

Joint social partner actions on digitalisation in the Cleaning Sector

Action 1 – Strengthening social dialogue and collective bargaining at national level

EFCI and UNI Europa reaffirm that a strong foundation of national social dialogue and collective bargaining is essential for managing digital transformation effectively. The social partners commit to reinforcing national-level structures that enable workers and employers to jointly address technological change, anticipate its effects, and negotiate fair solutions. EFCI and UNI Europa will encourage their affiliates to exchange best practices, develop joint training modules for social partners, and use European support instruments to build capacity for effective dialogue in all Member States.

Action 2 — Establish a European Observatory on Digitalisation and Working Conditions

As part of its social dialogue committee, EFCI and UNI Europa will jointly establish a European Observatory on Digitalisation and Working Conditions in the Cleaning and Facility Services Sector. This structure will monitor technological developments, assess their impact on employment, working conditions, health and safety, and identify good practices from national and company-level initiatives. The Observatory will provide reports (every 24 months) and recommendations to support evidence-based social dialogue at both European and national levels.

Action 3 — Develop a sectoral code of conduct on responsible AI and data use

The social partners will jointly develop a Code of Conduct on Responsible AI and Data Use, setting clear principles for transparency, accountability, and human oversight. This code will ensure that AI tools and data-driven technologies are used to support human work rather than replace it, protect privacy, and prevent profiling or discrimination. It will also promote information and consultation with workers' representatives in line with national and European legislation before introducing new systems that process or monitor worker data.

Action 4 — Guarantee the right to training and digital inclusion for all workers

Recognising the dual dimension of training as both a right and a responsibility, EFCI and UNI Europa will work together to ensure that all workers regardless of employment status, gender, or digital skill level have access to quality training. This includes both in-person and digital learning opportunities. The social partners will advocate that EU and national funding instruments, particularly for SMEs, support upskilling and reskilling in line with technological changes. Training linked to new technologies, such as co-botics, IoT, and mobile applications, must always be provided prior to implementation. With a future project, EFCI and UNI Europa will work together to ensure that training on digitalisation can be certified and validated.

Action 5 — Ensure human-centred technology and prior consultation

The social partners reaffirm that human decision-making should remain at the centre of digital transformation. As a matter of good practice, organisations should seek to foster open dialogue and appropriate consultation with trade unions, works councils and employee representatives, including white-collar staff, when considering the introduction of new technologies or significant changes to work systems, taking into account relevant national and European legislative frameworks. Early engagement can help build trust, facilitate successful change management and support positive outcomes for both employers and workers.

Action 6 — Promote socially responsible public procurement and shared responsibility for digital costs

EFCI and UNI Europa will jointly advocate for socially responsible public procurement that includes provisions on digitalisation. Contracts with private and public clients must reflect the real costs of introducing and maintaining digital tools, including mobile devices for workers. EFCI and UNI Europa will educate the customers and clients that the cost of digital technologies must be accounted for in tenders and contracts. Through EU-level advocacy, the social partners will promote procurement models that reward collective bargaining, fair employment practices, investment into training, and innovation that improves job quality.

Action 7 — Advance daytime cleaning through digital innovation

EFCI and UNI Europa recognise that digitalisation can play a key role in expanding daytime cleaning, which improves work-life balance, reduces energy use, and enhances the visibility and value of cleaning work. The social partners will promote the use of smart building systems, IoT technologies, and real-time scheduling tools to facilitate the shift toward daytime operations, ensuring that these innovations are used to support stable employment, decent working hours, and better integration of cleaning within clients' facilities. Daytime cleaning should be promoted as a modern, sustainable, and socially responsible practice that combines technological innovation with improved job quality and recognition for cleaning professionals.

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