - Social dialogue or bi-partite nature
 - Geographic variety

Skills enhancement and training

Selected practices

- **Testyourselfie (BE):** online tool providing young people a free test to assess their soft skills
- **Open badges (Global):** digital certifications provided as visual symbols of accomplishments
- **Headai (FI):** Artificial Intelligence (AI) tool and analysis to understand skills demand and supply in the labour market
- **Phyd (IT):** digital platform AI to assess employability and provide career and training guidance
- **Learn4Job (BE):** programme to provide training to candidate temporary agency workers
- **Grande école de l'alternance (FR):** recruitment solution based on skills enhancement through work based learning, classes and guidance

Conclusions

- Aim to address skills gaps
- Use of technology and collaborative approach
- Multi-actor cooperation and social dialogue as success factors and risks mitigators
- High scalability and replicability potential, depending on certain conditions
- Conducive regulation, funds, involvement of social partners as drivers to upscale and replicate

Working conditions

Selected practices

- **Alles-in-1 (NL):** programme for sustainable employability and ownership
- **TAKpełnosprawni (PL):** programme for employment and integration of people with disabilities in the workplace
- **Prevention & Interim (BE):** bipartite body to reduce accident at work, protect health and improve well-being
- **Action protocol (ES):** guidelines to inform on actions to deal with accidents at work

Conclusions

- Diversified aims given multifaceted nature of working conditions
- Specific for temporary agency work industry
- Multi-actor cooperation as innovation and success factor
- Modular implementation, access to funds, defined scope and targets
- Regulation and social dialogue for upscaling and replicability

Social protection



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Selected practices

- **Ebitemp (IT):** bi-partite body to provide services to workers and employers, namely for social protection
- **Intérimaires Santé (FR):** complementary health insurance for workers, linked to public social security
- **Tempcare (CH):** bi-partite broker to offer private sick-leave insurances
- **Perspectief Verklaring (NL):** statement on prospect employability for house mortgages
- **CAPINTER (BE):** project to promote employability on people with disability in the industry

Conclusions

- Aim to compensate the gap in social protection
- Multi-actor cooperation as innovative aspect
- Social dialogue and collective bargaining drive success
- Potentially universal upscaling and replicability
- Legislation, institutional context and costs as necessary conditions

Conclusions



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- **Digitalisation** can provide solutions, especially in the skills area
- **Sectoral social dialogue** is a trigger and enabler of social innovation
- **Social dialogue and industrial relations** can drive upscaling and replication
- **Conducive legislative and institutional context** is a pre-condition for upscaling and replicating
- **High potential for exchange across sectors** as longstanding challenges in the temporary agency work industry are now common
- Challenges in the **three areas often addressed together**, indicating their interlinkage and need for holistic approach

Thank you!



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Looking at national practices of social innovation

Daniel Lascols
Director, Social Fund FAS-TT
France

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**Social Innovation
in the temporary Agency Work Industry
in the area of social protection**

(Conference 1 December 2020)

Case: “Intérimaires Santé”

France



INTÉRIMAIRES SANTÉ

La mutuelle des salariés intérimaires

An initiative
of the social
partners in
temporary
work

Employers' organisation

prism[!]emploi
PROFESSIONNELS
DU RECRUTEMENT ET DE L'INTÉRIM

Trade unions





INTÉRIMAIRES SANTÉ

La mutuelle des salariés intérimaires

A complementary health insurance dedicated to temporary agency workers.

A Common system for all employment agencies and all temporary workers



Everyone carrying out 414h of temporary work over last 12 months

- Regardless of his/her employment agency
- Regardless of his/her contract duration
- Regardless of his/her inactivity duration



... is automatically affiliated with this system

- The costs are proportional to hours worked
- The costs are partially paid by the employment agency (50%)
- During an inactivity period (up to 7 months), guarantees remain in place free of charge



INTÉRIMAIRES SANTÉ

La mutuelle des salariés intérimaires

Other specific advantages

- **Free maintenance of guarantees** throughout the duration of work pauses in the event of illness or an accident.
- **Possibility of enrolling your spouse and / or children**, taking advantage of the fairest negotiated rate, and with a 50% reduction in the contribution for employees with modest incomes.
- **Access to a social fund for exceptional financial aid** in the event of very expensive care or economic difficulties in paying optional contributions.
- **Access to health protection measures**, carried in particular by a travelling van going to the workplaces of temporary employees (industrial sites, logistics sites, large companies, etc.).



INTÉRIMAIRES SANTÉ

La mutuelle des salariés intérimaires

Intérimaires Santé in 4 figures

97%

**temporary
work
companies**
are integrated
into the
system

1,3 million

**of temporary
workers**
benefit from
complementary
health coverage
every year

75 000

of them also
**choose to insure
their spouse
and/or their
children**, or to
improve their
coverage

€ 130M

The system
represents
globally **EUR
130 million**



INTÉRIMAIRES SANTÉ

La mutuelle des salariés intérimaires

The benefits of
pooling at the
level of all
employment
agencies

- Strong price negotiation capacity (Regular competition)
- Simplicity of management and access to the service for companies and employees
- Effectiveness of access to rights and reimbursement of health costs



INTÉRIMAIRES SANTÉ

La mutuelle des salariés intérimaires

Conditions for success

- Implementation of an hour registration system, **integrating the activity of all employment agencies**
- **Strong commitment from the union representing companies**
High level of mutualisation (97%)
- **Close management by the social partners** (project management)
Service quality & Continuous improvement
- **Communication support**
Ownership of the system by the beneficiaries



... and temporary worker's life is easier
... and safer



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Looking at national practices of social innovation

Vincent Vandameele
Director, Training Fund, Belgium

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Best practices Travi

WEC-Europe / UNI-Europa conference Social Innovation
1 December 2020

Who is Travi?



- Bi-partite training fund for TWA sector Belgium
- Mission
 - Training for temp workers and job seekers
 - Labour market - CSR projects: leverage to working as a temp
 - Baseline: Train temps, gain impact
- Team of 14 colleagues active all around the country

Best practices social innovation

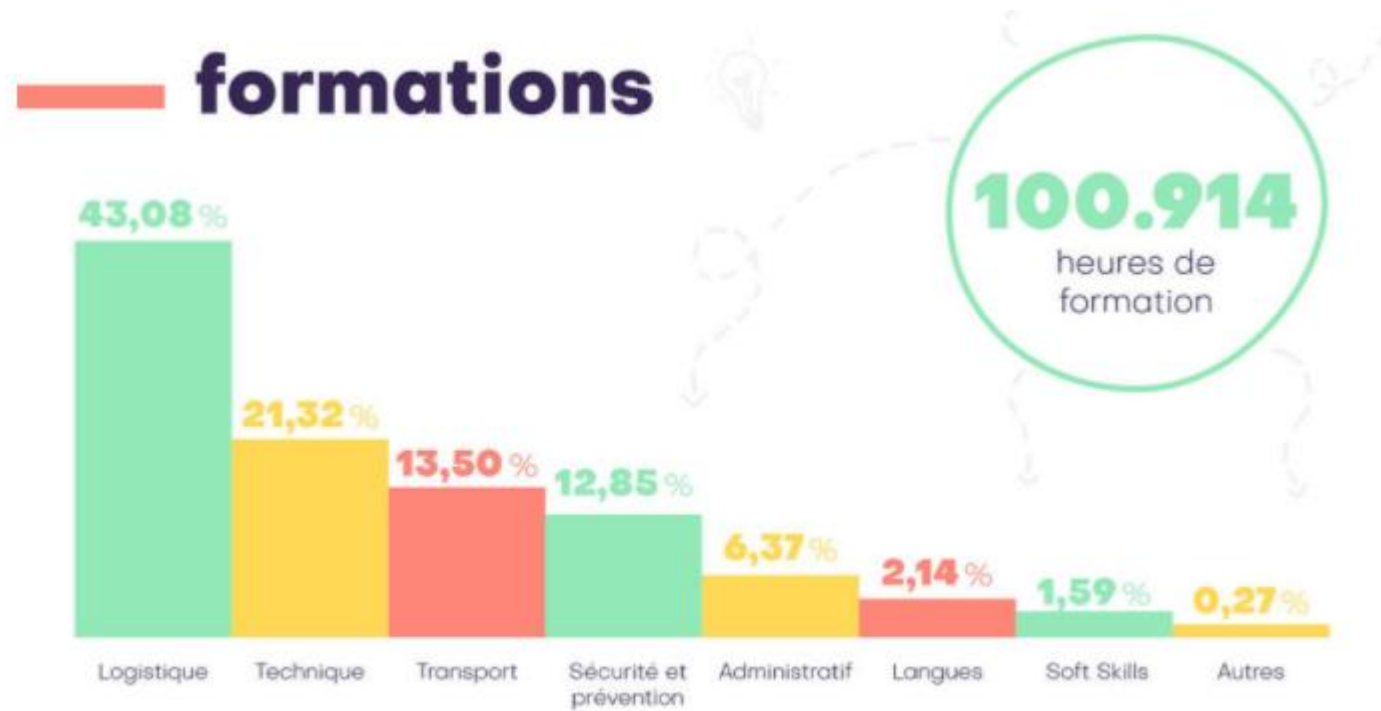
- Learn4Job
- Testyourselfie



Learn4Job: what?

- Funding for training of jobseekers / candidates -> TWA
- External training provider
- Yearly budget: 700.000 EUR
 - Individual: online application
 - Collective: open calendar – tailor-made
- 2019
 - 4842 trainees
 - 1053 local agencies (70%!)
 - 24/hrs trainee
 - 86.1% employment rate

Learn4Job: types of training



Testyourselfie: what?

- Online free tool for youngsters
- Mobile responsive site (looks like an App)
- Test your soft skills to get or keep a job
- 7 soft skills available
- Each skill: 3 sets of 6 recognizable situations
- Reports
- Bronze / Silver / Gold medal
- Used by schools, coaches of youngsters, TWA's

flexibility - 1/3

points per question

| Question | Points |
|----------|--------|
| 1 | 100 |
| 2 | 100 |
| 3 | 100 |
| 4 | 100 |
| 5 | 100 |
| 6 | 100 |

question 1:
You want to work full-time but can only start with a part-time contract. How do you react?

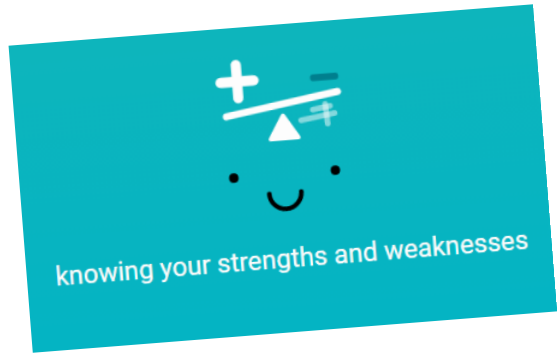
✔ your answer: 100/100

I see this as a good start. Maybe they'll give me a full-time job if I prove my worth.

tip

If you do your job well and prove your worth, a part-time job might turn into a full-time job. At the same time, you show the temporary employment agency that you are flexible and reliable, and you gain experience. If you can't get a full-time job at this company, they will surely look for other opportunities for you.

Test yourself: 7 skills



www.testyourselfie.eu

MENU

LOGIN

Skill 05



verbal communication

DISCOVER

DO THE TEST

series completed: 0/3
top score: 0/600

Skill 06

series completed: 0/3
top score: 0/600



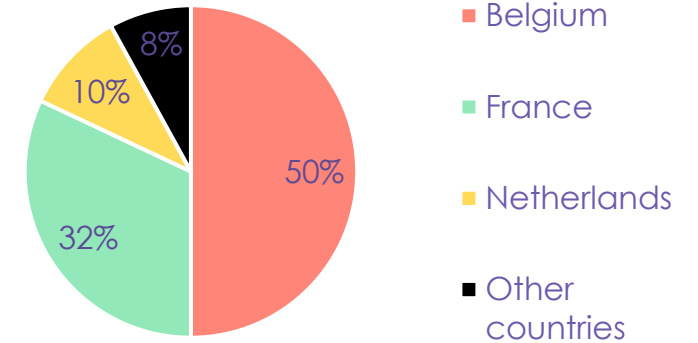
TRAIN TEMPS,
GAIN IMPACT

travi

Testyourselfie: results?

- 59,000 users
 - Belgium: 50%
 - France: 32%
 - Netherlands: 10%
- Average:
 - 8 minutes / user
 - 9,8 pages / session
- 2020: Testyourselfie 2.0
 - 1 extra skill: Learnability
 - 1 extra set of 6 recognizable situations per skill
 - Translation into English !

Users



Thanks !



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 Twitter:

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 LinkedIn:

<https://www.linkedin.com/in/vincentvandenameele/>

www.travi.be

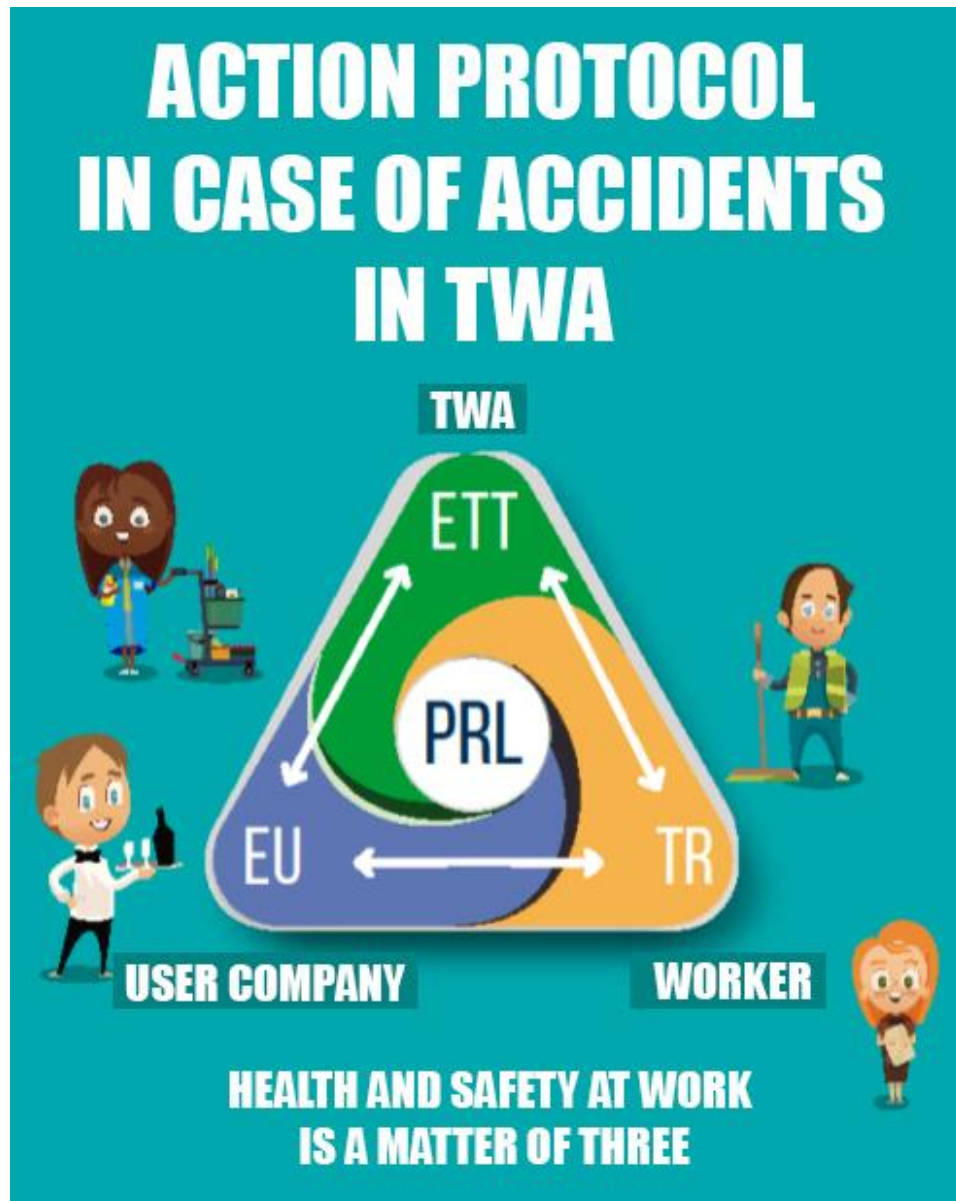


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Looking at national practices of social innovation

Marta Lucas
Policy Advisor at ASEMPELO
Spanish action protocol against
accidents at work

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Action Protocol in
case of accidents in
TWA

*Health and safety at
work is a matter of
three*

CHALLENGE



Problem detected in our industry

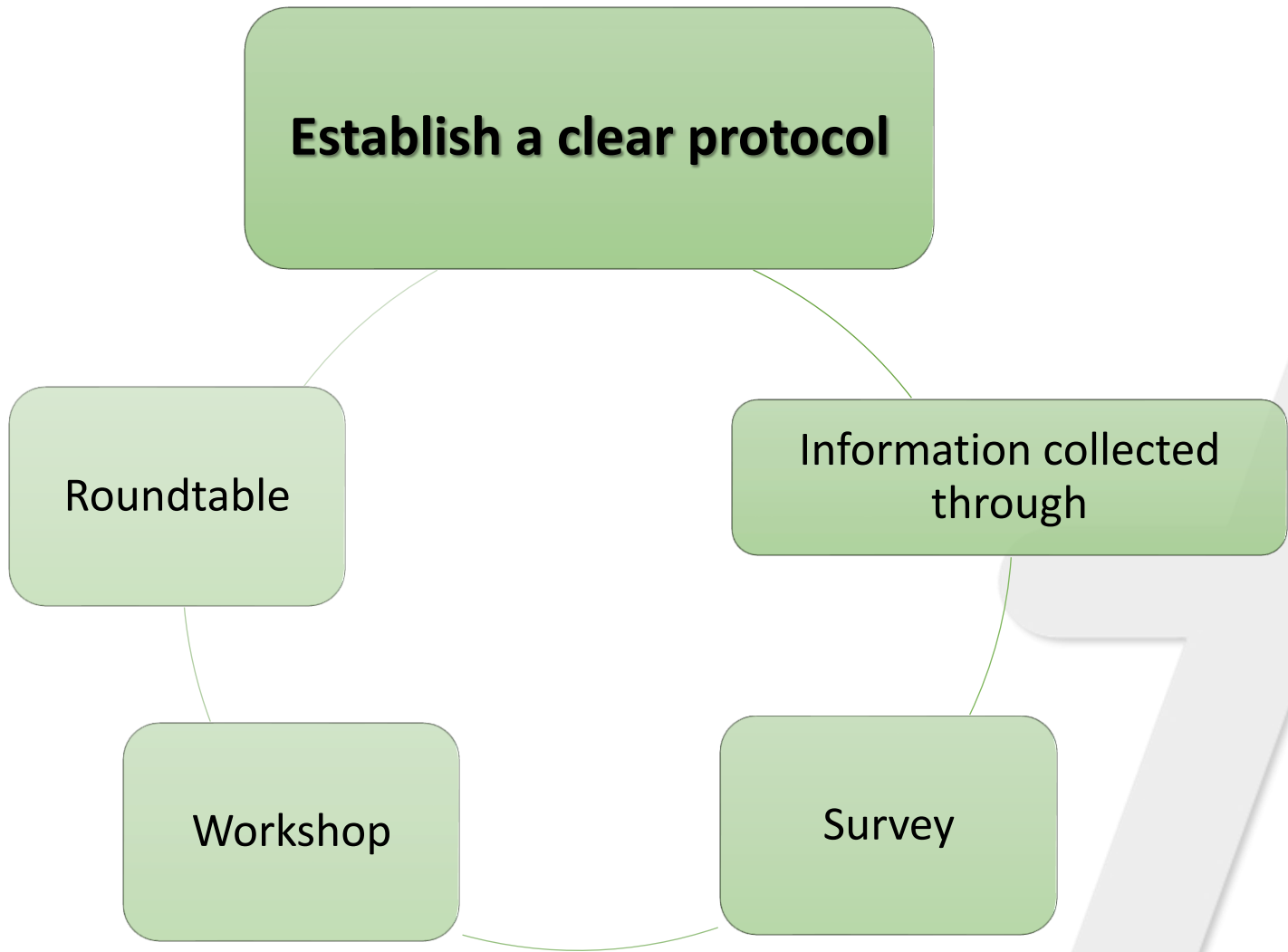


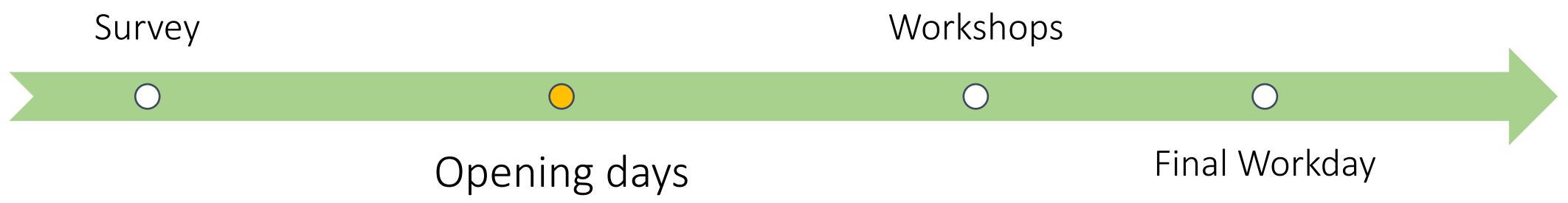
Confusing situation when an accident occurs



Worker does not know if he should inform his user company or the company

SOLUTION





Surveys

- 80 surveys
- 29 TWA
- 18 User
- 33 Workers

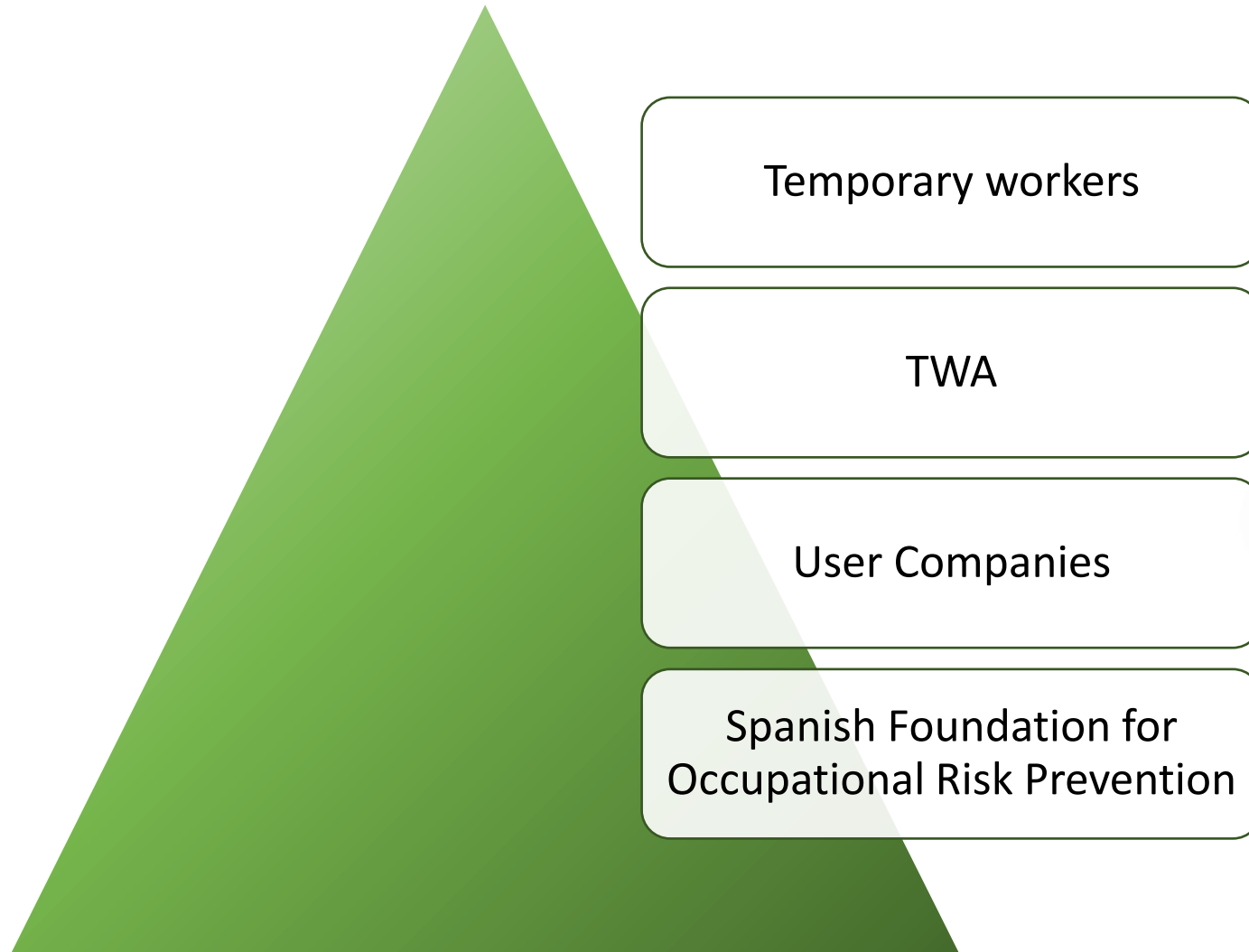
workshop

- 2 editions
- 15 participants
- 6 hours

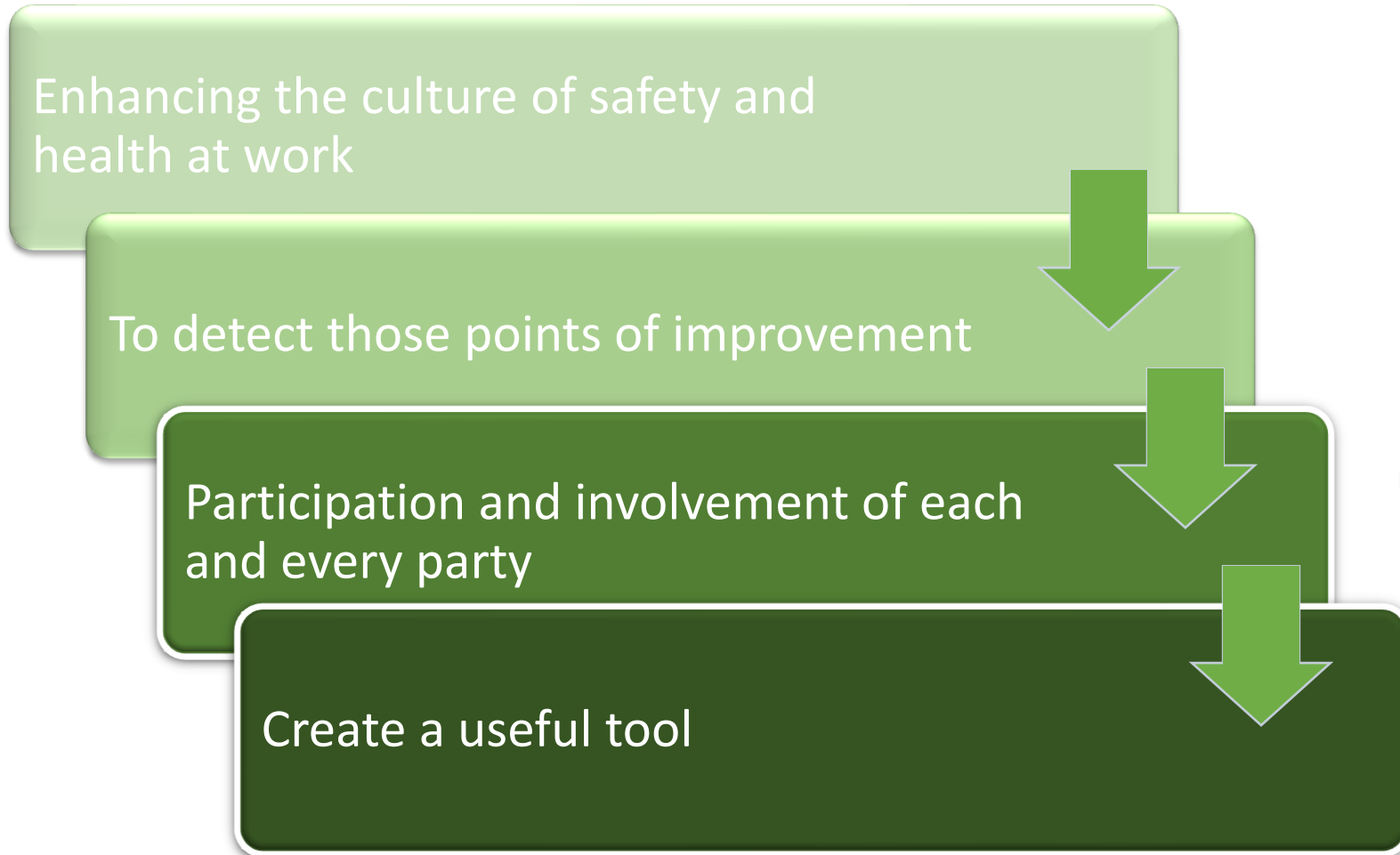
workday

- Project presentation
- Results obtained in the surveys
- Presentation of good practices

ORGANISATIONS INVOLVED



AIM



FINDINGS

The labour accident rate of temporary workers is lower than that of the rest of the people with temporary employment contracts

About 32% of the temporary workers managed through TWAs stay at the client company

Invest 1.25% of their wage bill in training for their workers

Is vital to establish trust between agencies and the EU

OUTCOMES



Anexo 4: DOCUMENTO RESUMEN PARA EL/LA TRABAJADOR/A

Ante cualquier accidente o enfermedad profesional:

- Informa a tu mando directo en la Empresa Usaria
- Informa a tu ETT de la suceso.

Datos de contacto Empresa Usaria:

.....

Datos de contacto ETT:

.....

- Comunica de manera inmediata, tanto a tu mando directo en la empresa usuaria como a tu ETT, lo sucedido.
- Nunca abandones tu puesto de trabajo sin informar de lo sucedido y de hacia dónde te diriges.
- Revisa la ficha de recogida de información del accidente y fírmala.
- Has de ser conocedor de la mutua que te corresponde, y que esta es la de tu ETT. Ten a mano el teléfono 24 horas de la mutua, una buena medida es que grabes el número de la mutua en la agenda de tu teléfono móvil.

Nombre de la mutua:

Teléfono (24 horas):

Dirección centro de asistencia más próximo:

Datos a cubrir por la ETT

- El volante de asistencia garantizará que te presten la atención médica que precises en tu mutua.
- Una vez tu mutua te entregue el parte de baja o no baja, házelo llegar a tu ETT en un periodo de tiempo no superior a las 24 horas.



BUDGET AND NUMBER OF PEOPLE IMPACTED



Budget: 146.525,70 €

Nº people impacted: 5.800



Coffee Break



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67



Join at
slido.com
#G373



“What is the one keyword and main element that you associated with Social Innovation in the temporary agency work industry following the presentation of our research team and the case studies?”

slido

What is the one keyword and main element that you associated with Social Innovation in the temporary agency work industry following the presentation of our research team and the case studies?

 Start presenting to display the poll results on this slide.

Presentation of the Sli.do Word Cloud &
Panel debate on the main findings of the project

Monika Queisser, Head of Social Policy Division, OECD

Massimiliano Mascherini, Head of Social Policies Unit, Eurofound

Bettina Schaller, President, World Employment Confederation-Europe

Oliver Roethig, Regional Secretary, UNI-Europa

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Presentation of the Joint Recommendations of the World Employment Confederation-Europe and UNI-Europa

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Joint Recommendations on Social Innovation

General Recommendations on Social Innovation

Specific Recommendations for the three areas

Foster sectoral social dialogue and capacity building

Facilitate access to funding

Set appropriate, enabling framework conditions

Promote the exchange on social innovation practices at EU level

Strengthen dialogue with stakeholders on social innovation

Capitalise on social innovation for the economic recovery

Foster the setting up of complementary schemes of social protection that are reinforcing government schemes

Capitalise on the role of bipartite funds in country where they exist to develop new ways of learning

Build on the expertise of social partners to promote health and safety, prevent accidents and promote the integration of people with disabilities

Build on the experience of the social innovation practices and the use digital technologies



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Closing Remarks

Sebastien Delfosse,
Chair Employers Delegation EU Sectoral Social Dialogue

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Social Innovation in the Temporary Agency Work Industry

THANK YOU!



Webconference

1st December 2020

9:30-12:00