09.00  Welcome coffee

09.30  Welcome adress
EFCI's President, Juan Díez de los Ríos

09.45  ROUNDTABLE 1:
An Industry in evolution
Moderator: Michelle Marshall, ECJ
  Barry Kitz, hkp/RemuNet (NL)
- A forecast for the industry: where will it be in in 10 or 20 years?
  Frank Veneman, Dutch Association for Cleaning Research & MBG Europe (NL)
Peter Ankerstjerne, IFMA & WeWork (DK)

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 Czamowski, Multi & International Council of Shopping Centers (PL)

11.45  Coffee break

12.15  ROUNDTABLE 3:
Innovating in a labour-intensive industry
Moderator: tbc
- Policy outline: Digitalisation, social innovation and 2030 Agenda
  tbc
- 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)

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 Vancraeyveld, tana-Chemie / Werner & Mertz Professional (BE)

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

* Language of the Conference: EN + interpretation into FR (potentially other languages) provided.