

ONE TEAM

EMPOWERED TO LEAD, COMMITTED TO SUCCEED

# The Belgian Service Voucher System

## Empowering and protecting household helpers

# History, scope and objectives of the service voucher system in Belgium

- Launched in 2004, regionalized in 2016
- Currently 3 billion EUR per year in the system, supporting 150.000+ household workers (3<sup>rd</sup> biggest employment sector)
- Four services provided/allowed
  - › Household Chores (90%)
  - › Remote Ironing Service (8%)
  - › Household Shopping (1%)
  - › Transportation of Disabled People (<1%)
- Goals
  - › Better Work/Life Balance
  - › Boost Purchasing Power of the individual user and the worker
  - › Job Creation vs. Undeclared Work

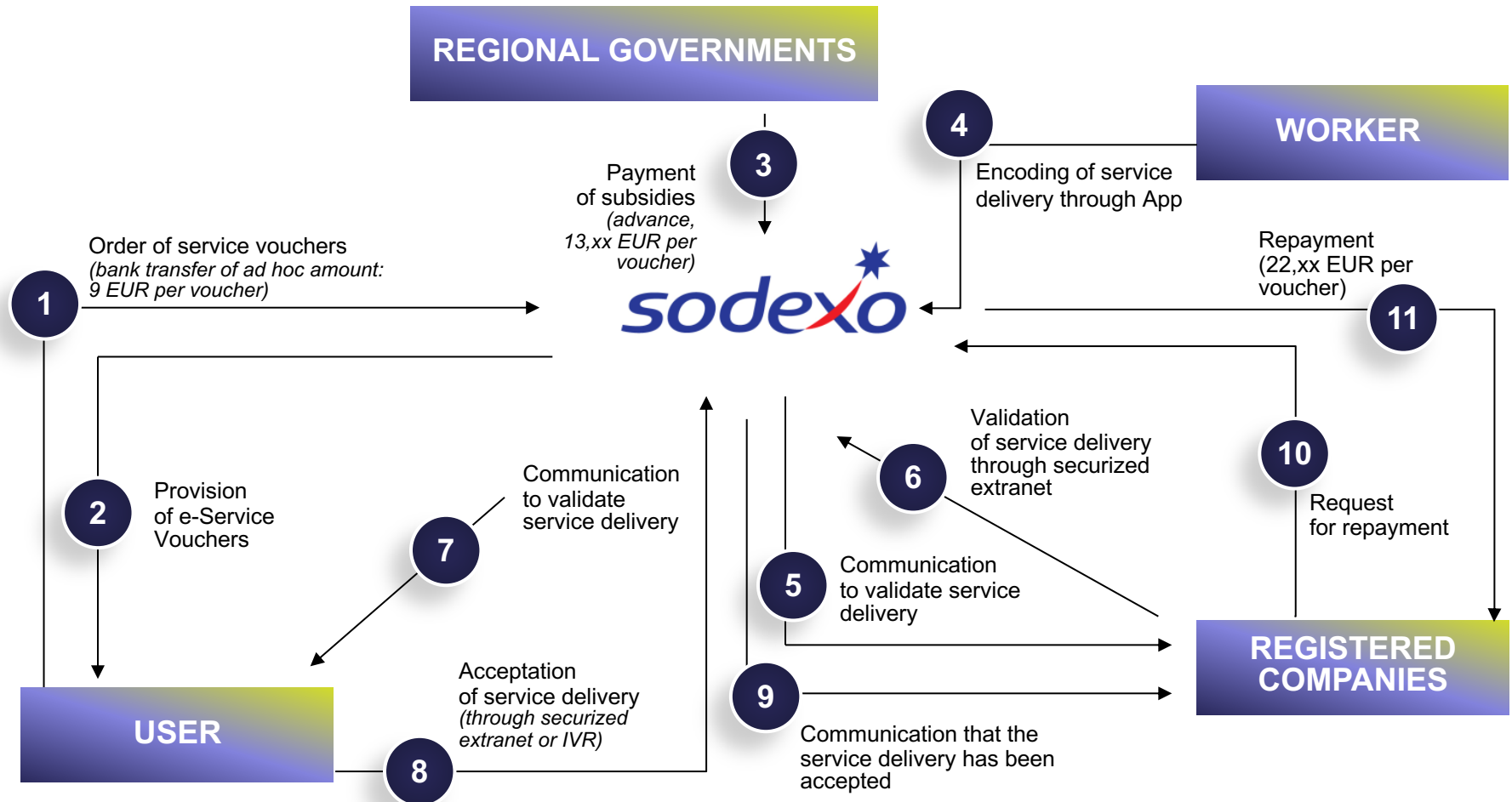
A service voucher purchased at **9 EUR** ensures **1 hour of services** provided to you as a beneficiary, **limited** to 400-500 vouchers/year

# The challenge: Can government ...

- ... formulate an adequate response to the **socio-demographic challenges** ...
  - › Often 2 income earners within a typical family, looking to find a work/life balance
  - › Aging population, increasing longevity and longer (partial) self-sufficiency
  - › Revenue leakage for government due to “black market” labor
  - › **Need to protect household workers**
- ... at an **acceptable cost** ...
- ... ensuring the government is able to collect what it is due (**taxation completeness**) ...
- ... ensuring dedicated support is **not abused** by beneficiaries, workers or intermediaries ...
- ... while activating a layer of the **employable population** otherwise not reached or addressed?

# As “program manager” for this blended instrument, Sodexo’s systems ensure neutral “clearing” between parties

Government achieves a policy objective at a lower cost because of **blending**



# Position of and support for the household worker

- **Employee of a “registered enterprise”**
  - › Registered enterprise is almost 100% dependent on revenues generated within the system, no other activities or billings are allowed in principle
- **Minimal duration of a home intervention** is defined at 3 hours
  - › Reduces costs and lost time of “retooling” and set-up and protects household workers from too many location changes during a working day
- **Clear COVID-19 minimal protection requirements** issued by all regions, including financial support to purchase essential requirements for all household workers
- **Financial support in the context of COVID-19** to both registered enterprises and household workers injected directly via our systems.
- Correct compensation and avoidance of overwork ensured by **activity registration**, more and more digital via app for household workers. The system also protects against abuse by either clients or employer by limiting the number of hours worked per month to 176 hours.