

• ANNUAL REPORT ON DOMESTIC WORK

2020 EDITION

Analysis, statistics, national and local trends



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DOMINA National Observatory on Domestic Work



Analysis, statistics, national and local trends

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The Report is based on information available as of 31 August 2020, with the exception of chapter 6 "Domestic work and the COVID-19 crisis" updated as of 31 October 2020.

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Editing Associazione DOMINA – Alina Martorelli



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Contents

INTRODUCTION	by Lorenzo Gasparrini	1
PRESENTATION	by Massimo De Luca	
PREFACE	by Franco Bettoni	
CHAPTER 1. SAFETY AT WORK IN THE	DOMESTIC SECTOR	7
INFOGRAPHIC 1: SAFETY AT WORK IN TH	E DOMESTIC SECTOR	19
1.1 Introduction	by Leonardo Alestra	9
1.2 The importance of prevention in domes		
1.3 Risks associated to domestic work		
1.4 Results of inspection activities		22
CHAPTER 2. WORKERS' TRAINING AS	A MEANS OF PREVENTION	29
INFOGRAPHIC 2: DOMESTIC WORKERS' TI		39
2.1 Introduction	by Michele Carpinetti	31
2.2 Skills certification in domestic work		
2.3 Recent developments in domestic work	:: training	
	by Maria Grazia Vergari	42
CHAPTER 3. DOMESTIC WORK IN ITA	ΙΥ	46
INFOGRAPHIC 3: HOUSEHOLDS WHO EMP		56
INFOGRAPHIC 4: DOMESTIC WORKERS IN		57
3.1 Households who employ domestic work		49
3.2 Regular domestic workers		56
3.3 Estimate and impact of undeclared don		
3.4 The regularization of domestic work in		
3.5 Domestic workers across the world		85
INFOGRAPHIC 5: DOMESTIC WORKERS AC	CROSS THE WORLD	100
CHAPTER 4. THE ECONOMIC IMPACT		Y 93
INFOGRAPHIC 6: THE ECONOMIC AND TAX	X IMPACT OF DOMESTIC WORK	100
IN ITALY		102
INFOGRAPHIC 7: THE ECONOMIC AND TA	X IMPACT OF DOMINA	100
RECOMMENDATION		103
4.1 Welfare and support for households		
4.2 Household spending		
4.3 The impact on public finances: savings	, and economic and tax loss	114

CHAPTER 5. REGIONAL DETAIL		30
INFOGRAPHIC 8: DOMESTIC WORK IN ITAL	LIAN REGIONS 1	39
5.1. National overview	1	32
5.2 North-West regions		
5.3 North-East regions		
5.4 Central regions		
5.5 Southern regions and islands		87
CHAPTER 6. DOMESTIC WORK AND TH	E COVID-10 CRISIS	U3
INFOGRAPHIC 9: DOMESTIC WORK AND TH		12
6.1 The COVID-19 crisis in the domestic wo		
6.2 Difficulties for families during the crisis	2	13
6.3 Support measures for families in Italy	2	37
6.4 The impact of support measures for fam	nilies 2	40
6.5 Development of (regular) domestic work	k during the COVID-19 crisis 2	52
6.6 Safety at work during the pandemic	2	65
6.7 Conclusions	2	67
FEATURED ARTICLES		
INTRODUCTION TO THE ESSAY	<i>by Gianni Rosas</i> 2	
ACCOUNTS FROM THE WRITER	by Francesco Battistini 2	
REVIEW	2	283
BIBLIOGRAPHY	າ	77
		. / /

Methodological Note

The Italian domestic sector is represented by two main occupations: "family assistants" and "family helpers". For more clarity, this Report also refers to the the terms "carer" (as a synonym for "family assistant") and "housekeeper" (as a synonym for "family helper"), in line with National Institute of Social Security (INPS) databases.

In Italian, both terms are used in the feminine form, even though the professions have seen an increase in male workers.

INPS data on years prior to 2019 may differ from those reported in previous publications. Each year INPS publishes annual data and updates those from previous years. This explains possible discrepancies in data previously reported.

Below are the main statistical sources used for writing the 2020 Annual Report:

- CAS.SA.COLF, database 2020;
- DOMINA, database on domestic work;
- DOMINA, Dossier 1-12 (2018-2020);
- EBINCOLF, handbooks;
- EUROSTAT, population on 1 January by age group and sex;
- EUROSTAT, population on 1 January by age, sex and type of projection;
- EUROSTAT, social expenditure by functions and groupings EUR millions;
- INAIL, statistical database;
- INPS, Observatory on Domestic Work, annual data 2019;
- INPS, customized data collection for DOMINA, 2020;
- INTERNATIONAL LABOUR ORGANIZATION UNITED NATIONS;
- National Labour Inspectorate, Central Directorate of Supervision, Legal Affairs and Litigations;
- ISTAT, domestic accidents, data 2018;

- ISTAT, resident population and demographic balance on 31 December 2019;
- ISTAT, main annual aggregates of National Accounts: production and added value by branch of activity;
- GENERAL STATE ACCOUNTANCY.

Please refer to the Bibliography for additional sources.

Introduction

by Lorenzo Gasparrini

Secretary General of DOMINA – National Association of Families as Employers of Domestic Workers

Guided by the underlying principle of giving the right dignity to domestic work and exploring ways for long-term improvement, thanks to its Observatory, DOMINA has been able to transform listening to the needs of families who employ domestic workers into a systematic monitoring of the domestic sector. Such sector has always lacked a wide-ranging vision. In the role of employers association signatory of the National Collective Agreement on Domestic Work, DOMINA has decided to fill this gap by offering its expertise in the field and investing in research activities.

In 2020, citizens and the media have turned to numbers like never before. The pandemic has reset media priorities across the world on statistical data, charts, trends, local, national and international projections. There has been an increased attention to mathematical models to understand the pattern of infection, to daily statistics to evaluate the crisis, to trends and projections to outline the phenomenon and manage the resources available. In a period of great uncertainty, numbers have helped and still help us identify weaknesses and requirements to develop recovery strategies. Data analysis allows us to imagine and design new possible intervention strategies by joining forces.

A positive outcome of the pandemic is the ongoing contact between associations and trade unions at all levels, including in the domestic sector. Constructive confrontation, supported by data, is the only way to relaunch the sector with concrete proposals.

The second edition of the Annual Report on Domestic Work clearly focuses on training and safety in the sector. There are key elements to foster prevention and growth, while bearing in mind the economic and tax impact of care work. The regularization of 177,000 domestic workers has brought an additional income of EUR 0.3 billion resulting from personal income tax (IRPEF) and social contributions, which increased the overall tax revenue of regular domestic work to EUR 1.5 billion. However, there are still more than one million undeclared domestic workers, not only among foreigners. If these workers were to sign regular contracts, tax revenues in the domestic sector would increase by an additional

EUR 1.8 billion, reaching a total of EUR 3.6 billion.

Therefore, taxation remains the keystone to ensure the good functioning of the domestic sector. The crucial lever to revitalize the sector post-COVID-19 will be a tax reform, already started under the so-called "Family Act". Policies are needed to alleviate the tax burden, reduce the gap between the cost of employment and undeclared work, and raise awareness of the importance of the domestic sector among all relevant stakeholders.

It will also be necessary to review the pre-existing contradictions in the domestic sector that have been highlighted by the crisis. Since the first outbreak of the pandemic, the domestic sector was included among the "essential" services. However, it was the last to receive support from the Government. This clearly shows the existing structural prejudice and leads to underestimating the importance of domestic work from an economic, social and cultural point of view. We hope this Report will provide support to all stakeholders involved, by encouraging the development of appropriate strategies for the set-up of a family-friendly welfare, and by increasing protection for domestic workers.

Presentation

by Massimo De Luca

Lawyer - Director of DOMINA National Observatory on Domestic Work

The Italian domestic sector is particularly relevant when looking at figures (number of workers, elderly and children taken care of at home, and families involved), and for its social, economic and tax impact.

According to the latest available data (2019), INPS estimates almost 850,000 domestic workers, with a slight majority of family helpers (housekeepers) over family assistants (carers). The reality of domestic work in Italy depends on many factors, particularly ongoing demographic and social trends. It is not surprising that in the last decade the number of carers has steadily increased, against a continuous decline in housekeepers: while in 2010 carers accounted for 32% of (regular) domestic workers in Italy, in 2019 this figure reached 48% and it is reasonable to assume that it will exceed 50% in the coming years.

In this context, a large share of the workforce is represented by foreign domestic workers (70% of the total) – especially from Eastern Europe – and by women (89%), although in recent years there has been an increase of both male and Italian workers.

The domestic sector has highest share of undeclared workers in Italy: according to the National Institute of Statistics (ISTAT), they account for 57.6% of the total. This means that the 850,000 workers registered at INPS are actually less than half of the total workforce, estimated at over two million workers.

This phenomenon has a direct impact on the safety of workers and households, since – clearly – undeclared workers cannot access training and social protection as regular workers. This issue of the Annual Report on Domestic Work focuses on occupational safety and includes contributions from relevant institutional actors.

While the "household" is normally considered to be the safest environment, data show that domestic accidents are very common (over three million a year, only counting those actually declared). This risk, shared by all family members and people living in the house, is higher among domestic workers, as they are always in contact with dangerous items (e.g. knives, ladders, appliances) or performing risky tasks (e.g. lifting loads). Since families who employ domestic workers cannot have the same obligations as other employers when it comes to

occupational safety, workers' training and upskilling become key to increase safety.

This Report also underlines the fundamental role played by households with a view to welfare, given that their commitment as employers translates into significant public savings. Today households spend EUR 7.1 billion on regular domestic workers, and this figure rises to EUR 15 billion if we also consider the remuneration of undeclared workers. Overall, the involvement of households allows to save no less than EUR 10.9 billion, corresponding to the amount the State would have to pay to admit an elderly assisted at home into a long-term care facility.

In terms of taxation, domestic work generates EUR 1.5 billion in tax and social security revenue. This amount could rise to EUR 3.6 billion if all two million domestic workers were regular.

In 2020, the regularization of migrant workers generated 177,000 applications in the domestic sector alone: therefore, we can predict that the number of regular domestic workers will rise significantly above one million as early as next year. This is clearly a positive step towards the eradication of undeclared work, but it is still not enough.

In order to regularize the one million domestic workers who still don't have a contract (both Italian and foreign), we need measures to support households and make undeclared work less convenient than regular work. DOMINA has been striving for this for a long time and will continue to do so.

Finally, we cannot ignore the impact that the pandemic has had and still has on the domestic sector. At the outbreak of the crisis, households were confused, but they responded with a great sense of responsibility: in March 2020, for example, 50,000 domestic workers were hired (+60% compared to the previous year). This trend highlighted a new impulse towards regularization, which started directly from families. This happened in spite of the sometimes insufficient support by the state: for example, the 220,000 applications submitted for the COVID-19 allowance (April-May) only concerned one-quarter of regular domestic workers in Italy. Social partners and trade unions played a fundamental role in the most delicate phase of the pandemic, not only in terms of assistance provided to families, but also in terms of economic support.

Preface

by Franco Bettoni

President of INAIL - National Institute for Insurance against Accidents at Work

Domestic work is deeply rooted in Italy's economic and social fabric, given the type of services and actors involved. In fact, domestic services are widely demanded by various population groups, and there is an ongoing and growing interest for the different characteristics of domestic work. Due to its particular nature, the domestic employment relationship differs from any other employment relationship: domestic workers are not employed by companies which – in most cases – have an organized work structure, with the possibility of replacing or hiring new employees. Instead, the beneficiary of services are small and homogeneous family units, and domestic work takes place in the context of the daily private life of the household. As a result of the geopolitical events of the last 20 years, namely the internationalization of markets and extensive migrations, the domestic work relationship mainly involves (often high educated) foreigner workers. On the side of service users, an increasing number of households are hiring domestic workers to respond to their own family needs, also due to the greater participation of women in the labour market. In addition, the provision and type of domestic services are strongly influenced by population ageing and the resulting demand for care.

This publication is a product of the National Observatory on Domestic Work of DOMINA (National Association of Families as Employers of Domestic Workers), a signing body of the National Collective Labour Agreement (CCNL) on Domestic Work, with the scientific collaboration of the Fondazione Leone Moressa. The Report addresses the issue of occupational safety and risk prevention in domestic work, highlighting some peculiarities of the sector, such as trends of work accidents and occupational diseases over the years, high rates of irregularities, the strong presence of foreign workers, and risks related to the working environment. For years, INAIL has been following the recent legislative guidelines on occupational health and safety, by launching campaigns on the promotion of safety and healthy habits targeting both civil society and professional actors. In this context, the protection of both Italian and foreign workers gains social significance, with a view to containing the risks of work-related diseases and accidents in the workplace. Some categories of workers, especially foreigners, are often exposed to professional situations of greater

danger not only because they are engaged in particularly strenuous work situations, sometimes combined with irregular working conditions, but also and above all for the lack of appropriate education, information and training. The risk is even higher among foreigners who have a poor understanding of the Italian language. In this context, INAIL's training and information campaigns have proved particularly effective over time. INAIL uses various channels for its campaigns, including direct promotion, cultural mediators, distribution of brochures and multilingual leaflets, and dissemination of information through mass media in order to also reach those professional categories outside the traditional channels of training and information.

The results of this document are a way to improve knowledge of domestic work in Italy, with the aim of raising awareness of the dangers workers are exposed to and contributing to increased prevention. INAIL has always strived to achieve these goals, as a sign of civil awareness and solidarity. In particular, the INAIL Polo Salute e Sicurezza [health and safety pole] carries out prevention activities of occupational risks, awareness raising, and training and assistance in the field of occupational health and safety. As such, it promotes and contributes to the ongoing evolution of an efficient and innovative system towards global and integrated protection for workers, and increased support to companies via targeted tools accessible to all.

CHAPTER 1 SAFETY AT WORK IN THE DOMESTIC SECTOR



DOMINA ANNUAL REPORT ON DOMESTIC WORK 2020

In collaboration with Fondazione Leone Moressa

1. Safety at work in the domestic sector



Risks at home

3.2 million

TOTAL ACCIDENTS (involving also family members, elderly, children) (ISTAT, 2018)

1 in 3 +65 y/o 13.4 per 1,000 inhabitants e.g. ladders, knives, electrical devices, chemical products, etc.



Risks for DOMESTIC WORKERS

Work accidents per 10,000 workers (INAIL, 2019) HOUSEKEEPERS 58.1 CARERS 38.2

Occupational illnesses per 10,000 workers (INAIL, 2019) HOUSEKEEPERS 0.5 CARERS 0.6

Supervisory body:

National Labour Inspectorate 965 inspections in 2019

IRREGULARITIES

58.4% DOMESTIC WORK 67.9% TOTAL SECTORS

(% on inspections carried out by the National Labour Inspectorate, 2019) 24.0% DOMESTIC WORK 34.6% TOTAL SECTORS

UNDECLARED WORK

3.2% DOMESTIC WORK 6.2% TOTAL SECTORS UNDER EMPLOYMENT

4.5% DOMESTIC WORK 12.6% TOTAL SECTORS IMPROPER No. OF HOURS WORKED

Main risks for DOMESTIC WORKERS (Source: EBINCOLF Handbooks)

HOUSEHOLD CLEANING AND HYGIENE

ELECTRICITY IN THE HOME

LADDERS AND STOOLS USE OF GAS IN THE HOME

HANDLING AND LIFTING LOADS

1.1 Introduction. Domestic work and labour inspections

by Leonardo Alestra

Director General of the Italian National Labour Inspectorate

Undeclared work represents a significant, if not prevalent, portion of domestic services. Compared to other activities, services provided in household contexts are more likely to be performed irregularly, also due to the fact that, unlike other sectors, it is difficult to carry out labour inspections without prior notice and detect irregularities.

It is important to note that, although labour inspectors can exercise their right to carry out inspections in laboratories, factories and construction sites subject to their supervision at any time of the day and night, as well as dormitories and refectories connected to such facilities, they must avoid inspections in premises in proximity of workplaces that are not directly or indirectly connected with the activities of the company, unless the inspectors have a strong suspicion that pushes them to carry out or conceal violations of the law (Article 8, Presidential Decree No. 520/1955).

The scope of labour inspections is therefore limited by the inviolability of the dwelling, that does not constitute a "workplace", as clarified by constitutional law in judgment No. 10 of 1971.

Limited powers of investigation for labour inspectors also correspond to less sanctions targeting irregularities of employment relationships that take place within the household, thus reducing deterrence.

The sanction that punishes recourse to undeclared work – known as *maxisanzione* – is indeed restricted to employment relationships involving employers-entrepreneurs and not households.

Article 3, paragraph 3, of Legislative Decree No. 12/2002, converted by Law No. 73/2002 and subsequent amendments and additions, sanctions the employment of workers without prior notification by the private employer, with the sole exclusion of domestic employers.

Therefore, in the event of "illegal" employment relationships taking place within a household, labour inspectorates mainly resort to monocratic conciliation and warnings, regulated respectively by Articles 11 and 12 of Legislative Decree No. 124/2004.

Monocratic conciliation is a procedure that can only be activated upon request of the worker (therefore irrespective of the normal course of inspections). It is aimed at settling disputes among employers and workers by securing an agreement between the parties on the payment of taxes, unlike conciliations pursuant to Article 410 of the Italian Code of Civil Procedure.

It therefore deflects monitoring activities and possible legal disputes which, however, are subject to the will of the parties to avoid procedural aggravations or inspections (the latter being, as mentioned above, difficult to carry out).

Differently, the warning is issued by the inspectorate and represents an enforceable title to satisfy the worker's economic claims which, however, unlike monocratic conciliation, require the acquisition of testimonial or documentary evidence.

In the domestic work sector, the warning is therefore normally used for issues related to the payment of salaries, rather than to sanction undeclared work.

On the other hand, given the above-mentioned issues related to the assessment and sanctioning of elusive behaviours, wrongdoings in the field of domestic work have been addressed through the introduction of useful tools to streamline the bureaucratic procedure of establishing and managing employment relationships, especially those of short duration.

Already in the original formulation of Legislative Decree No. 276/2003, provisions on so-called "vouchers" (now repealed) provided for the possibility to use vouchers to pay for some short-term, occasional work, including small domestic chores provided occasionally, as home-based care for children and the elderly, sick or disabled people (Article 70).

Over time, provisions on the use of vouchers have been subject to several amendments and additions, until vouchers were replaced by "occasional services" referred to in Article 54 bis of Legislative Decree No. 50/2017 (converted by Law No. 96/2017).

The shift to occasional services resulted in a simplification of the employment relationship, in particular through the so-called "Family Booklet", also regarding the provision of small domestic services including gardening, cleaning or maintenance work; home-based care for children and the elderly, sick or disabled people; and additional private teaching.

However, the shift from previous legal provisions to occasional services was not a catalyst for change.

This is probably the best way to deal with the phenomenon of undeclared work in households, with negative effects that undoubtedly have an impact on occupational safety. The

correspondence between undeclared work/unsafe work is also widely demonstrated in the domestic sector, where accidents are quite common, although they are not very often spoken of.

1.2 The importance of prevention in domestic work

Accidents at home are very common and often underestimated; they occur in the case of accidental damage to one's health as a result of injuries, fractures or bruises. This affects everyone — not just domestic workers — and the risk is so widespread that it is more likely to become a victim of a domestic accident than a road accident. In 2019, there were 172,183 road accidents with injuries in Italy,¹ while the latest ISTAT data estimate² that 807,000 people³ are victim of accidents at home every three months (over three million a year). These numbers clarify the extent of the phenomenon, but not its severity, which might vary up to fatal events. Moreover, this figure does not include the so-called "hidden accidents", i.e. minor unreported accidents.

Therefore, the topic of home safety requires greater consideration, not only for "household" workers but for anyone who performs domestic tasks; it is not the job that determines the risk, rather the activities performed and particularly domestic services.

The latest ISTAT demographic survey (2018) records 807,000 people injured by accidents at home every three months, that is more than three million a year. Occupational status is a determining factor, as those most at risk are housewives (19.3 injured per 1,000 people): it is estimated that every three months, 143,000 women have a domestic accident. Instead, the survey only recorded 11.1 injuries per 1,000 workers employed, probably because they perform fewer domestic chores.

Time spent at home and tasks performed are key elements to determine the likelihood of domestic accidents. Accordingly, women are at higher risk than men (64% of domestic accidents detected involve women). In fact, the duration and intensity of a domestic activity increases the risk of having an accident.

Tab. 1.1 Accidents at home in Italy among the total population (2018)

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¹ ROAD ACCIDENTS. ISTAT, 2019.

² ISTAT, Aspects of daily life, 2018.

³ ISTAT data are based on a sample survey in which the respondents are asked whether they experienced any domestic accident in the past three months. The annual projection is made by multiplying the quarterly figure by four.

Occupational status	Domestic accidents per 1,000 people with similar status				
Employed	11.1				
Housewives/housemen	19.3				
Retired	19.1				
Total	13.4				

Source: DOMINA and Fondazione Leone Moressa, based on ISTAT data

Tab. 1.2 Accidents at home in Italy among the total population (2018)

Age group	People who had an accident in the last three months (ISTAT survey)	Annual forecast	Distr. per age group	Domestic accidents per 1,000 people in the same age group
0-5 y/o	38,000	152,000	4.7%	12.9
6-14 y/o	46,000	184,000	5.7%	9.0
15-24 y/o	54,000	216,000	6.7%	9.1
25-34 y/o	63,000	252,000	7.8%	9.5
35-44 y/o	98,000	392,000	12.1%	11.8
45-54 y/o	125,000	500,000	15.5%	12.8
55-64 y/o	105,000	420,000	13.0%	13.1
65-69 y/o	32,000	128,000	4.0%	9.0
70-74 y/o	49,000	196,000	6.1%	15.8
75-79 y/o	60,000	240,000	7.4%	21.3
+80 y/o	137,000	548,000	17.0%	34.3
Total	807,000	3,228,000	100.0%	13.4

Source: DOMINA and Fondazione Leone Moressa, based on ISTAT data

In addition to the type of domestic task performed, age is also an important factor. The elderly are the most affected: 17% of the injured are over the age of 80 and 34% are over 65.

Let us observe the share of people who had accidents on the reference population for each age group: the average rate is 13.4 per 1,000 people, but it grows considerably among the elderly (21.3 per 1,000 people aged between 75-79 and 34.3 per 1,000 aged 80 and over).

Notwithstanding the greater exposure of women (especially housewives) and older people (the most vulnerable category), it should be noted that every year over 300,000 children are also victims of domestic accidents. In many cases, these children are under the age of 5. For this reason, the Ministry of Health has produced the booklet "Bambini sicuri in casa" [Safe children at home], a small guide on the domestic safety of children, and has promoted and financed the guidelines "La prevenzione degli incidenti domestici in età infantile" [Prevention of domestic accidents of the child].

These data show how greater awareness on "domestic risks" can benefit the entire population. The Ministry of Health has not only focused its attention on children: domestic accidents, together with road accidents, are one of the six areas targeted by the National Prevention Plan 2020-2025. The Plan particularly highlights that it is challenging to estimate the actual impact of domestic accidents on the whole population, and to find a proper definition of domestic accident. The extent of the phenomenon is clear, with health consequences which also affect the economy. The Ministry intends to promote a cross-cutting strategy that will raise awareness of the phenomenon across the population and will promote more careful monitoring of domestic accidents.

One of the underlying causes of domestic accidents is the widespread belief that the home is a safe place. Therefore, people pay less attention to daily activities and behave in a way that triggers accidents, either due to distraction or inexperience.

In more scientific terms, an accident is determined by the interaction of three types of risk factors: environmental factors (i.e. related to characteristics of or elements in the context), individual factors (i.e. related to personal features such as age, sex, state of health of the injured person), and behavioural factors (i.e. the specific inclination to take or avoid risky actions). Prevention can play a decisive role, as it can intervene on each of these risk factors.

https://snlq.iss.it/wp-content/uploads/2018/11/LG prev-incidenti-domest.pdf

⁴ http://www.salute.gov.it/imgs/C 17 opuscoliPoster 236 allegato.pdf

⁶ Adopted on 6 August by the State-Regions Conference, the National Prevention Plan 2020-2025 is the fundamental tool for national planning of prevention and health promotion.

Because of the tasks performed, domestic workers are at higher risk of domestic accidents: the National Institute for Insurance against Accidents at Work (INAIL) already addressed the issue in 2010 in its publication "Lavorare in casa in sicurezza" [Working at home safely], a manual for housekeepers and family assistants, focused on the following risks:

- using a ladders, knives, scissors, etc;
- electrical hazard;
- chemical hazard resulting from the use of dangerous substances;
- contact with hot objects or substances;
- microbiological risks resulting from microbes responsible for infections and allergic substances;
- risks associated with movement and working activities which involve physical efforts or poor posture.

The manual was published ten years ago but it is still very relevant when it comes to safety at work in the domestic sector. At the time, the sector was already characterized by some of its current features, such as the high rate of irregularities and the strong presence of foreign workers. These two elements have a direct impact on occupational safety. For example, specific information and communication tools were developed (e.g. summary sheets on regulations) for foreign workers who have poor language skills. At the same time, different population habits should be considered when planning prevention campaigns, e.g. via the distribution of leaflets in gathering places or public spaces (squares, parks, stations).

While the INAIL manual was a milestone towards safety awareness in the domestic work sector, many further steps have been taken in the last ten years.

For example, in 2014 INAIL published "Safe home", a multilingual brochure (Spanish, English, Russian, and Romanian) aimed at reducing the risk of domestic accidents by targeting both foreign workers to promote prevention and safety, and households who employ domestic workers to raise awareness of risk factors.

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⁷ Lavorare in casa in sicurezza Manuale per colf e assistenti familiari, INAIL, 2010, http://www.salute.gov.it/imgs/C 17 opuscoliPoster 158 ulterioriallegati ulterioreallegato 2 alleg.pdf
⁸ Safe Home, INAIL, 2014 https://www.inail.it/cs/internet/docs/allegato casa si cura italiano inglese.pdf

All these initiatives, along with the daily work of associations and trade unions, have contributed to strengthen — even among the public opinion – the perception of domestic work as an employment relationship of equal dignity as any other, and therefore with the same level of protection and the same obligations.

The National Collective Labour Agreement (CCNL) on Domestic Work clearly recognizes the importance of safety (Article 28, "Tutela delle condizioni di lavoro" [Protection of working conditions]). According to this Article, every worker has the right to a safe and healthy working environment in the household. As in every work environment, the employer should ensure risk prevention and inform and train the worker about risks, hazards, and how to prevent them. For example, it is the employer's responsibility to ensure that the electrical system is equipped with an appropriate residual current device, the so-called lifesaver. More generally, the employer must inform the worker of any risks in the work environment, including the use of equipment and exposure to particular chemical, physical and biological agents. The employer must also inform the employee of certain rules to be followed in order to perform domestic tasks safely and prevent accidents or injuries.

This information should be provided in written form at the time of recruitment, but the employee can also receive it at a later stage. By signing this document, employees declare to acknowledge the rules to be followed when working in the domestic sector, and any risks associated with it.⁹

To provide correct and comprehensive information, the National Bilateral Body of Domestic Employers and Workers (EBINCOLF)¹⁰ also produced five handbooks on safety at work in the domestic sector.¹¹ The employer who provides the EBINCOLF handbooks to domestic workers contributes to inform them about any risks existing in the household, as established by Article 27 of the current National Collective Agreement on Domestic Work.

The EBINCOLF handbooks focus on five topics:

Household cleaning and hygiene. Useful guide to symbols on labels of products

 $^{^9}$ National Collective Labour Agreement - Article 28, comma 3: The information will be prepared at the time of definition of the duties and will be updated in case of resulting changes. The document is provided in written form by the sectoral Bilateral Body – EBINCOLF.

¹⁰ https://ebincolf.it/

¹¹ EBINCOLF handbooks: https://ebincolf.it/guaderni/

used for cleaning the home. Basic information is also provided on prevention and how to behave in case of ingestion, inhalation or contact with harmful substances.

- **Electricity at home.** Correct information about the operation of home appliances is important not only to reduce electrical risk, but also to increase savings in the bill. In this case, prevention plays a fundamental role to avoid overloading, overheating and electrocution.
- Ladders and stools. Ladders and stools are used on a daily basis for cleaning, but some precautions are needed to manage them safely.
- Use of gas at home. Observing a few simple precautions can be very important to avoid unpleasant accidents; for example, the maintenance and proper use of the boiler, meter and pipes are essential. Some important precautions must also be taken for the daily use of the stove or gas oven.
- Handling and lifting loads. As domestic work implies physical tasks and namely lifting
 and carrying loads (e.g. moving furniture), some expedients can reduce the risk of
 injury. There are some simple, basic techniques for moving or lifting weights that
 make it possible to avoid potentially serious damage.

1.3 Risks associated to domestic work

As observed, the home is not as safe as one may think, and housework increases the risk of accidents. As a result, domestic workers are exposed to greater risks which may not always be clear at first sight, but should not be underestimated.

When referring to domestic work, it is first of all necessary to clarify that employers are families (therefore private individuals) who must hire private individuals (the domestic worker, mostly carers or housekeepers) out of necessity, if not emergency.

In addition to the absence of profit, what makes a household different from a traditional employer (entrepreneurs) is the lack of knowledge of obligations and rights of each of the parties signing the contract; the absence of bureaucratic constraints and insurance obligations; and the peculiarity of the workplace.

The house is therefore of utmost important in the following analysis of safety issues. First and foremost, there are some factors which are underestimated and not considered as risky just because they are part of the domestic environment.

INAIL data¹² are revealing (Table 1.3) that the two professional categories recognized and observed by the Institute — that is, unskilled housekeepers and care service professionals — report around 5,000 domestic accidents per year. Comparing workers from the two categories we notice that housekeepers are more exposed to accidents (58.1 per 10,000 workers, 2019) than care service professionals (38.2 per 10,000 workers, 2019).

It is worth highlighting that these figures cover all occupational accidents reported by INAIL per year of occurrence. Figures would be different if they also took into account all non-reported injuries.

¹² Source: INAIL database updated as of 30 April 2020, customized data collection for DOMINA.

Tab. 1.3 Work accidents per year of occurrence

	2015	2016	2017	2018	2019	Accidents per 10,000 workers in 2019*
Unskilled housekeepers ¹³	2,894	2,869	2,864	2,933	2,605	58.1
Care service professionals ¹⁴	1,778	2,023	2,199	1,991	1,927	38.2

Source: DOMINA and Fondazione Leone Moressa, based on ISTAT and INAIL databases, data updated as of 30 April 2020 (customized data collection)

Another interesting factor is the data on occupational diseases recognized by INAIL (Table 1.4). An occupational disease is a pathology contracted by workers during the performance of their work activities or as a result of the work environment. In the context of domestic work, among the most recognized occupational diseases there are musculoskeletal disorders resulting from physical activities, and respiratory diseases caused by chemical agents found in household cleaning products.

These risks are common for both carers and housekeepers, therefore the recognized occupational diseases for the two categories are very similar. The above data on accidents or illnesses in domestic work are underestimated because such accidents and illnesses are not always reported, especially if they are minor. Moreover, these data only refer to regular workers, i.e. less than half of the domestic workforce in Italy. The high rate of irregularities is clearly another risk factor for both workers and family employers.

¹³ Unqualified domestic personnel: domestic workers and similar occupations including housekeepers, valets, laundresses, maids, servants, domestic workers responsible for removing stains and ironing, family helpers and assistants, private cooks, domestic servants, cleaning ladies.

¹⁴ This category includes: companion carers and qualified care personnel (stewards, lady-companion, private housekeeper, butler, kid carer and similar occupations (babysitters), personnel in charge of long-term care (carers for the elderly and disabled, social workers and carers providing home care, family assistants).

Tab. 1.4 Occupational illnesses per year of occurrence

	2015	2016	2017	2018	2019	Illnesses per 10,000 workers 2019*
Unskilled domestic workers	32	25	31	21	24	0.5
Care service professionals	38	43	35	34	26	0.6

Source: DOMINA and Fondazione Leone Moressa, based on ISTAT and INAIL databases, data updated as of 30 April 2020 (customized data collection)

The above data on accidents or illnesses in domestic work are underestimated because such accidents and illnesses are not always reported, especially if they are minor. Moreover, these data only refer to regular workers, i.e. less than half of the domestic workforce in Italy. The high rate of irregularities is clearly another risk factor for both workers and family employers.

1.4 Results of inspection activities

As mentioned in the introduction to this chapter, irregularities and wrongdoings in the domestic sector are not only widespread, but also very difficult to bring to light given the limitations for assessment and monitoring activities.

As highlighted in the Report, most domestic workers find themselves in irregular situations. This undoubtedly represents the primary source of risk for this professional category. In addition, contracts prepared by households do not always clarify the worker's rights and obligations, their duties and other essential elements such as vacation, overtime, and days off.

This leads to misunderstandings, which are often settled through the so-called labour disputes. Such disputes arise between the employer and employee when the terms of the CCNL are not met. The labour dispute represents the first stage of an amicable and conciliatory confrontation between the parties; it could lead to an agreement without filing a labour lawsuit in Court.

The main data sources for this chapter are the statistical archives of the National Labour Inspectorate, in particular the Report updated as of 2019.¹⁵ The archives contain information on inspection activities in the framework of labour and social legislation, allowing to estimate the rate of irregularities and wrongdoings among workers and companies, as well as the collection of unpaid taxes and bonuses, etc. The archives also provide a classification of the most widespread irregularities in the workplace, such as inappropriate definition of the employment relationship, violation of working hours, criminal and safety violations. Since they only refer to inspections, these figures do not fully reflect the actual market. However, they remain critical to understand what types of wrongdoings are most common in the sector.

Data are divided by sectors – such as agriculture, industry, construction, and tertiary – and subsectors. Interestingly, up until 2015 the domestic sector was excluded from this analysis due to unavailability of reliable data. It now falls under the sector classified using the Ateco Code "T". This is why the analysis starts from 2015, considering variations in the following years up until 2019.

For the purpose of this analysis, we will only consider data referring to labour inspection

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activities. Such analysis is particularly relevant with a view to families who employ domestic workers, since the Labour Inspectorate cannot carry out inspections in private dwellings, but can only take action after a report.

Accordingly, the drop of inspections in the T sector may not indicate a decrease in irregularities in the domestic sector, but rather a decrease in reports. It is undeniable that between 2015 and 2016 the variation was particularly significant, as opposed to the following years when figures always hovered around 1,000 families who employ domestic workers, with slight variations by a few dozen.

What is most surprising is the very little variation in the rate of labour inspections across sectors, which is always estimated at 0.9%, with the exception of 2015 when it was registered at 1.2%. The decrease in the number of inspections targeting families who employ domestic workers is accompanied by a decrease in the rate of irregularities, particularly between 2015-2016, and 2016-2017. A slight increase by about 4% was registered between 2018-2019.

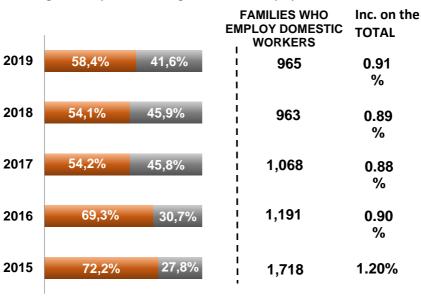


Fig. 1.1. Inspections among families who employ domestic workers

Source: DOMINA and Fondazione Leone Moressa, based on data by the Central Directorate of Supervision, Legal Affairs and Litigations of the National Labour Inspectorate (NIL)

■ Irregular activities
■ Regular activities

Among the 106,446 inspections carried out in 2019, 72,255 disputed irregularities, accounting for 67.9% of total inspections. This share is substantial and may constitute statistical evidence. The time series of irregularities out of the total number of investigations shows an effective increase of wrongdoings over the years. When referring to families who employ domestic workers, data must be considered with caution.

From 2015 to 2018, a steady decrease in irregularities was registered in inspections in the T sector, dropping from 72% to 54%. In the last year, irregularities increased to 58%. Again, the number of cases opened, mainly as a result of reporting by domestic workers, have an impact on the trend.

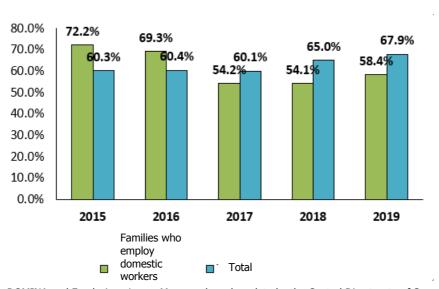


Fig. 1.2. Time series of verified irregularities Comparison between the domestic sector and the total of all other sectors

Source: DOMINA and Fondazione Leone Moressa, based on data by the Central Directorate of Supervision, Legal Affairs and Litigations of the National Labour Inspectorate (NIL)

The Annual Report on inspection activities also shows the number of workers involved in the disputed violations.

With a view to **undeclared work** – i.e. employment relationships that occur without any type of contract, and therefore deny social security coverage and protection provided by law, and exclude payment of taxes –inspections identified 32,367 undeclared workers, 1,145 of which were third-country nationals without a regular residence permit. Taking into account only the T sector, i.e. families who employ domestic workers, it is undeniable that the rate of undeclared work is significant: ISTAT data on the rate of irregularities highlight that almost 58% of domestic workers do not have a regular employment contract.

25

¹⁶ Rate of irregularities among employed workers: percentage ratio of undeclared workers to total workers.

The great share of undeclared work in the domestic sector does not necessarily come to light during labour inspections: in 2015 and especially in 2016, the percentage of irregularities related to undeclared work had an incidence of over 50% of the total (56.4% in 2015 and 60.8% in 2016). In 2017, the share dropped to 47.3%, reflecting the actual decline of the rate of undeclared domestic work from 48.4% (2016) to 43.8% (2017). The drastic drop in 2018 and 2019 was surprising. Overall, it is difficult to carry out inspections in the domestic sector and accordingly bring to light all data on irregularities related to undeclared work.

70.0% 60.8% 56.4% 60.0% 47.3% 43.8% 48.4% 50.0% 40.4% 40.0% 34.6% 30.0% 23.69 24.0% 20.0% 10.0% 0.0% 2015 2016 2017 2018 2019 Families who employ Total domestic workers

Fig. 1.3. Time series of verified undeclared work (share of workers involved) Comparison between the domestic sector and the total of all other sectors

Source: DOMINA and Fondazione Leone Moressa, based on data by the Central Directorate of Supervision, Legal Affairs and Litigations of the National Labour Inspectorate (NIL)

When referring to **underemployment**, it is important to note that employers must indicate the type of contract, working hours, remuneration and job description of the employee, at the time of recruitment and in the letter of employment. The type of duties also determines the salary: underemployment occurs if the employees actually perform tasks that go beyond what is defined in the contract regarding their occupational status.

Overall, inspections reveal that underemployment is decreasing: in 2015 it involved 12% of workers targeted by inspections; in 2019 the figure was halved.

With regard to families who employ domestic workers, the graph shows a fluctuating trend: in

2015 irregularities related to underemployment corresponded to 9.4% of the total, and only two years later, in 2017, the percentage sharply increased to 17.7%, and then dropped again in 2019 to 3.2% of the total.

Underemployment in the domestic sector cannot be framed precisely due to the lack of direct inspections and accordingly the low numbers of inspections carried out.

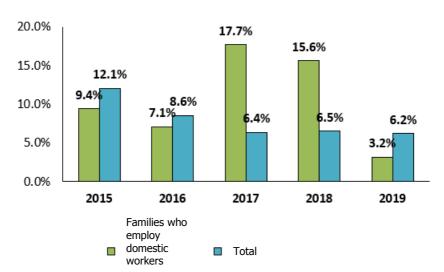


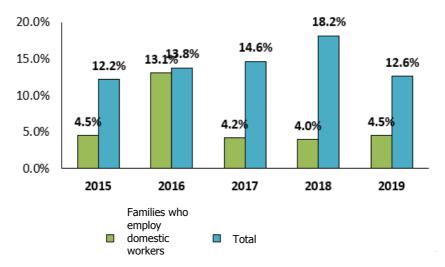
Fig. 1.4. Time series of verified underemployment (share of workers involved) Comparison between the domestic sector and the total of all other sectors

Source: DOMINA and Fondazione Leone Moressa, based on data from the Central Directorate of Supervision, Legal Affairs and Litigations of the National Labour Inspectorate (NIL)

Other wrongdoings relate to the **improper number of hours worked**. This occurs when the employee exceeds the number of working hours agreed in the contract and is paid irregularly. The phenomenon is quite present in all sectors and only decreased in 2019.

In the domestic sector it is less widespread. The rate remains stable at around 4% with the exception of a peak in 2016 (13.1%). There is a clear difference compared to other sectors, which highlights that this type of irregularity is less widespread or less detected in domestic work.

Fig. 1.5. Time series of verified **improper hours worked** (share of workers involved) Comparison between the domestic sector and the total of all other sectors



Source: DOMINA and Fondazione Leone Moressa, based on data by the Central Directorate of Supervision, Legal Affairs and Litigations of the National Labour Inspectorate (NIL)

CHAPTER 2 WORKERS' TRAINING AS A MEANS OF PREVENTION



DOMINA ANNUAL REPORT ON DOMESTIC WORK 2020

In collaboration with Fondazione Leone Moressa

2. Domestic workers' training



Benefits of training

- · Increased workers' skills and professionalism
- · Increased quality of services provided to families and society as a whole
- Increased market and societal recognition

Skills certification released by **EBINCOLF** (non-accredited certification)

· Requirements for admission to the certification exam:



- 1) Minimum 12 months work experience in the sector even non-continuous acquired in the last three years, under a regular employment contract in accordance with the existing legislation;
- 2) Participation to an EBINCOLF training in the last three years.
- The exam is divided in three tests: written, oral and practical. The certification lasts three years after which it can be renewed.

STRUCTURAL RISKS

SECTOR EXCLUDED FROM THE SINGLE TEXT ON SAFETY AT WORK D.LGS. 81/2008

DIFFICULT TO CARRY OUT INSPECTIONS

SAME RISKS FOR WORKERS AND EMPLOYERS





PREVENTION

INFORMATION ART. 27 NATIONAL COLLECTIVE AGREEMENT

EBINCOLF HANDBOOKS EBINCOLF TRAININ G OFFER

TECHNICAL STANDARD UNI 11766:2019 effective as of 12.12.2019: defines specific professional requirements for domestic workers (housekeepers, carers, babysitters), in compliance with the European Qualifications Framework; Provides for the respect of ethical principles of correct professional behaviour (first code of conduct for domestic workers).





30,000 hours of free training since 2015

10,000 workers involved **731 certifications** (2017-19)

58% Housekeepers 41% Carers 1% Babysitters 94% Women

2.1 Introduction

by Michele Carpinetti

President of EBINCOLF - National Bilateral Body of Domestic Employers and Workers

EBINCOLF believes in the value of training and is well aware that knowledge is key for the personal and professional growth of workers in the domestic sector. By promoting training at various levels, EBINCOLF¹⁷ not only fulfils one of its statutory tasks, but also contributes to the progress of a fast-growing sector in Italy, while always focusing on the worker's professional and human development. EBINCOLF trainings not only aim to upskill workers, but also to make them more aware of the role they play for the care recipient and for society as a whole, thus more prepared to face professional and personal challenges with greater competence and professionalism and, not least, in complete safety.

The bilateral Body of the domestic sector pays the utmost attention to safety in the workplace. As confirmed by the most recent ISTAT surveys, domestic accidents are increasing in Italy, weighting on public health. At the same time, they have psychological consequences since they happen in an environment, the home, considered to be the safest place ever. Furthermore, the consolidated act on health and safety at work (Legislative Decree No. 81 of 9 April 2008) does not directly cover workers who provide care services nor domestic workers in general, excluding them de facto from its scope of application. EBINCOLF is actively working to fill this regulatory gap and alleviate the risks related to domestic work. Accordingly, training activities promoted by the Body include special training-information programmes on safety at work to provide housekeepers, carers and babysitters with the knowledge and skills needed to best perform their work in total safety.

EBINCOLF also prepared five brochures focused on the topic of safety. Since many workers in the sector have basic knowledge of Italian, the handbooks are written in a simple and clear language, and describe the most frequent risks and dangers one may face while working at home. The handbooks detail a set of the common sense rules that domestic workers should adopt to avoid the most common accidents. The booklet covers physical risks (e.g. use of tools such as ladders, stools, electrical devices and exposure to malfunctioning gas systems), chemical risks (use of detergents and cleaning agents), and musculoskeletal risks (lifting loads

¹⁷ EBINCOLF - National Bilateral Body of Domestic Employers and Workers - https://ebincolf.it/

or moving the care recipient). The handbooks are shared through various channels: during training courses, in the waiting rooms of trade unions and employers associations, and to the newly hired domestic worker as a way to raise awareness on existing risks in the domestic environment provided for by Article 27 of the CCNL. Safety training alone does not solve the problem, but it is definitely an important way to counter the increase of work accidents in the household.

Since 2015, the bilateral Body has financed activities in the field of training and qualification, by offering 30,000 hours of classroom and training to more than 10,000 workers across the country — including housekeepers, carers and babysitters —, totally free of charge.

With a view to training and prevention, the COVID-19 crisis, which has been affecting communities across the world since February 2020, has called EBINCOLF to produce some training-informative video content for domestic workers. Videos address general topics of prevention such as how to reduce the risk of infection and fulfil domestic tasks effectively and in total safety for both workers and care recipients. Once again, EBINCOLF committed to provide its financial support and allowed interested domestic workers to access the contents totally free of charge. Moreover, such materials were produced in a way that facilitated promotion and distribution via online channels.

In addition, since 2017 EBINCOLF is also committed to pursuing the skills certification programme, currently without accreditation. This project of certification is certainly ambitious, far-reaching and could improve the structural organization of the domestic sector in the medium- to long-term. It stems from the observation that the only contractual regulatory system in Italy, i.e. the CCNL, fails to clearly define the minimum professional requirements for domestic workers, and most of all fails to provide a mechanism to assess the necessary skills.

Against this backdrop, EBINCOLF has significantly contributed to the publication of the standard UNI 11766:2019, a milestone for the domestic sector, first by promoting and then by actively participating in the technical work at the Italian Organization for Standardization (UNI).

The technical standard is expected to significantly change the training offer in the sector by means of an accurate description of minimum professional requirements for domestic workers. Professional trainers of domestic workers will have to follow precise directions and their training should be consistent and compliant with the existing regulatory framework. The goal

is to increase the number of domestic workers adequately trained by following a set of well-defined rules. Workers will be able to obtain a certificate of compliance with the requirements set forth in the technical standard, issued by a recognized third party.

For a long time already, EBINCOLF has offered trainings that comply with the precise requirements set forth in the standard UNI 11766. EBINCOLF trainings provide the knowledge and skills mentioned in the standard, focusing on practical activities. This methodology takes into account the type of tasks performed by domestic workers. The training offer financed by EBINCOLF is currently structured as follows: a compulsory 40-hour course for domestic housekeepers which gives access to two specialized courses for carers and babysitters (24 hours each). A certificate of attendance is issued to participants who attend at least 80% of the scheduled training hours of the compulsory course for domestic housekeepers and pass a theoretical-practical evaluation test.

Social partners in the domestic sector, and therefore EBINCOLF, aim to increase the professional recognition of domestic workers through training and certification. This contributes to the fight against undeclared work and increases the quality of domestic work, while valuing the acquisition of skills for adequate care provision to the most vulnerable groups such as the elderly and children. This also contributes to increasing transparency in the domestic sector and making it a strategic asset for the country, also from an economic standpoint.

2.2 Skills certification in domestic work

by Giuseppe De Luca

Technical Director of EBINCOLF

Progressive population ageing and various economic and social changes will gradually contribute to increase the labour demand for family assistants and helpers in Italy. By taking care of the household, children and the elderly on a daily basis, domestic workers contribute to the well-being of society as a whole and for this reason they should be considered a true common asset.

Undefined requirements

To date, most households hire domestic workers through their network of friends and acquaintances, selecting them based on good references and hoping to find the person that best responds to their needs. Human qualities such as reliability, honesty and fairness have always been some of the best criteria for selecting domestic workers, and rightly so. Professional skills, however, should also be duly assessed before hiring. Nonetheless, until recently, there were no clear and agreed criteria for the assessment of the worker's competencies. In fact, despite regulating the sector from a contractual point of view, the CCNL on Domestic Work fails to provide a useful framework defining the minimum professional requirements for domestic workers.

The problem of not having clearly defined requirements should also be considered from the workers' perspective. How can workers, particularly in the domestic sector, define themselves as competent? Acknowledging the role played by domestic workers is certainly a requirement for the provision of professional services. Such enhancement requires official recognition, resulting from the assessment of well-defined rules and professional requirements that apply to all workers.

EBINCOLF — the Bilateral Body of Domestic Employers and Workers — was made by FIDALDO, DOMINA, FILCAMS CGIL, FISASCAT CISL, UILTuCS and FEDERCOLF, with the precise intention of filling the regulatory and cultural gap and reducing professional uncertainty while increasing the recognition of domestic work. Against this backdrop, in 2017

EBINCOLF introduced a skills certification scheme based on specific training which identify the professional requirements for domestic workers.

EBINCOLF skills certification

EBINCOLF skills certifications scheme, which has not been formally accredited yet, is designed to comply with the provisions of UNI standard EN ISO 17024 as much as possible. Such standard sets the requirements for bodies responsible for skills certification. The formalization of procedures and regulatory pathways ensures transparency and impartiality throughout the certification process, while protecting workers who seek certification, as well as the market itself. EBINCOLF's structure reflects this approach, with a view to setting-up internal bodies, such as the Commission of Certification which is responsible for certifying activities and their monitoring. EBINCOLF's work so far is remarkable, still the Body keeps improving its processes and management system to obtain official accreditation in 2020 as Certification Body by Accredia, the Italian Accreditation Body.

Today domestic workers can address EBINCOLF and request access to certification exams for one or more qualifications for general-multi-function housekeepers, carers and babysitters, among others. Applications are currently voluntary and applicants should submit a form in which they certify they have the necessary requirements to take the exam, namely:

- To have gained work experience in the domestic sector and consistently to the profile for which they seek certification. Work experience must be of a minimum of 12 months even non-consecutive — acquired in the last 36 months under a regular employment contract, to be certified by payment of social security contributions visible in the social security statement.
- To have participated, in the last 36 months, in a training course financed by EBINCOLF on subjects related to the professional qualification they seek certification for.

Submitting the application is just the first step of the evaluation. In order to obtain the certification, candidates have to pass a written, oral, and practical exam. Exams are organized by the several educational secretariats spread across the territory, which act as front office for the technical secretariat of EBINCOLF; candidates are evaluated by a large group of examiners carefully trained on certification subjects and procedures. EBINCOLF certification validates the

minimum requirements the worker should meet, as described in the training specifications. EBINCOLF certification lasts 3 years and is subject to reassessment after 18 months from the date of issue, in order to confirm possession of the necessary professional requirements. At the end of the 3 years, the certification must be renewed, and workers are directed towards continuous updating, upskilling as well as regular work.

In parallel with certification, which EBINCOLF has not been officially accredited for, the Body has promoted the opening of a technical discussion table at the Italian Organization for Standardization (UNI), in accordance with the provisions of Law 4/2013. This initiative allowed important stakeholders in the sector to exchange views, with the aim of releasing a technical standard that defines professional requirements for domestic workers.

Technical standard on domestic work

The new standard UNI 11766 was published in December 2019 and filled the regulatory gap on the uncertainty of professional requirements for domestic workers. The standard establishes a framework of rules to identify a set of minimum requirements for domestic workers, i.e. of service providers, usually employees, responsible for managing domestic and daily activities in a live-in family structure. Taking into account specific domestic tasks and activities, requirements are described in terms of knowledge, skills and competencies, thus providing precise information on what should be expected from domestic workers.

The first chapter of UNI 11766 is an introduction of the standard and methodological approach used, followed by six chapters. The first three focus on the purpose and scope of application, and introduce regulatory references, terms and definitions. The standard identifies three categories of domestic workers: domestic housekeepers, carers and babysitters. Chapter 4 defines the specific tasks and activities assigned to the three professional categories, while chapter 5 sets the professional requirements for each one. Taking into account the tasks identified for each category, requirements are defined in terms of knowledge, skills and competencies in line with the European Qualifications Framework (EQF). Defining the requirements facilitates assessment and validation of learning, and also aims to make these processes as harmonized as possible. In the sixth and last chapter, indications are given, in the form of guidelines, with regard to the pathways to access evaluation and the methods to be used for the validation of training. Finally, Appendix A outlines some essential rules of conduct to be followed by domestic workers.

The technical standard also has other significant effects on domestic work. It uses and accurately defines specific terminology, with the aim of harmonizing the language and culture of domestic work. The document also provides a code of professional ethics for domestic workers, based on a set of rules which take into account that the quality of the human relationship is central to this professional relationship. Finally, the standard contributes to the protection of individual domestic workers and of the sector as a whole.

Benefits of certification and future prospects

Today, domestic work is based on a set of precise and shared rules. Workers can voluntarily request a certification of the skills developed through their work experience and specialized training. Accordingly, workers should be able to prove their skills to (recognized) third-party organizations, in compliance with the existing standard.

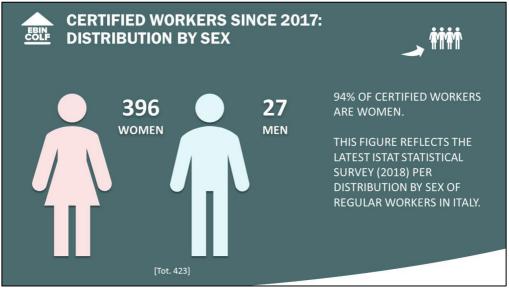
The benefits for the domestic sector as a whole are clear and predictable. On the one hand, families who employ domestic workers will benefit from higher quality services, as they will have additional elements to assess, for example whether the worker's skills meet their needs and whether workers demonstrate competence and professionalism. On the other hand, domestic workers will become more competitive actors on the market, as they will be able to prove their skills upon recognition of a certificate. Certifications will also benefit professional mobility across the territory, as well as workers' professional growth. We hope this system will soon translate into a real improvement of labour supply and demand in the domestic sector. What will make this evolution possible is increased awareness in demand, thanks to the new tools allowing for a better assessment of the offer; and the presence of professional domestic workers encouraged to continuously improve their knowledge, skills and personal competencies in order to offer better-quality services.

The new standard and skills certification will certainly contribute to improve training activities addressed to domestic workers. Indeed, the offer can now be structured on more precise indications, defining learning paths and objectives that are more harmonized and consistent with the reference regulatory framework.

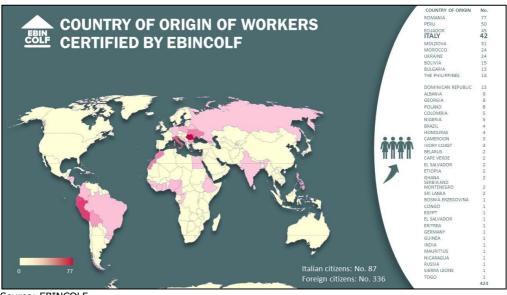


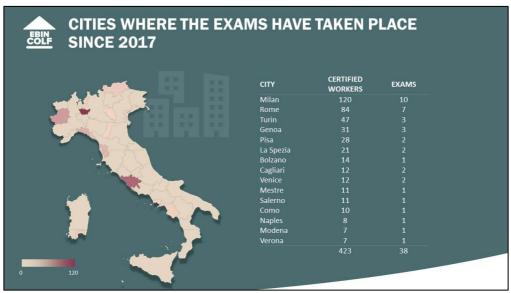












2.3 Recent developments in domestic work: training

by Maria Grazia Vergari

Psychologist—Psychotherapist, Professor of Developmental Psychology at the Pontifical Faculty of Educational Sciences "Auxilium" in Rome

"Home" and "care"

Overall, home is seen as a place of intimacy. The "domestic" environment is a physical and living space, a place of affection, of daily activities. Individuals who act in this dimension build their identities around daily life. In this context, it is important to reflect on the impact of "opening one's home" to a stranger responsible for taking care of the house or of our loved ones. In such cases, relationships of close proximity develop, and complex dynamics come into play within the home. Such relationships go beyond the attribution of "household chores" under the "domestic work" contract.

The domestic sector requires a strong relationship of trust; it is fundamental to find someone trustworthy, whom families can count on with their loved ones and around their most intimate and private spaces.

Professional role and identity

"You are professionals of personal and household care." This is what we often repeat during our training courses, raising astonishment and uncertainty among participants.

"Taking care of" is understood as the set of domestic, assistance and communication skills combined with warm and empathic manners; all these aspects contribute to build trust in order to ensure appropriate support when managing the house and providing assistance, protection, cognitive stimulation and comfort to the care recipient.

General recognition of the domestic worker's professional role and his/her ability to "identify" him/herself in that role are key in training.

Professional recognition is not only an external factor, but also has to do with an "internal" dimension. Domestic workers often fail to value their tasks and to recognize their relevance. As demonstrated by DOMINA's training courses, significant progress has been made in recent

years in terms of awareness and recognition of domestic work, with a gradual increase in workers taking pride in their job.

Let us now look at the professional figures who choose to perform domestic work nowadays. These are mostly women, particularly foreign women. Despite a number of issues related to domestic work, these jobs provide important career opportunities to many of these women, allowing them to improve their living condition and that of their families. Although they often imagine this work as transitory, recent developments have shown us this is no longer the case. What was initially considered as a "temporary" job option is now a more permanent career path in conjunction with family reunification. What is perceived as transitory is not only life as migrant, but domestic work or care work as such. Many accept these jobs out of necessity while looking for other professional opportunities. The stories collected during the years of training have present some common elements: many women chose domestic work after giving up jobs more in line with their curriculum (teachers, engineers, architects, factory workers, seamstresses, etc.). They adapt themselves to domestic or care work, even though they do not see any possibility of professional growth and therefore do not invest in training. At first, they resort to skills learned from family experiences in their cultural contexts of origin, or they use their common sense and try to listen to their employers' needs. All of this happens without specific training that qualifies their work, identifies their tasks (differentiating them from others that are performed by social and health care professionals), and raises their awareness of the existing mechanisms of workers' protection. The fact that supply and demand for domestic work remains mostly informal is detrimental to the quality of the work and professionalism of the worker. Employers often hire domestic workers from a network of personal contacts, and workers provide services without following any specific protocol.

Defining a professional profile for domestic workers

Domestic workers are service providers who work directly with the family. They perform domestic activities and offer support to family members; they know the domestic environment they work in, and how to operate in it; they are responsible for cleaning and tidying up; they observe and report to the family any changes in the health conditions of the care recipient; they make sure medicine and therapies are taken and followed appropriately; they take care of the assisted person and help with daily activities, and with the preparation and administration of meals; they help with grocery shopping or other errands; they offer their support for maintaining social contacts; they respect relational norms and rules of conduct

while managing their own emotions; they work in a network with other professionals including social workers. However, the role of family helpers and family assistants goes well beyond these tasks. In order to take care of the assisted person and of the domestic environment, workers must be able to set priorities and identify which skills need updating and professionalization.

Training programmes

Training programmes currently target activities that over time have proven particularly relevant to the type of services provided by domestic workers. Training allows to develop skills such as:

- Practical-operational skills: household economy and home management, housekeeping, food preservation, personal and domestic hygiene, care of the elderly, children and disabled, techniques for moving and lifting loads, preparation and administration of food, making sure medicine and therapies are taken and followed appropriately, first aid and geriatrics notions, knowledge of the most frequent aging-associated and childhood diseases and of some disabilities.
- Institutional/cultural competencies: notions of civic education, knowledge of the network of available social and health services and professionals, basic knowledge of the regulatory framework on social and health care, adherence to a "code of conduct". Beyond the existing regulatory framework, workers should respect a set of values to perform tasks accurately and define liability with a view to potential risks.
- Regulatory skills: knowledge of rights and duties of the worker, of the person assisted, of family members; knowledge of the CCNL on Domestic Work, of the main social security institutions and tax legislation.
- Relational skills: knowledge of the psychology of the elderly, of the main communication and relational skills; managing emotions and being able to listen; basic knowledge of active aging, conflict prevention and management; development of self-awareness and stress management skills; knowledge of burn out prevention models.

Particular attention should be paid to Italian language skills. It is important, where possible, to provide language courses in preparation for or in conjunction with training.

Difficulties and limitations of training

Training must be provided giving due consideration to the context and in particular to the fact that workers cannot always guarantee participation in structured training courses, as they might find it difficult to align training and working activities (e.g. workers might not be able to take time off from care or domestic duties) or they may have family responsibilities.

DOMINA's courses highlighted some critical aspects of training which require due analysis to be able to find effective solutions.

First of all, it is difficult for workers to attend training courses during work hours. Dropouts due to job or family responsibilities are very frequent. In addition, when migrant workers plan to stay in the host country for a short period of time, they have no interest in improving their skills in domestic and personal care. Providing training activities and opportunities for career growth are not enough to motivate workers, as such growth does not usually happen.

Another limitation is the employer's lack of interest in allowing the worker to take time off to participate in the training courses.

In addition to classroom training and skills certification via recognized programmes, it would be useful to acknowledge all skills acquired during work, since these elements are altogether useful for professional recognition.

Training domestic workers and recognizing their professional profiles is pivotal to the promotion of domestic and care work. This is the way towards cultural change and the promotion of greater responsiveness to the real needs of families.

CHAPTER 3 DOMESTIC WORK IN ITALY



DOMINA ANNUAL REPORT ON DOMESTIC WORK 2020

In collaboration with Fondazione Leone Moressa

3. Households who employ domestic workers

HOUSEHOLD SPENDING

Employers 51% M 49% F





Average age 64 M 69 F

2019

14.9

PUBLIC SAVING

10.9 2019

9.7

Duration of contracts (DOMINA data)

3.7% < 1 year21.7% 1-5 years 74.6% > 5 years

> 94% PERMANENT CONTRACTS

Regularization of foreign workers 2020 (Relaunch Decree, art 103. comma 1) Households who submitted an application

0 TOTAL APPL.

85% in the domestic sector 15% in the farming sector

Country of origin of domestic workers

10.5% Ukraine 9.1% Bangladesh 8.8% Pakistan

Country of origin of domestic employers

77.0% Italy 3.2% Pakistan 2.4% Bangladesh

in the DOMESTIC SECTOR

Lump sum **FUR 500**

Overall revenue EUR 88.5 million

Households' contributions **Potential** impact EUR 314 million

Personal Income Tax (IRPEF) and yearly contributions

RETIRED PEOPLE WHO CAN AFFORD CARE SERVICES (WITH THEIR PENSIONS) LIVE-OUT CARERS FOR SELF-SUFFICIENT PEOPLE

54.6% 19.9%

5 HOURS 25 HOURS 40 HOURS 8.1%





DOMINA ANNUAL REPORT ON DOMESTIC WORK 2020

In collaboration with Fondazione Leone Moressa

4. Domestic workers in Italy

Total
Workforce
2 million
DOMINA
estimate

Regular workers (INPS) 849 thousand (2019) 863 thousand (2018)

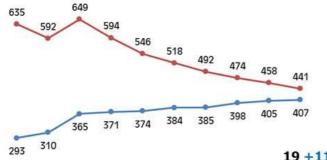


52.0% HOUSEKEEPERS 48.0% CARERS

Share of undeclared work 57,6% ISTAT Undeclared workers (DOMINA's estimate) 1.15 million (2019) 1.21 million (2018)



20.3% North-East 29.9% North-West 28.2% Centre 21.6% South and Islands



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

Domestic workers

- Housekeepers
 441 thousand
 2012-19 -32.1%
- Carers 407 thousand 2012-

19 +11.5%

INPS data, 2019

2019 Women **88.7**%

> 2018 88.3%

2019 Foreigners 70.3%

> 2018 71.2%

2019 Housekeepers **52.0**%

> 2018 53.1%

20-9 Over 50 **52.4**%

> 2018 49.6%

3.1 Households who employ domestic workers

The main source of quantitative data on domestic work in Italy is the INPS database. ¹⁸ The Observatory on Domestic Work provides information on domestic workers insured by INPS. The section called "Dati annuali" [annual data] section bases its statistical analysis on the domestic worker who received at least one contribution payment during the year. It draws on the administrative archives generated by information collected via compulsory notifications of hiring, changes to, extension and termination of employment contracts submitted by employers (hardcopies and electronic communications) and via payments (online or postal money order) of social security contributions made by the employers.

This database provides information on gender, age, geographic area, hours paid per week and hourly wage. Like any administrative archive, the database is subject to updating following new acquisition and correction of information. Updates mainly concern the most recent year and are less frequent for other years.

Despite the many different professional profiles in the domestic sector (including cooks, butlers and many others), the INPS database only refers to the categories of housekeepers and carers. Therefore, INPS greatly differentiates between personal care and home care. To facilitate the reading, this Report often refers to the INPS classification (housekeepers and carers), even if the difference is sometimes overly simplistic (for example, the profile of babysitters is included under the heading "carers").

Regarding data on employers, on the other hand, the DOMINA database provides information on employment contracts managed by the Association.¹⁹ In this case, data do not refer to the entire population of domestic employers, but to the sample of about 15,000 employers whose contracts are managed by DOMINA. These data offer interesting information (not available in the INPS database) on the age and gender of domestic employers or the type of contract (whether it implies living-in, average duration, number of hours worked per week).

Before analysing data on domestic employers in detail, reference should be made to the social and demographic dynamics underway. In recent decades, increased life expectancy has corresponded to an increase in the elderly population (especially those aged 80 and over), as

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¹⁸ https://www.inps.it/nuovoportaleinps/default.aspx

¹⁹ https://www.osservatoriolavorodomestico.it/homepage

widely demonstrated by ISTAT surveys and in the INPS database. The direct consequence of this trend is the growing demand for figures people who can provide assistance to elderly people dependent on care. In addition, domestic workers include housekeepers and babysitters, which have seen an increase in demand in line with the growing participation of women in the labour market, as women are no longer exclusively engaged in home care. For this reason, it is important to focus on families who employ domestic workers. When it comes to welfare, particularly assistance to dependants, households are increasingly replacing the State and using their own resources to manage some essential services.

Regarding data on domestic employers' distribution by sex, the shares of female and male employers nearly equate (51% male and 49% female). The analysis is even more interesting when looking at the distribution by sex and age group: 80 and over female employers significantly outnumber their male counterpart, reaching almost double that number in the age group of 90 and over. The opposite trend is observed in the 40-49, 50-59, and 60-69 age groups, where men outnumber women.

Although the share of service recipients in the 18-29 and 30-39 age groups is significantly low, data show there are more male employers. This phenomenon can be explained, for instance, by the share of men who live alone and hire a housekeeper.

It is reasonable to assume that for the under-80 age groups, the employer is not always the person taken care of, whereas this is more likely for age groups over 80. Moreover, it is not surprising to see that there is a higher presence of female employers over the age of 80 since life expectancy is higher for women than for men. This evidence is also confirmed by the average age of domestic employers, set at 69 years old for women and 64 years old for men.

In this case, however, the employer is not always the service recipient. When assistance is provided to people dependent on care, very often the employer is a family member (a child in the case of long-term care provided to elderly people, a parent in the case of babysitters). This clarification is essential when analysing data on domestic employers.

It is also important to look at the distribution of employers by geographic area. It is very clear that employers are spread pretty equally across Italy, with peaks in the North-West and in the Centre; the combined shares of domestic employers in these areas reach almost 40% of the total. Southern Italy registers the lowest share of domestic employers (8.8%), while in the North-East this figure is set at 12.7%.

Fig. 3.1 Distribution of domestic employers by sex



Source: DOMINA and Fondazione Leone Moressa, based on DOMINA data

25.0% 21.7% 20.8% 20.0% 17.4% 17.4% 16.7% 16.0% 15.0% 13 79 13.5% 13.0% 1.9% 1.3% 9.6% 10.0% 6.0% 5.0% 3.5% 0.0% 30-39 40-49 50-59 60-69 70-79 80-89 >90 Female Male

Fig. 3.2 Distribution of domestic employers by sex and age group

Source: DOMINA and Fondazione Leone Moressa, based on DOMINA data

(average

age: 64)

(average

age: 69)

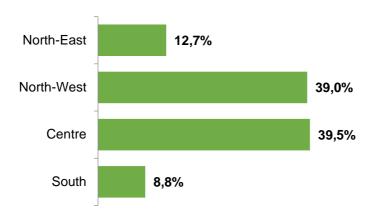


Fig. 3.3 Distribution of domestic employers by geographic area

DOMINA also provides interesting data on employment contracts.

One of the peculiarities about domestic employment is the relationship of trust between the employer and the employee. The workplace is the employer's house, and the object of the contract is precisely the care of what or who is dearest to the family: the home or family members. This element of trust is highlighted by data on employment contracts: 74.6% of them last over five years.

Regarding the type of employment relationship, 34% of contracts involve live-in workers, as opposed to 66% of live-out workers. Living-in clearly means working more hours (an average of 38 hours, compared to 20 hours worked by live-out workers), and once again the majority of workers are of foreign origin: Italians account for 9% of live-in workers and 23% of live-out workers.





As already mentioned, the average duration of the contract is particularly significant for domestic employers in this study: 94% of employment contracts signed by DOMINA family members are permanent contracts, therefore stable.

The average duration of contracts exceeds nine years for workers with permanent contracts and nine months for fixed-term workers, who account for 6% of the workforce employed by DOMINA. With a view to the average duration of contracts – both permanent and fixed-term – the vast majority lasts over five years (74.6%), followed by contracts with a duration between one and two years (9.1%). This shows families rely on domestic workers as they provide significant support and assistance.

74.6%

AVERAGE DURATION OF THE CONTRACT

FIXED-TERM C. 9.2 months

PERMANENT C. 111.8 months (> 9 years)

3.7%

4.9%

4.0%

3.7%

Fig. 3.5 Duration of the contract

1-2- years 2-3- years 3-4 years 4-5 years > 5 years

With a view to domestic employment contracts categories, levels range from A to D and workers can be further classified in sub-levels "basic" and "super" (S). The higher the level, the greater the skills and corresponding salary. Levels A and AS identify domestic housekeepers without care responsibilities and with less than 12 months of work experience. Level B also includes domestic housekeepers, but with more experience than level A. Domestic workers with certified skills and experience who operate in full autonomy are classified as Level C. From level CS onwards, workers might be requested to assist people dependent on care and should therefore have specific basic knowledge of care. Such skills become a professional requirement from level D. Workers in these categories are charged with tasks that imply greater responsibility and autonomy than for the AS and BS levels.

The chart highlights that the highest share of domestic workers fall in level B (31.2%), level CS (24.6%) and level A (19.3%). Low percentages are found in Level D, likely due to the high level of training and specialization required.

Generally, a higher-level contract, results in increased average annual spending on domestic work, and 15.7%. of households pay their employees' 13th salary in monthly payments.

Tab. 3.1 Domestic workers by contract category

	•	<u> </u>		
	Share of workers	Annual spending (in EUR)		
Level A	19.3%	5,233		
Level AS	4.4%	7,274		
Level B	31.2%	6,877		
Level BS	18.2%	10,067		
Level C	0.3%	20,216		
Level CS	24.6%	11,795		
Level D	0.4%	16,457		
Level DS	1.0%	12,260		
Nightwork	0.3%	14,597		
Presence overnight	0.3%	9,316		
	100.0%			
Share of households who pay their employees' 13th salary in monthly payments				

3.2 Regular domestic workers

As mentioned above, the INPS Observatory provides official data on domestic workers in Italy. In 2019, there were 848,987 domestic workers insured with INPS — that is, those who received at least one contribution payment during the year —, compared to 868,720 in 2018, with a slight decrease of -1.8%. The official figure has been steadily decreasing since 2012 when the last regularization measure was implemented, before the most recent one of 2020. In terms of workers, the total net loss equals 165,000 units (-16.3%). In 2012, there were over one million domestic workers in Italy exceeded one million, and then numbers began to decline steadily.

The classification of domestic workers by type of employment relationship (housekeepers and carers) shows a significant difference in terms of distribution: over the last ten years, family helpers have progressively decreased (-32.1% since 2012) and family assistants have increased (+11.5% since 2012). This trend is probably linked to the different needs of households: taking into account population ageing, the care of the elderly is increasingly essential, while the economic crisis has led to a decrease in the number of households hiring domestic workers for cleaning and domestic services. Hence, ten years ago the ratio of carers to housekeepers was 1:2, while today it has decreased to almost 1:1.

It is also worth analysing the time series of workers' nationality and type of employment relationship.

Foreign carers have been slightly but steadily decreasing since 2012, going from 319,000 to 302,000 (-5.2%). Italians, on the other hand, have more than doubled, rising from 47,000 to 105,000 (+125.8%).

Foreign domestic workers decrease from 2012 to 2019, going from 504,000 to 294,0000 (-41.7%). Italians remained stable, from 145,000 to 147,000 (+1.4%).

Tab. 3.2 Time series of domestic workers by type of employment relationship (in thousands). The total includes "non-shared" domestic workers for whom data on employment relationship is unavailable (552 in 2019)

Year	Carer	Housekeeper	TOTAL
2010	293,198	635,215	940,522
2011	309,870	591,976	903,528
2012	365,337	649,086	1,014,511
2013	371,319	593,739	965,175
2014	373,969	545,670	919,848
2015	384,321	518,379	903,166
2016	384,919	492,058	877,423
2017	398,088	473,773	873,030
2018	405,092	458,452	864,720
2019	407,422	441,013	848,987

Fig. 3.6 Time series of domestic workers by type of employment relationship

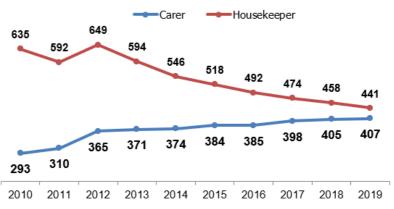
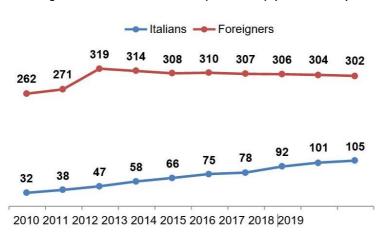


Fig. 3.7 Time series of carers by nationality (in thousands)



Source: DOMINA and Fondazione Leone Moressa, based on INPS data

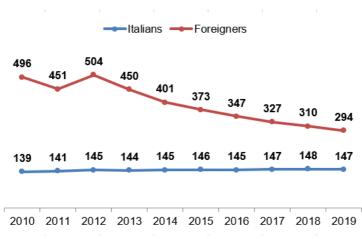


Fig. 3.8 Time series of housekeepers by nationality (thousands)

In order to complete this overview, let us now compare data on domestic workers in 2019 and in 2012 (used for the comparison since the last regularization measure was implemented that year).

First of all, with regard to gender distribution, the female workforce has further increased in recent years, going from 81.1% to 88.7%.

Data show another very interesting phenomena in the last decade, that is the increase in Italian domestic workers, especially carers. Although foreigners still represent the vast majority (70.3%), it should be highlighted that eight years ago this percentage was much higher (81.1%); while foreigners have decreased (especially among family helpers and family assistants), Italians have increased (mainly among carers).

Another significant trend relates to age groups: while in 2012 most domestic workers were aged between 30 and 49 (54.0%), today the largest group is represented by workers over-50 (52.4%). At the same time, the youths component (up to the age of 29) has also decreased, from 14.5% to 5.3%.

Regarding distribution by geographic area, half of the domestic workforce is located in

Northern Italy: 29.9% in the North-West and 20.3% in the North-East. In the Central regions there are almost 240,000 workers (28.2%); percentages are lower in the South and Islands (21.6%).

However, the rate of workers among the resident population is greater in the Centre: if on average there are 14.1 domestic workers per 1,000 inhabitants, this value rises to 19.9 in the Centre, while it is estimated at 15.8 in the North-West, 14.8 in the North-East, and 8.9 in the South and Islands.

Finally, when it comes to the areas of origin, the share of Italian workers has increased from 18.9% to 29.7% of the total, as observed earlier. The European component (consisting primarily of workers from Eastern European countries) has decreased slightly, from 44.4% to 41.2% of the total workforce. The American, Asian and African components also decreased.

In detail, there are overall 350,000 domestic workers from Eastern Europe (40.9% of the total) and over 250,000 Italians. The largest communities of workers are from the Philippines (67,000) and South America (59,000).

Fig. 3.9 Domestic workers by sex

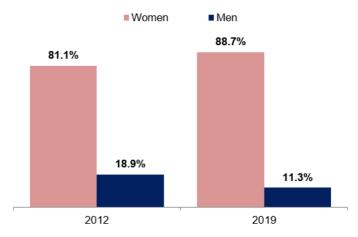
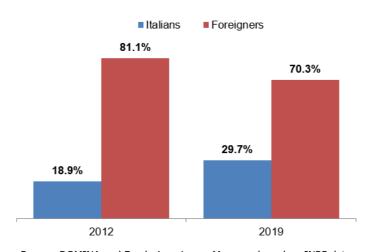
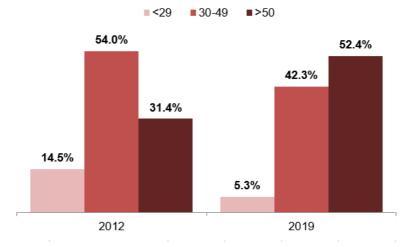


Fig. 3.10 Domestic workers by nationality



Source: DOMINA and Fondazione Leone Moressa, based on INPS data

Fig. 3.11 Domestic workers by age group



Tab. 3.3 Domestic workers by geographic area and impact on the population

Area	Absolute values 2019	Distribution %	Every 1,000 inhabitants
North-West	253,978	29.9%	15.8
North-East	172,164	20.3%	14.8
Centre	239,232	28.2%	19.9
South and Islands	183,613	21.6%	8.9
Total Italy	848,987	100.0%	14.1

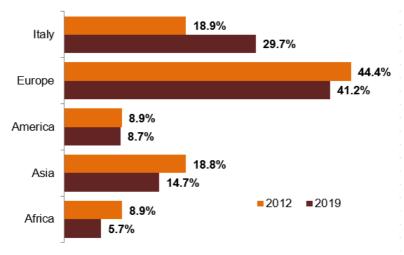


Fig. 3.12 Domestic workers by area of origin

Tab. 3.4 Domestic workers by area of origin

Region	Absolute values 2019	Distribution %	Variation % 2012-2019
Eastern Europe	347,032	40.9%	-22.5%
Italy	252,023	29.7%	31.7%
Asia: the Philippines	67,000	7.9%	-11.5%
South America	58,795	6.9%	-22.6%
East Asia	44,910	5.3%	-55.9%
North Africa	29,664	3.5%	-52.8%
Central and Southern Africa	18,609	2.2%	-33.1%
Central America	14,912	1.8%	7.1%
Middle Eastern Asia	12,917	1.5%	-5.5%
Western Europe	2,890	0.3%	-4.0%
North America	121	0.0%	-46.7%
Oceania	113	0.0%	-37.2%
Total	848,987	100.0%	-16.3%

Finally, the Report highlights the share of men working in the sector. Although male domestic workers are still a minority, numbers have grown steadily in recent years, especially among certain nationalities. On average men account for 11.3% of all domestic workers. However, the share is higher for family helpers (14.5%) and lower for family assistants (7.8%). Since 2012, there has been a decline in the number of male domestic workers estimated at -19.9% for carers and -58.0% for housekeepers. This is due to a large number of regularization application measures in 2012 by men working in the domestic sector, who then moved to other sectors once they obtained their residence permit.

As for nationality, one-quarter of the male workforce is represented by Italians (24.6%), with a lower component from Eastern Europe (12.4%).

Looking at the rate of men in the domestic sector per area of origin, almost half of male domestic workers are East Asian, and 25% are Filipinos, while they are a small minority among both Eastern Europeans (3.4%) and Italians (9.3%).

Tab. 3.5 Domestic workers – male workforce (2019)

	Men working in the domestic sector	Variation % 2012-19	Male %
Carers	31,679	-19.9%	7.8%
Housekeepers	63,933	-58.0%	14.5%
Total	95,662	-50.2%	11.3%

Tab. 3.6 Domestic workers (men) by area of origin (2019)

Region	Men working in the domestic sector	Distribution %	Male % per region
Italy	23,516	24.6%	9.3%
Eastern Asia	22,037	23.0%	49.1%
Asia: the Philippines	16,412	17.2%	24.5%
Eastern Europe	11,824	12.4%	3.4%
South America	7,194	7.5%	12.2%
North Africa	6,616	6.9%	22.3%
Central and Southern Africa	5,608	5.9%	30.1%
Central America	1,332	1.4%	8.9%
Middle Eastern Asia	767	0.8%	5.9%
Western Europe	316	0.3%	10.9%
North America	21	0.0%	17.4%
Oceania	19	0.0%	16.8%
Total	95,662	100.0%	11.3%

The analysis of distribution by nationality offers interesting food for thought. First of all, the historical segmentation of the labour market is confirmed in the distribution of workers by country of origin, with different ethnic groups firmly anchored to certain professions. For example, 25.3% of the foreign workforce is employed in the domestic sector, while this value rises considerably for the communities examined so far, reaching 60% for Filipinos.²⁰.

Romanians are the largest foreign community in Italy, with over 1.2 million people, equal to 23.0% of foreigners residing in the country. The female component is quite high and reaches 57.5%.

The employment rate of Romanians in Italy is estimated at 63.6% (ratio of employed persons to population aged 15-64), while 5.9% of all Romanian residents run a business.

165,000 Romanians work in the domestic sector (one-fifth of all domestic workers in Italy). In other terms, 27.1% of all Romanian employees in Italy work in this sector.

From the tax point of view, cross-referencing data from the Ministry of Economy and Finance on income declarations of people born abroad with data on foreign workers, it appears that there are over 600,000 Romanian taxpayers in Italy with declared incomes of EUR 6.9 billion and who pay a net tax for over EUR 810 million. On average, the annual income declared by Romanian taxpayers amounts to EUR 11.470.

Among foreigners, the Filipino community has one of the highest employment rate in the domestic sector. Out of 168,000 residents in Italy, 108,000 are employed (employment rate of 82.2%), 67,000 of which in the domestic sector (61.8% of employees). In comparison, it is striking to note that only 1,800 Filipinos are entrepreneurs (1.1% of Filipino residents). There

Data on entrepreneurs refer to the country of origin.

20

²⁰ Sources: ISTAT, Infocamere, INPS, Ministry of Economy and Finance – Department of Finance. Demographic data are updated as of January 2019 (ISTAT).

Data on the employed are to be considered estimates. For EU citizens, data are extracted from ISTAT Rcfl microdata (60% of the sample available), while for non-EU citizens data refer to employment rates and the percentage of workers employed in personal and household services made available by the Ministry of Labour in the dossiers "Le Comunità migranti in Italia" [Migrant Communities in Italy]. With reference to the 2019 population by nationality and using the rates as of 2018, it was possible to estimate employment in personal and household services for non-EU communities.

Data on tax returns are estimates developed from data of the Ministry of Economy and Finance (with reference to the country of origin) compared with data on foreign employment (ISTAT Rcfl).

are over 107,000 Filipino taxpayers, with an average annual income of EUR 11,170 and a total declared income of EUR 1.2 billion.

There are 97,000 Peruvians in Italy (less than 2% of the total number of foreigners), with a clear majority of women (58%). Among Peruvians, 55,000 are employed, and the employment rate is estimated at 71.4%. Entrepreneurs account for 6.1% of Peruvian residents, while more than half of the workforce is employed in the domestic sector (58.5%). There are 55,000 Peruvian taxpayers with a declared income estimated at EUR 720 million and who pay EUR 80 million in income tax (IRPEF).

Finally, there are 80,000 Ecuadorian residents in Italy, 56.8% of whom are women. There are about 41,000 employed workers (employment rate of 65.3%), while entrepreneurs account for 6.2% of Ecuadorian residents. There are 18,200 domestic workers, that is 44.1% of Ecuadorians employed in Italy. There are 40,000 Ecuadorian taxpayers with a declared total income of EUR 500 million and who pay EUR 50 million in IRPEF.

Fig. 3.13 Focus on nationality (Romania)









ENTREPRENEURS



165,030 (2019 ESTIMATE) DOMESTIC WORKERS 27.1% of total employed



TAXPAYERS (Decl. 2019) 601,149

Average income per capita EUR 11,470

Declared income EUR 6.9 B

Personal income tax (IRPEF) **EUR 810 M**

Fig. 3.14 Focus on nationality (the Philippines)

THE PHILIPPINES



168,292 **FILIPINOS IN ITALY** 3.2% of total foreigners

56.7 % Women





EMPLOYED 108,328 (2018) 1,804 (2019) 82.2% employment rate 1.1% of total residents

ENTREPRENEURS



67,000 (INPS, 2019) DOMESTIC WORKERS 61.8% of total employed



ESTIMATED TAXPAYERS (Decl. 2019) 107 .882 EUR 1 . 2 B

Average income per capita EUR 11,170

Declared income

Personal income tax (IRPEF) **EUR 120 M**

Fig. 3.15 Focus on nationality (Peru)

PERU



97,128 **PERUVIANS IN ITALY** 1.8% of total foreigners

580% Women





EMPLOYED 55,177 (2018) 5,880 (2019) 71.4% employment rate 6.1% of total residents

ENTREPRENEURS



32,274 (2019 ESTIMATE) DOMESTIC WORKERS 58.5% of total employed



ESTIMATED TAXPAYERS (Decl . 2019) 54,456

Average impact per capita EUR 13,250

Declared income EUR 720 M

Personal income tax (IRPEF) **EUR 80 M**

Fig. 3.16 Focus on nationality (Ecuador)

ECUADOR



79.249 **ECUADORIANS IN ITALY** 1.5% of total foreigners

56,8 % Women





EMPLOYED

ENTREPRENEURS 41,311 (2018) 4,876 (2019) 65.3% employment rate 62% of total residents



18 ,200 (2019 ESTIMATE) DOMESTIC WORKERS 44.1 % of total employed



TAXPAYERS ESTIMATED (Decl. 2019) 40,709 EUR 500 M

Average income per capita EUR 12,180

Declared income

Personal income tax (IRPEF) EUR 50 M

3.3 Estimate and impact of undeclared domestic work

Life expectancy in Italy continues to rise (85 years of age for women and 81 for men, ISTAT 2019). This is certainly positive news; however, it brings consequences and challenges for the Italian social and welfare system.

First, it results in a greater need for personal care services. Historically, the need for care was fulfilled by women within the family, but with the increase in women employment it has become necessary to hire external carers.

Even when family members are just employees or pensioners, Italian families have become "employers of domestic workers" out of necessity. They are not companies that make a profit from their activity, but households driven by the often urgent need for domestic and care services. Therefore, these employers often lack knowledge and economic resources. They rely on undeclared workers to reduce costs, exposing themselves to the risk of sanctions or blackmail once the employment relationship is over, and entrusting their loved ones to potentially unsuitable carers. For these reasons, we can argue that family employers are a vulnerable group, just like domestic workers.

Another key element of recent decades has been the retreat of public welfare. Under the "spending review" regime, the State has — more or less deliberately — favoured a so-called "family welfare", mainly bestowing direct money transfers and delegating the management of care to households. When families find themselves in need of care services, they are often forced to employ undeclared workers without a residence permit, who are more difficult to monitor.

Another key element are labour inspections, which are difficult to carry out in private dwellings: since domestic services are provided at home, labour inspections are hindered in the domestic sector unlike in other more traditional economic activities.

Over the years, all these factors have led to an increase in the share of undeclared domestic workers, who outnumber those operating under a regular employment contract.

Therefore, the 849,000 regular domestic workers registered at INPS should be added to undeclared workers who represent the largest component in this sector. ISTAT sources

estimate the rate of irregularity in the domestic sector at 57.6%:²¹ the component registered at INPS represents less than half of the total.

Overall, the number of domestic workers is estimated at two million units. The total number of domestic workers has decreased compared to 2012 (-8.9%). However, the decline in the share of regular domestic workers alone has been more significant, thus revealing a parallel shift to irregularity.

Tab. 3.7 Time series of domestic workers

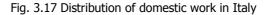
	Regular (INPS data)	Undeclared estimate	Total	% Rate of irregularities
2010	940,522	1,226,579	2,167,101	56.6
2011	903,528	1,217,430	2,120,958	57.4
2012	1,014,511	1,220,095	2,234,606	54.6
2013	965,175	1,174,903	2,140,078	54.9
2014	919,848	1,259,887	2,179,735	57.8
2015	903,166	1,262,700	2,165,866	58.3
2016	877,423	1,196,863	2,074,286	57.7
2017	873,030	1,220,567	2,093,597	58.3
2018	864,720	1,174,714	2,039,434	57.6
2019	848,987	1,153,341	2,002,328	57.6

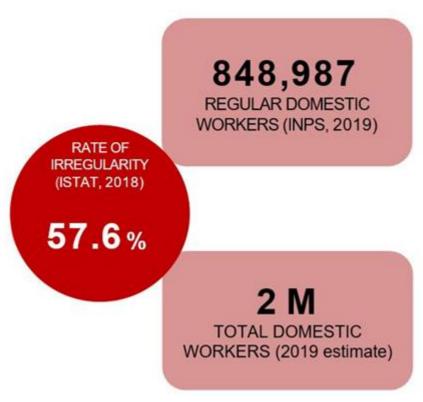
Source: DOMINA and Fondazione Leone Moressa, based on INPS and ISTAT data

²¹ ATECO Code "T" (Activities of households and cohabitations as employers of domestic staff; production of undifferentiated goods and services for personal use by households and cohabitations), ISTAT National Accounts. Latest available data as of 2018, unchanged for the following years.

74

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3.4 The regularization of domestic work in 2020

The high rate of irregularities in the domestic sector is undoubtedly caused by various factors, not least cultural and social factors. This is partly due to the number of undeclared third-country nationals living in Italy without a residence permit, either because they entered illegally or because they stayed in the country after their permit expired. These people cannot access the regular labour market, therefore they resort to domestic work (precisely because they would work in private dwellings, which makes it more difficult to detect them).

In this case, although families who employ undocumented domestic workers commit an offence, they also perform a social and preventive function, favouring the integration of migrants and stopping them from joining criminal networks.

The situation worsened during the COVID-19 crisis, as domestic workers without a regular contract were unable to go to work (especially live-out workers). Moreover, non-EU nationals could not go back home, given the temporary borders restrictions.

For this reason, Decree 34/2020 (known as "Decreto Rilancio" [Relaunch Decree])²² has fostered the regularization of employment relationships in the following sectors:

- a) agriculture, livestock and animal husbandry, fishing and aquaculture, and related activities;
- b) personal care for oneself or for one's family members, even those in live-out contexts, affected by pathologies or disabilities that limit their self-sufficiency;
- c) c) domestic work to support family needs.

Families who employ domestic workers have therefore been able to regularize their employees.

Before analysing the effects of regularization, the Report will try to quantify the number of potential beneficiaries involved.

There are over 2 million domestic workers, and only 849,000 have a regular contract. Thanks

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²² Decree-Law No. 34 of 19 May 2020, entitled "Misure urgenti in materia di salute, nonché di politiche sociali connesse all'emergenza epidemiologica da COVID-19" [Urgent measures in matter of health as well as social policies in response to the COVID-19 epidemiological emergency] Art. 103 "Emersione di rapporti di lavoro" [Regularization of employment contracts].

to data from the 2019 ISTAT Labour Force Survey it is now possible to quantify the share of EU and non-EU regular domestic workers.

There are about 193,000 workers from Eastern European countries: accordingly, 52.4% of the foreign domestic workforce can stay in Italy without having to comply with administrative constraints, whereas the remaining 47.6% needs a residence permit.

Over 1 million workers don't have a contract. Assuming that the distribution by country of origin is similar for the regular and undeclared workforce, the number of non-EU workers should reach 565,000 units.

According to the ISMU Foundation,²³ there are 311,000 undocumented workers in personal and household services, and these are the potential beneficiaries of regularization.

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 $^{^{23}}$ Nuova regolarizzazione:le considerazioni di Fondazione ISMU [New Regularisation Measure: considerations of the ISMU Foundation]. 11.06.2020

1.2 M
UNDECLARED
DOMESTIC WORKERS

565 K
EXTRA-EU UNDECLARED
WORKERS

311 K
POTENTIAL
REGULARIZATION
BENEFICIARIES
(ISMU estimates)

Fig. 3.18 The domestic work market (2019)

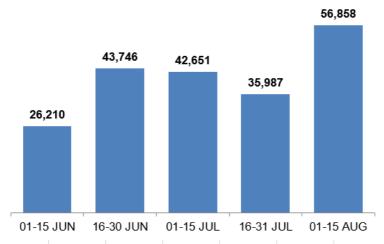
From 1 June to 15 August 2020 – when workers and employers could apply for regularization – 207,542 applications were submitted under paragraph 1. Of these, 177,000 were for the domestic sector (85%). Another 12,986 were submitted under paragraph 2. A total of 220,528 applications were received, in line with the Government's forecasts. Almost one-quarter of the applications were submitted in the last 15 days (57,000 from 1 to 15 August). 70,000 applications per month were registered in June and July.

Tab. 3.8 Applications submitted for regularization

Paragraph 1. Application submitted by the employer, upon payment of EUR 500	207,542	EMPLOYED WORKERS (AGRICULTURE) 30,694 (15%)	FAMILIES WHO EMPLOY DOMESTIC WORKERS 176,848 (85%)
Paragraph 2. Application submitted by the worker, upon payment of EUR 130	12,986		
Total	220,528		

Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of the Interior

Fig. 3.19 Applications submitted under paragraph 1, per time period



Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of the Interior

With a view to the almost 177,000 applications submitted by families who employ domestic workers, over 7 out of 10 were submitted directly by families; 28.2% were submitted by Patronato — the Italian private law organization working to assist workers and protect their rights in the fields of social security, health, safety at work; and 1.3% by labour consultants.

Concerning the categories of workers involved, almost 70% of the applications were for housekeepers (122,000). Slightly more than 50,000 applications were submitted for the regularization of carers (30%), while less than 2,000 were registered for babysitters (1%).

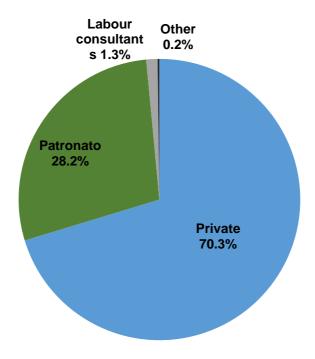


Fig. 3.20 Mode of submission of the application

Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of the Interior

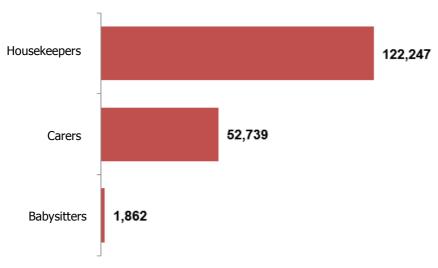


Fig. 3.21 Categories of workers involved

Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of the Interior

Data based on the country of origin show a clear majority of Italian employers (77.0%). Among foreigners, Pakistanis and Bangladeshis represented the largest share, accounting for 5,681 and 4,275 employers, respectively.

As for workers, and keeping in mind that regularization only concerned non-EU countries, the largest national groups were Ukrainians (18,639), Bangladeshis (16,102), and Pakistanis (15,614). However it should be noted that the distribution of workers by country of origin is very fragmented.

Tab. 3.9 Distribution of workers and employers by country of origin

EMPLOYERS			WORKERS		
Main nationalities	No. of applications	Distr. %	Main nationalities	No. of applications	Distr. %
Italy	136,138	77.0%	Ukraine	18,639	10.5%
Pakistan	5,681	3.2%	Bangladesh	16,102	9.1%
Bangladesh	4,275	2.4%	Pakistan	15,614	8.8%
China	3,893	2.2%	Georgia	15,186	8.6%
Morocco	3,806	2.2%	Morocco	14,328	8.1%
Senegal	3,663	2.1%	Peru	13,711	7.8%
Egypt	3,149	1.8%	Albania	11,671	6.6%
Albania	2,382	1.3%	China	10,509	5.9%
India	2,354	1.3%	India	8,732	4.9%
Peru	1,788	1.0%	Egypt	7,885	4.5%
Other	9,719	5.5%	Other	44,471	25.1%
Total	176,848	100.0%	Total	176,848	100.0%

Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of the Interior

Important differences can also be seen across Italian regions, as discussed in detail in chapter 5. In particular, 90% of applications for workers' regularization were concentrated in ten regions, among which Lombardy (47,000), Campania (26,000), Lazio (19,000) and Emilia-Romagna (18,000).

If all applications were to be accepted and regularized workers were to remain in the domestic sector, there would be an increase in the number of domestic workers equal to +20.8% at national level. However, the values vary considerably at local level: Campania would register the greatest increase (+56.6%) and the impact would overall be stronger in the South (+33.4% in Puglia and +30.2% in Calabria).

Tab. 3.10 Impact of the 2020 regularization measure by region

Regions	Applications submitted for domestic workers	Domestic workers in 2019 (INPS)	Estimated domestic workers 2020	Variation %
Lombardy	47,357	155,063	202,420	+30.5%
Campania	26,096	46,089	72,185	+56.6%
Lazio	18,985	123,520	142,505	+15.4%
Emilia-Romagna	18,107	74,861	92,968	+24.2%
Veneto	12,570	65,614	78,184	+19.2%
Tuscany	11,580	73,684	85,264	+15.7%
Piedmont	9,577	67,659	77,236	+14.2%
Puglia	8,196	24,575	32,771	+33.4%
Liguria	4,482	29,458	33,940	+15.2%
Sicily	3,981	34,989	38,970	+11.4%
Calabria	3,792	12,573	16,365	+30.2%
Marche	3,305	23,760	27,065	+13.9%
Trentino- Alto Adige	1,870	12,464	14,334	+15.0%
Umbria	1,744	18,268	20,012	+9.5%
Friuli-Venezia Giulia	1,563	19,225	20,788	+8.1%
Abruzzo	1,536	13,129	14,665	+11.7%
Sardinia	967	47,072	48,039	+2.1%
Basilicata	849	3,115	3,964	+27.3%
Molise	194	2,071	2,265	+9.4%
Valle d'Aosta	97	1,798	1,895	+5.4%
Italy	176,848	848,987	1,025,835	+20.8%

Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of the Interior

3.5 Domestic workers across the world

Considering demographic and socio-economic trends such as population ageing or increased women's participation in the labour market, we notice that domestic work is widespread across the world to different degrees. Nevertheless, the specificities of each country also impact the provision and type of personal and household services.

For example, in Mediterranean countries (particularly in Italy and in Spain) families usually settle near their area of origin, staying connected to their elderly parents. This is one of the reasons why in Italy and Spain people generally prefer to provide for the care of the elderly at home rather than in facilities (see DOMINA Dossier No. 4, 2017).

Various studies published by the ILO²⁴ provide an overview of the characteristics of domestic work at international level.

Data on domestic work is notoriously difficult to acquire, especially if the goal is to compare countries with different regulations, cultures and economic systems.

The next section presents a brief overview of the two main ILO publications related to research methodology on domestic labour: "Domestic Workers Across the World" (ILO, 2013) and "ILO Global Estimates on International Migrant Workers" (ILO, 2016).

First, considering the significant differences between geographic areas across the world, it is important to clarify what "domestic worker" means. The 2011 ILO Convention on Domestic Workers (No. 189), Article 1, specifies that:

- a) the term domestic work means work performed in or for a household or households;
- b) the term domestic worker means any person engaged in domestic work within an employment relationship;
- c) a person who performs domestic work only occasionally or sporadically and not on an occupational basis is not a domestic worker.

While this clarification may seem trivial, it is important to understand what does not fall within the definition of domestic work, such as care services provided in kindergartens, hospitals, and nursing homes.

²⁴ https://www.ilo.org/global/topics/domestic-workers/WCMS 452490/lang--en/index.htm

Second, it is important to understand how statistics on domestic workers are produced. The ILO²⁵ defines the main methodologies for identifying domestic workers based on existing statistical classifications.

- Activity-based approach. The International Standard Classification of Occupations
 (ISCO-88 and ISCO-08) could be used to identify domestic workers on the basis of
 their occupation: in particular, the categories "domestic helpers and related jobs,"
 "home-based personal care workers" and "domestic assistants and helpers" refer to
 tasks typically performed by domestic workers. However, for some occupations it is
 not possible to know if the person is a domestic worker (e.g. babysitter, carer, cook,
 gardener, or driver), therefore estimates may be incorrect.
- Employment status-based approach. This is often used in Latin America, where many countries have adapted the International Classification of Status in Employment (ICSE-93) to differentiate between domestic workers and other employees. This approach is limited as the difference doesn't usually exist outside Latin America.
- Labour force surveys-based approach. Some countries identify live-in domestic workers through labour force sample surveys (e.g. ISTAT-RCFL in Italy). This approach helps identify live-in domestic workers in countries that register the relationship of each family member to the head of household (e.g. the Philippines). However, this approach does not consider live-out domestic workers.
- Sectoral classification-based approach. International Standard Industrial Classification
 of All Economic Activities, group "activities of households as employers of domestic
 personnel" in Division 97. The sector-based approach builds on the common
 characteristic of domestic workers (the fact of working in or for a household) and
 captures fairly well the common understanding of what a domestic worker is. While
 the sector-based approach is best suited as a basis for global and regional estimates,
 alternative approaches for the identification and calculation of domestic workers
 could be used in other studies particularly on single countries based on microdata.

Bearing in mind the methodological difficulties identified so far, the latest ILO estimates by region (2010) show a total of 52.6 million domestic workers, more than 40% of whom live in

²⁵ ILO, 2013, Domestic workers across the world: Global and regional statistics and the extent of legal protection https://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms 173363.pdf

the Asia-Pacific region.²⁶ As for the share of domestic workers on the total workforce, the highest rate is recorded in Latin America (7.6%), while on average domestic workers represent 1.7% of the employed workforce. To date, the ILO estimates the number of domestic workers worldwide at 67 million (May 2020), 75% of whom work in the informal economy.27

Tab. 3.11 Estimated domestic workers by region

Region	Domestic workers (million)	Distrib. %	% on the total employed workforce
Asia-Pacific	21.5	40.9%	1.2%
Latin America and the Caribbean	19.6	37.3%	7.6%
Africa	5.2	9.9%	1.4%
Industrialized countries	3.6	6.8%	0.8%
Middle East	2.1	4.0%	5.6%
Eastern Europe and CIS	0.6	1.1%	0.3%
Total	52.6	100.0%	1.7%

Source: DOMINA and Fondazione Leone Moressa, based on data by the ILO, 2010

^{2013.} Global and regional estimates domestic workers on https://www.ilo.org/wcmsp5/groups/public/---ed protect/---protrav/--travail/documents/publication/wcms 155951.pdf

²⁷ILO, 2020, Beyond contagion or starvation: giving domestic workers another way forward https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/--travail/documents/publication/wcms 743542.pdf

Tab. 3.12 Domestic workers across the world, 2010 and 2020

Data in million

	2010	2020	Variation % 2010-2020
Domestic workers	52.6	67.0	+27.4%

Source: DOMINA and Fondazione Leone Moressa, based on data by the ILO

Based on ILO data, families who employ domestic workers mainly live in Spain, Italy, and France. A common trend in these countries is the employment of migrant women, for whom domestic work is the main channel to enter the labour market.

Spain has seen a rapid increase in the number of domestic workers, from 355,000 in 1995 to 747,000 in 2010. Precisely, the increase outpaced the growth in total employment during the years of economic prosperity and was followed by a modest decline from 2008 onwards. The sector is highly feminized and women account for more than 90% of the total workforce. Most female domestic workers are of foreign origin and they mainly come from Spanish-speaking countries (Latin America).

Italy also registered a sharp increase in domestic workers between the late 1990s and the first decade of the 2000s. As in Spain, a large share of domestic workers are migrants, mainly from Eastern Europe.

The situation is similar in France, where the domestic workforce is mainly represented by migrants who come from French-speaking African countries — in particular, Algeria, Morocco, and Tunisia.

Data from ILO^{28} and the International Organization for Migration (IOM)²⁹ show that the number of migrant domestic workers has stabilized. A decrease of -4.3% was registered over the last six years. In contrast, both the share of international migrants and total migrant workers have increased by +17.2% and +9.3%, respectively.

²⁸ ILO, 2015, ILO global estimates on migrant workers https://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/documents/publication/wcms 436343.pdf

²⁹ IOM, 2020, World Migration Report https://publications.iom.int/system/files/pdf/wmr 2020.pdf

Tab. 3.13 Domestic workers across the world, 2010 and 2020
Data in million

	2013	2019	Variation % 2013-19
International migrants	232	272	+17.2%
Migrant workers	150	164	+9.3%
Migrant domestic workers	11,5	11,0	-4.3%

Source: DOMINA and Fondazione Leone Moressa, based on data by the ILO and IOM

Finally, ILO focuses on the protection of children as domestic workers. While this phenomenon does not have a significant impact in Europe, it is instead particularly relevant in many other parts of the world. For this reason, it is important to monitor and protect working children.

According to the United Nations Convention on the Rights of the Child, adopted in 1989, all human beings under the age of 18 are considered 'children'. Although work is generally allowed from the age of 15, UN estimates refer to the 5-17 age group. This includes children aged 5-17 who are engaged in domestic work outside their household (paid and unpaid).

According to this estimate, in 2008 more than 15.5 million children were engaged in domestic work worldwide, corresponding to 5.1% of the total number of working children.

It is also interesting to note that girls represent the vast majority of children working in the domestic sector: they account for 73.0% of child domestic workers, with a peak of 79.2% in the 15-17 age group.³⁰

³⁰ ILO, 2013, Global and regional estimates on domestic workers https://www.ilo.org/wcmsp5/groups/public/---ed-protect/---protrav/---travail/documents/publication/wcms 155951.pdf

Tab. 3.14 Children working in the domestic sector

Age group	Child domestic workers (million)	% on total working children	% girls
5-11 y/o	3.5	3.9%	59.3%
12-14 y/o	3.9	4.5%	72.4%
15-17 y/o	8.1	6.3%	79.2%
Tot. 5-17 y/o	15.5	52.1%	73.0%

Source: DOMINA and Fondazione Leone Moressa, based on data by the ILO, 2008

Illegal child labour often translates into contemporary slavery and unfortunately it is as present as it was in in the past. The brutal killing of Zohra, an 8-year old girl from a very poor family in a village in Punjab, exploited as a maid in Pakistan, has once again put the spotlight on child labour, a phenomenon which involves about 152 million children worldwide. On 31 May, the little girl was beaten to death by her employers, a wealthy couple from Rawalpindi who allegedly hit her because she had freed two parrots from a cage. The case has outraged and shaken the public opinion all over the world, including part of the Pakistani civil society that has always denounced the widespread exploitation of girls from poor families in the domestic sector. Extreme poverty forces many parents to send their children to work for wealthier families, often in return for alleged schooling. The United Nations Children's Fund (UNICEF) in Italy points out that 152 million children globally — 64 million girls and 88 million boys, or one-tenth of the global child population — are involved in some form of child labour. Among them, 72 million are involved in jobs classified as hazardous — a proportion that is higher in the world's poorest regions, where more than one-quarter of children go to work. Child labour is widespread in many sectors, from agriculture to manufacturing, from mining and quarrying to domestic work. Child labour is often invisible, as is the case for the estimated 15.5 million hidden children and teenagers (mostly girls) engaged in domestic work, although they are sometimes exposed to serious risks of injury or violence.

Child labour is not only widespread in Asia and Africa. Save the Children turns the spotlight on

the Italian situation, defining the figures on trafficking and exploitation in the country as "very heavy." According to the report "Little Invisible Slaves", among the 2,033 people tracked by the anti-trafficking system in 2019, the most widespread form of exploitation remains sexual exploitation (84.5%) which mainly affects women and girls (86%). Although it is more difficult to track minors victims of exploitation, as many as 1 in 12 victims is under the age of 18, and 5% is under 14.

The lack of evidence in Italy and in Europe should not be misleading: the complaints by international organizations and associations cannot be ignored. Lorenzo Gasparrini, Secretary General of DOMINA, affirms: Even the associations of families as employers and unions of domestic workers must keep their guard up; our daily battle for legality and against undeclared work serves to avert exploitation and slavery, which loom even on free and democratic European countries.



DOMINA ANNUAL REPORT ON DOMESTIC WORK 2020

In collaboration with Fondazione Leone Moressa

5. Domestic workers across the world



67 million

Domestic workers across the world (ILO, 2020)

40.9% Asia-Pacific

19.6% Latin Am. and the Caribbean

5.2% Africa

3.6% Industrialized countries

2.1% Middle-East

0.6% Eastern Europe and CIS

272 million

164 million

11 million

International migrants

> +17.2% 2013-2019

Migrant

+9.3% 2013-2019

Migrant workers domestic workers

> -4.3% 2013-2019

Reference body: International **Labour Organization** (ILO)

· Convention 189/2011 and Recommendation 201/2011 on domestic workers

· Convention 190/2019 and Recommendation 206/2019 on violence and harassment

15.5 million

Children working in the domestic sector (5-17 y/o) (ILO, 2008)

73% airls

5,1% of child labour across the world

CHAPTER 4 THE ECONOMIC IMPACT OF DOMESTIC WORK IN ITALY



DOMINA ANNUAL REPORT ON DOMESTIC WORK 2020

In collaboration with Fondazione Leone Moressa

6. The economic and tax impact of domestic work in Italy

15.1 billion

OVERALL HOUSEHOLD SPENDING 53% carers 47% housekeepers 7.1 billion

HOUSEHOLD SPENDING FOR REGULAR WORKERS 80% salaries 14% contributions 6% severance pays 8.0 billion

HOUSEHOLD SPENDING FOR UNDECLARED WORKERS 100% salaries

7.08 7.08 REGULAR 7.9B UNDECLARED 14.9B TOTAL

TAX REVENUE FROM DOMESTIC WORK

EUR 1.5 billion

> CURRENT 849K regular

EUR
3.6
billion

2M POTENTIAL workers

CONTRIBUTION TO ITALIAN GDP

Added value generated

EUR 17.9B

6/10 undeclared

1.1% of GDP

CURRENT SCENARIO
PUBLIC SPENDING

22.1 BILLION
LONG-TERM CARE
OVER-65

SCENARIO WITH NO
HOUSEHOLD
SPENDING
33.0 BILLION
+980K ELDERLY
PEOPLE IN FACILITIES

STATE SAVINGS 10.9 BILLION 0.62% GDP



DOMINA ANNUAL REPORT ON DOMESTIC WORK 2020

In collaboration with Fondazione Leone Moressa

7. The economic and tax impact of DOMINA recommendation

CURRENT situation

- Strong presence of undeclared workers (57.6%)
- NO TAX AREA under EUR 8K per year (61.2% of domestic workers)
- Household spending up to EUR 22K per year (live-in carers)
- 19% deduction on contributions only for people DEPENDENT on care: max EUR 399 per year
- Deduction on contributions: MAX EUR 453 per year

TAX REVENUE from domestic work

CURRENT 849K REGULAR WORKERS EUR 1.5 BILLION

POTENTIAL 1.15 million UNDECLARED WORKERS TO REGULARIZE EUR 2.1 BILLION

DOMINA recommendations

- 15% deductibility on HOUSEKEEPERS' salaries and 30% on CARERS' salaries, 100% deductibility of contributions for both.
- Regularization of undeclared foreign workers through a specific Temporary Residence Permit for domestic work purposes
- Economic data on workers' salaries to be transmitted to the Revenue Agency by INPS (as already mentioned in the domestic employment contract).

POSSIBLE IMPACTS

- · Lower costs for families
- Incentive to REGULAR employment



- Greater protection for families and workers
- Additional REVENUE for the State

4.1 Welfare and support for households

It is common knowledge that Italy is the European country with the highest average age and the greatest percentage of elderly population. Indeed, EUROSTAT data (2019) show that Italy has the highest average age of EU 28 (46.7 years). The second country with the highest average age is Germany (46.0 years), while the EU 28 average is 43.3 years. The youngest countries are Ireland, Cyprus and Luxemburg, with an average age below 40.

The percentage of elderly population further reflects the Italian situation. People aged at least 60 account for 29.2%, versus 26.3% at EU 28 level. Even when analysing the component of people aged at least 80, the Italian figure (7.2%) is higher than the EU 28 average (5.7%).

This situation has, and will increasingly have in the future, direct consequences on the socio-economic system. According to professor Golini, former President of ISTAT, a kind of "aging law" applies: If a country has a percentage of over-60s that is equal or greater than 30% of the total population, then such country reaches a demographic point of no return, unless a massive migration occurs.³¹

29.2% should therefore cause concern: in a country with so many elderly people, the number of women in childbearing age decreases and, as a result, the proportion of potential parents further shrinks. In addition, from an economic perspective, the elderly population requires greater efforts in terms of healthcare and pension expenditure.

Of course, it is not easy to change demographic trends and, above all, it takes a very long time. Indeed, these trends are a result of very long cultural, historic, social, and economic processes: suffice to say that fertility rate in Italy started decreasing at the beginning of the 1960s, dropping to less than two children per woman in 1977. This shows that current aging population is the result of a process that started over 50 years ago. As such, the ever-desirable support measures to parenting will only give long-term results, with no changes to the current demographic structure.

³¹ A. Golini and M. V. Lo Prete, *Italiani poca gente*, 2019, Luiss University Press, Rome

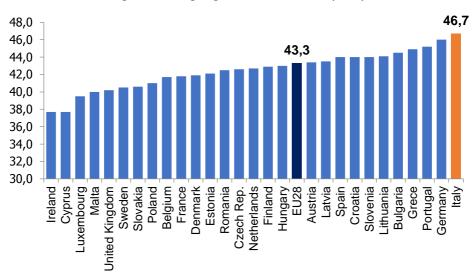
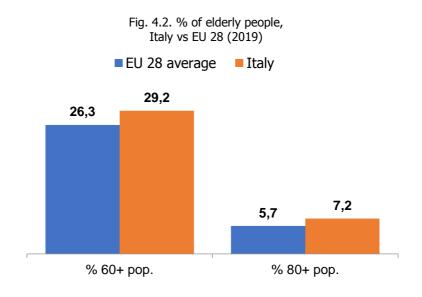


Fig. 4.1. Average age in EU 28 countries (2019)



As mentioned above, the demographic structure has direct consequences on the welfare system. According to EUROSTAT data (2017), Italy is the European country with the highest pension expenditure in relation to GDP (16.2%), followed by Greece (15.7%), France (14.4%) and Austria (14.3%). Conversely, the EU 28 average is 12.2%, four points less than the Italian figure.

Moreover, pension expenditure in Germany (11% of GDP), the oldest country in Europe, is surprisingly much lower than Italy and even below the EU 28 average. This allows us to notice that, while pension expenditure is clearly linked to the number of elderly people, it also depends on other factors such as the organization of the pension system, the distribution of wealth, and social equity. In other words, the high Italian pension expenditure is not an inevitable figure linked to high average age, but rather depends on previous choices and the overall organization of the pension system.

On the contrary, Italy is among the European countries with the lowest expenditure for family, children and disabilities (3.4% of GDP). The highest figures here belong to Scandinavian countries (Denmark 8.4%, Sweden 6%, Finland 5.8%), which are traditionally much more sensitive to family policies. Interestingly, once again Germany shows the fourth highest figure, following the three Northern States (5.7% of GDP); even in this case, this shows us how a country with many elderly people invests in family and children to try to bet on the future.

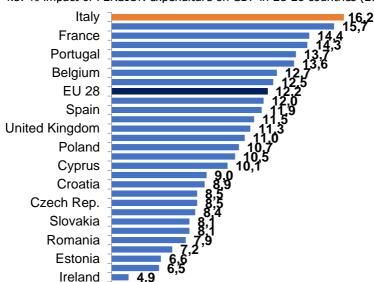
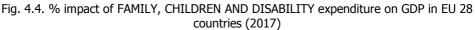
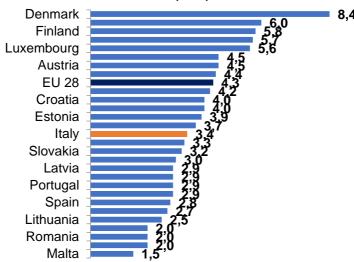


Fig. 4.3. % impact of PENSION expenditure on GDP in EU 28 countries (2017)





Source:

DOMINA and Fondazione Leone Moressa, based on EUROSTAT data

To better understand the Italian situation, let's take a look at the trend of the two figures (pension expenditure; and family, children and disability expenditure) over the last decade.

The Italian pension expenditure (in relation to GDP) shows an increasing trend between 2008 and 2013 (+2.1 points in five years), with a maximum peak of 16.9%. Since then, over the last four years there has been a progressive (albeit very slight) decrease, that led to 16.2% in 2017.

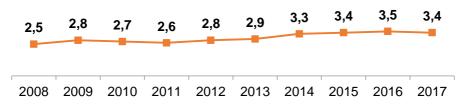
Conversely, the family, children and disability expenditure has had a more fluctuating trend. Between 2008 and 2013, it always ranged between 2.5% and 2.9%, and then increased (+0.4 points) in 2014. Over the last four years, the figure has remained almost steady, reaching 3.4% of GDP in 2017.

Following this change, the gap between the two figures in 2017 is 12.8 points, not far from that of 2008 (12.3 points), after reaching 14 points in 2013, the year with the highest pension expenditure.

Fig. 4.5. Time series of % impact of Italian pension and family, children and disability expenditure on GDP

■ Pension expenditure (% GDP) ■ Family, children and disability expenditure (% GDP)





Source: DOMINA and Fondazione Leone Moressa, based on EUROSTAT data

Let's now consider the main forms of public support to people dependent on care. The report of Ragioneria Generale dello Stato (henceforth "RGS")³² allows us to identify the Italian public spending for care (long-term care, LTC) by including three components: healthcare expenditure for LTC, care allowances, and social welfare initiatives, allocated at local level and intended for people with disabilities and elderly people dependent on care.

According to the latest report available (report No. 20 of 2019, data from 2018), the overall public spending for LTC is EUR 30.2 billion, that is 1.71% of GDP, with about three-quarters (73.1%) allocated to individuals aged over 65 (22.1 billion).

Public spending for LTC can be analysed from two different perspectives: based on components and macro-functions.

As for components (Table 4.1), 45% of expenditure for LTC is linked to care allowances (13.6 billion) and 41% to the healthcare component (12.4 billion). The remaining 14% (4.2 billion) relates to other welfare services, typically managed by local authorities.

Allowances on care services for dependent people (Law 18/1980, henceforth "care allowances") are cash benefits provided to civilian invalids, civilian blind and deaf-mute persons, and exclusively based on the psycho-physical conditions of the individual. Such allowances are granted to citizens whose total disability (100%) has been certified, and who permanently reside in Italy, regardless of their annual personal income or age group. In 2019, the amount spent on care allowances equals EUR 517.84 per person.

Expenditure for LTC can be further analysed by identifying its macro-functions (Table 4.2), namely: home care and semi-residential care (at home), residential care (in institutions) and monetary benefits (cash benefits). Out of the total EUR 30.2 billion, over half (52%) is used for in-cash subsidies; 30% is allocated to beneficiaries residing in care facilities, while 18% is allocated for home care. State spending also includes indirect reimbursements of healthcare costs (e.g. medical fee exemption based on income, pathology or disabilities).

³² Ragioneria Generale dello Stato, 2019, Le tendenze di medio-lungo periodo del sistema pensionistico e socio-sanitario [Mid and Long-Term Trends of the Italian Pension, Health and Social Care Systems] http://www.rgs.mef.gov.it/ Documenti/VERSIONE-I/Attivit--i/Spesa-soci/Attivita di previsione RGS/2019/Rapporto-n-20.pdf

Tab. 4.1. Expenditure for long-term care in Italy – components (2018)

Components	% GDP 2018	EUR billion	Distrib.	65+ pop.
Healthcare component	0.70%	12.4	41%	65.7%
Care allowances	0.77%	13.6	45%	77.9%
Other LTC services	0.24%	4.2	14%	79.2%
Total	1.71%	30.2	100%	73.1%

Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of Economy and Finance (MEF)-RGS

Tab. 4.2. Expenditure for long-term care in Italy – macro-functions (2018)

Macro-functions	% GDP 2018	EUR billion	Distrib.	65+ pop.
Home care	0.31%	5.5	18%	67.7%
Residential care	0.51%	9.0	30%	70.6%
Cash benefits	0.88%	15.5	52%	77.3%
Total	1.71%	30.2	100%	73.1%

Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of Economy and Finance (MEF) - RGS

As mentioned so far, the Italian pension expenditure is very high, especially in relation to GDP. However, the overall figure is mainly a result of the number of recipients, due to demographic reasons. Conversely, Italian pensioners' incomes are not very high on average. When considering only taxpayers whose pensions represent their main source of income, data by the Ministry of Finance depicts the Italian pensioners' situation: 28.3% of them receive less than EUR 10,000 per year, and 66.1% are below the threshold of EUR 20,000. Only 5.2% receive more than EUR 40,000 per year. Moreover, gross incomes are taxed so the net amount is significantly smaller.

Tab. 4.3. Gross income group for persons with predominantly retirement income 2019—a i 2018 Reports

Income group	No. taxpayers	Distrib. %
<10K	3,825,389	28.3%
10-15K	2,540,971	18.8%
15-20K	2,573,513	19.0%
20-40K	3,878,417	28.7%
40-80K	626,265	4.6%
>80K	84,957	0.6%
Total	13,529,512	100.0%

Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of Economy and Finance (MEF) – Department of Finance

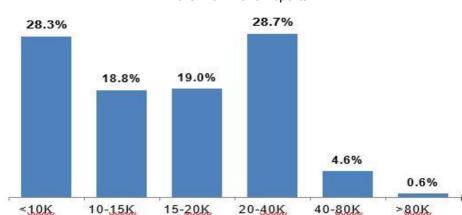


Fig. 4.6. Gross income group for persons with predominantly retirement income $2019-a.i.\ 2018$ Reports

Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of Economy and Finance (MEF) – Department of Finance

DOMINA data helps us understand the cost for families when they need additional support.

According to INPS data on the average weekly hours of domestic workers, the most frequent mode is 25 hours per week, but many of them work more than 50 hours per week.

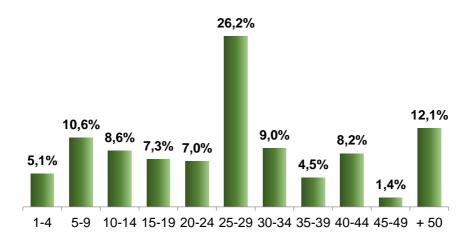


Fig. 4.7. Average weekly hours group. 2019

The worker cost not only includes the average weekly hours, but the type of level and the years of service. A domestic worker providing home assistance to self-sufficient people, including feeding activities and household services, has BS level (personal care assistant to self-sufficient people).

We will now analyse four cases based on working hours and whether living in or out with the person to be taken care of.³³ Annual costs per domestic worker ranges from EUR 2,000 (5 hours per week) to nearly EUR 15,000 (54-hour assistance by live in workers). A family must therefore face such amounts; but how many families of retired elderly people can pay such cost only using their pension?

The ISTAT consumption survey³⁴ provides useful data to better understand the financial resources of elderly people. The survey reveals a median expenditure of EUR 1,397 per month for single individuals aged 65 and over; costs related to imputed rents should be deducted from this amount as most elderly people live in their own houses. Accordingly, a total consumption of over EUR 11,000 per year is estimated, mainly concerning food,

³³ In the first simulation, only BS level is considered – Assistance (minimum wage)

³⁴ Expenditure for household consumptions. Year 2019. ISTAT

clothing and utilities. This amount should be taken into account when calculating the economic capacity to hire carers.

Based on net incomes of individuals with predominantly retirement income and the average consumption figures emerging from the ISTAT survey, pensioners' savings to be allocated to external help are very little. Most elderly people can afford little help for 5 hours a week (55%), but if the working time increases to 25 hours, the percentage drops to 20% and just a fraction of them can afford greater help using their pension income alone.

If the beneficiary is a person dependent on care, the need for assistance grows and consequently care costs also increase. In this case, very few elderly people are able to meet their care needs by relying only on their pensions.

We observed four other cases of daily care: live-out care workers who are employed for 40 hours per week, and live-in workers who are employed for 54 hours per week. There are two worker's profiles: "CS", Assistant to people dependent on care – untrained; and "DS", Assistant to people dependent on care – trained.

In the case of assistance to people dependent on care, the situation gets worse; the number of pensioners that can afford care services can only increase when employing untrained workers. In this case, 8% to 6% of pensioners can afford assistance to people dependent on care. The percentage drops to 4% if the worker is trained: only such small percentage receive sufficiently high income to bear the cost of care services.

Tab. 4.4. Estimated seniors who can afford care services and only rely on their retirement income

Domestic worker's profile (weekly hours)	Annual cost (permanent contract – min. wage 2020)	ESTIMATED % of pensioners who can afford care services and only rely on their retirement income
BS – Personal care assistant for self-sufficient people (5h – live-out)	EUR 2,138	54.6%
BS – Personal care assistant for self-sufficient people (25h – live-out)	EUR 10,312	19.9%
BS – Personal care assistant for self-sufficient people (40h – live-out)	EUR 16,500	8.1%
BS – Personal care assistant for self-sufficient people (54h – live-out)	EUR 14,869	10.4%

^{*}Cost projections include domestic workers' gross salary, 13th salary, severance pay, INPS monthly social contributions and CAS.SA.COLF contributions paid by the employer, and replacement allowances for board and lodging.

Source: DOMINA and Fondazione Leone Moressa, based on ISTAT and MEF data – Department of Finance

Tab. 4.5. Estimated seniors who can afford care services and only rely on their retirement income

Domestic worker's profile (weekly hours)	Annual cost (permanent contract – min. wage 2020)	ESTIMATED % of pensioners who can afford care services and only rely on their retirement income
CS – Personal care assistant for people dependent on care – untrained (40h – live-out)	EUR 18,194	6.4%
CS – Personal care assistant for people dependent on care – untrained (54h – live-out)	EUR 16,486	8.1%
DS – Personal care assistant for people dependent on care – trained (40h – live-out)	EUR 21,558	4.3%
DS – Personal care assistant for people dependent on care – trained (54h – live-out)	EUR 22,108	4.1%

^{*}Cost projections include domestic workers' gross salary, 13th salary, severance pay, INPS monthly social contributions and CAS.SA.COLF contributions paid by the employer, and replacement allowances for board and lodging.

Source: DOMINA and Fondazione Leone Moressa, based on ISTAT and MEF data – Department of Finance

However, it is clear that a more complete estimate should consider family incomes and not individual retirement incomes, as the economic situation of pensioners varies: some may have other sources of income or rely on two pensions. Against this background, we must consider that the majority of people aged 65 and over live alone or with another person and, as argued above, in most cases they own the house where they live.

Two different types of elderly households are thus analysed: the "over-65-year-old single person" and the "couple without children, where the reference person is 65 and over". The second category represents the majority of elderly households (over 80%). Even in this case, annual savings are not enough to cover the costs of long-term assistance, but only care services provided for a few hours per week.

In conclusion, current data show that the average costs of care services are not sustainable for an average pensioner, and become affordable only on an hourly aid basis. The situation improves when considering care allowance, which injects over EUR 6,000 more in the annual income.

Tab. 4.6. Net income and annual expenditure (imputed rent excluded) – median figures

Household's profile	Net income (2017*)	Annual expenditure (2019)	Estimated available savings
Over-65 single person	EUR 15,376	EUR 11,222	EUR 4,154
Couple without children, where the reference person is 65 and over	EUR 26,015	EUR 19,235	EUR 6,780

^{*}Latest data available

Source: DOMINA and Fondazione Leone Moressa, based on ISTAT data

4.2 Household spending

As for domestic workers' salaries, INPS provides the income group detail, obviously only with regards to regular workers.

First of all, domestic workers' salary varies depending on the type of service provided (as indicated in the contract). This is crucial to fix minimum salaries, which are revised annually. In addition to the minimum wage set by law for each job level, salary also takes into account seniority – the wage level increases after two years of service performed with the same employer – as well as extra allowances on productivity, the so-called *superminimi*. Furthermore, when hiring a live-in carer, the employer should also ensure: healthy and sufficient food; a work environment that is not harmful, both physically and morally; a suitable accommodation that guarantees the worker's dignity and privacy.

Based on these elements, the 848,987 domestic workers surveyed by INPS in 2019 can be grouped by annual salary group. This distribution clearly depends on the number of hours worked and the duration of the employment relationship.

It appears that in 2019 over one-quarter of domestic workers (26.1%) received an annual salary lower than EUR 3,000, while half of them received less than EUR 6,000. This shows that typically in the domestic sector the number of hours worked per week is very modest, especially among housekeepers. Indeed, only 15.4% received more than EUR 12,000 in 2019.

Tab. 4.7. Distribution of domestic workers by annual salary group (2019)

Annual salary groups	No. of workers	DISTR. %	TOTAL AMOUNT OF SALARIES (EUR)
<3K	221,401	26.1%	341,279,500
3-6K	177,256	20.9%	789,008,000
6-9K	177,978	21.0%	1,334,571,000
9-12K	142,001	16.7%	1,471,726,500
>12K	130,351	15.4%	1,767,147,500
Total	848,987	100.0%	5,703,732,500

In addition to the net salary (EUR 5.7 billion in total), social security contributions and severance pays, paid by households, are also included in the total annual expenditure which reaches EUR 7.1 billion.

Moreover, it is also important to include the amount spent on undeclared domestic workers' salaries, keeping in mind that black labour represents about 60% of the domestic economy in Italy. Assuming the net salary is similar to that of regular workers, spending for the undeclared component is nearly EUR 8 billion. The overall households' spending is therefore EUR 15.1 billion.³⁵

From a different perspective, the same figure can be divided into housekeeper and carer expenditure. Despite family assistants are slightly less than half (48%), they work more hours on average, therefore spending for this component is higher. Considering the household spending for the undeclared component, Italian families spent EUR 8 billion for carers and EUR 7.1 billion for housekeepers.

In the spending break down, the spending related to "non shared" workers is proportionally distributed between housekeepers and carers.

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³⁵ISTAT national accounts, "Attività di famiglie e convivenze come datori di lavoro per personale domestico, produzione di beni e servizi indifferenziati per uso" [Activities of households and cohabitations as employers of domestic staff; undifferentiated goods and services-producing activities of households for own use], year 2018. The estimate of undeclared workers is calculated by applying the same coefficient of undeclared to housekeepers and carers (57.6%).

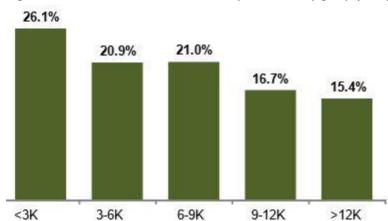


Fig. 4.8. Distribution of domestic workers by annual salary group (2019)

Tab. 4.8. Estimated undeclared component and household spending (2019)

	Carers	Housekeepers	Total
Regular component (INPS)	407,422	441,013	848,987
Household spending for regular component (EUR billion)	3.8	3.4	7.1
Estimated total domestic workers (regular + undeclared)	960,901	1,040,125	2,002,32 8
Estimated total household spending (EUR billion)	8.0	7.1	15.1

Source: DOMINA and Fondazione Leone Moressa, based on INPS data

Tab. 4.9. Household spending (2019)
Data in EUR billion

	Regular component	Undeclared component	Total domestic workers
Salary	5,704	7,974	13,678
Taxes	995	-	995
Severance pay	422	-	422
TOTAL	7,121	7,974	15,095

Fig. 4.9. Household spending (2019)

EUR **7.1** BILLION

SPENDING FOR REGULAR

WORKERS

(42.4%)

EUR **8.0** BILLION

SPENDING FOR UNDECLARED

WORKERS

(57.6%)

EUR 15.1 BILLION
TOTAL HOUSEHOLD
SPENDING

Source: DOMINA and Fondazione Leone Moressa, based on INPS data

4.3 The impact on public finances: savings, and economic and tax loss

After analysing the Italian household spending, we can now estimate State savings resulting from private care management.

In particular, we assume that without the families' commitment to assist elderly people, the State would have a much greater burden than the current one as to long-term care, whose amounts have already been discussed; and such calculations do not include all the satellite activities, from payslips management to the use of local public services.

Considering household spending only in relation to the family assistance component (carers), and also including undeclared workers, the amount reaches a total of EUR 8.0 billion. Conversely, public spending for long-term care is currently 22.1 billion. In a scenario with no household spending, we should imagine that the 980,000 elderly people who are currently taken care of at home (with a 1:1 ratio with the number of carers, both regular and undeclared) would be collocated in care facilities.

Tab. 4.10. Estimated State savings (data in EUR billion, 2018)

	Current scenario (with household spending)	Case scenario (without household spending)
Household spending for elderly care (family assistants, regular and undeclared)	8.0	0
LTC – Healthcare component	8.1	8.1
LTC – Care allowance	10.6	0*
LTC – Other services	3.3	3.3
Care for 980K more elderly people		21.5
Total public spending	22.1	33.0
State savings	10.9	

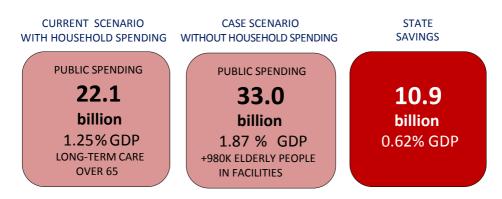
^{*} Care allowance, although not linked to the need for family assistance, has been preventively set at zero as it is impossible to estimate the precise number of persons concerned.

Source: DOMINA and Fondazione Leone Moressa, based on RGS, ISTAT and INPS data

According to the Report "I presidi residenziali socio-assistenziali e socio-sanitari" [Residential care facilities] published by ISTAT in May 2018 (data updated as of 2015), there are about 288,000 elderly people in residential care facilities. Given that public spending for residential care is EUR 6.2 billion (LTC in facilities, population aged 65 and over), an average per capita expenditure of EUR 22,000 per elderly person is expected (assuming a permanent stay of the elderly in the facility). Of course, this is only part of the total expenditure, which even the household would once again contribute to.

Even when eliminating the expenditure for care allowance, public spending would increase to EUR 33.0 billion, 10.9 more than the current scenario. In other words, the household commitment to assisting elderly people at home (equal to 8.0 billion) results in EUR 10.9 billion of annual State savings.

Fig. 4.10. Estimated State savings (data in EUR billion, 2018)



Source: DOMINA and Fondazione Leone Moressa, based on RGS, ISTAT and INPS data

The household management of domestic work not only allow the State to save on the management costs of care facilities (over EUR 10 billion per year), but has a great economic impact resulting in new jobs and added value.

Domestic work creates jobs and productivity, managing the family welfare and becoming a drive for economic growth: suffice to say that this sector engages 8% of all employed workers. To make a comparison, agriculture only employs 2% of workers. Families who employ domestic workers can be compared to the Education sector (8% of employed workers).36

Such employment has changed over the time. Indeed, in 1991 there were only 217,000 regular domestic workers, 83.5% of whom were Italian. After all, in the same period the foreign population accounted for 356,000 units and accounted for 0.6% of the Italian population. In the following years, domestic work started to grow, because of both poor public services and the growth of a relatively cheap job offer. In the same years, the number

³⁶ Data refers to employed workers in annual ISTAT income statements. Sector "Attività di famiglie e convivenze come datori di lavoro per personale domestico, produzione di beni e servizi indifferenziati per uso proprio da parte di famiglie e convivenze" [Activities of households and cohabitations as employers of domestic staff; undifferentiated goods and services-producing activities of households for own use]. Year 2019

of foreign people in our country grew as well: these new workers met the demand of domestic work, growing from 36,000 regular domestic workers in 1991, to 597,000 in 2019.

With domestic work, many of these foreign people regularly entered the Italian job market for the first time. In support of this, we must mention the regularizations carried out in our country which increased the number of regular foreign workers.

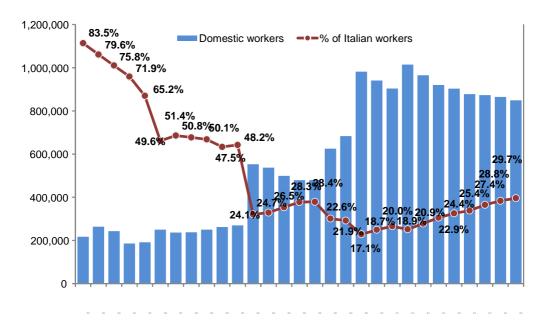


Fig. 4.11. Domestic workers in Italy, time series analysis 1991-2019

Source: DOMINA and Fondazione Leone Moressa, based on ISTAT and INPS data

Figure 4.12 shows the trend of the number of domestic workers in Italy between 1991 and 2019, and notably their nationality: at first glance, a remarkable increase of foreign workers is clear, especially from 2002 onwards. The red curve represents Italian domestic workers who, as the graph shows, had an opposite trend compared to foreign workers: a nearly constant decrease until 2009, with a particularly high peak between 1995 and 1996, and

between 2001 and 2002. An interesting core aspect in our analysis is the slight recovery that Italian domestic workers have been showing since 2009, along with an opposite decline of the foreign component. The main reason behind such change is of course found in the economic crisis: we can assume that Italian women – who were housemakers and non-workers before – had to enter the job market as housekeepers or carers in order to meet their economic needs resulting from the crisis.

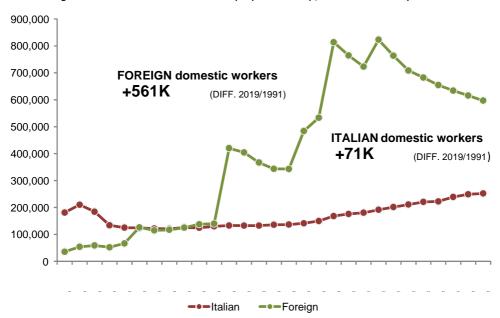


Fig. 4.12. Domestic workers in Italy by citizenship, time series analysis 1991-2019

Source: DOMINA and Fondazione Leone Moressa, based on ISTAT and INPS data

The analysis discussed so far are only based on regular workers registered by INPS, who only represent a portion of domestic workers. Indeed, as stated in the previous chapter, 57.6% of all workers are undeclared. The employment driver therefore involves more than two million workers, both regular and undeclared.

According to national accounts,³⁷ the ATECO "T" sector, that is "activities of households and cohabitations as employers of domestic staff; undifferentiated goods and services producing activities of households for own use", has an added value of nearly EUR 18 billion in 2019.

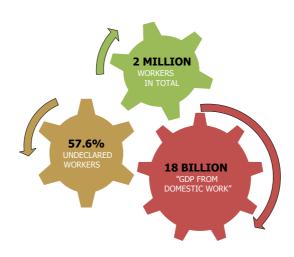


Fig. 4.13. "GDP from domestic work"

Source: DOMINA and Fondazione Leone Moressa, based on ISTAT data

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³⁷ Starting from 23 September 2019, the national account time series, based on the European System of Accounts (ESA 2010), have gone through a general review aimed at improving the methods to measure specific components and variables, also resulting from more updated or, in some cases, new information sources. Such review was carried out in coordination with EUROSTAT and most EU countries.

When looking at territorial characteristics (Table 4.11), we immediately notice that Lombardy, Lazio and Emilia-Romagna alone account for 44% of national GDP from domestic work. Lombardy alone has an added value of 20% of the total GDP, as it confirms the strong presence of domestic workers in this region. While 17.9 billion represent 1.1% of the added value generated in Italy, such percentage is higher in some regions: in Umbria and Lazio the percentage is 1.5%, whereas in Liguria and Sardinia domestic workers produce 1.4% of regional GDP.

Tab. 4.11. Estimated GDP generated by DOMESTIC WORK (data in EUR billion) per region

Region	Estimated GDP from domestic work	Distr.%	% of GDP from domestic work on regional GDP
Piedmont	1.39	7.7%	1.1%
Valle d'Aosta	0.04	0.2%	0.8%
Liguria	0.62	3.5%	1.4%
Lombardy	3.70	20.6%	1.0%
Trentino-Alto Adige	0.28	1.6%	0.7%
Veneto	1.27	7.1%	0.9%
Friuli-Venezia Giulia	0.42	2.3%	1.2%
Emilia-Romagna	1.48	8.3%	1.0%
Tuscany	1.31	7.3%	1.2%
Umbria	0.31	1.7%	1.5%
Marche	0.37	2.1%	0.9%
Lazio	2.70	15.0%	1.5%
Abruzzo	0.27	1.5%	0.9%
Molise	0.05	0.3%	0.8%
Campania	1.19	6.6%	1.2%
Puglia	0.67	3.7%	1.0%
Basilicata	0.09	0.5%	0.8%
Calabria	0.37	2.1%	1.2%
Sicily	0.96	5.4%	1.2%
Sardinia	0.45	2.5%	1.4%
Italy	17.9	100.0%	1.1%

The State also benefits from tax revenue of regular workers. DOMINA Observatory tries to quantify the social security contributions and local taxes paid by such workers. Social security contributions are quantified by INPS and account for EUR 995 million. As for estimated IRPEF and local surcharges, they are calculated on the annual salary group based on INPS data.

For each group, the average income has been identified, against which IRPEF and related surcharges have been calculated. The average figure has been multiplied by the number of workers in each group to obtain the IRPEF and IRPEF surcharges revenue of each group: the sum of each groups' total corresponds to the estimate tax revenue of this category. The amount can be quantified as EUR 463 million for a total tax revenue of EUR 1.5 billion.

Tab. 4.12. Estimated tax revenues of regular domestic workers

DOMESTIC WORKERS	ESTIMATED IRPEF AND LOCAL SURCHARGES	SOCIAL SECURITY CONTRIBUTIONS	TOTAL TAX REVENUE
848,987	EUR 463 B	EUR 995 B	EUR 1,458 B

Source: DOMINA and Fondazione Leone Moressa, based on INPS data

Two considerations are needed regarding total tax revenues of domestic workers. First of all, the estimate of IRPEF and local surcharges is hypothetical, as it is bound by the filling of tax return by domestic workers.

A family who employs domestic workers is not tax substitute: the worker must therefore communicate to the Revenue Agency the total income received in the year preceding the declaration, by filling the Form 730 and the Income form (i.e. *Modello Redditi Persone Fisiche*).

As highlighted in the report of the Italian Ministry of Economy and Finance on the observed

economy of 2019,³⁸ there are many domestic workers who do not declare their income and evade taxes, which leads to a possible loss of EUR 500 million for the State. Therefore, one of DOMINA recommendations, highlighted in the first Annual Report on Domestic Work,³⁹ revealed the need to match INPS databases with the Revenue Agency ones.

When hiring a domestic worker, INPS could share with the Revenue Agency information regarding remuneration as required in the application, linking it to the fiscal code of the domestic worker hired. Using employment data that families provide to INPS, the Revenue Agency could send the pre-filled declaration to the worker and the State could retrieve a large percentage of evasion linked to this sector.

The second consideration about domestic worker taxes concerns the indirect impacts linked to the IRPEF deductible component of employer and to the Decree-Law 3/2020 bonus (EUR 100/month). For such components, the State should "give back" about EUR 433 million, resulting in a balance of total tax revenue of EUR 1 billion. Once again, the "EUR 100 bonus" per month is linked to the filling of Form 730 by the worker, and this might not be the case.

Regular domestic work generates from EUR 1 to 1.5 billion of tax revenue, which only represents a fraction of the possible income, as 58% of domestic workers are undeclared. This is often needed because the worker has no residence permit.

As such, DOMINA Association has long called for regularization efforts to protect both workers and families who employ domestic workers.⁴⁰

Following the lockdown due to COVID-19 crisis, the situation got even worse, making it actually impossible for undeclared workers to continue to carry out care and assistance activities. The most delicate situation concerned foreign people with no residence permit, with no job and unable to go back to their countries.

This is why a debate was started and led to Article 103 of the Relaunch Decree (Decree Law 19.5.2020 No. 34), regarding the "regularization of employment relationships" in agriculture and domestic sectors, which partially responds to the DOMINA Association request.

⁴⁰ cfr. Dossier 2019 sul lavoro domestico [2019 Dossier on Domestic Work], DOMINA Observatory

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³⁸ Relazione sull'economia non osservata e sull'evasione fiscale e contributiva anno 2019 [Report on the non-observed economy and on tax evasion, year 2019] (Art. 10-bis.1 c. 3 Law No. 196 of 31 December 2009)

³⁹ 1st Annual Report on Domestic Work. DOMINA National Observatory on Domestic Work. p. 168

According to the estimates in the technical report attached to the Decree, the number of beneficiaries could have reached about 220,000 people, even if the report stated that it was an "absolutely presumptive" estimate, based on the average applications received during the 2009 and 2012 regularizations.

At the end of the regularization period (1 June—15 August), applications submitted under paragraph 1 equalled 207,542, 177,000 of which in the domestic sector (85%), and those under paragraph 2 were 12,986, for an overall total of 220,528, fully in line with projections.

The DOMINA National Observatory on Domestic Work took stock of the amnesty benefits and the costs to implement it.

Accessing the regularization requires a flat tax of EUR 500 when an employer wishes to hire a foreign citizen (paragraph 1) and EUR 130 in case of a worker holding a residence permit expired since 31 October 2019 and who has worked in the agriculture sector or as a domestic worker (paragraph 2).

In addition to such quantifiable contributions, a fee must be paid for the amounts due by the employer in terms of salary, contributions and taxes, to be determined through a ministerial decree, according to the regularization of undeclared employment relationships (amounts not included in this analysis).

Considering such amounts, revenues equalled EUR 105.5 million, versus EUR 75.2 million of administrative costs, for a balance of +30.3 million.

Tab. 4.13. Immediate economic benefits of the amnesty

TYPE	APPLICATIONS RECEIVED	REVENUES	ADMINISTRATIVE COSTS	BALANCE
Paragraph 1 (EUR 500 per capita)	207,542	EUR 103.8 M	EUR	EUR +30.3 M
Paragraph 2 (EUR 130 per capita)	12,986	EUR 1.7 M	75.2 M	

Source: DOMINA and Fondazione Leone Moressa, based on Relaunch Decree data

These are actually only some of the economic benefits of a possible amnesty: indeed, as already highlighted, regular domestic work provides the State with social security contributions; other taxes must be added to such amounts, i.e. IRPEF and local surcharges.

Limited to paragraph 1, regularizations concerned 85% of domestic workers and 15% of staff in the agriculture sector. As for domestic work, regularized workers can be divided based on the salary distribution reported by INPS. We analysed the three income groups only (0-10K; 10-15K; 15-25K), keeping a cautious approach.

For each group, the average income was identified, based on which IRPEF and related surcharges were calculated. The average value was multiplied by the number of regularized workers from each group, resulting in IRPEF revenue and the total IRPEF surcharges of FUR 106.9 million.

As for workers in the agriculture sector, we can assume that they are common workers with a minimum wage lower than EUR 900. Moreover, according to INPS data on the agriculture sector, in most cases they are workers who are only employed for a part of the year. This is confirmed by the average number of worked days, that is 104.

If we only consider non-EU agriculture workers, in 2018 50% have worked less than 100 days, 19% between 100 and 150 days, whereas the remaining 31% worked more than 150 days.

Based on such considerations, we can say that all these new regularized workers in agriculture will have an IRPEF taxable income lower than EUR 10,000, at least in their first

year of work. Employees who declare incomes lower than EUR 8,000 fall in the so-called "no tax area", as work deductions neutralize IRPEF on their income and therefore they are exempted from paying the personal tax. This is the case for most workers in the agriculture sector.

Tab. 4.14. Estimated tax revenue resulting from regularization

	REGULARIZATION REQUESTS	ESTIMATED IRPEF AND LOCAL SURCHARGES	SOCIAL SECURITY CONTRIBUTIONS	TOTAL TAX REVENUE
DOMESTIC WORKERS	176,848	EUR 106.9 M	EUR 207.3 M	EUR 314.2 M
FARM WORKERS	30,694	0	EUR 49.3 M	EUR 49.3 M

Source: DOMINA and Fondazione Leone Moressa, based on INPS data

In addition to such taxes, there are those resulting from social security contributions (even in this case, calculation varies based on whether domestic workers or farm workers are concerned). Domestic workers' contributions were calculated based on paid taxes identified by INPS on domestic work, whereas for other workers a rate of 29.3% was used for employed work in agriculture (8.84% charged to the employee and 20.46% charged to the employer).

The resulting estimate of tax revenue for domestic workers (314.2 million) and for farm workers (49.3 million) is overall EUR 363.5 million.

In this case as well, we should consider the indirect impacts of deductions and Decree-Law 3/2020 bonus, quantified as EUR 87.2 million, so that the net benefit for the State drops to EUR 276.4 million per year.

The benefit could actually be greater, considering that, once regularized, such workers will

be able to become active taxpayers for many years: according to an INPS analysis, 41 five years after the amnesty, 80% of workers regularized in 2002 are still regularly employed. A more recent INPS analysis 42 shows how, of the total domestic workers regularized in 2012, nearly 70% are still present in the job market five years after the amnesty, whereas in other sectors the permanence is about 80%.

Going back to domestic work data, these "new" regular workers are only a fraction of the undeclared base. The problem is not only the lack of workers' residence permit, but the costs that households must pay, especially in this time of uncertainty due to COVID-19. This is why new tax incentives are needed to make regular domestic work more worthy. DOMINA recommends new deductions⁴³ that would allow to reduce the tax burden on households, reducing the gap between the costs of regular and undeclared workers.

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⁴¹ XVI RAPPORTO ANNUALE INPS [INPS XVI ANNUAL REPORT]

⁴² Regolarizzazione migranti 2020: stime e previsioni dalle analisi delle precedenti regolarizzazioni in Italia [2020 regularization of migrants: estimates and projections from previous regularizations analysis in Italy]. No. 5/2020 INPS

⁴³ Tax deduction of 15% on domestic workers' salaries and deduction of the entire amount of social security contributions; tax deduction of 30% of the personal care assistants' salaries and deduction of the entire amount of social security contributions.

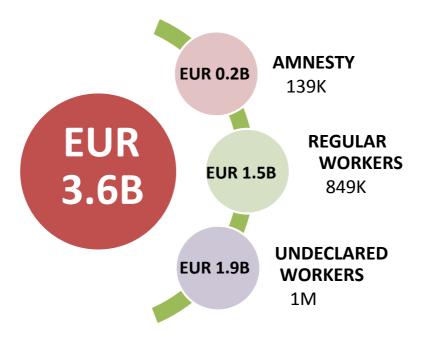
Tab. 4.15. Potential tax revenue from domestic work

	No. of workers	Tax revenue
Regular	849,000	EUR 1.5 M
Regularized 2020	177,000	EUR 0.3 M
Undeclared	1,010,000	EUR 1.8 M
Total	2,036,000	EUR 3.6 M

With the regularization of 177,000 domestic workers, the amnesty allowed for an additional income of EUR 0.3 billion, which add up to the tax amounts of regular workers (EUR 1.5 billion). However, due to the lack of incentives for families who employ domestic workers, which would promote the management of domestic work through regular contracts, the undeclared economy includes more than one million domestic workers. If such workers had a regular employment contract, the State would receive additional EUR 1.8 billion, resulting in EUR 3.6 billion of tax revenue.

These are significant economic amounts that could benefit our tax system and would also allow families who employ domestic workers and the workers themselves to have greater safeguards and guarantees in their employment relationships.

Fig. 4.14. Potential tax revenue from domestic work



CHAPTER 5 REGIONAL DETAIL



DOMINA ANNUAL REPORT ON DOMESTIC WORK 2020

In collaboration with Fondazione Leone Moressa



8. Domestic work in Italian regions



Regions	Houskeepers 2019	2018- 2019
ITALY	441,013	-3.8%
Lombardy	91,493	-3.2%
Lazio	87,870	-4.4%
Piedmont	34,599	-2.9%
Tuscany	31,769	-2.7%
Veneto	29,691	-2.1%
Campania	29,647	-6.6%

Regions	Carers 2019	2018- 2019
ITALY	407,422	+0.6%
Lombardy	63,476	+3.0%
Emilia-Romagna	45,154	+0.6%
Tuscany	41,833	-1.0%
Veneto	35,889	+2.5%
Lazio	35,607	-1.1%
Piedmont	33,024	-0.9%

17.9B Added value generated from domestic work

3.70 Lombardy

- 2.70 Lazio
- 1.48 Emilia-Romagna
- 1.39 Piedmont
- 1.31 Tuscany

Domestic workers per 1,000 inhabitants



176,848

Requests for domestic worker regularizationi 2020

47,357 Lombardy 26,096 Campania

18,985 Lazio

18,107 Emilia-Romagna

12,570 Veneto

Cities with the highest number of domestic workers (province-based data)



Housekeepers

21,580 Turin **18,684** Naples



Carers

30,003 Rome

5.1. National overview

General trend

According to INPS data, in 2019 there were about 849,000 domestic workers regularly employed by Italian families, a decrease of -1.8% compared to 2018. In other words, nearly 16,000 regular domestic workers were lost in one year. The decrease concerns housekeepers (-3.8%), whereas carers report a slight increase (+0.6%).

The decrease trend of domestic workers started in 2012, when the number of domestic workers reached its peak and exceeded 1 million, following the regularization measure ("amnesty"). In fact, despite the drop of 165,000 domestic workers since 2012, households' need for domestic services has increased. At the same time, the rate of undeclared workers in this sector (activities of households and cohabitations as employers of domestic staff) has increased from 54.6% in 2012 to 57.6% in 2018 (latest data available).

Profile of workers and families

Although the proportion of housekeepers (52%) is still higher than carers, in recent years the number of housekeepers has been decreasing while the number of carers has been increasing. This can be explained by the high presence of elderly people in our country, leading to a greater need for care staff, as opposed to the economic crises which has discouraged hiring workers dedicated to housekeeping only.

Regional time series on domestic work confirm these decreasing trends, except for Trentino-Alto Adige, Friuli-Venezia Giulia and Sardinia, where the increase of carers has been a driving force for the entire domestic sector.

As for age, the average age of domestic workers is 49 years old, although there are 1,279 under-19. On average they work 27.1 hours a week and in 45.6% of cases they remain in the sector for the full year. Workers in Calabria are the youngest (46.2 years), while those in Molise work fewer hours per week (22 hours). Conversely, regions where workers exceed 30 hours per week are Valle d'Aosta (37.0), Trentino-Alto Adige (33.9), Emilia-Romagna (32.2) and Friuli-Venezia Giulia (30.8).

INPS data provide a quantitative analysis of this phenomenon, whereas DOMINA data (based

on more than 15,000 employment contracts managed by DOMINA on a national level) provide significant qualitative figures. First of all, in 51% of cases the employer is a man, and the age is on average 64 years old among men and 69 among women. It is important to note that the employer is not always the person being taken care of (in the case of carers): especially for employers under the age of 65, it is very likely that the employer is a relative of the beneficiary. 31.2% of domestic workers fall into level B, that is experienced domestic helpers who carry out their duties with specific skills.

Geographic distribution

As for the geographic distribution of domestic workers, one-third of the workforce is concentrated in only two regions: Lombardy (18.3%) and Lazio (14.5%). This comes as no surprise, since the capital cities of these two regions are the most developed economic and work centres of the entire country. Yet, when analysing data per number of inhabitants, there are as many as five regions with a quite high number of regular domestic workers, above 18 units per 1,000 inhabitants. Sardinia has as many as 28.7 domestic workers per 1,000 inhabitants, followed by Lazio with 21 domestic workers and Umbria with 20.7. Finally, Tuscany and Liguria with 19.8 and 19 workers per 1,000 inhabitants, respectively.

Across the Italian territory, the distribution of domestic workers is heterogeneous. 37% of carers are concentrated in three regions (Lombardy, Emilia-Romagna and Tuscany). Overall, the ratio of carers per senior citizen is higher in Central and Northern regions, compared to the South (except for Sardinia). This is probably due to the fact that Central and Northern regions are closer to Eastern Europe, where most carers come from. The analysis of housekeepers' distribution is even more peculiar: almost 41% are in Lombardy and Lazio. In particular, in Lazio there are almost 14.9 housekeepers per 1,000 inhabitants, whereas the national figure is 7.3 housekeepers. In the province of Rome there are 81,000 housekeepers, 18% of the national total; other 58,000 are in Milan (13%). 15% of all carers are found in these two provinces: nearly 32,000 in Milan and 30,000 in Rome, out of a national total of 407,000 carers.

The foreign workforce

At national level, foreigners represent the majority of domestic workers (70.3%); the largest component comes from Eastern Europe, accounting for 41% of the total. The number of

Eastern Europe workers is higher in North-Eastern regions where, thanks to the geographical proximity, it reaches 60%.

As for Asian domestic workers, who account for nearly 15% of the workforce at national level, they exceed 20% in regions with a high number of housekeepers, such as Lombardy (20.9%), Lazio (26.1%) and Sicily (24.7%). Over 58,000 domestic workers come from South America. While representing only 7% of the total workforce at national level, they reach 24% in Liguria and 15% in Lombardy. 48,000 workers come from Africa and account for 6% at national level, but they reach 13% in Sicily.

The Italian workforce

In some regions, the number of Italian workers is very high, or even prevalent: Sardinia (81.0%), Molise (56.3%) and Puglia (51.2%).

The reasons are partially linked to the human capital in the territory; only 3.4% of residents in Sardinia are foreign citizens, and Puglia has a similar figure (3.5%). Regions such as Emilia-Romagna and Lombardy reach 12% of foreign residents among the regional population.

Such data partly depends on real job opportunities in each region; while in the Northern and Central regions Italian workers account for 23%, and in the South regions 53%. It is indeed the lack of jobs that leads to choosing this profession: in the South, the unemployment rate is 17.6%, in the Centre it is just 8.7%, and in the North it drops even further to 6.1%.

The male component

While historically domestic work is seen as a women's job, in 2019 there were over 95,000 male domestic workers who accounted for 11% of total workers. Over the years, such component has decreased. It reached its historic peak in 2012 (192,000), probably due to the amnesty, and then it started to decrease.

There are differences at geographic level; the male component is very little in the North (9%), and greater in the Central regions (12%) and especially in the South (14%). In particular, Sicily reports the highest percentage of men (24.1%), followed by Campania (16.7%) and Calabria (16.2%). On the contrary, men are the minority in Trentino-Alto Adige (4.6%).

⁴⁴ Unemployment rate (15 years and more) 2019. ISTAT

Demographic situation and need projection

The demographic situation in our country is increasingly alarming; the overall fertility rate⁴⁵ (1.29) is among the lowest in Europe, while life expectancy at birth⁴⁶ (81 years for men and 85.3 for women) is very high. This means that if there are 8.8 million children (aged 0-14) and little over 4 million elderly (aged 79 and over), by 2050 children (0-14) will decrease to less than 7 million, whereas over-79s will increase by additional 3.5 million units, according to ISTAT projections.

Therefore, based on ISTAT demographic scenarios, we can assume that by 2050 demand for domestic workers will dramatically increase, especially for carers: compared to 2019, indeed, elderly people (aged over 80) and children (0-14) will account for one-quarter of the population (13.7% and 12.0%, respectively).

The economic impact

Given the number of domestic workers, the domestic sector's impact on GDP is estimated at 1.1%, i.e. EUR 18 billion (added value generated). In some regions, the contribution of the domestic sector to the GDP is even greater: Liguria (1.4%), Umbria (1.5%), Lazio (1.5%) and Sardinia (1.4%).

This value is clearly generated by household spending, since in 2019 families employing domestic workers spent EUR 5.7 billion on salaries, EUR 422 million on severance pays and EUR 995 million on social security contributions, for a total of EUR 7.1 billion spent by households for regular domestic workers. Considering the household spending for the undeclared component (only including salaries), the total spending was EUR 15.1 billion in 2019.

⁴⁵ Average number of children per woman. 2019 ISTAT

⁴⁶ Average number of remaining years of life for a newborn. 2019 ISTAT

Social policies to support households

The main funds allocated for people dependent on care at national level are the three-year Fund for non-self-sufficiency (FNA), the Fund "Dopo di noi" [After us] and the Fund for the support of care and assistance of family caregivers. According to the Presidential Decree of 4 February 2020, the resources overall relating to the Fund for non-self-sufficiency are EUR 573.2 million in 2019 (24% more than the previous year), EUR 571 million in 2020 and EUR 568.9 million in 2021. The interventions funded through the Fund resources must not be considered in addition to those defined at regional and local level, but must be the core of the services addressed to beneficiaries in the same conditions in the whole national territory. The regional detail analysed in the following pages includes comments on the tools that each region provides for the home care of individuals dependent on care (people with disabilities and elderly people). The Fund "Dopo di noi", established by Law No. 112/2016, is specifically intended for people with disabilities with no family support, either because they lost both parents, or because their parents are not able to provide appropriate care. In 2020 resources dedicated to the Fund equal EUR 58.1 million.

Tab. 5.1. Shares for the distribution of FNA resources per region

Regions	Share
Piedmont	8.00%
Valle d'Aosta	0.25%
Liguria	3.34%
Lombardy	15.91%
Trentino-Alto Adige	N.A.
Veneto	7.94%
Friuli-Venezia Giulia	2.33%
Emilia-Romagna	7.82%
Tuscany	7.00%
Umbria	1.72%
Marche	2.84%
Lazio	9.12%
Abruzzo	2.39%
Molise	0.66%
Campania	8.46%
Puglia	6.60%
Basilicata	1.08%
Calabria	3.47%
Sicily	8.21%
Sardinia	2.86%

Source: DOMINA and Fondazione Leone Moressa, based on data by the Ministry of Labour and Social Policies

The 2018 budget law set-up the Fund for the role of care and assistance of the family caregiver, with EUR 20 million of initial resources for each year between 2018-2020. The 2019 budget law has then established a EUR 5 million increase for each year of the period 2019-2021. As a result, the overall restructuring of the Fund provisioning will be EUR 25 million in 2019 and 2020, and EUR 5 million in 2021.

The following table shows the percentage shares of the Fund for non-self-sufficiency resources, established by the Ministry of Labour and Social Policies based on the weighted average of two figures: (i) resident population in each region, aged 75 or more, calculated as 60%; (ii) criteria used for the division of the National fund for social policies set forth by Art. 20, Law 328/2000, considered as 40%. This does not identify the absolute number of people dependent on care in a selected region, but the share related to the national total. Moreover, choosing this type of demographic indicator, in relation to the geographic distribution of elderly people, is even more strategic when considering that the number of elderly people is higher among people dependent on care than among the overall population. There is a high percentage in Lombardy and Lazio, followed by Campania, Sicily and Piedmont. Trentino-Alto Adige has no percentage because, under Art. 2, paragraph 109, Law 191/2009, the Autonomous Provinces of Bolzano and Trento do not take part in the distribution of National funds.

5.2 North-West regions

Piedmont

The trend. Italian families hired 67,659 regular domestic workers in Piedmont, a figure that has been steadily decreasing since 2012 (-16%). This decrease is also reflected in the percentage of carers and housekeepers, both of which have shrunk compared to last year. Housekeepers account for 51.2% of domestic workers, while carers make up 48.8% (INPS data). The 2020 amnesty could lead to an increase of 9,577 domestic workers; 54% of the regularization applications were submitted in Turin and 14% in Novara.

Characteristics of domestic workers. 46.4% of domestic workers come from Eastern Europe, with a clear majority of women (92.6%). The average domestic worker in Piedmont is 48.9 years old. As for the number of weeks worked, 50.7% of domestic workers were employed for 50 weeks or less.

Household spending and economic impact. DOMINA data show that the average employer is 68 years old, with a slight majority of women (56%). Overall, in 2019, families in Piedmont spent EUR 606 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 1.4 billion.

Geographic distribution and subsidies. At provincial level, Turin has the highest number of domestic workers — 62.4% of housekeepers and 56.5% of carers. Even in relative terms, the regional capital Turin still presents above-average values: 9.6 housekeepers per 1,000 inhabitants (compared to a regional average of 7.9) and 10.2 carers per 100 people aged 79 and over (compared to a regional average of 9.1). The Piedmont region guarantees a range of benefits including domestic services for elderly people dependent on care, and the allocation of support allowances for elderly and disabled people under the age of 65 who are taken care of at home and are recognized as dependent on care. Every authority managing social assistance services applies its own regulations in terms of financial support, which creates disparities across different assistance allowances. The Piedmont region, through the regional plan for non-self-sufficiency, is trying to uniform its services.

Demographic outlook. By 2050, the number of elderly people is expected to increase (+214,000) while the number of children is expected to decrease (-34,000). Therefore, given the higher number of elderly people compared to children, we can assume there will be an increase in the demand for carers.

PIEDMONT

67,659

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 51.2% CARERS 48.8%

> MEN 7.4% WOMEN 92.6%

FOREIGNERS 69.2%

ITALIANS 30.8%

ORIGIN

46.4% Eastern Europe

30.8% Italy

5.2% Asia

7.3% Africa

10.0% America

0.3% Western Europe

AMNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€606M COSTFOR FAMILIES

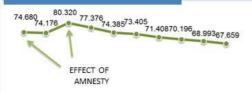
€483M REMUNERATION €87M TOTAL TAXES €36M SEVERANCE PAY

€1.4B

ADDED VALUE FROM DOMESTIC WORKERS

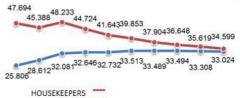
ISTAT AND INPS

HISTORICAL DATA



DOMESTIC WORKERS. INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019



CARERS ----

CARERS / HOUSE INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Turin	21,580	62.4%	9.6	18,652	56.5%	10.2	+ 5,157
Alessandria	2,882	8.3%	6.8	2,585	7.8%	6.6	+ 939
Asti	1,622	4.7%	7.6	1,543	4.7%	8.1	+ 372
Biella	1,154	3.3%	6.6	1,423	4.3%	8.3	+ 175
Cuneo	3,555	10.3%	6.1	4,513	13.7%	9.8	+ 878
Novara	2,226	6.4%	6.0	2,192	6.6%	7.7	+ 1,386
Verbano-Cusio-Ossola	652	1.9%	4.1	1,084	3.3%	8.0	+ 279
Vercelli	928	2.7%	5.4	1,032	3.1%	6.5	+ 391
PIEDMONT	34,599	100.0%	7.9	33,024	100.0%	9.1	+ 9,577

ISTAT AND INPS DATA

PIEDMONT

DOMESTIC WORKERS



AVERAGE AGE 48.9

WEEKS WOKRED

Less than 50 weeks 50.7% More than 50 weeks 49.3%

AVERAGE HOURS WORKED 29.0

YEARLY REMUNERATION 7.138 €

33% 67%
LIVE-IN LIVE-OUT

12% 25%
ITALIAN PROPORTION PROPORTION LIVE-IN LIVE-OUT

EGIONAL SUBSIDIES

- DOMESTIC WORK BENEFITS to promote assistance home care for eldery people dependent on care. (DGR 39/2009);
- Distribution of ALLOWANCES to support elderly and disabled people dependent on assistance for home care (DGR 56/2010).

SOURCE: www.regione.piemonte.it

INPS AND DOMINA DATA

EMPLOYERS

GENDER



MALE 44%





68 YEARS

DOMINA DATA

CURRENT TRENDS



- Slight decrease in carers, in correspondence with home helps;
- Eastern Europe is the most common area of origin.

ISTAT DATA PREDICTED **POPULATION** POPULATION OVER 80 POTENTIAL BETWEEN 0-14 BENEFICIARIES 587,000 496,000 (14.3%)(12.3%)2050 +214,000 - 34,000 Difference 2020/2050 Difference 2020/2050

ANALYSIS BY DOMINA - LEONE MORESSA FOUNDATION

Valle d'Aosta

The trend. There are 1,798 regular domestic workers in Valle d'Aosta, a figure that has been steadily decreasing since 2012 (-12%). Using INPS data, it is possible to ascertain a greater share of carers (70.7%) compared to housekeepers, whereby this gap has increased over the years: the number of carers has been growing since 2012, while housekeepers have been in constant decline in the same period. In the region, 97 regularization applications were submitted under the 2020 amnesty.

Characteristics of domestic workers. 51.1% of domestic workers come from Eastern Europe, followed by 29.6% from Italy, with a clear majority of women (94.2%). The average domestic workers is 50.2 years old. As for the number of weeks worked, there has been an increase in those who were employed for less than a year (63.2%).

Household spending and economic impact. The average employer is 55 years old, with a majority of men (65%). Overall, in 2019, families in Valle d'Aosta spent EUR 16 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 40 million.

Geographic distribution and subsidies. In Valle d'Aosta, there are 4.2 housekeepers per 1,000 inhabitants and 13.6 carers per 100 elderly people (aged over 80). The region finances care allowances and benefits which are calculated using the ISEE indicator to support family expenses for employing personal assistance. A regional register of personal assistants is also available, to allow families to hire carers legally.

Demographic outlook. Data extrapolated from ISTAT predicts that there will be an increase in the number of carers: by 2050 there will be 7,000 more elderly people (aged over 80) in Valle d'Aosta and 200 fewer children (aged 0-14); for this reason, the elderly population (13.9%) will outnumber the child population (13.4%), albeit slightly.

VALLE D'AOSTA

1,798

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 29.3%

CARERS 70.7%

MALE 5.8%

FEMALE 94.2%

FOREIGNERS 70.4% ITALIANS 29.6%

ORIGIN

51.1% Eastern Europe

29.6% Italy

2.4% Asia

10.0% Africa

6.7% America

0.2% Western Europe

INPS DATA



AMNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€16M COSTFOR FAMILIES

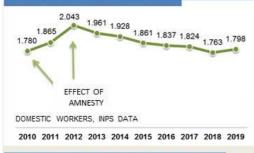
€13M REMUNERATION €2M TOTAL TAXES €1M SEVERANCE PAY

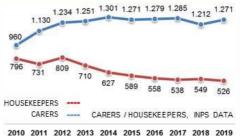
€0.04B

ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA





PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Aosta	526	100.0%	4.2	1,271	100.0%	13.6	+ 97
VALLE D'AOSTA	526	100.0%	4.2	1,271	100.0%	13.6	+ 97

ISTAT AND INPS DATA

VALLE D'AOSTA

DOMESTIC WORKERS



AVERAGE AGE 50.2

WEEKS WORKED

Less than 50 weeks 63.2% More than 50 weeks 36.8%

AVERAGE HOURS WORKED 37.0

YEARLY REMUNERATION €7,102

50.0%

50.0%

LIVE-IN

LIVE-OUT

N/A ITALIAN PROPORTI ON LIVE-IN N/A ITALIAN PROPORTIO N LIVE-OUT

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

- CARE ALLOWANCES and BENEFITS calculated according to ISEE income indicator for expenses for hiring private personal assistants (Law no. 23/2010);
- · There is also a regional register of family assistants.

SOURCE: www.regione.vda.it

EMPLOYERS



MEN 65% WOMEN 35% AVERAGE



55 YEARS

DOMINA DATA

CURRENT TRENDS



- Italian carers are increasing in the Valle d'Aosta Region;
- Carers outnumber housekeepers and are in constant growth.

PREDICTED POTENTIAL BENEFICIARIES

2050

17,000 (13.9%)

+7,000

POPULATION

OVER 80

Difference 2020/2050

POPULATION BETWEEN 0-14 ISTAT DATA

16,000 (13.4%)

+200

Difference 2020/2050

Lombardy

The trend. There were 155,063 regular domestic workers in 2019, a figure which has decreased by 20% since 2012. INPS data show a majority of housekeepers (59%) compared to carers, even though these two types of workers are subject to different trends: carers are constantly increasing, while housekeepers have gradually been decreasing since 2012. Over 47,000 regularization applications were submitted under the 2020 amnesty; 55% of requests were made in the province of Milan.

Characteristics of domestic workers. One-third of workers come from Eastern Europe (33.5%), with a majority of women (87.9%). The average domestic workers is 48.8 years old. As for the number of weeks worked, those who completed a full year were almost equal to those who did not (50.7% and 49.3%, respectively). The proportion of Italian nationals (15%) is higher in live-out care contexts.

Household spending and economic impact. The average employer is 65 years old. Men account for 52% of all employers. In 2019, families in Lombardy spent around EUR 1.48 billion on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value approximately EUR 3.7 billion.

Geographic distribution⁴⁷ and subsidies. At provincial level, Milan is the most important area both in absolute and relative terms. 64% of housekeepers (14.2 per 1,000 inhabitants) and 50% of carers (10.8 per 100 elderly people) of the regional total are concentrated in the capital city. The region finances various subsidies for domestic assistance for people dependent on care, such as the so-called B1 and B2 measures and monthly benefits.

Demographic outlook. The number of carers is expected to increase: by 2050, there will be 683,000 more elderly people (aged over 80) in Lombardy and 5,000 fewer children (aged 0-14). Therefore, the elderly population (13.4%) will outnumber the child population (12.9%).

 $^{^{47}}$ The data on the provinces take into account the different composition of Lombardy's provinces before 2004, as reported in the INPS database.

LOMBARDY

155,063

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 59.0%

CARERS 41.0%

MALE 12.1%

FEMALE 87.9%

FOREIGNERS 80.0% ITALIANS 20.0%

ORIGIN

33.5% Eastern Europe

20.0% Italy

20.9% Asia

6.4% Africa

18.8% America

0.4% Western Europe

INPS DATA



AMNESTY 2020 + 47.357

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€1.476M COSTFOR FAMILIES

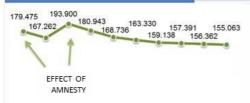
€1.183M REMUNERATION €205M TOTAL TAXES €88M SEVERANCE PAY



€3.7B ADDED VALUE FROM DOMESTIC WORKERS

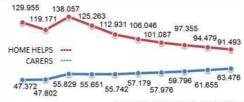
ISTAT AND INPS DATA

HISTORICAL DATA



DOMESTIC WORKERS, INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019



CARERS / HOME HELPS, INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhab.	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Milan	58,662	64.1%	14.2	31,995	50.4%	10.8	+ 25,837
Bergamo	5,271	5.8%	4.7	5,050	8.0%	7.4	+ 4,575
Brescia	7,735	8.5%	6.1	6,694	10.5%	8.2	+ 4,706
Como	3,640	4.0%	6.1	3,449	5.4%	8.2	+ 1,825
Cremona	1,716	1.9%	4.8	1,712	2.7%	6.2	+ 915
Lecco	1,552	1.7%	4.6	1,902	3.0%	7.8	+ 1,131
Lodi	1,056	1.2%	4.6	951	1.5%	6.5	+ 811
Mantua	2,377	2.6%	5.8	2,297	3.6%	7.2	+ 2,263
Pavia	3,537	3.9%	6.5	2,758	4.3%	6.2	+ 1,919
Sondrio	567	0.6%	3.1	1,112	1.8%	8.4	+ 353
Varese	5,380	5.9%	6.0	5,556	8.8%	8.4	+ 3,022
LOMBARDY	91,493	100.0%	9.1	63,476	100.0%	8.9	+ 47,357

ISTAT AND INPS DATA

LOMBARDY

DOMESTIC WORKERS



AVERAGE AGE 48.8

YEARLY REMUNERATION 7.632 €

WEEKS WORKED

Less than 50 weeks 50.7% More than 50 weeks 49.3%

AVERAGE HOURS WORKED 28.9

28%	72%
LIVE-IN	LIVE-OUT
6%	15%
ITALIAN	ITALIAN
PROPORTION	PROPORTION
LIVE-IN	LIVE-OUT

DOMINA AND INPS DATA

SEGIONAL SUBSIDIES

B1 and B2 MEASURES: allowance for the home care of people dependent on assistance (DGR 2862/2020); EXPERIMENTAL PROJECTS FOR INDEPENDENT LIFE AND SOCIAL INCLUSION (PROVI): programmes aimed at assisted autonomy and emancipation from dependence on family.

MONTHLY VOUCHER to ensure the personal and relational autonomy of the elderly; FAMILY ASSISTANT BONUS for the social security expenses of the family assistant's salary (Law no. 15/2015) .

SOURCE: www.regione.lombardia.it

EMPLOYERS



MEN 52% WOMEN 48% **AVERAGE** AGE

65 YEARS

DOMINA DATA

CURRENT TRENDS

- The number of carers and home helps is constantly equaling out, with more home helps than carers.
- Large percentage of domestic workers of Asian (Philippines) and South American origin.

ISTAT DATA PREDICTED POPULATION **POPULATION** OVER 80 POTENTIAL BETWEEN 0-14 BENEFICIARIES 1,422,000 1.362,000 (13.4%) (12.9%)2050 +683,000 - 5,000 Difference 2020/2050 Difference 2020/2050

Liguria

The trend. There were 29,458 regular domestic workers employed by Italian families in Liguria in 2019, a figure that has been steadily decreasing. Since 2015, these two types of workers have been subject to opposite trends: the number of carers is growing constantly, while housekeepers are decreasing. This phenomenon is confirmed by the fact that carers began to outnumber housekeepers in 2016. Over 4,000 regularization applications were submitted in the region, with Genoa alone accounting for 55% (2,486).

Characteristics of domestic workers. 32.2% of domestic workers come from Eastern Europe, followed by Italy and South America, with a clear majority of women (89.6%). The average domestic workers is 49.2 years old. As for the number of weeks worked, over half of the total domestic workers were not employed for a full year (54.5%). The proportion of Italian nationals is higher in live-out contexts (29%).

Household spending and economic impact. The average employer is 75 years old, with a majority of women (59%). Overall, in 2019 families in Liguria spent EUR 262 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 600 million.

Geographic distribution and subsidies. Genoa is undoubtedly the most important area, and accounts for 64.8% of housekeepers and 58.8% of carers in the whole region. Even in relative terms, Genoa has above-average values of housekeepers (10 per 1,000 inhabitants, compared to a regional average of 8.4), while for carers the highest concentration is found in La Spezia (12.7 per every 100 elderly people, regional average: 10.7). Liguria has allocated a regional Fund for non-self-sufficiency with the aim of supporting home care. A regional register of family assistants is also available, as part of an experimental project that ends on 30 November 2020.

Demographic outlook. By 2050, in Liguria there will be 59,000 more elderly people (aged over 80) and 10,000 fewer children (aged 0-14), which could result in a potential increase in the demand for carers: the elderly population (15.4%) will outnumber the child population (11.3%).

LIGURIA

29,458

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOME HELPS 44.2%

CARERS 55.8%

MEN 10.4% WOMEN 89.6%

FOREIGNERS 71.9% ITALIANS 28.1%

ORIGIN

32.2% Eastern Europ

28.1% Italy

6.0% Asia

5.1% Africa

28.1% America

0.5% Western Europa INPS DATA

AMNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€262M COSTFOR FAMILIES

€ 210M REMUNERATION €37M TOTAL TAXES €15M SEVERANCE PAY



19.189 19.265

€0.6B

ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA





2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Genoa	8,430	64.8%	10.0	9,665	58.8%	11.4	+ 2,486
Imperia	1,539	11.8%	7.2	1,694	10.3%	8.3	+ 736
La Spezia	1,417	10.9%	6.5	2,657	16.2%	12.7	+ 481
Savona	1,628	12.5%	5.9	2,416	14.7%	8.6	+ 779
LIGURIA	13,014	100.0%	8.4	16,432	100.0%	10.7	+ 4,482

ISTAT AND INPS DATA

LIGURIA

DOMESTIC WORKERS



AVERAGE AGE 49.2

WEEKS WORKED

Less than 50 weeks 54.4% More than 50 weeks 45.6%

AVERAGE HOURS WORKED 29.1

YEARLY REMUNERATION €7,121

36% 64%
LIVE-IN LIVE-OUT

13% 29%
ITALIAN ITALIAN PROPORTION PROPORTION LIVE-IN LIVE-OUT

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

- REGIONAL FUND FOR NON-SELF SUFFICIENCY: primarily finances local home care, residential and semi-residential maintenance assistance, social interventions and support for family care (Law no. 12/2006).
- There is also a regional register of family assistants. This is an experimental project that will end on 30 November 2020.

SOURCE: www.regione.liguria.it

EMPLOYERS

GENDER



MALE 41% WOMEN 59%



75 YEARS

DOMINA DATA

ISTAT DATA

CURRENT TRENDS



- Housekeepers are constantly decreasing, while carers are on the rise.
- America stands out as one of the most common areas of origin, more precisely South America.

PREDICTED PO PO POTENTIAL BENEFICIARIES 21 (1

POPULATION OVER 80 POPULATION BETWEEN 0-14

216,000 159,000 (15.4%) (11.3%) +59,000

Difference 2020/2050 Difference 2020/2050

5.3 North-East regions

Trentino-Alto Adige

The trend. There were 12,464 regular domestic workers in Trentino-Alto Adige in 2019, a figure that has been steadily increasing since 2012 (+ 6.3%). INPS data show a greater number of carers (70%) compared to housekeepers; the number of carers has increased constantly over the years, beginning to outnumber housekeepers in 2011. The latest amnesty could lead to an increase of 1,870 domestic workers, distributed equally between the two provinces.

Characteristics of domestic workers. 58.8% of domestic workers come from Eastern Europe, followed by 28.3% from Italy, with a clear majority of women (95.4%). The average domestic worker is approximately 51 years old and most were employed for less than 50 weeks (64.4%). The proportion of Italian nationals (45%) is higher in live-out care contexts.

Household spending and economic impact. The average employer is 69 years old, with a majority of men (56%). In 2019, families in Trentino-Alto Adige spent EUR 113 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 300 million.

Geographic distribution and subsidies. At provincial level, Trento and Bolzano are almost equal. In Bolzano, there are slightly more housekeepers (52.8%) than carers (50.6%). In relative terms, Bolzano also has a greater number of housekeepers (3.7 per 1,000 inhabitants, compared to 3.3 in Trento) than carers (13.8 per 100 elderly people, compared to 11.6 in Trento). The two autonomous provinces finance care allowances to support home care for people in need. Furthermore, there is a regional register of family assistants.

Demographic outlook. The number of carers is expected to increase: by 2050, there will be 82,000 more elderly people (aged over 80) compared to an increase of only 10,000 more children (aged 0-14). In contrast with the national situation in which the elderly population will outnumber the child population, there will be more children in Trentino-Alto Adige than elderly people (14.2% and 12.9%, respectively); however, this gap will narrow.

TRENTINO-ALTO ADIGE

58.8% Eastern Europe

12,464

REGULAR DOMESTIC WORKERS (INPS. 2019)

HOUSEKEEPERS 30.0%

CARERS 70.0%

MEN 4.6%

WOMEN 95.4%

FOREIGNERS 71.7% ITALIANS 28.3%

28.3% Italy

ORIGIN

3.3% Asia

3.2% Africa

5.4% America

1.0% Western Europe

INPS DATA



AMNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€113M COSTFOR FAMILIES

€90M REMUNERATION €16M TOTAL TAXES

€7M SEVERANCE PAY

€0.3B

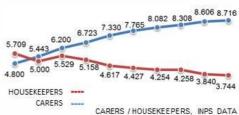
ADDED VALUE FROM DOMESTIC WORKERS

> ISTAT AND INPS DATA

HISTORICAL DATA



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Bolzano	1,976	52.8%	3.7	4,408	50.6%	13.8	+ 1,221
Trento	1,768	47.2%	3.3	4,308	49.4%	11.6	+ 649
TRENTINO ALTO ADIGE	3,744	100.0%	3.5	8,716	100.0%	12.6	+ 1,870

ISTAT AND INPS DATA

TRENTINO-ALTO ADIGE

DOMESTIC WORKERS



AVERAGE AGE 51.2

_

51%

Less than 50 weeks 64.4%

LIVE-IN

LIVE-OUT

More than 50 weeks

35.6% 13%

45% ITALIAN

AVERAGE HOURS WORKED 33.9

WEEKS WORKED

ITALIAN PROPORTION LIVE-IN

49%

YEARLY REMUERATION €7.229

PROPORTION LIVE-OUT

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

- AUTONOMOUS PROVINCES OF TRENTO AND BOLZANO: care allowances to support the care of people dependent on assistance at home (provincial law no. 15/2012 for Trento and provincial law no. 09/2007 for Bolzano).
- There is also a regional register of family assistants.

SOURCE: www.regione.taa.it

EMPLOYERS

GENDER



MEN 56% WOMEN 44% AVERAGE AGE



69 YEARS

DOMINA DATA

ISTAT DATA

CURRENT TRENDS

- The number of carers is constantly increasing, with housekeepers constantly decreasing.
- In general, the number of domestic workers is growing in the Region, and they
 mainly come from Eastern Europe.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

154,000 (12.9%)

+82,000 Difference 2020/2050 POPULATION BETWEEN 0-14

> 170,000 (14.2%)

- 10,000 Difference 2020/2050

Veneto

The trend. There were 65,614 regular domestic workers in Veneto in 2019, with a 0.3% increase compared to the previous year. There are more carers (54.7%) than housekeepers. Although carers have been constantly increasing since 2016 (when they began to outnumber housekeepers), there has been a constant decrease in housekeepers, thus widening the gap between the two categories. There were 12,570 regularization applications in Veneto; the highest number of applications per province was submitted in Verona (3,080).

Characteristics of domestic workers. 55.9% of domestic workers come from Eastern Europe, with a clear majority of women (91.9%). The average domestic workers is 50 years old; slightly more than half were employed for less than 50 weeks (57.1%). The proportion of Italian nationals (18%) is higher in live-out care contexts.

Household spending and economic impact. The average employer in Veneto is 58 years, with a majority of men (58%). In 2019, families in Veneto spent EUR 571 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 1.3 billion.

Geographic distribution and subsidies. At provincial level, Padua and Verona recorded the highest number of housekeepers (accounting for 26.5% and 21.5% of the regional total, respectively) and carers (20.7% and 19.9%, respectively). Even in relative terms, these two provinces have the highest proportion of both categories: 8.4 and 6.9 respectively per 1,000 inhabitants (regional average 6.1), and about 11 carers per 100 elderly people (regional average 10.3). The Veneto region guarantees home care for those dependent on assistance. A regional register of family assistants is also available.

Demographic outlook. By 2050, there will be 334,000 more elderly people (aged over 80) and 51,000 fewer children (aged 0-14) in Veneto, which could result in a potential increase in the number of carers required. The elderly population will outnumber the child population (14.4% and 12.2%, respectively), with clear socio-economic repercussions.

VENETO

65,614

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 45.3% **CARERS 54.7%**

> MEN 8.1% WOMEN 91.9%

FOREIGNERS 74.2% ITALIANS 25.8%

ORIGIN

55.9% Eastern Euro

25.8% Italy

9.0% Asia

6.0% Africa

3.0% America

0.3% Western Europe

INPS DATA



AMNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€571M COSTFOR FAMILIES

€455M REMUNERATION €82M TOTAL TAXES

€34M SEVERANCE PAY

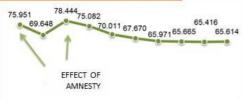
CARERS

€1.3B

ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS

HISTORICAL DATA



DOMESTIC WORKERS, INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

48.981 35.889 35,025 43 102 37.616 34.860 33.218 34.110 31.084 31.972 32.382 32.780 32.736 31.495 29.691 30.330 27.693 26.172 HOUSEKEEPER CARERS / HOUSEKEEPERS, INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 1,000 people over 79	Regularization applications
Venice	4,208	14.2%	4.9	6,746	18.8%	10.4	+ 2,253
Belluno	706	2.4%	3.5	1,540	4.3%	9.4	+ 324
Padua	7,861	26.5%	8.4	7,418	20.7%	11.4	+ 2,026
Rovigo	1,227	4.1%	5.2	1,592	4.4%	8.1	+ 405
Treviso	4,426	14.9%	5.0	5,723	15.9%	9.6	+ 2,171
Verona	6,383	21.5%	6.9	7,138	19.9%	11.1	+ 3,080
Vicenza	4,880	16.4%	5.7	5,732	16.0%	10.1	+ 2,311
VENETO	29,691	100.0%	6.1	35,889	100.0%	10.3	+ 12,570

ISTAT AND INPS DATA

VENETO

DOMESTIC WORKERS



AVERAGE AGE 50.0

YEARLY REMUNERATION €6.942

36%

WEEKS WORKED

Less than 50 weeks 57.1% More than 50 weeks 42.9% LIVE-IN

64% LIVE-OUT

6% 18% ITALIAN ITALIAN PROPORTION PROPORTION LIVE-IN LIVE-OUT

DOMINA AND INPS DATA

AVERAGE HOURS WORKED 30.4

REGIONAL SUBSIDIES

- PRESCRIBED HOME CARE, benefits for the home care of people dependent on assistance (law no. 38/2017).
- A REGIONAL REGISTER OF FAMILY ASSISTANTS is in place (Law no. 38/2017) .

SOURCE: www.regione.veneto.it

EMPLOYERS



MEN 58%



58 YEARS

DOMINA DATA

CURRENT TRENDS

- The Veneto region has an increasing amount of Italian carers.
- The gap between carers and housekeepers continues to increase.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

694,000 (14.4%)

+334.000 Difference 2020/2050

POPULATION BETWEEN 0-14

587,000 (12.2%)

- 51,000

Difference 2020/2050

ISTAT DATA

Friuli-Venezia Giulia

The trend. There has been a constant increase in regular domestic workers in Friuli-Venezia Giulia since 2012 (+ 17.5%), totalling 19,225 workers in 2019. INPS data show there are far more carers than housekeepers (75.6% and 24.4%, respectively). These two types of workers are subject to opposite trends: carers began to outnumber housekeepers in 2011, when carers started constantly increasing and housekeepers decreasing. The 2020 amnesty could lead to an increase of 1,563 regular workers; Pordenone and Udine are the provinces with the greatest increase.

Characteristics of domestic workers. 57.4% of domestic workers come from Eastern Europe, with a clear majority of women (94.3%). The average domestic worker is 51.3 years old. As for the number of weeks worked, 61.7% of people were not employed for a full year. The proportion of Italian nationals (26%) is higher in live-out care contexts.

Household spending and economic impact. The average employer is 74 years old, with a slight majority of men (52%). Overall, in 2019, families in Friuli-Venezia Giulia spent EUR 167 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 400 million.

Geographic distribution and subsidies. At provincial level, Udine holds the highest share of housekeepers (46.2% of the regional total) and carers (45.1%). In relative terms, the highest proportion of housekeepers is recorded in Trieste (4.2 per 1,000 inhabitants, regional average: 3.9), while Pordenone has the highest concentration of carers (16.6 per 100 elderly people, regional average 14.5). Friuli-Venezia Giulia finances a so-called Fondo per l'autonomia possible (FAP) [fund for assisted autonomy], which provides economic benefits to people dependent on care. There is also a "severe cases fund" for people with severe disabilities. Finally, a free regional service is in place for families who wish to hire a carer legally.

Demographic outlook. By 2050, there are expected to be 67,000 more elderly people (aged over 80) and 9,000 fewer children (aged 0-14) in Friuli-Venezia Giulia, which could result in a potential increase in the demand for carers. This trend will cause the elderly population to outnumber the child population (14.8% and 11.7%, respectively).

FRIULI-VENEZIA GIULIA

19,225

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 24.4%

CARERS 75.6%

MEN 5.7%

WOMEN 94.3%

FOREIGNERS 70.9% ITALIANS 29.1% ORIGIN

57.4% Eastern Europe

29.1% Italy

6.6% Asia

4.0% Africa

2.5% America

0.4% Western Europe
INPS DATA

AMNESTY 2020

+1,563

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€167M COSTFOR FAMILIES

€133M REMUNERATION €24M TOTAL TAXES €10M SEVERANCE PAY

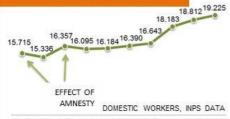


€0.4B

ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

13.964 14.528 11.515 13.173 8.414 8.023 9.132 9.669 10.291 10.923 7.126 7.284 7.224 6.425 5.891 5.461 5.115 4.988 4.828 4.885 CARERS / HOUSEKEEPERS, INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Trieste	996	21.3%	4.2	2,597	17.9%	11.5	+ 293
Gorizia	260	5.5%	1.9	1,583	10.9%	12.9	+ 232
Pordenone	1,264	27.0%	4.0	3,800	26.2%	16.6	+ 525
Udine	2,165	46.2%	4.1	6,548	45.1%	15.4	+ 513
FRIULI VENEZIA GIULIA	4,685	100.0%	3.9	14,528	100.0%	14.5	+ 1,563

ISTAT AND INPS DATA

FRIULI-VENEZIA GIULIA

DOMESTIC WORKERS



AVERAGE AGE 51.3

YEARLY REMUNERATION €6,927

WEEKS WORKED

Less than 50 weeks 61.7%

More than 50 weeks 38.3%

AVERAGE HOURS WORKED 30.8

45%

55%

LIVE-IN

LIVE-OUT

ITALIAN PROPORTION LIVE-IN 26% ITALIAN PROPORTION LIVE-OUT

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

- FUND FOR ASSISTED AUTONOMY (FAP): economic intervention aimed at people dependent on care at home (law no. 06/2006).
- SEVERE CASES FUND: benefits for assistance at home for people with particularly severe disabilities (law no. 17/2008).
- A FREE REGIONAL SERVICE for hiring carers is also available.

SOURCE: www.regione.fvg.it

EMPLOYERS

GENDER



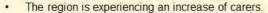
MEN 52% WOMEN 48% AVERAGE

74 YEARS

DOMINA DATA

ISTAT DATA

CURRENT TRENDS



Carers outnumber housekeepers and are in constant growth.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

171,000 (14.8%)

+67,000 Difference 2020/2050 POPULATION BETWEEN 0-14

134,000 (11.7%)

- 9,000

0/2050 Difference 2020/2050

ANALYSIS BY DOMINA AND FONDAZIONE LEONE MORESSA

Emilia-Romagna

The trend. There were 74,861 regular domestic workers in Emilia-Romagna in 2019, a figure that has been steadily decreasing since 2012 (-19.2%). INPS data show a greater number of carers (60.4%) compared to housekeepers, with a constant decrease of housekeepers and a slow but continuous increase of carers. Carers already began to outnumber housekeepers in 2014. 18,107 regularization applications were submitted in Emilia-Romagna: Bologna (3,880), Modena (3,770) and Reggio Emilia (3,509) are the provinces with the highest number of applications.

Characteristics of domestic workers. 59.6% of domestic workers come from Eastern Europe, with a majority of women (92.4%). The average domestic worker is 50.8 years old. As for the number of weeks worked, over half were employed for less than a full year (60.1%). The proportion of Italian nationals, although rather low, is higher in live-out contexts (12%).

Household spending and economic impact. The average employer is 60 years old, with a majority of men (59%). Overall, in 2019, families in Emilia-Romagna spent EUR 695 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 1.5 billion.

Geographic distribution and subsidies. At provincial level, Bologna accounts for 30.9% of housekeepers and 26.7% of carers. Even in relative terms, Bologna reports the highest proportion of housekeepers: 9 per 1,000 inhabitants (regional average 6.6). As for carers, on the other hand, the highest proportion is found in Modena: 14.6 per 100 elderly people (regional average 12.5). Emilia-Romagna guarantees a care allowance for families who take care of an elderly or disabled person who is dependent on care at home; there is also a home assistance service for elderly people. A regional Fund for non-self-sufficiency is available.

Demographic outlook. By 2050 the number of carers is expected to increase: there will be 248,000 more elderly people (aged over 80), compared to 10,000 fewer children (aged 0-14) in Emilia-Romagna. Therefore, the elderly population will outnumber the child population (13.5% and 12.5%, respectively).

EMILIA-ROMAGNA

74,861

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 39.6% CARERS 60.4%

> MEN 7.6% WOMEN 92.4%

FOREIGNERS 81.0% ITALIANS 19.0%

ORIGIN

59.6% Eastern Europe

19.0% Italy

10.9% Asia

6.7% Africa

3.5% America

0.3% Western Europa

AMNESTY 2020 + 18,107

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€695M COSTFOR FAMILIES

€556M REMUNERATION €98M TOTAL TAXES €41M SEVERANCE PAY

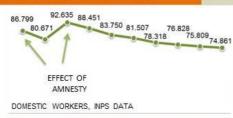
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€1.5B

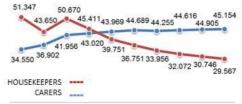
ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSEK EEPERS	Distr. %	Home per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Bologna	9,131	30.9%	9.0	12,051	26.7%	14.1	+ 3,880
Ferrara	1,894	6.4%	5.5	3,344	7.4%	10.4	+ 982
Forlì-Cesena	1,598	5.4%	4.0	3,856	8.5%	12.0	+ 1,080
Modena	4,697	15.9%	6.7	7,683	17.0%	14.6	+ 3,770
Parma	3,749	12.7%	8.3	3,868	8.6%	10.9	+ 1,792
Piacenza	1,873	6.3%	6.5	2,224	4.9%	9.1	+ 1,191
Ravenna	1,838	6.2%	4.7	4,084	9.0%	11.5	+ 904
Reggio Emilia	3,013	10.2%	5.7	4,660	10.3%	12.5	+ 3,509
Rimini	1,774	6.0%	5.2	3,384	7.5%	13.4	+ 999
Emilia Romagna	29,567	100.0%	6.6	45,154	100.0%	12.5	+ 18,107

ISTAT AND INPS DATA

EMILIA-ROMAGNA

DOMESTIC WORKERS



AVERAGE AGE 50.8

WEEKS WORKED

Less than 50 weeks 60.1% More than 50 weeks 39.9%

AVERAGE HOURS WORKED 32.2

YEARLY REMUNERATION €7,427

30%

LIVE-IN

70% LIVE-OUT

ITALIAN

PROPORTION LIVE-IN

12% ITALIAN PROPORTION LIVE-OUT

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

- CARE BENEFIT: economic support directed at the families who assist a person dependent on care in their home, elderly or disabled, or directly at the individual who requires care (law no. 5/94); HOME CARE SERVICE for elderly people.
- REGIONAL FUND FOR SELF-SUFFICIENCY for individuals dependent on care and their families.

SOURCE: www.regione.emilia-romagna.it

EMPLOYERS



MEN 59% WOMEN 41%



60 YEARS

DOMINA DATA

CURRENT TRENDS



- Carers are on the rise, while the number of housekeepers is falling.
- Generally speaking: steady decline in domestic workers over the years, with a large percentage from Asia (Philippines).

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

616,000 (13.5%)

+248.000

Difference 2020/2050

ISTAT DATA

POPULATION BETWEEN 0-14

568,000 (12.5%)

-10.000

Difference 2020/2050

5.4 Central regions

Tuscany

The trend. There were 73,684 regular domestic workers in Tuscany in 2019, in constant decline since 2012 (almost -12%). The INPS database shows a constant trend with a greater number of carers (56.8%) than housekeepers. These two categories are subject to opposite trends: the number of carers is constantly increasing, while there have been less housekeepers since 2012. Carers already began to outnumber housekeepers in 2014. In the region, over 11,000 domestic workers have applied for the 2020 amnesty, 4,333 of which in Florence alone.

Characteristics of domestic workers. 44.2% of domestic workers come from Eastern Europe, with a clear majority of women (89.2%). The average domestic worker is 49.8 years old. As for the number of weeks worked, over half worked for less than a full year (56.7%). The proportion of Italian nationals (26%) is higher in live-out care contexts.

Household spending and economic impact. The average employer is fairly old (71 years), while there is almost perfect gender equality — with a slight majority of women (52%). Overall, in 2019, families in Tuscany spent EUR 646 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 1.3 billion.

Geographic distribution and subsidies. At provincial level, the highest percentage of domestic workers is found in Florence: 35.9% of housekeepers and 30.0% of carers. In relative terms, Florence has the highest proportion of housekeepers: 11.3 per 1,000 inhabitants (regional average 8.5). As for carers, on the other hand, the highest proportion is found in Siena: 15.3 carers per 100 elderly people (regional average 13.3). The Tuscany region has set-up a Fund for non-self-sufficiency to manage difficult situations and has promoted, by means of a regional law, a list of domestic assistance providers managed by the municipalities.

Demographic outlook. By 2050, the number of carers is expected to increase in Tuscany, with 181,000 more elderly people (aged over 80) and 7,000 fewer children (aged 0-14). This means that the elderly population will outnumber the child population (13.6% and 12.1%, respectively).

TUSCANY

73,684REGULAR DOMESTIC

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 43.2%

CARERS 56.8%

MEN 10.8%

WOMEN 89.2%

FOREIGNERS 73.1% ITALIANS 26.9%

ORIGIN

44.2% Eastern Europe

26.9% Italy

16.1% Asia

4.2% Africa

8.2% America

0.4% Western Europe

INPS DATA



AMNESTY 2020 + 11.580

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€646M COSTFOR FAMILIES

€516M REMUNERATION €92M TOTAL TAXES €38M SEVERANCE PAY

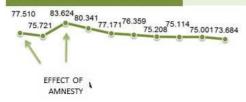
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€1.3BN

ADDED VALUE FROM DOMESTIC WORKERS

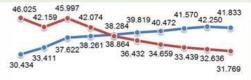
ISTAT AND INPS DATA

HISTORICAL DATA



DOMESTIC WORKERS, INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019



HOUSEKEEPERS ---CARERS ----

CARERS / HOUSEKEEPERS, INPS DATA 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSEK EEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Florence	11,398	35.9%	11.3	12,557	30.0%	14.4	+ 4,333
Arezzo	2,448	7.7%	7.1	4,019	9.6%	14.0	+ 918
Grosseto	1,490	4.7%	6.7	2,043	4.9%	10.2	+ 430
Livorno	2,402	7.6%	7.2	3,559	8.5%	12.3	+ 679
Lucca	3,282	10.3%	8.5	4,316	10.3%	13.5	+ 495
Massa-Carrara	1,106	3.5%	5.7	1,570	3.8%	9.1	+ 265
Pisa	3,606	11.4%	8.6	4,516	10.8%	13.7	+ 1,718
Pistoia	1,983	6.2%	6.8	3,101	7.4%	12.6	+ 601
Prato	1,670	5.3%	6.5	2,388	5.7%	13.1	+ 1,559
Siena	2,384	7.5%	8.9	3,764	9.0%	15.3	+ 582
TUSCANY	31,769	100.0%	8.5	41,833	100.0%	13.3	+ 11,580

ISTAT AND INPS DATA

TUSCANY

DOMESTIC WORKERS



AVERAGE AGE 49.8

YEARLY REMUNERATION €7.004

WEEKS WORKED

Less than 50 weeks 56.7% More than 50 weeks 43.3%

re than 50 weeks 43.3%

56% LIVE-IN 44% LIVE-OUT

6%
ITALIAN
PROPORTION
LIVE-IN

26% ITALIAN PROPORTION LIVE-OUT

DOMINA AND INPS DATA

AVERAGE HOURS WORKED 30.0

REGIONAL SUBSIDIES

- REGIONAL FUND FOR NON-SELF SUFFICIENCY to support and extend the public system of integrated social and health services for people dependent on care, disabled and elderly people (Regional Law 66/2008 and Decree no. 370/2010).
- The region requires accreditation to practise home care services in the municipality in which they reside, and the municipality also maintains a list of providers (LR 82/2009).

SOURCE: www.regione.toscana.it

EMPLOYERS

GENDER



MEN 48% WOMEN 52% AVERAGE AGE

71 YEARS

DOMINA DATA

CURRENT TRENDS



- A slight decrease in carers compared to last year.
- · Eastern Europe and Asia stand out among the areas of origin.

ISTAT DATA PREDICTED **POPULATION OVER 80 POPULATION** POTENTIAL BETWEEN 0-14 BENEFICIARIES 502,000 447,000 (13.6%)(12.1%)2050 - 7.000 +181,000 Difference 2020/2050 Difference 2020/2050

Umbria

The trend. There were 18,268 regular domestic workers in Umbria in 2019, a figure that has been steadily decreasing since 2012 (-14%). INPS data show a slightly higher number of carers (52%) than housekeepers. These two types of workers are subject to opposite trends: carers are undergoing constant, albeit timid, growth, while housekeepers have been in constant decline since 2012. As a consequence, carers began to outnumber housekeepers as of 2018. 1,744 regularization applications were submitted during the 2020 amnesty.

Characteristics of domestic workers. The evolution of this phenomenon is also reflected in the characteristics of the workforce: 53.6% of domestic workers come from Eastern Europe, with a clear majority of women (91.6%). The average domestic worker is 49.5 years old. As for the number of weeks worked, over half worked for less than a full year (55%). The proportion of Italian nationals (34%) is higher in live-out care contexts.

Household spending and economic impact. The average employer is fairly old (68 years) and there is a slight majority of men (52%). Overall, in 2019, families in Umbria spent EUR 146 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 300 million.

Geographic distribution and subsidies. At provincial level, three-quarters of all regional domestic workers are in Perugia (75.5% of housekeepers and 78% of carers). In relative terms, Perugia also has the highest proportions of domestic workers: 10.1 housekeepers per 1,000 inhabitants (9.5 in Terni) and 13.2 carers 100 elderly people (10.1 in Terni). There are several projects that support people dependent on care in Umbria, from independent life to home care.

Demographic outlook. By 2050, there will be 44,000 more elderly people (aged over 80) in Umbria and 14,000 fewer children (aged 0-14). Therefore, the elderly population will outnumber the child population (14.6% and 11.3%, respectively), which could lead to a potential increase in the demand for carers in the coming years.

UMBRIA

18,268

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 48.0%

CARERS 52.0%

MEN 8.4%

WOMEN 91.6%

FOREIGNERS 73.9% ITALIANS 26.1%

ORIGIN



53.6% Eastern Europe

26.1% Italy

5.7% Asia

5.7% Africa

8.5% America

0.4% Western

European INPS DATA



AMNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€146M COSTFOR FAMILIES

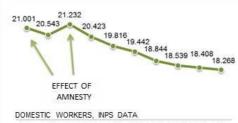
€117M REMUNERATION €20M TOTAL TAXES €9M SEVERANCE PAY

€0.3B

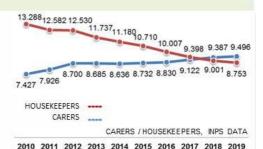
ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019



PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeep ers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Perugia	6,608	75.5%	10.1	7,411	78.0%	13.2	+ 1,389
Terni	2,145	24.5%	9.5	2,085	22.0%	10.1	+ 355
UMBRIA	8,753	100.0%	9.9	9,496	100.0%	12.4	+ 1,744

ISTAT AND INPS DATA

UMBRIA

DOMESTIC WORKERS



AVERAGE AGE 49.5

YEARLY REMUNERATION €6,412

WEEKS WORKED

Less than 50 weeks 55.0% More than 50 weeks 45.0%

40% LIVE-IN

60% LIVE-OUT

10% ITALIAN **PROPORTION** LIVE-IN

34% ITALIAN PROPORTION LIVE-OUT

AVERAGE HOURS WORKED 26.7

DOMINA AND INPS DATA

EGIONAL SUBSIDIES

HOME CARE PROJECTS for elderly people dependent on care; benefit for paying a family assistant (maximum amount € 3,000). DGR 1420/2017.

INDEPENDENT LIFE. Personalized solutions with the aim of promoting the maximum possible autonomy of people with disabilities. DGR 1420/2017.

PERSONALIZED SUPPORT INTERVENTION AND ASSISTANCE for severely disabled adults. DGR 305/2006.

SOURCE: www.regione.umbria.it

EMPLOYERS



MEN 52% WOMEN 48% **AVERAGE**



68 YEARS

DOMINA DATA

CURRENT TRENDS



- There is a small increase in carers, who outnumber housekeepers by a few hundred.
- In general, there is steady decline in the number of domestic workers in the region.

ISTAT DATA PREDICTED POPULATION. **OVER 80 POPULATION** POTENTIAL BETWEEN 0-14 BENEFICIARIES 122,000 94,000 (14.6%)(11.3%)2050 - 14,000 +44.000 Difference 2020/2050 Difference 2020/2050

Marche

The trend. There are 23,760 regular domestic workers in Marche, a figure that has been steadily decreasing since 2012 (-15.2%). INPS data show that the number of carers is slightly higher (60.5%) than that of housekeepers. These two types of workers are subject to opposite trends: carers are constantly growing, while housekeepers are in constant decline. It is further estimated that over 3,000 regularization applications for domestic workers have been submitted.

Characteristics of domestic workers. 50.2% of domestic workers come from Eastern Europe, with a clear majority of women (92.5%). The average domestic worker is 50 years old. As for the number of weeks worked, 59.3% of contracts did not exceed a full year. The proportion of Italian nationals (25%) is higher in live-out care contexts.

Household spending and economic impact. The average employer is fairly old (68 years), with a majority of women (58%). Overall, in 2019, families in Marche spent EUR 190 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 400 million.

Geographic distribution ⁴⁸ and subsidies. At provincial level, the distribution of domestic workers is most concentrated in the regional capital, Ancona, accounting for 32.2% of housekeepers and 32.1% of carers. In relative terms, the highest proportion is reported in Pesaro Urbino: 6.5 housekeepers per 1,000 inhabitants (regional average: 6.2) and 12.1 carers per 100 elderly people (regional average: 11). The Marche region guarantees care allowances and home assistance service for the elderly aged over 65, as well as financing the "very severe disability" programme. Moreover, a regional register of family assistants is available.

Demographic outlook. By 2050, there are expected to be 71,000 more elderly people (aged over 80) and 25,000 fewer children (aged 0-14) in the Marche region. Therefore, the elderly population will outnumber the child population (14.6% and 11.7%, respectively), which could result in an increase in the demand for carers in the future.

 $^{^{48}}$ The data on the provinces take into account the different composition of Marche's provinces before 2004, as reported in the INPS database.

MARCHE

23,760

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 39.5%

CARERS 60.5%

MEN 7.5%

WOMEN 92.5%

FOREIGNERS 68.4% ITALIANS 31.6%

ORIGIN



50.2% Eastern Europe

31.6% Italy

5.2% Asia

6.6% Africa

6.1% America

0.3% Western Europe



AMNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€190M COSTFOR FAMILIES

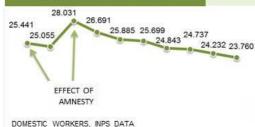
€154M REMUNERATION €25M TOTAL TAXES €11M SEVERANCE PAY

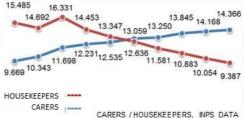
€0.4B

ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA





2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Ancona	3,025	32.2%	6.4	4,617	32.1%	11.4	+ 1,194
Ascoli Piceno	2,036	21.7%	5.3	3,200	22.3%	9.7	+ 687
Macerata	1,989	21.2%	6.3	3,024	21.0%	10.9	+ 826
Pesaro e Jrbino	2,337	24.9%	6.5	3,525	24.5%	12.1	+ 598
MARCHE	9,387	100.0%	6.2	14,366	100.0%	11.0	+ 3,305

ISTAT AND INPS DATA

MARCHE

DOMESTIC WORKERS



AVERAGE AGE 50.0

WEEKS WORKED

Less than 50 weeks 59.3% 40.7% More than 50 weeks

AVERAGE HOURS WORKED 26.1

YEARLY REMUNERATION €6.474

41%

LIVE-IN

59% LIVE-OUT

3% ITALIAN PROPORTION LIVE-IN

25% ITALIAN PROPORTION LIVE-OUT

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

- CARE ALLOWANCE and HOME CARE SERVICE for people over the age of 65; benefits for ASSISTANCE FOR «VERY SERIOUS DISABILITIES» (DGR no. 1138/2019).
- A REGIONAL REGISTER OF FAMILY ASSISTANTS is also in place.

SOURCE: www.regione.marche.it

EMPLOYERS

GENDER



WOMEN 58%

AVERAGE AGE

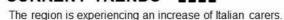


68 YEARS

DOMINA DATA

ISTAT DATA

CURRENT TRENDS



Constant decrease in the total number of domestic workers, with a clear majority of carers compared to housekeepers.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

205,000 (14.6%)

+71,000 Difference 2020/2050

POPULATION BETWEEN 0-14

> 164,000 (11.7%)

- 25.000

Difference 2020/2050

Lazio

The trend. Following the continuous decline since 2012, there were 123,520 regular domestic workers in Lazio in 2019 (-20.7% compared to 2012). Despite the decline in housekeepers and a stabilization in the number of carers, the gap between these two categories is still very conspicuous: according to INPS data, there is a clear majority of housekeepers (71.2%), which is rather anomalous against the backdrop of the national panorama. Almost 19,000 regularization applications were submitted under the 2020 amnesty, 85% of which in Rome.

Characteristics of domestic workers. The evolution of this phenomenon is also reflected in the characteristics of the workforce: 41.6% of domestic workers come from Eastern Europe, with a strong majority of women (85.2%). The average domestic worker is 48.3 years old. As for the number of weeks worked, slightly over half worked for over a full year (51.3%). The proportion of Italian nationals is higher in live-out contexts (18%).

Household spending and economic impact. The average employer is relatively old (68 years), with a majority of women (54%). Overall, in 2019, families in Lazio spent over EUR 1 billion on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 2.7 billion.

Geographic distribution and subsidies. At provincial level, the distribution is strongly imbalanced towards the capital city, Rome, which accounts for 92.3% of housekeepers and 84.3% of carers. Even in relative terms, Rome has an above-average proportion of domestic workers: 18.7 housekeepers per 1,000 inhabitants (regional average: 14.9) and 10.4 carers per 100 elderly people (regional average: 9.0). The region manages an integrated system of programmes and social services for people with disabilities and elderly people.

Demographic outlook. By 2050, there number of elderly people is expected to increase (+356,000 aged over 80) while the number of children is expected to decrease (-11,000 aged 0-14) in Lazio. The number of carers is expected to grow in the next few years, and the elderly and child population will be equal, each accounting for 12.5% of the total.

LAZIO

123,520

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 71.2%

CARERS 28.8%

MEN 14.8%

WOMEN 85.2%

FOREIGNERS 81.8%

ORIGIN



41.6% Eastern Europe

18.2% Italy

26.1% Asia

4.2% Africa

9.6% America

0.3% Western Europe



AMNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€1.028B COST FOR FAMILIES

€829M REMUNERATION €138M TOTAL TAXES €61M SEVERANCE PAY

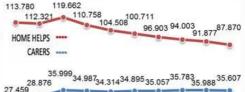
€2.7B

ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA





DOMESTIC WORKERS, INPS DATA

CARERS / HOUSEKEEPERS, INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Rome	81,083	92.3%	18.7	30,003	84.3%	10.4	+ 16,139
Frosinone	1,437	1.6%	2.9	1,289	3.6%	3.7	+ 497
Latina	2,368	2.7%	4.1	1,579	4.4%	4.5	+ 1,704
Rieti	879	1.0%	5.7	1,088	3.1%	8.4	+ 241
Viterbo	2,103	2.4%	6.6	1,648	4.6%	7.1	+ 404
LAZIO	87,870	100.0%	14.9	35,607	100.0%	9.0	+ 18,985

ISTAT AND INPS DATA

LAZIO

DOMESTIC WORKERS



AVERAGE AGE 48.3

YEARLY REMUNERATION €6,712

WEEKS WORKED

Less than 50 weeks 48.7% More than 50 weeks 51.3%

AVERAGE HOURS WORKED 23.2

36%

LIVE-IN

64% LIVE-OUT

7% ITALIAN

ITALIAN PROPORTION LIVE-IN 18% ITALIAN PROPORTION LIVE-OUT

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

 INTEGRATED SYSTEM OF MEASURES AND SOCIAL SERVICES provided by the region for the elderly and disable people (Law no. 11/2016, art. 12-13), from increased home care to support for carers.

SOURCE: www.regione.lazio.it

EMPLOYERS

GENDER



MEN 46% WOMEN 54% AVERAGE



68 YEARS

DOMINA DATA

CURRENT TRENDS



- There is a slight decrease in housekeepers in the region, which continue to clearly outnumber carers.
- Main areas of origin: Eastern Europe, Asia, Italy.

ISTAT DATA

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

761,000 (12.5%)

+356,000

Difference 2020/2050

POPULATION BETWEEN 0-14

759,000

(12.5%) - 11.000

Difference 2020/2050

5.5 Southern regions and islands

Abruzzo

The trend. There were 13,129 regular domestic workers in Abruzzo in 2019, a figure that has been steadily decreasing since 2012 (-11%). The data provided by INPS show that carers outnumber housekeepers, making up 56.8% of the total. Moreover, in recent years housekeepers have steadily decreased as opposed to an increase in carers, which caused carers to begin to outnumber housekeepers in 2014. Over 1,500 domestic workers submitted regularization applications under the 2020 amnesty.

Characteristics of domestic workers. 44.2% of domestic workers come from Eastern Europe, with a clear majority of women (92.9%). The average domestic workers is 49.6 years old. As for the number of weeks worked, over half were not employed for a full year (58.9%). The proportion of Italians is quite high, accounting for 42.6% of the total, and even higher in liveout care contexts (45%).

Household spending and economic impact. The average employer is 52 years old, with a majority of women (57%). In 2019, families in Abruzzo spent EUR 89 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 300 million.

Geographic distribution and subsidies. At provincial level, the distribution is quite even, with the highest concentration in Pescara which accounts for 35.2% of housekeepers; carers are distributed pretty equally among the four provinces. In relative terms, the proportion of housekeepers is higher in Pescara (6.3 per 1,000 inhabitants, regional average: 4.3), while Teramo has the highest value of carers (8.5 per 100 elderly people, regional average: 7.3). The Abruzzo region has enacted the Regional standard for independent living, which provides regional funding for the costs of hiring a home assistant. Furthermore, during the coronavirus crisis, the region made family support benefits available — Priority 1 includes families with a person dependent on care.

Demographic outlook. The number of carers is expected to increase: by 2050, there will be 65,000 more elderly people (aged over 80), and 25,000 fewer children (aged 0-14) in Abruzzo. Therefore, the elderly population will outnumber the child population (14.0% and 11.2%, respectively).

ABRUZZO

13,129

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 43.2%

CARERS 56.8%

MEN 7.1%

WOMEN 92.9%

FOREIGNERS 57.4% ITALIANS 42.6% ORIGIN



42.6% Italy

3.6% Asia

5.7% Africa

3.1% America

0.4% Western Europe INPS DATA

MNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

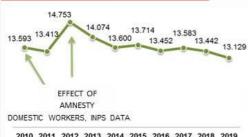
€89M COSTFOR FAMILIES

€72M REMUNERATION €12M TOTAL TAXES €5M SEVERANCE PAY

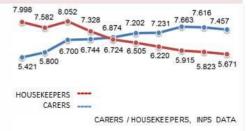
€0.3B ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUS EKEEP ERS	Distr. %	Housekee pers per 1,000 inhabitant s	CARERS	Distr. %	Carers per 1,00 people over 79	Regularization applications
L'Aquila	1,176	20.7%	3.9	1,719	23.1%	7.3	+ 488
Chieti	1,338	23.6%	3.5	1,791	24.0%	5.7	+ 257
Pescara	1998	35.2%	6.3	1,952	26.2%	8.0	+ 388
Teramo	1,159	20.4%	3.8	1,995	26.8%	8.5	+ 403
ABRUZZO	5,671	100.0%	4.3	7,457	100.0%	7.3	+ 1,536

ISTAT AND INPS DATA

ABRUZZO

DOMESTIC WORKERS



AVERAGE AGE 49.6

Less than 50 weeks 58.9% More than 50 weeks 41.1%

WEEKS WORKED

AVERAGE HOURS WORKED 24.3

YEARLY REMUNERATION €5,516

40% LIVE-IN

E-IN LIVE-OUT

33% ITALIAN PROPORTION LIVE-IN 45% ITALIAN PROPORTION LIVE-OUT

60%

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

- REGIONAL STANDARD FOR INDEPENDENT LIVING: the region finances
 the costs of hiring personal assistants (Law no. 57/2012).
- As a result of the COVID-19 pandemic, family benefits have been allocated for the purchase of basic necessities aimed at households at risk of social exclusion, where households with people dependent on care are categorized under "Priority 1" (Law no. 09/2020).

SOURCE: www.regione.abruzzo.it

EMPLOYERS

GENDER



MEN 43% WOMEN 57% AVERAGE AGE



52 YEARS

DOMINA DATA

CURRENT TRENDS



- Almost half of domestic workers in the Abruzzo region are of Italian origin.
- · Generally speaking, the overall number of workers is in constant decline.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

170,000 (14.0%)

+65,000

Difference 2020/2050

E-00

ISTAT DATA

POPULATION BETWEEN 0-14

135,000 (11.2%)

- 25,000

Difference 2020/2050

Molise

The trend. There were 2,071 regular domestic workers in Molise in 2019, a figure that has been steadily decreasing since 2012 (-11.3%). According to INPS data, there are more carers (57.7%) than housekeepers. Moreover, in recent years there has been a reversal of the trend, with fewer housekeeper and more carers; carers began to begin to outnumber housekeepers in 2015. 194 regularization applications for domestic workers were submitted.

Characteristics of domestic workers. In contrast with the national scenario, most domestic workers are Italian (56.3%), while those from Eastern Europe represent only 34.7% of the total. Female workers are in the majority and account for 93.7%. The average domestic worker is 48.7 years old. As for the number of weeks worked, slightly over half did not work for a full year (57.5%). The proportion of Italian nationals (48%) is higher in live-out care contexts.

Household spending and economic impact. The average employer is relatively old (75 years), with a majority of women (58%). In 2019, families in Molise spent around EUR 13 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 50 million.

Geographic distribution and subsidies. At provincial level, about two-thirds of housekeepers (67.7%) and carers (64.7%) are concentrated in Campobasso. In relative terms, the highest proportion is reported in Isernia (3.4 housekeepers per 1,000 inhabitants, and 5.7 carers per 100 elderly people). The Molise region does not allocate incentives aimed directly at families with a person dependent on care, but transfers the resources to the local authorities. These in turn guarantee home care and the sharing of the cost of the service for families whose income falls under certain ISEE ranges.

Demographic outlook. By 2050, the number of elderly people is expected to increase (+12,000 aged over 80) while the number of children is expected to decrease (-9,000 aged 0-14). Therefore, the elderly population will outnumber the child population (14.2% and 9.3%, respectively).

MOLISE

2,071

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 42.3%

CARERS 57.7%

MEN 6.3%

WOMEN 93.7%

FOREIGNERS 43.7% ITALIANS 56.3%

ORIGIN



56.3% Italy

2.0% Asia

4.4% Africa

2.3% America

0.3% Western Europe
INPS DATA



AMNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€13M COST FOR FAMILIES

€10M REMUNERATION €2M TOTAL TAXES €1M SEVERANCE PAY

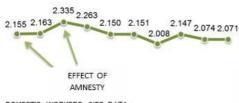
€0.05B ADDED VALUE FROM

DOMESTIC WORKERS

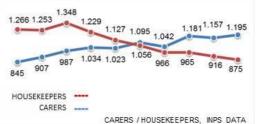
ISTAT AND INPS

DATA

HISTORICAL DATA



DOMESTIC WORKERS, INPS DATA



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Campobasso	592	67.7%	2.7	773	64.7%	4.2	+ 132
Isernia	283	32.3%	3.4	422	35.3%	5.7	+ 62
MOLISE	875	100.0%	2.9	1,195	100.0%	4.6	+ 194

ISTAT AND INPS DATA

MOLISE

DOMESTIC WORKERS



AVERAGE AGE 48.7

WEEKS WORKED

Less than 50 weeks **57.5%**More than 50 weeks **42.5%**

AVERAGE HOURS WORKED 22.0

YEARLY REMUNERTION €4,936

38%

LIVE-IN

62% LIVE-OUT

31% ITALIAN PROPORTION LIVE-IN 48%

ITALIAN PROPORTION LIVE-OUT

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

 The region does not allocate subsidies for home care people for dependent on care directly to families, but transfers the resources to LOCAL AUTHORITIES, who guarantee home care services and share the cost of the service, calculated using the ISEE income indicator (Regional Law no. 13/2014).

SOURCE: www.regione.molise.it

EMPLOYERS

GENDER



MEN 42%

AVERAGE AGE



75 YEARS

DOMINA DATA

CURRENT TRENDS



- There is a prevalence of Italian workers over workers of other origins.
- · Carers outnumber housekeepers by an ever increasing gap.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

> 39,000 (14.2%)

+12,000 Difference 2020/2050 POPULATION BETWEEN 0-14 ISTAT DATA

25,000 (9.3%)

+9.000

Difference 2020/2050

Campania

The trend. There were 46,089 regular domestic workers in Campania in 2019, a figure that has been steadily decreasing since 2012 (-33.7%). According to INPS data, there are more carers (64.3%) than housekeepers. In recent years, however, housekeepers have been steadily decreasing, in contrast with an almost stable number of carers, but the disparity has remained significant. Over 26,000 regularization applications were submitted in the region, 67% of which in the province of Naples.

Characteristics of domestic workers. Most domestic workers come from Italy (36.9%) followed by Eastern Europe (36.4) and Asia (19.2). Female workers account for 83.3% of the total. The average domestic worker is 47.9 years old. As for the number of weeks worked, most workers were not employed for a full year (55.8%). The proportion of Italian nationals (33%) is higher in live-out care contexts.

Household spending and economic impact. The average employer is quite old (69 years), with a majority of men (52%). Overall, in 2019 families in Campania spent EUR 323 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 1.2 billon.

Geographic distribution and subsidies. At provincial level, there is a strong majority of housekeepers in Naples, which accounts for 63% of the total; the distribution of carers is more homogenous but is nonetheless most concentrated in Naples, with 40% of the regional total. In relative terms, the proportion of housekeepers is higher in Naples (6.1 housekeepers per 1,000 inhabitants, regional average: 5.1), while Salerno has the highest number of carers (7.2 carers per 100 elderly, regional average: 5.5). In Campania, Regional Law No. 11/2007 regulates the provision of services and benefits for home care for dependent people; National Law No. 328/2000 deals specifically with support for people dependent on care.

Demographic outlook. By 2050, there will be 322,000 more elderly people (aged over 80) and 251,000 fewer children (aged 0-14) in Campania. Therefore, the elderly population will outnumber the child population (12.5% and 11.4%, respectively), with an expected growth in carers.

CAMPANIA

46,089

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 64.3%

CARERS 35.7%

MEN 16.7% WOMEN 83.3%

FOREIGNERS 63.1% ITALIANS 36.9% ORIGIN

36.4% Eastern Europe

36.9% Italy

19.2% Asia

4.4% Africa

2.9% America

0.2% Western Europe
INPS DATA

嗎

+ 26,096

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€323M COSTFOR FAMILIES

€259M REMUNERATION €45M TOTAL TAXES €19M SEVERANCE PAY

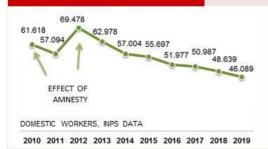
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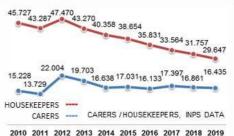
€1.2B

ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA





PROVINCE OVERVIEW

Province	HOUS EKEEP ERS	Distr. %	Housekeepers pery 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Naples	18,684	63.0%	6.1	6,567	40.0%	4.8	+ 17,426
Avellino	1,724	5.8%	4.1	1,915	11.7%	6.3	+ 889
Benevento	1,042	3.5%	3.8	1,291	7.9%	6.1	+ 366
Caserta	2,859	9.6%	3.1	1,640	10.0%	3.8	+ 3,694
Salerno	5,338	18.0%	4.9	5,022	30.6%	7.2	+ 3,721
CAMPANIA	29,647	100.0%	5.1	16,435	100.0%	5.5	+ 26,096

ISTAT AND INPS DATA

CAMPANIA

DOMESTIC WORKERS



AVERAGE AGE 47.9

WEEKS WORKED

Less than 50 weeks 55.8% More than 50 weeks 44.2%

AVERAGE HOURS WORKED 24.4

YEARLY REMUNERATION €5,625

33%

LIVE-IN LIVE-OUT

21% ITALIAN PROPORTION 33% ITALIAN PROPORTION LIVE-OUT

67%

DOMINA AND INPS DATA

GIONAL SUBSIDIES

 Services aimed at guaranteeing HOME CARE for people dependent on care and modification, if necessary, of the home; definition of SUPPORT measures, also financial, for families (LR 328/2000, enacted by law no. 11/2007).

SOURCE: www.regione.campania.it

EMPLOYERS

GENDER



MEN 52% WOMEN 48% AVERAGE AGE

69 YEARS

DOMINA DATA

CURRENT TRENDS

- The percentages of workers from Eastern Europe and Italy are almost identical, with a large amount of domestic workers of Asian origin.
- Generally speaking, there has been a significant decline in the number of workers over the years, especially housekeepers.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

629,000 (12.5%)

+322,000

Difference 2020/2050

ISTAT DATA

POPULATION BETWEEN 0-14

574,000 (11.4%)

- 251.000

Difference 2020/2050

Puglia

The trend. There were 24,575 regular domestic workers in Puglia in 2019, a figure which has been steadily decreasing since 2012 (almost -18%). INPS data show a majority of housekeepers (58%). Nonetheless, in recent years housekeepers have been steadily decreasing, in contrast with an almost stable number of carers, leading to a significant disparity. Through regularization applications, over 8,000 domestic workers could potentially be added to the total.

Characteristics of domestic workers. Just over half of domestic workers in Puglia are Italian (51.2%), and women represent 89.4% of the total. The average domestic worker is 48.2 years old. As for the number of weeks worked, slightly over half did not work for a full year (56.2%). The proportion of Italians is higher in live-out contexts (50%).

Household spending and economic impact. The average employer is quite old (72 years), with a slight majority of men (52%). Overall, in 2019, families in Puglia spent EUR 166 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 700 million.

Geographic distribution⁴⁹ and subsidies. At provincial level, Bari has the highest number of housekeepers and carers (respectively 43.1% and 33.7% of the total). In relative terms, Lecce has the highest proportion both for housekeepers (5.7 housekeepers per 1,000 inhabitants, regional average: 3.5) and for carers (5.7 per 100 elderly people, regional average: 3.9). Until July 2020, the region guaranteed economic support as replacement for the care allowance for people dependent on care to support families during the coronavirus crisis. The reinstatement of the care allowance in the months following July is being discussed.

Demographic outlook. By 2050, there will be 224,000 more elderly people (aged over 80) and 137,000 fewer children (aged 0-14) in Puglia. Therefore, the elderly population will outnumber the child population (14.4% and 10.9%, respectively).

 $^{^{49}}$ The data on the provinces take into account the different composition of Puglia's provinces before 2004, as reported in the INPS database.

PUGLIA

24,575

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 58.0%

CARERS 42.0%

MEN 10.6%

WOMEN 89.4%

FOREIGNERS 48.8% ITALIANS 51.2%

ORIGIN

27.7% Eastern Europe

51.2% Italy

13.8% Asia

5.9% Africa

1.1% America

0.3% Western Europe



AMNESTY 2020

+ 8,196

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€166M COSTFOR FAMILIES

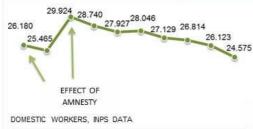
€133M REMUNERATION €23M TOTAL TAXES €10M SEVERANCE PAY

€0.7B

ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA







2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Bari	6,143	43.1%	3.8	3,474	33.7%	3.5	+ 4,139
Brindisi	937	6.6%	2.4	825	8.0%	3.1	+ 747
Foggia	1,323	9.3%	2.0	1,368	13.3%	3.2	+ 505
Lecce	4,493	31.5%	5.7	3,360	32.6%	5.7	+ 1,698
Taranto	1,361	9.5%	2.4	1,287	12.5%	3.4	+ 1,107
APULIA	14,257	100.0%	3.5	10,314	100.0%	3.9	+ 8,196

ISTAT AND INPS DATA

PUGLIA

DOMESTIC WORKERS



AVERAGE AGE 48.2

WEEKS WORKED

Less than 50 weeks 56.2% More than 50 weeks 43.8%

AVERAGE HOURS WORKED 23.1

YEARLY REMUNERATION €5,428

36%

LIVE-IN LIVE-OUT

11% ITALIAN PROPORTION LIVE-IN 50% ITALIAN PROPORTION LIVE-OUT

64%

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

 ECONOMIC SUPPORT for people with disabilities and dependent on care provided from January to July 2020 for the COVID-19 emergency, as replacement of the care allowance. As of August 2020, the possibility of reestablishing the payment of the care allowance has been discussed.

SOURCE: www.regione.puglia.it

EMPLOYERS

GENDER



MEN 52% WOMEN 48% AVERAGE



72 YEARS

DOMINA DATA

CURRENT TRENDS

- Overall decrease in the total number of domestic workers, affecting both carers and housekeepers.
- Predominance of Italian workers, followed by Eastern Europe and Middle Eastern Asia.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

496,000 (14.4%)

+224.000

Difference 2020/2050

-

ISTAT DATA

POPULATION BETWEEN 0-14

377,000 (10.9%)

- 137,000 Difference 2020/2050

Basilicata

The trend. There were 3,115 regular domestic workers in Basilicata in 2019, a figure which has been steadily decreasing since 2012 (-19.2%). The number of housekeepers and carers is almost equal, with a slight majority of housekeepers (50.9%). Moreover, in recent years housekeepers and carers have followed similar trends, overlapping each other and effectively eliminating the gap. 849 regularization applications were submitted under the 2020 amnesty.

Characteristics of domestic workers. 43% of domestic workers in Basilicata come from Eastern Europe, whereas a significant amount are Italian (47.4%). Female workers represent 90.9% of the total. The average domestic worker is 49 years old. As for the number of weeks worked, slightly over half did not work for a full year (60.1%). The proportion of Italian nationals (24%) is higher in live-out care contexts.

Household spending and economic impact. The average employer is quite old (80 years) and predominantly female (55%). Overall, in 2019, families in Basilicata spent EUR 20 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 100 million.

Geographic distribution and subsidies. At provincial level, Potenza has the highest number of domestic workers (75% of housekeepers and 71.4% of carers). The average number is rather low, but higher in Potenza than in Matera (3.3 housekeepers per 1,000 inhabitants, regional average: 2.8; 3.7 carers per 100 elderly people, regional average: 3.5). Importantly, a large number of regularization applications were submitted in Matera. The Basilicata region grants monthly care allowances for the cost of home care for dependent individuals. Specific bonuses are also available for individuals with severe disabilities, calculated according to their income using the ISEE indicator and aimed at supporting the expenses for home care and assistance services.

Demographic outlook. The number of carers is expected to increase: by 2050, there will be 27,000 more elderly people (aged over 80) and 22,000 fewer children (aged 0-14) in Basilicata. Therefore, the elderly population will almost double the child population (15.4% and 9.4%, respectively).

BASILICATA

3,115

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 50.9%

CARERS 49.1%

MEN 9.1%

WOMEN 90.9%

FOREIGNERS 52.6%

ITALIANS 47.4%

ORIGIN



47.4% Italy

3.7% Asia

4.6% Africa

1.1% America

0.2% Western Europe

*

AMNESTY 2020

+ 849

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€20M COSTFOR FAMILIES

€16M REMUNERATION €3M TOTAL TAXES €1M SEVERANCE PAY

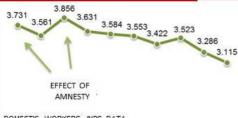
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€0.1B

ADDED VALUE FROM DOMESTIC WORKERS

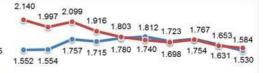
ISTAT AND INPS DATA

HISTORICAL DATA



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

DOMESTIC WORKERS, INPS DATA



HOUSEKEEPERS ---CARERS ----

CARERS / HOUSEKEEPERS, INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPE RSS	Distr. %	Housekeep ers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Potenza	1,188	75.0%	3.3	1,093	71.4%	3.7	+ 315
Matera	396	25.0%	2.0	437	28.6%	3.1	+ 534
BASILICATA	1,584	100.0%	2,8	1,530	100.0%	3.5	+ 849

ISTAT AND INPS DATA

BASILICATA

DOMESTIC WORKERS



AVERAGE AGE 49.1

YEARLY REMUNERATION €5,085

WEEKS WORKED

Less than 50 weeks 60.1% More than 50 weeks 39.9%

AVERAGE HOURS WORKED 24.1

41% LIVE-IN

VE-IN

59% LIVE-OUT

0%

ITALIAN PROPORTION LIVE-IN 24%

ITALIAN PROPORTION LIVE-OUT

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

- CARE ALLOWANCE: monthly payment of a benefit for people dependent on care and their families to support the cost of home care, in order to promote independent life at home (DCR 588/2009).
- SERVICE VOUCHERS: for people with severe disabilities, monetary transfers
 calculated using the ISEE income indicator of the applicant's household for the
 payment of home care and assistance services (DGR 263/2019).

SOURCE: www.regione.basilicata.it

EMPLOYERS

GENDER



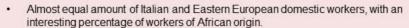
MEN 45% WOMEN 55% AVERAGE



80 YEARS

DOMINA DATA

CURRENT TRENDS



 Carers and housekeepers have been subject to the same decreasing trend in recent years, with housekeepers outnumbering carers by a few dozen.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

72,000 (15.4%)

+27,000

Difference 2020/2050

E-00

ISTAT DATA

POPULATION BETWEEN 0-14

43,000 (9.4%)

- 22,000

Difference 2020/2050

Calabria

The trend. There are 12,573 regular domestic workers in Calabria, a figure that has been steadily decreasing since 2012 (-21%). According to INPS data, housekeepers account for 52.5% of the total. The trends for domestic workers are interesting: housekeepers are in constant decline, while carers are slowly increasing. In the next few years, the number of carers is expected to outdo that of housekeepers. Almost 3,800 regularization applications for domestic workers were submitted, 52% of which in the province of Reggio Calabria.

Characteristics of domestic workers. 45% of domestic workers are Italian, while those from Eastern Europe represent one- third of the total (31.4%) and those of Asian origin 15%. Women account for 83.8% of the total. The average domestic worker is 46.2 years old. As for the number of weeks worked, slightly over half did not work for a full year (62%). The proportion of Italian nationals (30%) is higher in live-out care contexts.

Household spending and economic impact. The average employer is quite old (74 years) and there is a slight prevalence of men (59%). Overall, in 2019, families in Calabria spent EUR 83 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 400 million.

Geographic distribution and subsidies. At provincial level, the distribution is rather heterogeneous. The largest number of housekeepers is in Reggio Calabria (37.1%), while the most carers are found in Cosenza (35.6%). In relative terms, Reggio Calabria records the highest proportion of housekeepers (4.5 housekeepers per 1,000 inhabitants, regional average: 3.4), while Catanzaro has the highest proportion of carers (5.9 per 100 elderly, regional average: 4.5). In the Calabria region, the resources of the regional Fund for non-self-sufficiency are transferred to the provincial and territorial health authorities, which consequently deal with the provision of services.

Demographic outlook. The number of carers is expected to increase: by 2050, there will be 95,000 more elderly people (aged over 80) and 70,000 fewer children (aged 0-14) in Calabria. Therefore, the elderly population will outnumber the child population (13.5% and 10.7%, respectively).

CALABRIA

12,573

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 52.5%

CARERS 47.5%

MEN 16.2%

WOMEN 83.8%

FOREIGNERS 55.0% ITALIANS 45.0% ORIGIN



45.0% Italy

15.0% Asia

7.4% Africa

0.9% America

0.3% Western Europe INPS DATA

AMNESTY 2020

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€83M COSTFOR FAMILIES

€66M REMUNERATION €12M TOTAL TAXES €5M SEVERANCE PAY

€0.4B

ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA



DOMESTIC WORKERS, INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

9.838 9.337 9.001 8.231 7.718 7.233 6.594 4.894 5.077 5.502 5.398 5.821 5.355 6.108 5.886 5.971

CARERS / HOUSEKEEPERS, INPS DATA

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUS EKEEP ERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Catanzaro	1,391	21.1%	3.9	1,445	24.2%	5.9	+ 325
Cosenza	2,032	30.8%	2.9	2,126	35.6%	4.3	+ 1,164
Crotone	265	4.0%	1.5	517	8.7%	5.2	+ 139
Reggio Calabria	2,447	37.1%	4.5	1,354	22.7%	3.7	+ 1,958
Vibo Valentia	459	7.0%	2.9	529	8.9%	4.8	+ 206
CALABRIA	6,594	100.0%	3.4	5,971	100.0%	4.5	+ 3,792

ISTAT AND INPS DATA

CALABRIA

DOMESTIC WORKERS



AVERAGE AGE 46.2

WEEKS WORKED

62.0% Less than 50 weeks 38.0% More than 50 weeks

AVERAGE HOURS WORKED 24.2

YEARLY REMUNERATION €5,285

26%

74% LIVE-IN LIVE-OUT

7% **ITALIAN** PROPORTION LIVE-IN

30% ITALIAN PROPORTION LIVE-OUT

DOMINA AND INPS DATA

EGIONAL SUBSIDIES

By enacting Regional Decree 11968/2019, the region has transferred the resources of the regional fund for non-self sufficiency to LOCAL AUTHORITIES, which provide services and benefits for home care of individuals dependent on assistance; e.g. the Provincial Health Centre of Reggio Calabria, which provides a monthly allowance for families who look after a relative dependent on care.

SOURCE: www.regione.calabria.it

EMPLOYERS

GENDER



MEN 59% WOMEN 41% **AVERAGE** AGE

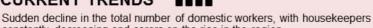


74 YEARS

DOMINA DATA

ISTAT DATA

CURRENT TRENDS



- constantly decreasing and carers on the rise in the region.
- Majority of Italian workers, followed by workers of Eastern European and Asian origin.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

228,000 (13.5%)

+95.000 Difference 2020/2050

POPULATION BETWEEN 0-14

> 182,000 (10.7%)

- 70.000

Difference 2020/2050

Sicily

The trend. There were 34,989 regular domestic workers in Sicily in 2019, a figure which has been steadily decreasing since 2012 (-12,7%). According to INPS data, there is a clear majority of housekeepers (64.9%). Moreover, in recent years housekeepers have seen a steady decline in contrast with a slight increase in carers, gradually narrowing the gap. Around 4,000 regularizations applications were submitted in the region.

Characteristics of domestic workers. Most workers are Italian (43%), followed by Asians (24.7%). Workers from Eastern Europe account for less than one-fifth of domestic workers (18.4%), in stark contrast with other regions. The number of male workers is also significant (24.1%). The average domestic worker is 46.3 years old. As for the number of weeks worked, slightly over half did not work for a full year (55.3%). The proportion of Italians is higher in live-out contexts (31%).

Household spending and economic impact. The average employer is 66 years old, with a majority of women (55%). Overall, in 2019, families in Sicily spent EUR 238 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value produced by this sector of approximately EUR 960 million.

Geographic distribution and subsidies. At provincial level, Palermo has the highest number of housekeepers (41.9%), while the distribution of carers is more homogenous (although the first province is still Palermo with 27.6%). In relative terms, Palermo records the highest proportion of housekeepers (7.6 housekeepers per 1,000 inhabitants, regional average: 4.5), while Messina has the highest proportion of carers (5.4 per 100 elderly, regional average: 3.9). Sicily has a regulatory framework in place for the protection and development of the family, which provides, among other things, support for home care for dependent people. There is also a regional register of family assistants.

Demographic outlook. The number of carers is expected to increase: by 2050, there will be 249,000 more elderly people (aged over 80) and 165,000 fewer children (aged 0-14) in Sicily. Therefore, the elderly population will outnumber the child population (13% and 11.6%, respectively).

SICILY

34,989

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 64.9%

CARERS 35.1%

MEN 24.1%

WOMEN 75.9% FOREIGNERS 57.0%

ITALIANS 43.0%

ORIGIN

18.4% Eastern Europe

43.0% Italy

24.7% Asia

12.6% Africa

1.1% America

0.2% Western Europe

INPS DATA



AMNESTY 2020 + 3,981

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€238M COSTFOR FAMILIES

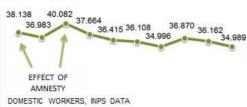
€190M REMUNERATION €34M TOTAL TAXES €14M SEVERANCE PAY

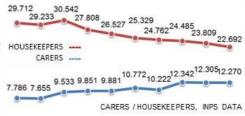
€0.96B

ADDED VALUE FROM DOMESTIC WORKERS

ISTAT AND INPS DATA

HISTORICAL DATA





2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERPS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Palermo	9,509	41.9%	7.6	3,387	27.6%	4.5	+ 1,032
Agrigento	871	3.8%	2.0	981	8.0%	3.2	+ 192
Caltanissetta	544	2.4%	2.1	592	4.8%	3.5	+ 55
Catania	4,456	19.6%	4.0	1,901	15.5%	3.0	+ 791
Enna	327	1.4%	2.0	552	4.5%	4.5	+ 32
Messina	4,088	18.0%	6.5	2,435	19.8%	5.4	+ 1,366
Ragusa	682	3.0%	2.1	767	6.3%	3.9	+ 227
Siracusa	876	3.9%	2.2	601	4.9%	2.6	+ 152
Trapani	1,339	5.9%	3.1	1,054	8.6%	3.5	+ 134
SICILY	22,692	100.0%	4.5	12,270	100.0%	3.9	+ 3,981

ISTAT AND INPS DATA

SICILY

DOMESTIC WORKERS



AVERAGE AGE 46.3

WEEKS WORKED

Less than 50 weeks 55.3% More than 50 weeks 44.7%

AVERAGE HOURS WORKED 21.6

YEARLY REMUNERATION €5,438

25%

LIVE-IN

75% LIVE-OUT

22% ITALIAN PROPORTION LIVE-IN 31% ITALIAN PROPORTION LIVE-OUT

DOMINA AND INPS DATA

REGIONAL SUBSIDIES

- REGULATORY FRAMEWORK FOR THE PROTECTION AND DEVELOPMENT OF THE FAMILY, including support for home care of people dependent on assistance, also through a voucher for the payment of social and health services (law no. 10 / 2003).
 - A REGIONAL REGISTER OF FAMILY ASSISTANTS is in place (Decree of 22 April 2010) . SOURCE: www.regione.sicilia.it

EMPLOYERS

GENDER

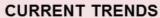


MEN 55% WOMEN 45% AVERAGE AGE

66 YEARS

DOMINA DATA

ISTAT DATA



- Housekeepers outnumber carers, despite suffering a steady decline in recent years
- Larger number of Italian domestic workers, followed by workers from Asia, Eastern Europe and Africa.

PREDICTED POTENTIAL BENEFICIARIES

2050

POPULATION OVER 80

574,000 (13.0%)

+249,000 Difference 2020/2050 POPULATION BETWEEN 0-14

510,000 (11.6%)

- 165,000

Difference 2020/2050

Sardinia

The trend. Sardinia is an anomalous case at national level, for several reasons. There are 47,072 regular domestic workers in Sardinia, a figure that has been steadily increasing since 2012 (+ 15.5%). There are more carers (69%), and in recent years housekeepers have been steadily decreasing compared to the strong increase in carers. Only 967 regularization applications were submitted in the region, a figure in line with the low presence of foreign domestic workers.

Characteristics of domestic workers. There is a marked majority of Italian nationals (81%), with women representing 90.8% of the total. The average domestic worker is 46.9 years old. As for the number of weeks worked, slightly over half did not work for a full year (54.5%). The proportion of Italians is higher in live-out contexts (84%).

Household spending and economic impact. The average employer is 66 years old, with a slight majority of women (63%). Overall, in 2019, families in Sardinia spent EUR 271 million on the remuneration of domestic workers (salary, taxes, severance pay). This accounts for an added value of approximately EUR 450 million.

Geographic distribution⁵⁰ and subsidies. At provincial level, most domestic workers are concentrated in Cagliari, with 52.6% of housekeepers and 47.7% of carers in the region. It should be noted that there is a much higher proportion of carers than in other regions, with an average of 28.6 per 100 elderly people. Sardinia has introduced the "Ritornare a casa" [Come back home] programme for people with severe care needs and the Measures for people with very serious disabilities programme.

Demographic outlook. The number of carers is expected to increase: by 2050, there will be 110,000 more elderly people (aged over 80) and 55,000 fewer children (aged 0-14) in Sardinia. Therefore, the elderly population will outnumber the child population (16.7% and 9.1%, respectively).

⁵⁰ The data on the provinces take into account the different composition of Sardinia's provinces before 2004, as reported in the INPS database.

SARDINIA

47,072

REGULAR DOMESTIC WORKERS (INPS, 2019)

HOUSEKEEPERS 31.0%

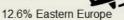
CARERS 69.0%

MEN 9.2%

WOMEN 90.8%

FOREIGNERS 19.0% ITALIANS 81.0%

ORIGIN



81.0% Italy

3.5% Asia

1.7% Africa

0.7% America

0.5% Western Europe
INPS DATA



AMNESTY 2020 + 967

REGULARIZATION APPLICATIONS FOR DOMESTIC WORKERS Ministry of the Interior data

ECONOMIC IMPACT

€271M COSTFOR FAMILIES

€216M REMUNERATION €39M TOTAL TAXES €16M SEVERANCE PAY

€0.45B

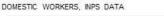
ADDED VALUE FROM DOMESTIC WORKERS

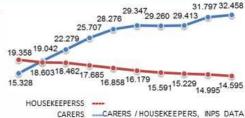
ISTAT AND INPS DATA

HISTORICAL DATA



2010 2011 2012 2013 2014 2015 2016 2017 2018 2019





2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

PROVINCE OVERVIEW

Province	HOUSE KEEPERS	Distr. %	Housekeepers per 1,000 inhabitants	CARERS	Distr. %	Carers per 100 people over 79	Regularization applications
Cagliari	7,676	52.6%	10.1	15,491	47.7%	30.2	+ 508
Nuoro	1,010	6.9%	4.0	5,863	18.1%	30.8	+ 107
Oristano	1,298	8.9%	9.0	4,008	12.3%	33.6	+ 22
Sassari	4,611	31.6%	9.6	7,096	21.9%	22.7	+ 330
SARDINIA	14,595	100.0%	8.9	32,458	100.0%	28.6	+ 967

ISTAT AND INPS DATA

SARDINIA

DOMESTIC WORKERS



AVERAGE AGE 46.9

Less than 50 weeks 54.5% More than 50 weeks 45.5%

WEEKS WORKED

AVERAGE HOURS WORKED 17.3

YEARLY REMUNERATION €4.591

23% LIVE-IN

E-IN LIVE-OUT

29%
ITALIAN
PROPORTION
LIVE-IN

84%
ITALIAN
PROPORTION
LIVE-OUT

77%

DOMINA AND INPS DATA

KEGIONAL SUBSIDIES

"COME BACK HOME" programme for people heavily dependent on care and who need a very high level of domestic assistance, aimed at allowing them to live at home (DGR no. 53/2 of 30/12/2019).

"MEASURES FOR PEOPLE WITH VERY SERIOUS DISABILITIES"
PROGRAMME: transfer of benefits for paying for care services or for family
members who care for individuals independently (DGR no. 21/22 of 04/06/2019).

SOURCE: www.regione.sardegna.it

EMPLOYERS

GENDER



MEN 37% WOMEN 63% AVERAGE AGE



DOMINA DATA

CURRENT TRENDS

- Constant increase of carers over housekeepers and a constant growth in domestic workers overall.
- Vast majority of workers of Italian origin, followed by workers from Eastern Europe and Asia.

PREDICTED POTENTIAL BENEFICIARI ES

2050

POPULATION OVER 80

227,000 (16.7%)

+110,000 Difference 2020/2050 POPULATION BETWEEN 0-14

> 124,000 (9.1%)

- 55,000

0/2050 Difference 2020/2050

ANALYSIS BY DOMINA AND FONDAZIONE LEONE MORESSA

ISTAT DATA

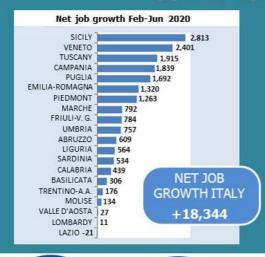
CHAPTER 6 DOMESTIC WORK AND THE COVID-19 CRISIS



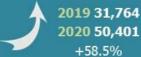
DOMINA ANNUAL REPORT **ON DOMESTIC WORK 2020**

In collaboration with Fondazione Leone Moressa

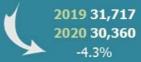
9. Domestic work and the COVID-19 crisis



HIRING IN MARCH



DISMISSALS IN MARCH



BABYSITTER **BONUS**

1,303,309 Applications €1.7B Maximum total amount

COVID income support for domestic workers

219,396 Claims received €219M Maximum total amount

FAMILY BOOKLET

1st half-year 2020 €269.3M

1st half-year 2019 €14.1M

CAS.SA.COLF relief Apr-Oct 2020

1,221 Applications €522,617 Total amount

CURA ITALIA DECREE

Law Decree no. 18, 17/03/2020

Domestic workers **EXCLUDED** from the wage guarantee fybd and the ban on dismissals

RELAUNCH DECREE

Introduced INCOME **SUPPORT** for domestic workers: € 500 a month only for LIVE-OUT workers with Law Decree no. 34, over 10 working hours per 19/05/2020 week

REGULARIZATION of domestic workers

6.1 The COVID-19 crisis in the domestic work sector

The health crisis caused by the coronavirus has changed everyone's life, engendering firstly a range of health problems, followed by a range of social and economic repercussions. At the time of writing (October 2020), the crisis has yet to reach its end: during the summer months Italy faced – with difficulty – the so-called "phase 2", that is to say a gradual reopening of businesses accompanied by control of new outbreaks. In October, an increase in daily infections and hospital admissions led the Government to introduce new measures to close businesses.

It is therefore difficult, at this moment, to assess the pandemic holistically, as it is still underway. The objective of this chapter it is to evaluate the main stages of the crisis with regard to the world of domestic work, maintaining an international outlook but nonetheless focusing on the particular situation in Italy.

Although according to experts the virus had already been circulating for a few months, on 9 January 2020 the World Health Organization (WHO) announced that the Chinese health authorities had identified a new strain of coronavirus never previously seen in humans, provisionally called 2019-nCoV and later officially classified under the name of SARS-CoV-2. The virus was associated with an outbreak of pneumonia cases recorded from 31 December 2019 in the city of Wuhan, in central China. On 11 February 2020, the WHO Director announced that the respiratory disease caused by the new coronavirus was named COVID-19. A month later, on 11 March, WHO classified COVID-19 as a "pandemic".

This meant that all continents were involved in the crisis, but with different time frames and methods. Looking at the data of some key countries, it can be seen that China already had almost 80,000 cases at the end of February (92% of global cases at that date). In March, while infection rates in China decreased (82,000 by the end of the month), the virus was spreading rapidly in Italy, Spain and the United States.

Already by the end of April, the largest outbreak was reported in the United States, with over one million cases (one-third of the world's cases). Between May and June, the spread of the virus in Europe seemed to decelerate (the graphs below highlight Italy and Spain), while in the United States the infections exceeded 2.5 million at the end of June, and Brazil, with an average of over 30,000 new cases a day, quickly exceeded one million cases. Finally, by 31 August, there were over 25 million total cases worldwide, nearly 6 million of which in the

United States and nearly 4 million in Brazil. Even in Europe, however, new outbreaks were identified during the summer months, which led to the risk of a new lockdown in October.

Tab. 6.1 Analysis of COVID-19 infections in the world (January—April 2020)

% Values on the world total

	31-Jan	29-Feb	31-Mar	30-Apr
Brazil	0%	0%	1%	2%
Spain	0%	0%	11%	7%
USA	0%	0%	19%	32%
Iran	0%	1%	6%	3%
Italy	0%	1%	13%	7%
China	99%	92%	11%	3%

Source: DOMINA and Fondazione Leone Moressa, based on WHO data

Tab. 6.1 Analysis of COVID-19 infections in the world (May—August 2020)

% Values on the world total

	31-May	30-Jun	31-Jul	31-Aug
Brazil	8%	17%	15%	15%
Spain	4%	3%	2%	2%
USA	29%	32%	26%	23%
Iran	3%	3%	2%	1%
Italy	4%	3%	1%	1%
China	1%	1%	1%	0%

Fig. 6.1 Data as of 31 January 2020 (TOTAL CASES: 9,847)

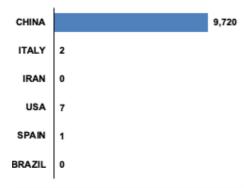


Fig. 6.2 Data as of 29 February 2020 (TOTAL CASES: 85,951)

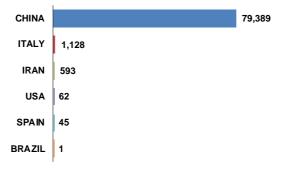


Fig. 6.3 Data as of 31 March 2020 (TOTAL CASES: 754,933)

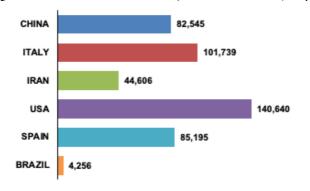


Fig. 6.4 Data as of 30 April 2020 (TOTAL CASES: 3,096,626)

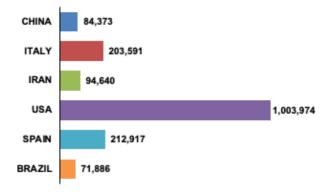


Fig. 6.5 Data as of 31 May 2020 (TOTAL CASES: 5,956,883)

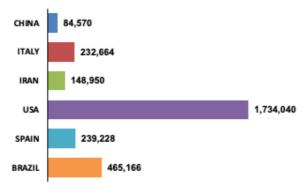


Fig. 6.6 Data as of 30 June 2020 (TOTAL CASES: 7,823,289)

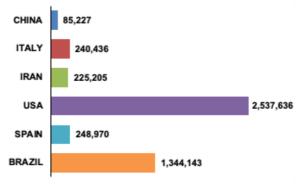
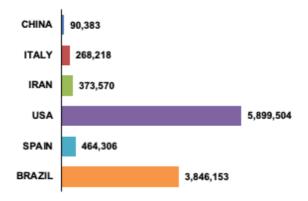


Fig. 6.7 Data as of 31 July 2020 (TOTAL CASES: 17,109,296)



Fig. 6.8 Data as of 31 August 2020 (TOTAL CASES: 25,144,437)



In addition to the health impact, the COVID-19 crisis has had important socio-economic repercussions, with different effects depending on the relevant sectors. The focus of this analysis is on domestic work, a sector that employs approximately 67 million workers worldwide (ILO estimates), ⁵¹ and 2 million in Italy (DOMINA estimates).

According to the ILO, due to the nature of the work and the tasks performed, many domestic workers are subject to a high risk of infection from COVID-19 and, at the same time, can be carriers of infection for the people they care for. Many assistance and care tasks do not allow for the social distancing precautions that are required to avoid the spread of the virus. This state of affairs makes many people fearful of getting infected or infecting others, and has caused several workers and families to request the total discontinuation or reduction of work hours.

The Organization, based in Geneva, goes so far as to estimate the impact of the pandemic on domestic workers caused by restrictions on individual mobility. The estimate takes into account the risk of job loss or reduction in hours or wages. For example, undeclared workers residing in countries subject to restrictive measures are considered to be at greater risk (and therefore more affected by the crisis).⁵²

The data was presented by Claire Hobden, a labour market expert at the ILO, during a webinar entitled "International Domestic Workers' Day: Making decent work a reality beyond COVID-19", held on 16 June 2020. The ILO presented data on the effects of the pandemic on domestic work; delegations from various countries participated in the meeting, illustrating the realities of their situation. Lorenzo Gasparrini, Secretary General of DOMINA, represented Italy and portrayed the main effects of the crisis on the Italian domestic work sector.

Worldwide, 49% of domestic workers were affected by 15 March, increasing to 55% on 15 April and 74% on 15 May. The situation varies considerably according to the area of observation: in Africa, for example, on 15 March the lockdown only affected 35% of domestic workers, reaching 79% already by mid-April. A similar situation beset America: only 30% in March, 70% in April and 75% by May. The situation in Asia, on the other hand, was more volatile: by mid-March 63% of domestic workers were affected. The situation improved in

⁵¹

Beyond contagion or starvation: giving domestic workers another way forward https://www.ILO.org/wcmsp5/groups/public/---ed-protect/---protrav/--- travail/documents/publication/wcms 743542.pdf

⁵² The ILO calculation is based on the national workforce or on sample-based surveys conducted in 137 countries, equating to 91% of global employment. "Significant impact" refers to a reduction in the number of hours worked, reduced profits and job losses.

April, mainly thanks to positive developments in China, before worsening again in May (due to the situation in India). In Europe, 37% of domestic workers were affected by 15 March, while this value rose to 50% by 15 April. In May, the picture improved markedly, with just 24% of domestic workers affected.

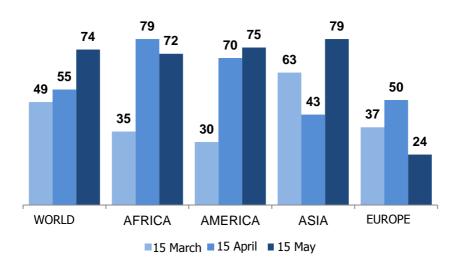


Fig. 6.9 Percentage of domestic workers affected by the crisis

Source: DOMINA and Fondazione Leone Moressa, based on ILO data

Whereas the pandemic has affected all world countries and all continents, the measures to combat the spread of the virus and support the economy were by no means homogeneous.

In a policy brief of the ILO Office for Italy and San Marino entitled "Il lavoro domestic durante l'emergenza da COVID-19" [Domestic work during the COVID-19 emergency], published on 6 April, the Director Gianni Rosas summarized some extraordinary measures adopted at European level in the first phase of the crisis with the aim of protecting domestic workers' income through social protection measures and, at the same time, maintaining employment

levels by preventing dismissals.⁵³ Below is a summary of the ILO policy brief:

- Belgium extended eligibility and the categories of beneficiaries of unemployment benefits
 (chômage temporaire) to all workers who lost their job due to force majeure, including
 those in the domestic sector. Thanks to an agreement between social partners, this
 extraordinary measure provides for an unemployment allowance equivalent to 70% of the
 original salary for lost hours/work, with the State financing any social security contributions
 that would have normally been incurred. Employers and workers affected by the COVID-19
 crisis can apply for this allowance through a simplified mechanism.
- In France, the Government implemented an income support initiative for workers (allocation d'activité partielle) which replaces 80% of wages for lost hours/work due to the COVID-19 crisis. This allowance is first transferred by the employer, who is then reimbursed by the state, inclusive of all social security contributions This mechanism applies to the employment relationship (which remains unaffected) between an individual/family and a worker employed at the employer's home.
- In Germany, domestic workers are covered by a series of income support measures, which
 vary according to the type of employment relationship. Domestic workers are eligible to
 receive short-term compensation (*Kurzarbeitergeld*) for unworked hours, similar to the
 Italian *cassa integrazione* (wage guarantee fund) The compensation accounts for 60% of
 the original wages, with an additional 7% for employees with dependent children.
- Although domestic work in Spain is governed by a separate regime from employed workers, the COVID-19 crisis led the Government to extend access for domestic workers to unemployment benefits (*subsidio para desempleo temporal*) which are provided while an employment relationship subsists. Through the crisis work legislation, the State pays 70% of the original wages for unworked hours. Eligibility for the benefit is restricted to those who were duly registered with INPS before the announcement of the crisis.

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⁵³ A further study on the situation at European level was conducted by the European Federation for Services to Individuals (EFSI) http://www.efsi-europe.eu/news/

6.2 Difficulties for families during the crisis

Turning our attention to the situation in Italy, the virus first appeared on 30 January with two cases from China, and 21 February with the first locally transmitted case in Italy. From that moment onwards, cases started to escalate and in only a few weeks' time an exponential increase in infections began to take place. Hospital admissions and deaths peaked in April and then began to decrease as a consequence of the containment measures, namely the lockdown.

From a socio-economic standpoint, it is clear that the virus had a different impact depending on each sector. By way of example, online stores and businesses with home delivery did not suffer setbacks, and actually benefited from increased sales in some cases. Many other sectors, on the other hand, had to close their businesses during the lockdown period, with an inevitable and immediate economic loss. This affected hotels and restaurants, hairdressers and beauticians, etc.

With specific regard to domestic work, a series of structural characteristics of home and personal care made the sector particularly exposed to the health crisis:

- **Elderly at risk.** According to Alberto Pilotto, President of the Italian Society of Hospital and Community Geriatrics, the disease affects all ages, but has the most severe effects on the elderly. ⁵⁴ Observing the data both nationally and internationally, we can ascertain that the age groups most at risk of death are those between 70 and 90 years. This is due to the fact that it is above all the "fragile" elderly who are at high risk of functional, cognitive and psycho-social disabilities that make it difficult to return to the standard of living prior to the infection.
- An ageing population. Italy is the European country with the highest rate of people aged over 60 (almost 30% of the population, see chapter 4); it is clear that the impact of the virus has been greater in our country compared to others. The most striking example can be found in care homes where, according to the Italian National Institute of Health's (ISS) report published on 17 June, 55 of the 9,000 deaths recorded between 1 February and 5 May in care homes (equal to 9.1% of the residents), 7.4% of said deaths were in

55 https://www.iss.it/documents/20126/0/Report surveyFinale+RSA.pdf/4b14b829-5a07-24e9-955a-4d4c9a7e4440?t=1592402115720

⁵⁴ http://www.quotidianosanita.it/lavoro-e-professioni/articolo.php?articolo_id=83814

residents who had tested positive for the virus, and 33.8% in those with flu-like symptoms.

- **Interpersonal relationship.** Care work is based on interpersonal contact, whether that be caring for the elderly (family assistants) or children (babysitters). Even in the case of home care (domestic workers), contact with personal objects and environments effectively remains unavoidable. This makes it a profession where "remote working" is simply not possible, because it must be carried out in the employer's home.
- Economic difficulties for families. As often mentioned in this Report, families who
 employ domestic workers are often, in turn, employed workers. During the crisis, many
 employees lost their job, resulting in an immediate loss of financial resources. However,
 domestic work is often a fundamental service for the family (one need only think of
 assistance for the elderly or people dependent on care), which cannot be interrupted.
 Against a backdrop of financial distress, the cost for the family became an unsustainable
 burden for many.
- High percentage of undeclared work. As documented in chapter 3, according to ISTAT data almost 60% of domestic work arises from informal or undeclared agreements. At international level, the amount of informal work is even higher, reaching 75% according to ILO estimates. During the lockdown, when any travel had to be justified and documented, undeclared workers could not reach their place of work. This had a clear impact on the sector and made it necessary to provide means to regularize employment relationships that were previously undeclared.
- Foreign workers. Domestic work is characterized by a large proportion of foreign
 workers not only in Italy. Domestic workers who lost their job found themselves in the
 difficult situation of no longer having accommodation and at the same time not being able
 to go back home because of border closures.

In the first phase of the crisis, domestic workers in Italy were faced with considerable difficulties, both because of the nature of their profession as described above, and because of some specific regulatory measures.

For example, the first three Ministerial Decrees (DPCM 01/03, 08/03, 09/03) did not provide any guidance on domestic workers. This caused great uncertainty and confusion among families who employ domestic workers, because it meant that domestic workers (at least in live-out contexts) were formally forbidden from traveling to their workplace.

The ILO, in the above-mentioned policy brief by Gianni Rosas, provided a list of the main measures adopted in Italy during the COVID-19 crisis which were to have a direct or indirect impact on domestic work:

- classification of domestic work (live-in domestic workers) as an essential service under the decrees;
- requirement to use personal protective equipment where social distancing cannot be practised;
- categorization of the COVID-19 virus as a work-related illness if contracted while at work;
- sick leave for any time spent in quarantine with regular monitoring, or during a selfdeclared quarantine period, with monitoring if the worker actually contracted the virus or if so required by health authorities;
- income support allowance through recourse to a last-resort fund for workers whose employment relationship was reduced, interrupted or ceased as a result of COVID-19;
- 15 days of paid leave (50% of current wage) for workers with children under the age of 12;
- babysitter bonus totalling EUR 600 for workers with children under the age of 12 who do not take the 15 days of paid leave;
- tax-free bonus of EUR 100 (based on days worked) for workers with a gross yearly income under EUR 40,000 who worked (excluding remote working) during March;
- moratorium for social security and welfare payments and mandatory personal liability insurance fees payable by employers of domestic workers due in the period from 23 February 2020 to 31 May 2020;
- moratorium on mortgage instalments on a first home during the crisis.

The Director of the ILO Office for Italy and San Marino highlights how many of the labour policy changes implemented in Italy during the crisis were not applicable to domestic workers. As a matter of fact, in the policy brief the ILO specified that domestic work was excluded from two key legislations.

In the Decree named 'Cura Italia' (Legislative Decree No. 18 of 17 March 2020), domestic

work was subject to restrictions that did not apply for other sectors. Domestic work was explicitly excluded from the wage guarantee fund, which was granted to all other employers regardless of the sector or the number of staff (Article 22, paragraph 2). Similarly, domestic work was excluded from the ban on dismissals (which in its first enactment had a validity of 60 days), meaning domestic workers were still at risk of losing their job. This did not change when the Decree was converted into law and in the following communications.

The Cura Italia Decree entailed another discrimination against the sector: the EUR 100 bonus for employees who worked regularly in March (Art. 63) does not formally exclude domestic workers, but it does not foresee any method of transferring the funds to this specific sector, because employers of domestic workers do not withhold any of their employee's tax. This therefore effectively excluded domestic workers from the bonus.

For these reasons, we can say that the domestic sector has received unequal treatment compared to other sectors of the economy and, therefore, that domestic workers and their employers were discriminated against. This is obviously a violation of the "principle of equivalence" repeatedly stressed by the ILO as well as by the social partners who signed the CCNL, according to which any specific – or discriminatory – treatment for domestic work is not justified.

ILO Convention C 189/2011, for example, establishes the need to ensure equality of treatment between domestic workers and other workers on key elements such as working hours, remuneration, and rest.

To tackle this situation, employers associations played a fundamental role in the first phase of the crisis in trying to fill the information gap faced by many families. DOMINA, for example, published a set of guidelines for families and workers on 13 March, containing advice for employers and domestic workers on what measures to adopt during the coronavirus epidemic.

The guidelines were distributed by every available means (website, e-mail, social networks) and were published in the main national newspapers against payment.

The website was extended with a section called "Lavoro domestic e coronavirus, DOMINA risponde" [Domestic work and Coronavirus, DOMINA informs], aimed at answering the most frequently asked questions regarding employment relationships during the coronavirus epidemic.

CORONAVIRUS #iorestoacasa

IL VADEMECUM DELL'ASSOCIAZIONE DOMINA

PER IL LAVORO DOMESTICO

Sospensione del lavoro

0

Se non è necessaria la prestazione, si richiede ai datori di lavoro domestico un grande senso di responsabilità, lasciando a casa i propri collaboratori, continuando a pagare, laddove possibile, la retribuzione mensile.

Convivenza



Se il rapporto di lavoro domestico prevede la convivenza, sia il datore di lavoro che il lavoratore devono avere il buon senso di attenersi alle regole dettate dal Governo per il rispetto di tutti i presenti in casa.

Autocertificazione



Per le commissioni bisogna munirsi di autocertificazione che ne indica il motivo, es. acquisto farmaci o spesa, per evitare di incorrere in sanzioni in caso di controlli. Mantenere sempre la giusta distanza durante le file di attesa.

Libertà personale



Né il datore di lavoro né il lavoratore può limitare la libertà dell'altro. Se non si è d'accordo su scelte o abitudini, per non rischiare il contagio, si consiglia di interrompere il rapporto di lavoro per giusta causa.

Igiene prima di tutto



Lavarsi sempre le mani mantenendo alto il livello di igiene, soprattutto se si rientra dopo aver fatto delle commissioni: acquisto di generi alimentari o farmaci. Eseguire la sanificazione degli ambienti con prodotti specifici.

Riconoscere sintomi sospetti



Se il datore o il lavoratore domestico ha febbre, tosse o dolori muscolari, chiamare il medico di base oppure il 1500. L'altro dovrà avere l'accortezza di mettersi in auto quarantena.

Diventare social



In questi giorni difficili per tutti, è bene aiutarsi a vicenda nelle relazioni, facilitando il contatto telematico (telefono, chat, skype, etc.) con i propri familiari bloccati in altre case o lontani.

Contributi INPS



ll pagamento dei contributi INPS da lavoro domestico dovuti dall'1 al 10 aprile è sospeso fino al 10 giugno 2020. La sospensione è valida anche per il versamento dei contributi dovuti in caso di licenziamento del lavoratore.

Distanze di sicurezza



Rispettare anche in casa la distanza di 1 metro tra i componenti della famiglia e il lavoratore. Se è necessario un contatto ravvicinato nella cura alle persono non autosufficienti è consigliabile l'uso di mascherine e guanti monouso.

Fonti ufficiali



Affidarsi solo a fonti ufficiali per avere informazioni corrette e aggiornate. Si segnalano a titolo esemplificativo: www.epicentro.iss.it, www.salute.gov.it, www.protezionecivile.gov.it, www.interno.gov.it.

Fig. 6. 10 DOMINA Guidelines

Grazie a tutti i lavoratori domestici



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con se'un satocertificacione con la mortinazione dello postamento e marie per visite il contagio.

Sei il abuno redeste sospendere i apporto al luorono del resignare del charco de l'avora, possibile sospendere il lurora, cortico dell'accomposito del luvorano del resignare del charco del suorano possibile sospendere il lurora, cortico dell'accomposito del luvorano del luvorano del suorano del luvorano del



No, il biocco dei licenziamenti pre-visto dal Decreto Legge 17 mar-zo 2020, n.18, al momento non in-clude i lavoratori domestici. Chi ha assunto colf, badanti o babysit-



Source: La Repubblica, 19 March 2020⁵⁶

 $^{{\}color{blue} {}^{56}} \; \underline{\text{https://associazionedomina.it/wp-content/uploads/2020/03/vademecum-DOMINA-lavoro-domestico.pdf} }$

[DOMINA's recommendations to families who employ domestic workers in the context of COVID-19: Following the Italian Government's provisions in response to the COVID-19 crisis, DOMINA recommended the suspension of employment, and where possible, the continuation of payment of monthly salaries; high standards for domestic and personal hygiene, and social distancing; self-quarantine of both workers and employers who show COVID-related symptoms. DOMINA also informed domestic employers about postponement of payment of INPS contributions for the first trimester of 2020 (from April to June) and indicated a number of reliable sources of information.

DOMINA's recommendations were published in the Italian newspaper La Repubblica on 19 March 2020, along with a Q&A touching upon the most relevant questions of families who employ domestic workers and regarding the management of the domestic employment relationship and termination of employment during the health crisis.]

This phase was characterized by a strengthening of social dialogue, partly due to employers associations and also thanks to support by the ILO Office for Italy.

On 19 March, the social partners who signed the National Collective Labour Agreement sent a Common Notice to the Prime Minister and the competent Ministers asking the Government to include workers in the domestic sector in furlough schemes and income support systems in order to safeguard jobs and income.

In response to this request, the Minister of Labour and Social Policies⁵⁷ met (via videoconference) the social partners on 6 April.

Following the meeting, on 10 April the social partners wrote again to the Government to restate their requests.

⁵⁷ Senator Nunzia Catalfo - Conte II Cabinet: Minister since 5 September 2019.













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FIDALDO Federazione Italiana Datori di Lavoro Domestico

In riferimento al DL pubblicato il 17 marzo 2020, le Associazioni Datoriali Domina e Fidaldo e le OO.SS. Filcams Cgil, Fisascat Cisl, Uiltucs e Federcolf, firmatarie del Contratto Collettivo Nazionale di Lavoro per il Lavoro Domestico, sono ad evidenziarvi con la presente alcune criticità riscontrate in materia di contrasto al Covid-19 in essere nel settore in parola, segnatamente alle misure atte alla salvaguardia occupazionale, di cui all'allegato avviso comune.

Confidando nella Vostra sensibilità e nell'attenzione che porrete, auspichiamo un Vostro intervento atto ad includere anche i lavoratori del settore domestico quali destinatari del trattamento di sostegno al reddito, di cui alla cassa integrazione in deroga.

In attesa di un pronto riscontro, l'occasione è gradita per inviare distinti saluti.

Filcam's CGU-Maria Grazia Gabrielli

Fisascat CISL

UILTuCS - Branetto Boco meno

- Rita De Blasis **FEDERCOLF** 0

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AVVISO COMUNE









FIDALDO
Federazione Italiana Datori
di Lavoro Domestico

Il lavoro domestico e le misure in materia di contenimento e gestione dell'emergenza epidemiologica da COVID-19 sull'intero territorio nazionale

Filcams CGIL, Fisascat CISL, UILTuCS e Federcolf per parte lavoratori e DOMINA e FIDALDO, costituita dalle associazioni Assindatcolf, Nuova Collaborazione, ADLD e ADLC, per parte datori di lavoro, in qualità di parti firmatarie del C.C.N.L. sulla disciplina del lavoro domestico, ritenuto che:

- nel 2018 sono circa 2 milioni i lavoratori domestici presenti nelle famiglie italiane di cui solo 859.233 i lavoratori domestici regolari secondo la fonte INPS (53% colf, 47% badanti) con un tasso di irregolarità del 58%. Si tratta di una componente che, complessivamente, produce circa l'1,3% del PIL (18,96 miliardi di euro di Valore Aggiunto);
- contando solo le badanti, le famiglie spendono annualmente 7,3 miliardi di euro (retribuzioni, TFR, contributi). Senza questo apporto, lo Stato dovrebbe sostenere costi più elevati per la cura e per il ricovero degli anziani in struttura. Questo comporterebbe una spesa assistenziale aggiuntiva netta di 6,7 miliardi;
- circa il 71,4% del settore è costituito da lavoratori immigrati e in molti sono privi di una rete familiare sul territorio. La paura del contagio, lo smart working e le difficoltà negli spostamenti stanno mettendo in ginocchio il settore spingendo le famiglie ad interrompere il rapporto di lavoro coi propri collaboratori. Inoltre, molti lavoratori domestici in regime di convivenza stanno perdendo il lavoro, la retribuzione e anche il vitto e l'alloggio previsto dal contratto, con l'impossibilità di tornare nei Paese di origine a causa delle chiusure delle frontiere;
- per i lavoratori domestici non sono previsti ammortizzatori sociali in deroga in caso di sospensione del rapporto di lavoro, rendendoli così lavoratori più discriminati davanti a questa crisi emergenziale, senza un reddito per un lungo periodo.

Tutto ciò premesso le parti firmatarie del presente avviso comune convengono:

 di chiedere al Governo di includere i lavoratori del settore domestico come destinatari degli ammortizzatori sociali di sostegno in deroga e degli strumenti di integrazioni al reddito al fine di salvaguardare la continuità del rapporto e del reddito.

Roma, 18 marzo 2020

Filcam's CGIL Maria Grazia Gabrielli

Fisascat CISL - Davide Guarini

UILTuCS - Brunetto Boco

FEDERCOLF - Rita De Blasis

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Preg.ma Sen. Ministra Catalfo,

la presente per ringraziarLa del cordiale e proficuo incontro avuto con tutte le Organizzazioni sindacali e le Associazioni datoriali firmatarie del CCNL sulla disciplina del lavoro domestico, a seguito dell'avviso comune inviato il 19 marzo c.a., firmato da Filcams CGIL, Fisascat CISL, UILTuCS e Federcolf in rappresentanza dei lavoratori, FIDALDO e DOMINA in rappresentanza delle famiglie datori di lavoro.

e p.c.

Considerato il momento emergenziale per l'Italia e per tutta la popolazione, riteniamo sia necessario richiamarsi all'unità nazionale e concorrere tutti, anche noi corpi intermedi, alla collaborazione con le Istituzioni per la tutela del bene comune. La situazione emergenziale del COVID-19 impatta ineludibilmente e con effetti che oseremo definire draconiani, anche il settore da noi rappresentato.

Come a Lei noto, questo settore si caratterizza per il luogo in cui vengono rese le prestazioni, ovvero le mura domestiche e, onde evitare che collassi su sé stesso portando in povertà famiglie e lavoratori, sarà necessario in tempi brevissimi ripensare alle misure d'urgenza e di sostegno al reddito previste dal "Cura Italia" rivolte ai lavoratori, e ad un rilancio del settore per evitare un aumento del lavoro irregolare nei prossimi mesi e un aggravio dei costi alle famiglie datrici di lavoro domestico.

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I dati INPS fotografano benissimo la nostra situazione, indicando in 859 mila i lavoratori domestici regolari in Italia. Il 53% degli addetti è costituito da assistenti familiari che svolgono servizi di supporto domestico quali pulizia, stiratura, riparazioni, giardinaggio e con le loro prestazioni lavorative danno un forte contributo alla conciliazione dei tempi di vita e di lavoro. Il 47% di loro è costituito da lavoratrici che svolgono lavoro di cura, comunemente chiamate badanti, che si prendono cura di adulti e minori, spesso parzialmente o non autosufficienti in regime di convivenza. L'88% sono donne e il 71,4% sono immigrati. Il settore del lavoro domestico si caratterizza inoltre per la presenza di un forte tasso di irregolarità che è del 58%, possiamo calcolare un numero complessivo di 2 milioni di lavoratori, di cui circa 150mila sono senza permesso di soggiorno. Ad essi si possono ricondurre 18,8 miliardi di euro di Valore Aggiunto, pari all'1,2% del PIL italiano. Per gli 859 mila lavoratori domestici regolari, le famiglie italiane hanno speso nel 2018 oltre 7 miliardi di euro: 5,7 miliardi per le retribuzioni, 976 milioni di contributi previdenziali e 421 milioni di TFR.

Considerando anche gli irregolari, la spesa delle famiglie raggiunge 14,9 miliardi.

La gestione dell'assistenza "in famiglia", di persone autosufficienti e non, consente allo Stato di risparmiare quasi 10 miliardi di euro: di tanto aumenterebbe la spesa pubblica se gli anziani accuditi in casa fossero affidati a strutture pubbliche.

In questo momento drammatico di pandemia è il caso di sottolineare che, il maggior numero di contagi e di decessi si registrano all'interno delle case di cura e nei nosocomi, e che il maggior numero di persone decedute si registra segnatamente tra la popolazione over 70, ovvero proprio in quella fascia di persone alle quali queste lavoratrici prestano con dedizione la loro opera.

Dal punto di vista fiscale, i lavoratori regolari garantiscono un gettito di 1,4 miliardi di euro, la regolarizzazione dei lavoratori irregolari porterebbe alle casse dello Stato altri 2 miliardi di euro, oltre a maggiori tutele per lavoratori e famiglie.

A fronte della Sua sollecitazione, con la presente siamo a rinnovare con urgenza e immediatezza la richiesta formulata unitariamente in prima istanza con l'avviso comune e argomentata nel corso dell'incontro del 6 aprile u.s..

Il Decreto Cura Italia, ha garantito a tutti i lavoratori subordinati la possibilità di far fronte a questo periodo emergenziale mediante la corresponsione del trattamento di sostegno al reddito, precludendone l'accesso **solo** ai lavoratori domestici, settore più debole e fragile del mercato del lavoro.

Trattasi, a nostro avviso, di una previsione normativa incomprensibile e discriminante, anche alla luce della Convenzione ILO 189 del 2011. Solo le lavoratici e i lavoratori domestici sono stati lasciati senza tutela del reddito davanti a questa crisi emergenziale, e per questo chiediamo che venga cassato il comma 2, art 22, Decreto Legge del 17 marzo 2020, n.18. La nostra richiesta ha l'obiettivo di garantire pari diritti e pari dignità ai lavoratori domestici.

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Chiediamo a gran voce, che l'Italia ponga in essere la medesima forma di sostegno al reddito che ha previsto per gli altri lavoratori subordinati o, comunque, una misura di pari equivalenza prevedendo, come da Lei auspicato, una semplificazione della procedura di accesso al diritto, alla stessa stregua degli altri paesi europei.

In base allo stesso principio di equità e non discriminazione, chiediamo il riconoscimento e l'attuazione al settore del lavoro domestico dei seguenti istituti introdotti dal decreto Cura Italia: bonus fino a € 100,00 in favore dei lavoratori subordinati che hanno lavorato nel mese di marzo; l'indennità di malattia a caricio dell'Inps per il periodo di quarantena con sorveglianza attiva o di permanenza domiciliare fiduciaria con sorveglianza attiva; lo slittamento al 30 settembre 2020 del versamento contributivo relativo sino al secondo trimestre 2020 compreso; previsione del congedo straordinario COVID-10 di 15 giorni, anche ai lavoratori domestici; estensione dei permessi L.104 per Coronavirus, di 12 giorni, anche per i lavoratori domestici.

Le chiediamo inoltre di voler prevedere la distribuzione gratuita dei Dpi idonei a salvaguardare la salute e la sicurezza delle lavoratrici e dei lavoratori domestici e dei loro assistiti in ragione del potenziale rischio di contagio cui è sottoposta questa categoria. Il Dpcm che ha individuato i servizi essenziali ha ricompreso anche il lavoro domestico, pertanto riteniamo che la continuità dei servizi debba essere garantita, contestualmente alla sicurezza. Questa misura si rende impellente, poiché non sfuggirà a nessuno che, il lavoro di cura presuppone il rischio di prossimità e in assenza dei Dpi, si esporrebbero tanto i lavoratori, quanto i fruitori dei servizi che le famiglie ad un rischio maggiore.

Esprimiamo tutta la nostra preoccupazione in caso di mancanza di riscontro immediato alle nostre istanze, non solo per il presente ma soprattutto per lo scenario che si delineerà nell'imminente futuro.

A tal fine rinnoviamo, la richiesta già formulata durante la videoconferenza per un secondo incontro con Lei nel prossimo mese di maggio, in occasione del rilancio dell'economia del Paese, per un monitoraggio puntuale e per intraprendere congiuntamente azioni atte a regolarizzare il settore.

Riteniamo sin da ora che, per tutelare le famiglie datrici di lavoro e per garantire un lavoro dignitoso a tutti i lavoratori domestici sarà necessario rendere il lavoro regolare più vantaggioso. Per questo si propone:

- incentivi contributivi e fiscali alle famiglie, in particolare la deducibilità della retribuzione erogata per il lavoro di cura e la deduzione dell'intera contribuzione versata;
- sanatoria dei lavoratori domestici presenti in Italia senza permesso di soggiorno e contestualmente l'inserimento di norme che garantiscano la possibilità di entrare legalmente per svolgere lavoro di cura/assistenza familiare;
- misure per il contrasto all'evasione contributiva e fiscale del settore;
- la sottoscrizione di Convenzioni con i paesi di origine, di queste lavoratrici e lavoratori, al fine di prevedere, nel caso di mancata maturazione dei 20 anni di contribuzione quale requisito minimo per l'accesso alla pensione, l'utilizzo dei contributi comunque versati nel proprio Paese;
- riconoscimento dell'indennità di malattia a carico dell'Inps.

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Infine riteniamo maturi i tempi per dare corso all'impegno che l'Italia si è assunta con la ratifica avvenuta nel 2013, della Convenzione llo 189 sul lavoro dignitoso nel settore del lavoro domestico, estendendo anche al lavoro domestico le tutele previste dal diritto del lavoro e dalla previdenza sociale applicato per la generalità degli altri lavoratori subordinati, con i dovuti adattamenti alle peculiarità del settore.

In attesa di un rapido riscontro da parte del Governo mediante provvedimenti cogenti, ci diciamo sin da ora disponibili per rendervi ulteriori chiarimenti, Iì dove li ritenesse opportuni, e per futuri confronti.

Cordialità

Fileams Collic Maria Grazia Gabrielli

Fisascat Cisto Davitle Guarini
UII/TuCS – Brunerto Boco

FEDERCOLF - Rita De Blasis

Rite Me Bleris

FIDALDO
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[On 19 March, the employers associations and trade unions signatories of the National Collective Agreement on Domestic Worked addressed a joint letter to the Italian Institutions (Prime Minister, Minister of Employment and Social Policies, Minister for Family and Equal Opportunities, Minister of Health and Minister of Economy and Finance) and to the ILO office for Italy and San Marino. The associations identified a number of shortcomings regarding the application of measures to safeguard employment and called to extend income support measures to the domestic sector, particularly the exceptional wage guarantee fund (Cassa Integrazione Guadagni in Deroga - CIGD).

On 10 April, the associations approached the Minister of Employment and Social Policies and renewed their call to revise the income support measures protecting employment under the Cura Italia Decree. They deplored that domestic workers were denied access to income protection, although they represent the most vulnerable group in the labour market, and suggested a number of measures to relaunch the domestic sector and promote regular employment.]

After the situation seemed stable in the summer months, and businesses were allowed to gradually reopen as part of the so-called "phase 2", the dreaded second wave hit in October, reaching peaks of over 20,000 daily infections in the second half of the month.

The situation progressively worsened in the second half of the month, pushing the Government to introduce new – albeit partial – limitations on economic activity: the Ministerial Decree of 24 October, in particular, required bars and restaurants to close at 6 p.m., and other venues (cinemas, theatres, swimming pools, gyms) were forced to close to limit overcrowding.

Although domestic work was not directly affected by these restrictions, the sector still suffered difficulties arising from the resurgence of the pandemic. For this reason, the social partners who signed the CCNL wrote again to the Government, on 26 October, declaring their availability for a constructive discussion on crisis interventions for domestic workers, and in particular the extension of the wage guarantee fund, COVID-19 sick leave paid by the state, work-related COVID-19 illnesses, free personal protective equipment for care workers, and any other aid measures.

According to the social partners, together with measures to support families, these are a single set of support measures granted to a sector recognized as an "essential service" in the Ministerial Decree of 24 March.











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Nunzia CATALFO

Ministra del Lavoro e delle Politiche Sociali

Roma, 26 ottobre 2020

Giuseppe CONTE

Presidente del Consiglio dei Ministri

Luciana LAMORGESE

Ministro degli Interni

Roberto SPERANZA Ministro della Salute

Roberto GUALTIERI

Ministro dell'Economia e delle Finanze

Elena BONETTI

Ministro per le Pari Opportunità e la Famiglia

Gianni ROSAS

Direttore Ufficio ILO per l'Italia e San

Marino

AVVISO COMUNE

Preg.ma Sen. Ministro Nunzia Catalfo,

considerato l'attuale momento emergenziale, Filcams CGIL, Fisascat CISL, UILTuCS e Federcolf per parte lavoratori e FIDALDO (costituita da Nuova Collaborazione, Assindatcolf, Adld e Adlc) e DOMINA, per parte datori di lavoro, in qualità di parti firmatarie del C.C.N.L. sulla disciplina del lavoro domestico e firmatarie del presente avviso comune, richiamano l'attenzione del Governo a non trascurare il settore, datori e lavoratori domestici, da eventuali ed ulteriori misure d'urgenza in materia di lavoro.

Il momento emergenziale vissuto durante il periodo del lockdown ha messo a dura prova il settore, considerato che i lavoratori domestici e le famiglie datori di lavoro domestico non sono stati destinatari di provvedimenti normativi con misure di sostegno al reddito o di provvedimenti di tutela delle condizioni di lavoro uguali o equivalenti agli altri settori lavorativi. L'unico e tardivo provvedimento economico rivolto al settore, ha avuto una ricaduta discriminante tra i lavoratori poiché non ha considerato le reali necessità dei destinatari. E non solo. Nulla è stato previsto come rimborso per i datori di lavoro che hanno provveduto, per

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senso di responsabilità e solidarietà, a retribuire i lavoratori domestici pur avendo sospeso le prestazioni lavorative in quel momento emergenziale per tutti.

Questo momento storico, considerata la paura del contagio o l'eventuale possibilità di un nuovo lockdown, e comunque l'intensificarsi dell'utilizzo dello smart working, nonché il rientro dei lavoratori stranieri in Italia da Paesi considerati a rischio, qualora non accompagnato da un'attenta normativa precauzionale e preventiva ad hoc, potrebbe mettere in ginocchio un settore che oggi coinvolge oltre quattro milioni di persone tra datori e lavoratori.

Secondo i dati INPS 2019, i lavoratori domestici regolari sono 848.987, in lieve calo rispetto al 2018 (-1.8%). Il tasso di irregolarità nel settore domestico è del 58.3%, per cui la componente registrata all'Inps rappresenta meno della metà del totale. Nonostante il provvedimento di regolarizzazione delle posizioni lavorative nel settore del lavoro domestico di quest'estate, il quale ha raggiunto l'importante risultato di 176.848 domande presentate per l'apertura di una procedura di sanatoria, si stimano tuttavia ancora circa un milione i lavoratori domestici riregolari in Italia. Complessivamente, il numero di lavoratori domestici è dunque sostanzialmente stabile intorno ai 2 milioni di unità. Nel suo complesso si tratta di una componente che, complessivamente, produce circa l'1,1% del PIL (17.9 miliardi di euro di Valore Aggiunto). Lo Stato, senza il sostegno delle famiglie datori di lavoro domestico, solo per l'assistenza alla persona non autosufficiente, spenderebbe oltre 33 miliardi di euro, a fronte degli attuali 22 miliardi.

Le Parti sociali, per sostenere economicamente i lavoratori domestici e l'intero settore, hanno provveduto già a rafforzare le misure erogate attraverso il proprio sistema bilaterale sino alla fine del periodo epidemiologico e garantire loro il rimborso, oltre a quanto già previsto, anche indennità giornaliera in caso di ricovero, di convalescenza, per figli a carico, per il materiale sanitario riabilitativo, per visite mediche domiciliari per COVID-19, oltre una diaria in caso di provvedimento con sorveglianza attiva o permanenza domiciliare. Tutto ciò non è sufficiente ed è necessario un chiaro e coordinato intervento dello Stato insieme alle Parti Sociali per un settore che oggi coinvolge il 10% della forza lavoro subordinato onde evitare che collassi definitamente su se stesso, portando in povertà famiglie e lavoratori e aumenti ancora il ricorso al lavoro sommerso.

Per quanto fin qui esposto, le Parti Sociali firmatarie si rendono, sin da subito, disponibili per un confronto costruttivo sul tema degli interventi d'urgenza per il lavoro domestico, ed in particolare l'estensione della CIGD, la malattia da Covid-19 a carico dello Stato, l'infortunio Covid-19, l'erogazione di DPI gratuiti nell'assistenza e nella cura alle persone, ed ogni altro intervento utile. Queste misure, unitamente a provvedimenti di sostegno alle famiglie, costituiscono un unico insieme di aiuti ad un settore riconosciuto come "servizio essenziale" nel DPCM del 24 marzo scorso.

In attesa di un positivo e celere riscontro, si porgono cordiali saluti.

Filcoms CGII.

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UILTUCS - Brunetto Boco

FEDERCOLF - Rita De Blasis

FIDALDO - Alfredo Savia

DOMINA – Lorenzo Gasparrini

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DOMINA Viale Pasteur 77 001 56 Roma Tel. 06/50797673 – Fax 06/5071124 segretaria@associazionedomina it [In October 2020, during the second outbreak of the crisis and in view of the new lockdown, the associations addressed the Minister of Employment and Social Policies and urged to give due and timely consideration to measures in support of employment and targeting the domestic sector.]

CAS.SA.COLF, founded by the social partners who signed the CCNL, also intervened to support families. On 20 April, a regulation was published in agreement with the social partners in order to help members deal with the health crisis.⁵⁸

In particular, DOMINA, FIDALDO, FILCAMS CGIL, FISASCAT CISL, UILTuCS and FEDERCOLF, through CAS.SA.COLF, all acted in a unified manner to support the domestic work sector, neglected by public interventions, for example by means of daily allowances and rebates.

Table 6.3 shows the measures adopted by CAS.SA.COLF, in collaboration with the insurance company UNISALUTE, for the period 5 April—15 October.

Overall, 1,221 cases were handled in just over six months, amounting to a total of EUR 523,000 (EUR 173,000 of which funded by UNISALUTE). Over 38% of the applications cited preventive isolation measures (470 applications, totalling EUR 252,000). Over 32% of the cases involved childcare support (395 applications, EUR 79,000). 15% of the cases (184 applications) cited recovery periods for people infected with COVID-19, totalling approximately EUR 100,000. Finally, there were other cases concerning further services: hospital admissions, dependent child allowances, medical supplies and medical examinations.

⁵⁸ http://www.cassacolf.it/files/allegati/REGOLAMENTO%202020%20def.pdf

Tab. 6.3 COVID-19 cases managed by CAS.SA.COLF (5 April—15 October)

Service	No. of applications	Cost borne by CAS.SA.COLF (EUR)	(of which) cost borne by UNISALUTE (EUR)
Preventive isolation	470	252,400.00	-
Childcare support	395	78,800.00	-
Recovery from COVID-19	184	100,120.00	100,120.00
Hospital admissions	92	72,840.00	72,840.00
Medical supplies	46	1,021.01	-
Dependent child allowance	31	17,360.00	-
Medical examinations	3	75.90	-
Total	1,221	522,616.91	172,960.00

Source: CAS.SA.COLF

CAS.SA.COLF COVID-19 Terms and Conditions (20 April 2020)

Art. 1 (COMPENSATION FOR INDIVIDUALS INFECTED WITH COVID-19)

CAS.SA.COLF will pay registered employees:

- daily allowance in the event of hospitalization;
- daily allowance for recovery period;
- dependent child allowance
- reimbursement for necessary medical supplies;
- reimbursement for home visits.

All transfers are specified as below:

- 1.1. CAS.SA.COLF, in collaboration with UniSalute, will pay a EUR 40 compensation for each night of hospitalization for up to 50 days per year, in the event of hospitalization with overnight stay.
- 1.2. CAS.SA.COLF, in collaboration with UniSalute and in accordance with the requirements of health authorities and any relevant recommendations, will pay workers an allowance of EUR 40 per day for mandatory self-isolation, for up to 14 days per year.

The daily allowance for self-isolation shall be paid whether the member is hospitalized or not.

- 1.3. In addition to points 1.1. and 1.2., CAS.SA.COLF will pay a daily allowance of EUR 40 for up to 14 days per year, for workers with at least one dependent child under the age of 18 officially registered as such.
- 1.4. CAS.SA.COLF will reimburse all medical supplies used for treatment carried out at home (medicine, oxygen cylinders and oxygen saturation monitor), upon presentation of appropriate documentation concerning the purchase of such supplies and the relevant doctor's prescription.

The one-time reimbursement covers costs up to EUR 200 in writing.

1.5. In the event of home or out-of-home visits by medical or nursing staff to carry out procedures relating to COVID-19, CAS.SA.COLF will pay workers a reimbursement of up to EUR 100 per year, in addition to any compensation for specialized visits regulated under Art. 7.4. Both national health service and private workers are eligible for such reimbursement.

NECESSARY MEDICAL DOCUMENTS FOR CLAIMS UNDER ART. 1:

In order to obtain these transfers, it is necessary to present a positive COVID-19 test report, issued by the competent authorities upon confirmation of the Ministry of Health and/or the National Institute of Health (ISS) and the COVID-19 compensation request form (Annex B), filled in according to the desired compensation services. If a claim under Art. 1.3. is made, it is furthermore necessary to enclose the self-declaration of family status form (Annex A).

Art. 2 (COMPENSATION FOR PREVENTIVE MEASURES FOR SUSPECTED COVID-19 INFECTION)

2.1. If the worker is prescribed (via medical certificate) a quarantine period with regular monitoring or self-isolation, CAS.SA.COLF will grant a daily allowance of EUR 40 per day for up to 14 days per year. NECESSARY MEDICAL DOCUMENTS FOR CLAIMS UNDER ART. 2:

To access the service, the worker must send CAS.SA.COLF the certificate with the details of the prescription and the COVID-19 compensation request form (Annex B), filled in according to the desired compensation services.

Art. 3 (CHILD SUPPORT)

CHILD SUPPORT BENEFITS FOR WORKERS WITH CHILDREN AFFECTED BY COVID-19

CAS.SA.COLF will grant a one-time benefit of EUR 200 for:

- 3.1. Expenses for education, school or childcare services, for dependent or cohabiting children, up to 5 years of age, for nursery, preschool or day-care centres.
- 3.2. Costs for home care for dependent or cohabiting children who require assistance, up to 18 years of age.
- 3.3. Food expenses for dependent or cohabiting children up to 18 years of age.

The benefits referred to in points 3.1., 3.2. and 3.3. can be combined up to the overall limit of EUR 200.

NECESSARY MEDICAL DOCUMENTS FOR CLAIMS UNDER ART. 3:

To obtain these transfers, the worker must send CAS.SA.COLF the self-declaration of family status form (Annex A) and the COVID-19 compensation request form (Annex B), filled in according to the desired compensation services.

Art. 4 (PSYCHOLOGICAL AND PSYCHOTHERAPEUTIC SERVICES)

CAS.SA.COLF will reimburse a maximum of EUR 400 per person per year for therapy sessions with psychologists and psychotherapists enrolled in the national register, upon presentation of appropriate documentation.

NECESSARY MEDICAL DOCUMENTS FOR CLAIMS UNDER ART. 4:

To access this compensation, the worker must send CAS.SA.COLF invoices documenting the received therapy sessions, along with the COVID-19 compensation request form (Annex B) filled in according to the desired compensation services and the declaration certifying a live-in care contract (Annex C).

Art. 5 (MEDICAL OPINIONS AND ONLINE VIDEO CONSULTATIONS)

5.1. ONLINE VIDEO CONSULTATION SERVICE FOR REMOTE SPECIALIST ADVICE

In light of the closure of many local health centres and the deferral of specialist visits, UniSalute has launched a new specialist video consultation service in multiple medical fields.

The video consultation allows for direct dialogue with specialists for all conditions where physical inspection is not required, for example to share the results of examinations or tests, to clarify doubts and questions about treatments, to talk to the doctor for further information and to exchange documents. How to access the service:

- contact the UniSalute Operations Centre at the toll-free number 800 00 96 38 and ask to book a specialist visit;
- afterwards, you will receive a dedicated link via email directly from the healthcare facility for a video consultation with a specialist doctor;
- connect to the video consultation via computer or mobile device, smartphone or tablet (you must use the Google Chrome or Mozilla Firefox browsers).

During the video call you can also upload reports and documents; be sure to prepare them in digital format before connecting.

At the end of the consultation, the specialist can give you a prescription to buy any medicine.

The service is completely free and is reserved exclusively for CAS.SA.COLF Members.

5.2. 24/7 COVID-19 MEDICAL TELEPHONE CONSULTATION SERVICE

If you develop relevant symptoms (e.g. fever, cough, respiratory problems, etc.), call the toll-free number 800-212477 to receive information from a team of doctors available 24/7 for advice.

After a brief telephone inquiry to ascertain the severity and urgency, the doctors will provide the caller with the necessary information.

Art. 6 (FEES FOR ACCESS TO COMPENSATION)

In order to promote access to benefits, CAS.SA.COLF requires a minimum of two-quarters of membership fees, totalling at least EUR 8. This provision overrides any previous pertinent regulations.

It should be noted that only the quarters prior to the suspension of contractual social security contributions will be considered; in practice, only two-quarters are required, for example the third and fourth quarter of 2019, to be verified by payment advice slip.

For all other criteria governing the conformity of fee payment, the current provisions of the ordinary terms and conditions will prevail.

Art. 7 (FORMS)

For all applications, the form provided (COVID-19 compensation request form) must be used, attached to these terms and conditions to be filled out entirely and honestly and signed by the worker.

Any supplementary documentation required for eligibility of the compensation must be attached to the

request form.

CAS.SA.COLF holds the right to request medical records, as well as originals or certified copies of the requested documents.

Art. 8 (COMPENSATION CLAIMS)

To claim compensation, CAS.SA.COLF Members must write to the following address: praticheCOVID@cassacolf.it. For further information call the toll-free number 800 1000 26.

Art. 9 (PERIOD OF LIMITATION)

Valid and eligible members, according to the previous articles, must submit the claim, accompanied by any necessary documentation, within 12 months of the conclusion of the event, otherwise any compensation rights will expire.

Art. 10 (COMPENSATION PAYMENT)

The payment of the compensation will be made solely and exclusively via credit (bank transfer) on a current account, post office account or prepaid card in the name of the applicant.

Art. 11 (AMENDMENTS TO THE TERMS AND CONDITIONS)

The validity of the articles contained in this supplement to the terms and conditions will be assessed according to the health situation of our country and therefore are to be considered provisional and linked to the crisis period.

Without prejudice to the continuous monitoring of payments, to guarantee and protect all CAS.SA.COLF Members, the services will remain active until 30 June 2020 with any further extensions in correspondence with the technical trends and available resources.

Art. 12 (RESOURCES)

CAS.SA.COLF will provide the compensation services set forth in this supplement to the terms and conditions within the limit of allocated resources equal to EUR 6,000,000.

Art. 13 (PRIVACY)

The compensation provider will process and be held liable for personal data relating to the services referred to in Art. 5. You are kindly requested to refer to the relevant privacy policies.

Art. 14 (VALIDITY)

This appendix to the terms and conditions is effective from 1 January 2020.

Source: CAS.SA.COLF

6.3 Support measures for families in Italy

In the previous paragraphs we explained that domestic work has been one of the sectors hardest hit by the health crisis, partly due to characteristics of the profession and partly to delays and uncertainties in tackling the situation by public authorities.

This section will exemplify some of the main measures implemented in support of families who employ domestic workers and some of the main criticisms.

Personal Protective Equipment (PPE). From the early stages of the pandemic, the importance of personal protective equipment (masks, hand sanitizer, disposable gloves) was essential to reduce the chances of infection. Even in this aspect, however, domestic work received different treatment compared to other sectors. Whereas in other sectors related to personal care (e.g. care homes) it was made clear that the worker had to be equipped with gloves and a mask, this was not true for families who employ domestic workers.

Even at the end of April, almost two months after the start of the crisis, there were no guidelines and recommendations on the correct use of personal protective equipment, even for those who work with people dependent on care, because of their age or illnesses, as is the case with carers. For example, it was not clear whether protective equipment (masks, gloves, hand sanitizer) should be provided by the employer of the domestic worker.

Afterwards, the Relaunch Decree required the use of personal protective equipment also for domestic workers, but did not specify how to obtain it and who should cover the costs.

Babysitter bonus. In light of the closure of schools and education services of all kinds, the Cura Italia Decree (Art. 23 and Art. 25) provided for specific parental leave for a continuous or split period, up to 15 days, for workers with children under the age of 12, which parents could use alternately between themselves. Alternatively, payment of a babysitter bonus was also possible.

The Relaunch Decree (Art. 72) modified the babysitter bonus benefit by introducing, as an alternative, a bonus for (proven) enrolment in summer camps and day-care centres valid from the closure of schools on 31 July 2020.

The babysitter bonus, provided by INPS through the Family Booklet (separate from the CCNL), proved to be a useful support mechanism for families.

Income support measures. As already illustrated, domestic workers were excluded from the wage guarantee fund introduced by the Cura Italia Decree (Legislative Decree No. 18 of 17 March 2020). In the absence of public intervention, employers associations took the initiative to provide assistance. For example, CAS.SA.COLF, an agency comprising the social partners of the sectorial National CCNL, allocated approximately EUR 6 million to guarantee a daily allowance of EUR 40 for each day spent in recovery or in quarantine. Transfers were also made to reimburse medical expenses and a new 24/7 video consultation service was set-up, aimed at monitoring suspected COVID-19 infections.

Some regions stepped in before national public interventions: at the end of March, the Autonomous Region of Sardinia decided to include – and was the first to do so – housekeepers and carers among the beneficiaries of income support for COVID-19. In fact, at national level the only measures implemented at that time concerned babysitting.

A 13-point Framework Agreement was approved by the Sardinian authorities. Point number 9 (page 6) concerned domestic workers. The text refers to domestic workers with a contract registered with INPS and to workers paid using the voucher system. The allocated compensation amounted to EUR 600 (one-off) for domestic workers who lost income, proportionally reduced according to the hours of work documented in the contract and the amount of lost hours during March, paid on a pro-rata basis according to a standard 40-hour week. The same compensation was also valid for housekeepers paid with the voucher system, by considering the loss of vouchers in March compared to an average of the previous quarter, and authorized an appropriate compensation, up to a maximum EUR 600, based on a 40-hour week.

The Lazio region allocated EUR 4.2 million for housekeepers and carers, with compensation varying from EUR 300 to EUR 600 for domestic workers who lost income due to the COVID-19 crisis after 23 February.

The first national intervention was set forth in the Relaunch Decree (Legislative Decree No. 34 of 19 May 2020), which contained measures to regularize employment relationships and income support for housekeepers, carers and babysitters affected by the crisis.

In particular, the benefit stipulated in Art. 85 of the Relaunch Decree (EUR 500 per month for April and May) was a breath of fresh air for the entire sector, that had been waiting for over two months. The benefit was directed at live-out housekeepers, carers and babysitters who as of 23 February 2020 have one or more employment relationships from 10 hours upwards.

After the publication of the Relaunch Law Decree in the Official Gazette on 22 May, the trade union organizations FILCAMS CGIL, FISASCAT CISL, UILTuCS and FEDERCOLF published a joint press release⁵⁹ on 10 April 2020 as a Common Notice, welcoming the regulatory measures which partly satisfied the requests made to the Government in the previous weeks by the social partners who signed the sectorial National Collective Labour Agreement. The four trade union organizations stressed that:

the Government has finally acknowledged the scourge of undeclared labour among domestic workers, a sector where only 42% of Italian and foreign workers are regular.

The trade unions warmly welcomed, in particular, the amnesty measures aimed at regularizing undeclared employment relationships, which:

even though limited in time, offer domestic workers without residence permits the chance to declare their employment relationship, leaving the illegal market and ensnaring conditions behind them, as well as benefitting from social protection provided for by collective bargaining agreements.

The signatory trade unions also noted that:

the cost of regularizing work is once again borne exclusively by the employers of domestic workers, already heavily affected by the current economic crisis, and further criticized the exclusion of domestic workers from COVID-19 furlough schemes, in place of which a bonus was paid in the form of a compensation, amounting to EUR 500 per month for April and May, directed only at individuals with one or more employment relationships, with an overall total of 10 hours per week. These measures effectively exclude anyone who works less than 10 hours per week and all live-in workers, who are mostly carers and who, alone, represent more than 50% of the 860,000 newly regularized workers estimated by INPS.

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^{59 &}lt;u>http://www.filcams.cgil.it/decreto-rilancio-lavoro-domestico-sindacati-bene-regolarizzazione-colf-badanti/</u>

The measure was thus defined as

discriminatory when compared to measures implemented for employees with an active job contract as of 23 February, and does not pursue the goals set out in the Common Notice, as the measure denies income protection to over half of the potentially eligible workers, furthermore noting the disparity in treatment between provisions made for domestic workers and the amount of aid so far sanctioned by the Cura Italia Decree equal to EUR 600, also confirmed in the Relaunch Decree.

The trade unions therefore expressed their hope that, upon conversion of the Relaunch Decree into law,

income protection be granted to all domestic workers who have lost work due to the COVID-19 crisis, and finally stress the value of national sector bargaining, the only real tool capable of bestowing dignity and recognition to domestic workers.

6.4 The impact of support measures for families

The previous section analysed the measures implemented by the Italian legislator to combat the COVID-19 crisis. The following section will elucidate the impact of these measures in terms of the number of beneficiaries and the size of the transfers.

To achieve this, DOMINA was granted access from INPS to a set of confidential databases, by means of a customized extraction of aggregated data. These data constitute an infinitely valuable resource that DOMINA wishes to make available to the readers in order to better understand the actual impact of the support measures in the domestic work sector.

The first measure analysed is the **babysitter bonus**, introduced in the Decree-Law No. 18 of 17 March 2020, (Cura Italia Decree) to help families cope with the closure of schools and educational institutions. The decree set forth, as an alternative to the use of parental leave, the transfer of a bonus to pay for childcare services. The Relaunch Decree (No. 34, 19 May 2020) modified the babysitter bonus by introducing, as an alternative, a voucher for (proven) enrolment in summer camps and day-care centres valid from the closure of schools on 31 August 2020.

The maximum amount of the bonus varied from EUR 1,200 for private and self-employed workers (Art. 23) to EUR 2,000 for health sector or public safety workers (Art. 25). A total of 1.3 million applications were submitted (86% of which under Art. 23 and 14% under Art. 25). To better understand these figures, they can be compared to the total working single-parent couples or families with children aged 0-14: in this calculation, the applicants represent 45.0% of the total potential beneficiaries (working couples/single parents with children aged 0-14, ISTAT 2018).

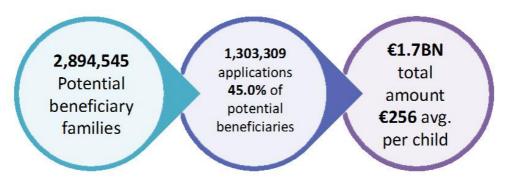
The maximum total amount was, therefore, EUR 1.7 billion (this amount could actually have been halved if parental leave were used); compared to the number of children aged 0-12 in Italy (6,670,000), it represents an average of EUR 256 per child.

The region with the most requests was Lombardy (282,000), followed by Veneto (161,000) and Lazio (132,000). The proportion of the beneficiaries of Art. 23 (private employees or self-employed workers) was on average 86.1%, with peaks exceeding 89% in Lombardy and Veneto, while the remaining share consisted of healthcare staff.

The maximum total amount was therefore EUR 1.7 billion, part of which may have been used for summer camps or forfeited if parental leave was used.

By comparing this amount to the number of children (aged 0-12) in each region, the average amount allocated to each child is obtained. On average, at national level, each child was able to benefit from EUR 256 of aid. In nine regions (Central and Northern) this figure exceeds EUR 300, with the highest values recorded in Umbria (EUR 382) and Veneto (EUR 380). The Southern regions, on the other hand, benefited to a lesser extent from the bonus, with the lowest figures in Sicily and Campania (respectively, EUR 120 and EUR 103 per child on average). The bonus was linked to the current employment status of both parents; in the South not many women are employed, and this partly explains lower use of the voucher in these regions.

Fig. 6.11 Impact of the babysitter bonus



Tab. 6.4 Babysitter bonus applications by region

Region	Total applications	Under Art. 23 (Private employees, self- employed workers)	Maximum total amount
Piedmont	117,311	87.5%	152,490,800
Valle d'Aosta	2,303	82.8%	3,080,400
Liguria	25,206	84.8%	33,319,200
Lombardy	281,724	89.2%	362,512,000
Trentino-Alto Adige	13,461	82.8%	18,002,000
Veneto	160,806	89.0%	207,159,200
Friuli-Venezia Giulia	29,114	84.6%	38,519,200
Emilia-Romagna	119,108	87.5%	154,864,800
Tuscany	89,605	86.8%	116,963,600
Umbria	26,787	86.4%	35,061,200
Marche	46,919	88.6%	60,568,400
Lazio	131,522	82.9%	175,820,800
Abruzzo	27,485	83.9%	36,512,400
Molise	4,396	81.5%	5,925,600
Campania	53,594	80.9%	72,503,200
Puglia	59,139	81.3%	79,814,800
Basilicata	7,455	79.2%	10,183,600
Calabria	20,971	78.8%	28,715,600
Sicily	50,645	79.6%	69,025,200
Sardinia	35,758	83.0%	47,768,000
Italy	1,303,309	86.1%	1,708,810,000

Fig. 6.12 Average amount per child under the age of 12, regional data



A key indicator to understand the impact of the measures implemented during the COVID-19 crisis is the **Family Booklet**.

Active since 2017 (Law No. 96 of 21 June 2017, conversion of Decree-Law No. 50 of 24 April 2017), before the COVID-19 crisis it was used for certain categories of workers: small domestic work, including gardening, cleaning or maintenance; home care for children and the elderly, sick or disabled; supplementary private tuition. Since 2020 it has been used by the legislator as a way to manage the babysitter bonus.

Data on the use of the Family Booklet between 2019 and 2020 shows an increase due to the use of the babysitter bonus, granted precisely by means of this instrument.

The INPS Observatory on precarious work⁶⁰ highlights that there were about 186,000 workers paid via payment tickets through the Family Booklet in June 2020, up by 2.393% compared to the same month of 2019. This growth is associated with the babysitter bonus introduced by Article 23, paragraph 8 of Legislative Decree No. 18/2020 (Cura Italia Decree), which is paid with Family Booklet payment tickets; the average monthly gross remuneration was equal to EUR 579."

Monthly data clearly underline this trend: until February 2020 there were less than 10,000 Family Booklet users per month.

In March 2020, they were over 66,000, reaching almost 186,000 in June. Overall, payments made through the Family Booklet increased almost 20-fold from the first half of 2019 to the same period in 2020, rising from EUR 14 million to EUR 269 million.

Naturally, the average payment per worker also increased, reflecting the increase in hours worked. Whereas in 2019 the threshold of EUR 300 per person per month was exceeded only once, in 2020 the average payment reached EUR 566, remaining above EUR 500 even in the following months.

https://www.inps.it/docalleqatiNP/Mig/Dati analisi bilanci/Osservatori statistici/Osservatorio precariato/Osservatorio Precariato Gen Giu 2020.pdf

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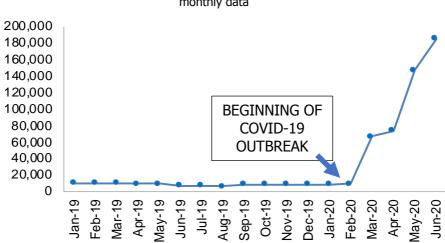


Fig. 6.13 Workers paid with Family Booklet payment tickets, monthly data

Tab. 6.5 Workers paid with Family Booklet, 1st half year of 2019 and 2020

	2019			2020
Months	No. of workers	Gross total amount (in EUR)	No. of workers	Gross total amount (in EUR)
January	10,181	3,349,340	8,834	1,614,460
February	9,947	2,587,640	9,047	1,544,030
March	10,230	2,541,630	66,439	37,572,960
April	9,770	2,169,210	73,962	38,107,810
May	9,455	1,986,540	147,604	82,788,480
June	7,453	1,463,260	185,822	107,677,280
Total 1st half-year		14,097,620		269,305,020

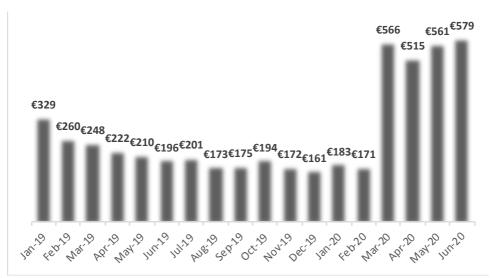


Fig. 6.14 Gross amount per worker, monthly data

As reiterated in this chapter, during the COVID-19 crisis Italian employers of domestic workers were faced with a very delicate situation, often without proper help or information.

In the first phase of the crisis, however, the decline in domestic work was still not clear. INPS data show a decline in tax payments in the first quarter (January-March), amounting to a drop of 8.1% compared to the previous year.

Fig. 6.15 Taxes declared for domestic workers, 1st quarter of 2019 and 2020



Another measure specifically dedicated to the domestic work sector is the COVID-19 income support allowance for domestic workers (domestic workers bonus, introduced by Article 85 of the Relaunch Decree).

The allowance is intended for domestic workers in live-out contexts who, as of 23 February 2020, had one or more employment contracts comprising a total duration of over 10 hours per week. The income support allowance for domestic work was granted for the months of April and May 2020 with a payment of EUR 500 per month, paid by INPS.

275,000 claims were submitted, 219,000 of which were approved (79.8%). Considering that the maximum payment was EUR 1,000, the overall total amount was thus EUR 219 million. However, the requirements for accessing the allowance were quite strict, so only just over one-quarter (25.6%) of all regular domestic workers were able to receive it.

Fig. 6.16 Impact of COVID-19 income support claims for domestic workers



Source: DOMINA and Fondazione Leone Moressa, based on INPS data (customized extraction)

At regional level, the largest number of applications was made in Lombardy (56,000), followed by Lazio (40,000). Fewer applications were submitted in Piedmont (23,000), Campania (21,000) and Emilia-Romagna (19,000). On average, around 8 in 10 applications were approved.

Overall, the total capacity of the income support allowance was equal to EUR 219 million. The largest amounts were recorded in Lombardy (EUR 46 million) and Lazio (EUR 32 million). On average, the beneficiaries represented 25.8% of domestic workers, with higher percentages in in Calabria (41.1%), Sicily (38.5%) and Campania (35.9%). The regions where domestic workers benefited less from the income support allowance are Valle d'Aosta (14.8%), Friuli-Venezia Giulia (17.2%), Trentino-Alto Adige (18.5%) and Tuscany (18.5%).

Tab. 6.6 COVID-19 income support applications for domestic workers

Region	Submitted applications	Rejected application	% rejected
Lombardy	56,164	10,239	18.2%
Lazio	40,112	7,726	19.3%
Piedmont	22,747	4,618	20.3%
Campania	21,367	4,832	22.6%
Emilia-Romagna	19,283	3,828	19.9%
Tuscany	17,441	3,804	21.8%
Veneto	17,322	3,506	20.2%
Sicily	17,262	3,779	21.9%
Sardinia	11,985	2,572	21.5%
Liguria	9,628	1,844	19.2%
Puglia	9,581	2,269	23,7%
Marche	6,564	1,389	21.2%
Calabria	6,414	1,248	19.5%
Umbria	5,771	1,176	20.4%
Abruzzo	4,268	1,002	23.5%
Friuli-Venezia Giulia	4,053	739	18,2%
Trentino-Alto Adige	2,879	573	19.9%
Basilicata	1,174	280	23.9%
Molise	717	178	24.8%
Valle d'Aosta	349	83	23.8%
Total	275,081	55,685	20.2%

Tab. 6.7 COVID-19 Income support applications for domestic workers

Total	219,396	219,396,000	25.8%
Valle d'Aosta	266	266,000	14.8%
Molise	539	539,000	26.0%
Basilicata	894	894,000	28.7%
Trentino-Alto Adige	2,306	2,306,000	18.5%
Abruzzo	3,266	3,266,000	24.9%
Friuli-Venezia Giulia	3,314	3,314,000	17.2%
Umbria	4,595	4,595,000	25.2%
Calabria	5,166	5,166,000	41.1%
Marche	5,175	5,175,000	21.8%
Puglia	7,312	7,312,000	29,8%
Liguria	7,784	7,784,000	26.4%
Sardinia	9,413	9,413,000	20.0%
Sicily	13,483	13,483,000	38.5%
Tuscany	13,637	13,637,000	18.5%
Veneto	13,816	13,816,000	21.1%
Emilia-Romagna	15,455	15,455,000	20.6%
Campania	16,535	16,535,000	35.9%
Piedmont	18,129	18,129,000	26.8%
Lazio	32,386	32,386,000	26,2%
Lombardy	45,925	45,925,000	29.6%
Region	Accepted applications	Total allowance amount	%of beneficiaries of total domestic workers

6.5 Development of (regular) domestic work during the COVID-19 crisis

A final metric to assess the impact of the COVID-19 crisis on the domestic work sector is found in the data relating to the hiring and dismissal of domestic workers during the health crisis. In this case, the comparison between 2019 and 2020 perfectly captures the idea of the change taking place.

Figure 6.17, depicting net job growth per month, shows the emergence of a clear anomaly in March 2020, with a peak of +20,000 workers. This positive net result was only partially offset by the dismissals of the following months; in fact, overall there were 18,000 new jobs, almost double compared to the same period in 2019 (+10,000).

February March April May June 25000 + 20,041 20000 ■2019 2020 15000 + 8,345 10000 $\pm 7,392$ +5,716 5000 +2,052+ 77 0 -900 -5000 -3158 -5031 -6172 -10000

Fig. 6.17 Hiring/dismissal of domestic workers February—June 2019/2020

Net job growth from February to June 2019 = **+10,018**

Net job growth from February to June 2020 = +18,344

Table 6.8 clearly illustrates that this anomaly was caused by the surge in hires recorded in March 2020 (over 50,000); during that month, over 18,000 additional workers were hired, and after a contraction in April (-6,320) and May (-731), hiring continued to grow in June (+4,125).

One reason for this anomaly may have been caused by the drive to regularize domestic workers in the first phase of the lockdown, who otherwise would have been unable to go to work. On the other hand, there was a large growth in dismissals in May (+4,479) and June (+2,984), which was however not enough to cancel out the number of new hires.

Tab. 6.8 Hiring/dismissal of domestic workers February—June 2019/2020

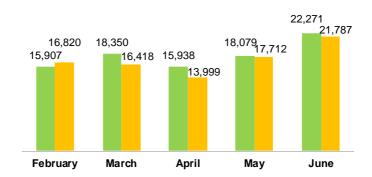
Type of work relationship	February	March	April	May	June	Total jobs
			2020			
Hires	34,843	50,401	25,696	30,972	35,327	177,239
Dismissals	27,451	30,360	26,596	34,130	40,358	158,895
			2019			
Hires	34,754	31,794	32,016	31,703	31,202	161,469
Dismissals	26,409	31,717	26,300	29,651	37,374	151,451

Differentiating by type of employment, we can see how both housekeepers and carers were involved in this development to equal extents. In March 2020, 9,000 additional carers were hired, compared to the same month of 2019; in fact, the lockdown led to the hiring of new staff or the regularization of existing workers. Except for February, there were fewer dismissals in every month of 2020 compared to 2019.

Fig. 6.18 Hiring/dismissal of CARERS February—June 2019/2020



DISMISSALS



This situation has actually led to an increase in carers; in fact, there was a net increase of +4,386 in hires and dismissals in February—June 2019, and +8,622 in the same period in 2020 (+97%).

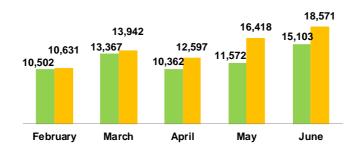
Fig. 6.19 Hiring/dismissal of CARERS February—June 2019/2020 February March April June May 12,000 +11,228 ■2019 **2020** 10,000 8,000 6,000 +3,570 + 3,202 4,000 + 2,434 + 1,507 2,000 0 -82 -210 -2,000 2.305 -4,000 -3,293 -3,043 -6,000

Housekeepers also saw an anomalous growth in hires in March (+9,229 compared to March 2019), persisting in May (+4,436) and June (+3,871). Unlike carers, housekeepers were subject to significant numbers of dismissals throughout the observation period, especially in May (+4,846) and June (+3,468). Despite this high turnover, the workforce also grew in this case.

Fig. 6.20 Hiring/dismissal trend of HOUSEKEEPERS February—June 2019/2020



DISMISSALS



Whereas there were +5,632 net hires of housekeepers between February and June 2019, in 2020 growth reached +9,722 (73%).

In both cases, the increase is mainly attributable to hiring in March: 27,646 carers (+51% compared to March 2019) and 22,755 housekeepers (+68% compared to March 2019).

February March April May June 12,000 + 8.813 ■2019 **2020** 10,000 8,000 +4,775 6,000 + 4,190 + 3,282 4,000 2,000 + 545 + 159 + 135 0 -2,000 -690 -4,000 -2,726 -3,129 -6,000

Fig. 6.21 Hiring/dismissal of HOUSEKEEPERS February—June 2019/2020

At regional level, for the period February–June 2020, the highest number of hires of domestic workers took place in Lombardy (24,827) and Lazio (23,394). In both cases, the number of hires is very similar to the number of dismissals.

The biggest gap between hires and dismissals, on the other hand, was recorded in Sicily, with 10,607 hires and 7,794 dismissals (+2,813), followed by Veneto (+2,401), Tuscany (+1,915), Campania (+1,839) and Puglia (+1,692). As can be observed in the national panorama, the increase is mainly due to the recruitment boom recorded in March: in Sicily hiring was three times higher in March 2020 compared to 2019 (+233.6%). Even in Campania and Puglia, hiring more than doubled compared to the same month of 2019, presumably due to a sort of "bottom-up regularization drive" by families who employ domestic workers.

Finally, by analysing the data based on the type of employment, different patterns can be observed among housekeepers and carers. Net carer job growth during February—June 2020 was +8,622 nationally, almost double the value of the previous year. In this case, Veneto recorded the highest value, with 9,168 hires compared to 7,749 dismissals (+1,419).

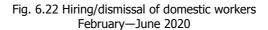
As for housekeepers, the highest net growth was recorded in Sicily (+1.754), followed by Tuscany, Campania and Puglia.

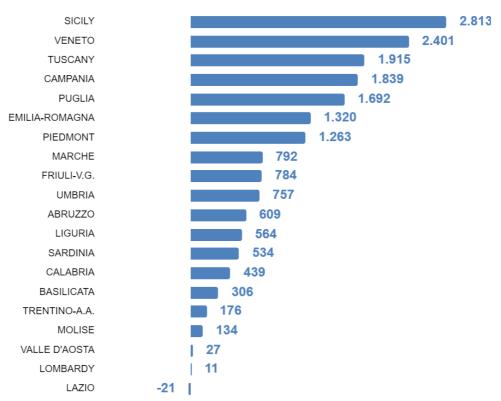
We can conclude that both types of employment (housekeepers and carers) benefited from the recruitment boom in March 2020, observed across all Italian regions.

Tab. 6.9 Hiring/dismissal of domestic workers February—June 2020

Region	Total hires	Total dismissals
Lombardy	24,827	24,816
Lazio	23,394	23,415
Tuscany	16,102	14,187
Emilia-Romagna	14,976	13,656
Veneto	14,562	12,161
Piedmont	12,506	11,243
Sicily	10,607	7,794
Campania	10,532	8,693
Sardinia	9,914	9,380
Puglia	7,240	5,548
Liguria	6,714	6,150
Marche	5,472	4,680
Friuli-Venezia Giulia	5,126	4,342
Umbria	4,145	3,388
Abruzzo	3,330	2,721
Trentino-Alto Adige	3,011	2,835
Calabria	2,771	2,332
Basilicata	1,031	725
Molise	555	421
Valle d'Aosta	424	397
Total	177,239	158,895*

^{*} The total includes workers for which specific regional data was not available.





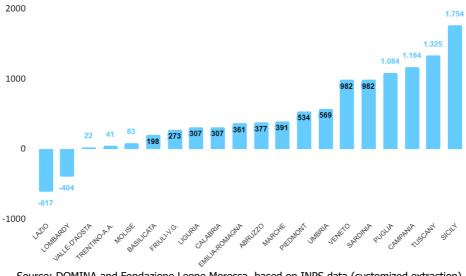
Tab. 6.10 Comparison of hiring of domestic workers March 2019/March 2020

Region	March 2019	March 2020	Change % Hires
Sicily	1,254	4,183	+233.6%
Basilicata	123	382	+210.6%
Molise	69	197	+185.5%
Puglia	937	2,470	+163.6%
Campania	1,613	3,564	+121.0%
Calabria	440	877	+99.3%
Abruzzo	553	1,071	+93.7%
Marche	908	1,607	+77.0%
Umbria	736	1,251	+70.0%
Piedmont	2,282	3,718	+62.9%
Sardinia	1,639	2,633	+60.6%
Veneto	2,492	3,901	+56.5%
Tuscany	2,961	4,446	+50.2%
Valle d'Aosta	82	117	+42.7%
Emilia-Romagna	2,930	3,982	+35.9%
Friuli-Venezia Giulia	942	1,266	+34.4%
Liguria	1,388	1,843	+32.8%
Lazio	4,627	6,080	+31.4%
Trentino-Alto Adige	595	701	+17.8%
Lombardy	5,223	6,112	+17.0%
Total	31,794	50,401	+58.5%

Fig. 6.23 Hiring/dismissal of CARERS February-June 2020



Fig. 6.24 Net job growth of HOUSEKEEPERS February-June 2020



Tab. 6.11 Hiring/dismissal of CARERS by region February—June 2020

Region	Hires 2020	Dismissals 2020	Net change 2020	Net change 2019
Piedmont	7,220	6,491	+729	+244
Valle d'Aosta	321	316	+5	+48
Liguria	4,391	4,134	+257	+403
Lombardy	13,263	12,848	+415	+1,353
Trentino-Alto Adige	2,392	2,257	+135	+199
Veneto	9,168	7,749	+1,419	+774
Friuli-Venezia Giulia	4,200	3,689	+511	+297
Emilia-Romagna	10,178	9,219	+959	+701
Tuscany	9,544	8,954	+590	+414
Umbria	2,156	1,968	+188	+62
Marche	3,478	3,077	+401	+22
Lazio	7,647	7,051	+596	+276
Abruzzo	1,866	1,634	+232	-55
Molise	316	265	+51	-26
Campania	4,072	3,397	+675	-918
Puglia	3,002	2,394	+608	-13
Basilicata	495	387	+108	-21
Calabria	1,250	1,118	+132	-498
Sicily	4,253	3,194	+1,059	-740
Sardinia	6,146	6,594	-448	+1,865
Total	95,358	86,736	+8,622	+4,386*

^{*} The total includes workers for which specific regional data was not available.

Tab. 6.12 Hiring/dismissal of HOUSEKEEPERS by region February—June 2020

Region	Hires 2020	Dismissals 2020	Net change 2020	Net change 2019
Piedmont	5,286	4,752	+534	+174
Valle d'Aosta	103	81	+22	+1
Liguria	2,323	2,016	+307	+218
Lombardy	11,564	11,968	-404	+973
Trentino-Alto Adige	619	578	+41	+3
Veneto	5,394	4,412	+982	+512
Friuli-Venezia Giulia	926	653	+273	+27
Emilia-Romagna	4,798	4,437	+361	+297
Tuscany	6,558	5,233	+1,325	+653
Umbria	1,989	1,420	+569	+178
Marche	1,994	1,603	+391	+60
Lazio	15,747	16,364	-617	+1,061
Abruzzo	1,464	1,087	+377	+48
Molise	239	156	+83	-10
Campania	6,460	5,296	+1,164	+328
Puglia	4,238	3,154	+1,084	+114
Basilicata	536	338	+198	+21
Calabria	1,521	1,214	+307	-33
Sicily	6,354	4,600	+1,754	+478
Sardinia	3,768	2,786	+982	+542
Total * The total includes workers	81,881	72,159*	+9,722*	+5,632*

^{*} The total includes workers for which specific regional data was not available.

6.6 Safety at work during the pandemic

The data analysed so far illustrate – once again – the peculiarity of the domestic work sector, already particularly vulnerable by its nature and even more threatened by the COVID-19 crisis.

In this situation, in addition to support measures for families, prevention was of crucial importance. Whereas prevention is already essential in ordinary conditions to reduce the risk of accidents and injuries, it has played an even more important role during the health crisis.

It should also be emphasized in this instance that institutional intervention was delayed, leaving families and workers without clear directions during the first phase of the crisis.

INAIL letter No. 13 of 3 April⁶¹ provided information regarding compensations in the event of infection. According to the President of the institute, the coronavirus crisis has focused attention on the need to guarantee the same protection to the millions of workers who are not insured with INAIL and therefore cannot access annuities and compensation if they become infected. The first step in this direction was to extend coverage to food delivery riders, but many professions are still excluded.

Afterwards, at the end of April INAIL published a technical document concerning social distancing and preventive measures in the workplace, approved by the Scientific Technical Committee of the Italian Civil Protection Service, with recommendations for the gradual, safe reopening of businesses (the so-called "phase 2", beginning on 4 May) and to guarantee adequate levels of health protection for the entire population.⁶²

The first part of the document explains an innovative integrated risk assessment methodology, which takes into account infection risk scenarios at work, the impracticality of social distancing in some work, in addition to the impact of crowding on "third parties". The second part focuses on organizational measures for preventing, safeguarding and tackling COVID-19 outbreaks, also considering advice outlined in the joint protocol on the regulation of control and defence measures to contain COVID-19 in the workplace stipulated between the

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 $^{^{61}}$ INAIL, letter No. 13 of 03/04/2020 <u>https://www.INAIL.it/cs/internet/docs/circolare-13-del-3-aprile-2020-testo.pdf</u>

⁶² INAIL, Documento tecnico sulla possibile rimodulazione delle misure di contenimento del contagio da SARS-CoV-2 nei luoghi di lavoro e strategie di prevenzione [Technical document on restructuring of SARS-CoV-2 containment measures at the workplace and prevention strategies], April 2020 https://www.INAIL.it/cs/internet/docs/alg-documento-tecnico-coronavirus-fase-2.pdf

Government and social partners on 14 March 2020.

The technical document categorizes the domestic sector under the ATECO Code "T", considered a "medium-high" risk sector. The sector remained active even during the lockdown and INAIL estimated that there were 733,000 workers (the figure differs from the INPS yearly figures, which take into account all jobs active over the year and not at a certain time).

Tab. 6.13 Risk group of domestic work

ATECO 2007	Proximity exposure group	Risk group	Active workers
T 97. Care work situations and live-in domestic workers	2	Medium-high	733,000

Source: INAIL technical document

On 27 April 2020, the Ministry of Labour integrated the joint protocol on COVID-19 containment measures in the workplace, approved on 14 March. 63 This document, which was agreed with social partners and laid the groundwork for the "phase 2" reopening, was aimed at protecting the health of all workers.

To ensure the protection of workers' health, for example, the Protocol implemented measures concerning entrance to workplaces, access routes for external suppliers, cleaning and sanitation, personal hygiene precautions, personal protective equipment, management of shared areas, shift management, entrance and exit of employees, internal events and meetings, management of symptomatic infections, health monitoring in the company, and the establishment of a Committee for the application and monitoring of the rules of the regulatory protocol.

Moreover, the new version emphasizes that the inadequate implementation of the Protocol endangers workers and will cause job losses until safe working conditions can be guaranteed.

⁶³ Ministry of Labour and Social Policies, Joint protocol on COVID-19 containment measures in the workplace, 24 April 2020 https://www.lavoro.gov.it/notizie/Documents/Protocollo-24-aprile-2020-condiviso-misure-di-contrasto%20COVID-19.pdf

6.7 Conclusions

Retracing the different stages of the crisis, we see a panorama in which the national authorities acted late and in a very fragmented way, even though the sector employs two million workers and an equal number of employers and beneficiaries, and despite its contribution to protecting the most vulnerable members of society such as those dependent on care, children and the elderly. In particular, many institutions (international bodies, employers associations, trade unions) underlined the disparate treatment in the sector regarding the same areas of action (e.g. assistance for people dependent on care).

Although the crisis was unforeseeable in and of itself, it has exposed a set of pre-existing weaknesses in the sector, worsened by a lack of coordinated interventions.

Employers associations and trade unions were forced to support families in this unprecedented crisis. It should be noted that employers of domestic workers are generally employees who, therefore, also suffered the consequences of the lockdown. Many families' finances became limited in the wake of lost work (with a severe delay in the wage guarantee fund and support for the self-employed), triggering a chain of financial losses that also affected domestic workers, since they in turn are paid directly by the families who employ them.

Furthermore, in the initial phase of absolute uncertainty, many families were forced to send domestic workers home for fear of contagion, especially in the case of elderly patients.

Against the backdrop of this very difficult scenario, we can conclude that the sector requires a strong revival, also through significant measures to support families. Among the regulatory initiatives already undertaken, during and after the COVID-19 period, some measures give hope for a possible – and much needed – relaunch of a sector that is crucial for the well-being of citizens and families.

Regularization of domestic workers. The first measure is the regularization of undeclared migrants employed in the domestic sector, introduced by the Relaunch Law Decree.

The measure proved necessary in two specific sectors which were particularly affected by the health crisis. On the one hand, border closures prevented seasonal workers employed in the agriculture sector from entering Italy, putting the entire production chain at risk; on the other

hand, due to the lockdown, domestic workers without a contract (almost 60% of the total) were forbidden from working. The most challenging situation was for foreigners without a residence permit, without work and with no means of returning to their country of origin. For these reasons, the Relaunch Decree set forth Article 103, precisely related to the regularization of employment relationships.

The legislation set forth two different procedures:

application of an employer who declares intention to hire a foreign citizen already present in Italy as of 8 March or who declares the existence of an active, undeclared employment relationship with Italian or foreign citizens (paragraph 1);

application submitted by a foreign citizen with a residence permit expired as of 31 October 2019, who has worked in the sectors governed by the legislation and who is unemployed (paragraph 2).

The sectors concerned were primary industries (agriculture, breeding and animal husbandry, fishing and aquaculture, and related activities) and domestic work (assistance for individuals or family members, even in live-out contexts, suffering from illnesses or disabilities that necessitate care, and domestic work to support family needs).

At the end of the procedure (15 August 2020), 207,000 applications were received under paragraph 1, 177,000 of which (85%) in the domestic sector.

As reported in chapter 4, the procedure will bring a net benefit to the State treasury, in light of the one-off application fee and the tax and contribution revenues that regular workers will bring in the future.

There would have probably been even greater numbers of regularizations if the employer were not required to settle any previously unpaid taxes, especially given the financial difficulties at the time.

In any case, it should be recognized that regularization accommodates proposals made by DOMINA (see the 2019 Annual Report on Domestic Work)⁶⁴ and that it will also open up new challenges for the sector, which will probably employ one million regular workers by 2020.

Support for families in the "Family Act". A second positive aspect for the relaunch of the sector

⁶⁴ https://www.osservatoriolavorodomestico.it/rapporto-annuale

is the proposed "Family Act", the bill approved by the Council of Ministers on 11 June.⁶⁵ Although the bill must still be delegated to parliament and promulgated as a legislative decree by the Government, it is the first real attempt to reform Italian welfare in a concrete way by finally putting the needs of families at the centre. Specifically, the bill sets out plans to restructure the labyrinth of bonuses and benefits, introducing a universal childcare support mechanism and better opportunities to balance work and care, above all for women.

In particular, the bill would see the Government commit to:

establishing a monthly universal allowance for each dependent child until adulthood, with no age limit for children with disabilities;

strengthening family support policies for educational and school expenses and for sports and cultural activities, through bonuses or tax deductions;

reforming parental leave, extending mandatory and structural paternity leave to all professional categories;

introducing work incentives for women, from deductions for care services to the promotion of flexible work;

guaranteeing enablement for young people under the age of 35, promoting their financial autonomy with support for university expenses and for the rental of their first home.

The Government's proposal is certainly headed in the right direction, that is, greater support for Italian families. From families' point of view, it is essential for domestic work expenses to be tax deductible, something that DOMINA has long been campaigning for.

Ultimately, the socio-economic crisis following the health crisis has affected millions of Italian families. In a highly interdependent context such as the current one, very few sectors were spared the consequences of the crisis. Domestic work, in particular, suffers from both mobility restrictions and the reduced financial capacity of families. Ensuring the recovery of the sector in complete safety – for families and for workers themselves – must be a priority for employers of domestic workers. On the other hand, restructuring the entire tax system of the sector, as broadly illustrated in the Report, is a unique opportunity for the country and the relaunch of its economy and society.

⁶⁵ http://famiglia.governo.it/it/notizie/riforma-delle-politiche-della-famiglia-approvato-il-family-act/

FEATURED ARTICLES

Introduction to the essay "The role of employers associations in the Italian domestic work sector"

[Original title: "Il ruolo delle organizzazioni datoriali del settore del lavoro domestico in italia"]

by Gianni Rosas

Director of the Office for Italy and San Marino of the International Labour Organization (ILO)

The domestic work and care sector plays an increasingly important role in contemporary societies. Aside from its social significance, this sector largely contributes to the economy and creates jobs both directly and indirectly, in that it allows family members to pursue a career by employing a domestic worker to take over care and assistance activities. About 8% of the 23 million working individuals in Italy are employed directly in the domestic work sector and it is estimated that this percentage will continue to grow in the coming years. According to a recent ILO analysis, the assistance and care sector in Italy — in which domestic work accounts for a large number of workers — could create, if supported by economic and social policies, about 1.4 million new jobs by 2030.

Nonetheless, the skills and responsibilities required for this profession are often undervalued, and the employers of domestic workers remain in large part sole individuals or their families. This underestimation is also reflected by the fact that, in many countries, domestic work is subject to a special or separate regulatory regime that does not always recognize the same rights and benefits as other types of employment.

In order to reaffirm the principle that domestic work is a job like any other, in 2011 the ILO adopted Convention No. 189 on domestic workers. Although all international labour conventions should apply — unless explicitly excluded — to domestic work, Convention No. 189 aims at extending the same universal rights and protections for other employees to domestic workers, overcoming the special or separate — and less favourable — regimes that are set forth by numerous national legislations. This international code on domestic work delineates the fundamental principles and rights of the profession, the right to information and transparency regarding the terms and conditions of the job, the right to equal treatment concerning wages, work hours, health and safety at the workplace, social protection and other rights, including provisions for particularly vulnerable workers, such as minors, migrants and live-in workers.

Convention No. 189 recognizes the importance of freedom of association, the protection of the

right to organize and the right to collective bargaining (ILO Conventions No. 87 of 1948 and No. 98 of 1949), and recalls states to their duty to protect the right of domestic workers and employers to set-up their own organizations, federations and confederations and, provided that their statutes are respected, to join the organizations, federations and confederations of their choice. It attributes a key role to legislation and collective bargaining in ensuring fair and decent work conditions.

Although the Convention on domestic workers has been instrumental for legislative reforms and policies adopted by over 90 countries in the past decade, a number of challenges remain unaddressed in the majority of ILO Member States. One such challenge is the difficulty for families who employ domestic workers to set-up organizations that represent their interests and, consequently, the impossibility of defining terms and conditions of work through the stipulation of collective agreements by organizations of domestic employers and trade unions. Both of these functions are particularly important for a sector that presents considerable difficulties in the definition of employment relationships and in sectorial relations.

Italy is one of the few countries which regulate employment relationships by a regime of complementarity of the terms and conditions established by legislation and collective bargaining at national level. Such collective bargaining is based on established practices of negotiation and collaboration between employers associations and trade unions, and has been in place since 1974. As well as representing, defining and stipulating collective agreements, Italian domestic employers associations have developed, in the course of the years, a range of support and assistance services for member families.

The essay by Massimo De Luca, a labour lawyer specialized in domestic work law, recounts the reasons that led to the creation of domestic employers associations in Italy, their history, their role in the negotiation of the CCNL for Domestic Work and in defining a sectorial relations system, and the range of services that have been created and made available to their members over the years. The aim of this publication, developed in collaboration with Claire Hobden – Coordinator of affairs for fairness for domestic workers at the ILO – is to distil the main points of the history and experience of Italian domestic workers' employers associations, in order to promote the creation of similar organizations in other ILO Member States, as well as the use of collective bargaining and the establishment of decent work conditions for domestic workers in the world.

The entire document can be downloaded in Italian from the ILO website https://www.ilo.org/rome/pubblicazioni/WCMS 745664/lang--it/index.htm

Accounts from the writer

by Francesco Battistini

Journalist

It started with a dog bite and ended with a churning feeling of regret in her stomach. You spend your life reporting from all over the world, and then you find yourself immersed in a story like this: the 'Italy Syndrome' and the clinics for returning Romanian carers. We arrived in Iasi in the evening with our interpreter-guide Silvia Dumitrache and the photojournalist Francesco Giusti, and things got messy straight away: some stray dogs ambushed us in front of our accommodation, which forced us to spend the night in a hospital treating the unfortunate Giusti for tetanus, as her calf was bitten into.

This, however, was nothing compared to the pain we were to experience the next morning. The hospital in Iasi is an old building dating back to the late nineteenth century, close to the border with Moldavia, with the original wards and shared dormitories that were used in sanatoriums. Romanian women returning from Italy, in many cases, end up here, on the psychiatric ward, to treat an unforgiving depression, known in the scientific world as the "Italy syndrome". The clinic takes on carers by the hundreds, closed off to the outer world, and often joined by their children, to prevent them from committing suicide. These women are ghosts who have spent ten, twenty years in our families working 24 hours a day, with no rest, desperately trying to save what they can, plagued by the loneliness of caring for someone with Alzheimer's, often carrying the burden of abuses endured, and underpaid. The carers return to Iasi, a noble and impoverished province, now inhabited by many women with nothing to their name and forced to migrate. What they find is much worse than what they left behind: drunken, unfaithful husbands who never worked and sank the savings sent over from Italy in alcohol; children grown up with grandparents or neighbours, "white orphans" so far estranged that, in their abandonment, they have forgotten what their mother even looked like. The world around is no longer the same as it once was. The way out is difficult, but it is even harder to come back.

The reportage, published in the spring of 2019 as an episode focusing on Romania in a series called "Cento giorni in Europa" [A hundred days in Europe], referred to all EU countries and had a huge impact. The website of the national newspaper Corriere della Sera was inundated with traffic, and echoes reverberated on social media, in the press and in talk shows in

Bucharest with politicians and intellectuals stoked into discussion. It also recently received a nomination for the 2020 European Press Prize in The Haque. The force of this reportage was almost inescapable: the harsh reality of the carers of our elderly is right before our eyes everyone's, since no family is excluded -, but we do not want to look at it, because it irritates and embarrasses us, and nonetheless we need it and it saves us. As always happens when an uncomfortable truth is revealed, it wasn't met only with praise. Criticisms, attacks and even insults rained in from various parties — both from Romania and Italy. Ranging from cries of, "Those Romanians rob us in our own home and hit old people," or "It's not us who makes them work so much, they isolate themselves and never rest in order to make more money." Some believe that the media has exaggerated the phenomenon out of proportion. Others think it's a campaign organized by Romanian authorities to pocket some cash from Brussels. A writer from Iasi criticized the journalist, claiming the whole thing was a hoax, because — oh, what ignorance! — he had painted a depressing and poverty-stricken picture of her land and had forgotten the rich culture that fills its history and the many beauties that line its streets. A man from Sicily wrote many messages to recount the misdeeds of the Ukrainian carer he had hired to look after his father who suffers from dementia: "And to think that in August we took her to San Vito Lo Capo, to the sea with us!"..."On holiday? No, no. What holiday? She had to take care of my dad, but what's that got to do with it? San Vito is such a beautiful place..."

I don't know if writing about it has changed anything. As things stand, it hasn't. "The sad thing is that no one can understand how much I felt like a prisoner in Italy," said Elena, who spent eight years working in Milan and Florence, without ever having seen neither Milan nor Florence. "But the worst thing is that no one knows how dead I feel now, in Romania." "A vita è nu muorzo ca nisciuno te fa da' 'ncopp'a chello ca tene", said Neapolitan songwriter Pino Daniele, which translates roughly as: Life should be taken one bite at a time, but nobody lets you take a bite from what they have. There are so many well-intentioned people, unmercifully well-trained at averting their gaze: who would be willing to give up on the sunny climes of San Vito Lo Capo and renounce, now and forever, to that gold mine of innocent women to exploit? In Iasi, it's the dogs and its inhabitants' miserable life stories that give you that "bite".

The complete reportage is available in Italian on the Corriere della Sera website https://www.corriere.it/elezioni-europee/100giorni/romania/

Review of the book "Three (almost) inconsolable widows"

[Original title: "Tre vedove (quasi) inconsolabili"]

Three women on the beach, in front of the sea. They talk, intertwining their thoughts and reflections, passing judgement over themselves and the world with uninhibited and sincere irony. Bianca, Teresa and Maria have a combined age of over 240, but they look like three little girls, exuberant and free. Nothing scares them now after dreaming, rejoicing, suffering, sacrificing, enduring. Normal stories, almost unimaginatively ordinary, running their course through aspirations, satisfactions, disappointments and marriages. The three women from Padua, Udine and Milan, who met after becoming widows, discover their love for life in a way they had never felt before, and fill the days of solitude by spending them together, giving rise to a vigorous and extraordinary relationship. All this chat and vivacity doesn't go unnoticed, as the gentlemen occupying the adjacent beach umbrella, who is not exactly the keenest eavesdropper at the best of times, listened with his ears piqued as the old-aged-girls enter the scene, because he knows that feminine world well from looking after his grandmother Rosa, aided by their carer Ludmilla. It is he who describes in first person what happens on that beach, as their conversation meanders between love, cosmic destiny and boules-addict fiends.

This is the grand opening of the second instalment of a saga starring these sage women, brought to life with pizzazz and wit, who are terribly amiable, because it seems like you already know them (they inevitably remind you of someone in your family). They almost jump out of the page, capable of conveying a life-giving hit of adrenaline, bestowing an original type of authentic wisdom, acquired through experience and reality, along with their candid humour. The virus did not dishearten or demoralize them, having put themselves in safety despite the complex and dramatic circumstances for women their age. And now they are here to retell the mundane scandals of day-to-day life with a refreshing sincerity – frank but not false or hypocritical – embellishing everything with a sort of natural talent for humour, borne of an existence where nobody minces their words, and no one has regrets or holds grudges.

Bianca, Teresa and Maria are the fabulous prima donnas of the new book by Paolo Mosanghini — Journalist and Deputy Director at Messaggero Veneto —, which is entitled "Tre vedove (quasi) inconsolabili" [Three (almost) inconsolable widows], published by Gaspari, two years after his other book "(s)Badanti" [roughly: 'Carelessly Carers'] in which the ladies appeared as supporting actors in the tragicomic events of grandmother Rosa and Ludmilla. In short, the

protagonists have changed, but the outcome of the comedy remains the same, as does the meaning of the story, which discusses the beauty and potential contained in retirement.

Mosanghini's book features amusing cover art by Paola Zoffi that adequately forebodes "the shenanigans of Teresa, Bianca and Maria with the inseparable grandmother Rosa and Ludmilla." But the story does not end here, since the chapters end by drawing on his column "Il dito nell'occhio" [The finger in the eye], published every day in the Messaggero Veneto newsletter. This is also a way to recount the difficult period we endured, in which a small smile was a sign of hope in such a nightmarish situation. The large final part of the book is, on the other hand, dedicated to in-depth studies on the value of domestic work in Italy today, and its economic impact. Lorenzo Gasparrini of the DOMINA Association provided the data (for example, the annual care expenses incurred by families amount to EUR 19 billion) and emphasizes the importance of tax relief measures, to allow everyone to live "the age of grandmother Rosa" with serenity. And the events of the coronavirus make this plea all the more urgent and pressing.

"Tre vedove (quasi) inconsolabili" is a narrative that will make you smile and provides ample food for thought over a unique combination of topics and nuances.

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Enrico Di Pasquale. Researcher at the Fondazione Leone Moressa. Immigration and European planning expert. He collaborated in several projects related to socio-economic integration, associations, training, and communication. Since 2013 he has worked on the Annual Report on the economics of immigration. He has held seminars at the Economics of Migration course at the Ca 'Foscari University of Venice. He contributes to "Lavoce.info", "Il Mulino" and "Neodemos".

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EXTERNAL CONTRIBUTIONS

Francesco Bettoni. Born in Seriate in the province of Bergamo on 22 June 1961. He suffered a work-related injury at the age of 15. In 1982, he received his accountancy diploma. In 1980, he joined ANMIL, a non-profit organization for injured and disabled workers in which he has held numerous managerial positions, including that of National President for two terms, since 2008. He was President of the Federation of Associations for the Disabled (FAND) and member of the INAIL Steering and Supervision Council. In October 2019 he overtook the presidency of INAIL.

Leonardo Alestra. He has been the Director-General of the National Labour Inspectorate since 2018. He attended the Military Academy of Modena and of the Carabinieri Officers School in Rome. He has held important positions in his career in the various organizational and functional areas of the Carabinieri. As Provincial Commander, he conducted numerous preventive and judicial police activities aimed at tackling the most virulent forms of illegality and exploitation – interacting with the Labour Inspectorates and their associated Carabinieri units – where safe working conditions have been undermined by organized crime. As Head of Office and Chief of Staff of the Mobile and Specialized Carabinieri Unit, he also had the opportunity to acquire specific knowledge of the legal, organizational and managerial problems of the specialized labour protection Carabinieri departments, which are an operational asset integrated in the National Labour Inspectorate.

Michele Carpinetti. Manager of the National FILCAMS, expert in contractual welfare. He is President of QuAS (Health Insurance Fund for Service Sector Managers), of FASIV, a health fund for private security workers, EBINCOLF, a training and certification institution for domestic work, and Board Member of Fonte and Previdenza cooperativa, the two contractual funds in the commercial and services sector. He is a national trainer for FILCAMS CGIL on bilateral contract matters. He has written two novels: Caigo (2016) and Rosso Sabbia (2019) on social political issues linked to migratory phenomena and, with Pompeo Volpe, a historical essay on Adele Zara, from Mira, who was awarded as Righteous Among the Nations. He has produced 3 fictions and 4 documentaries on the social and political dynamics of the Veneto area. He was Mayor of the Municipality of Mira and sat on the board of the Ville Venete Institute from 2007 to 2012.

Giuseppe De Luca EBINCOLF Technical Director. He joined EBINCOLF in 2014 and has participated in the work that led to the publication of the standard UNI 11766:2019. Currently, he is the coordinator of a project on skills certification for family assistants for EBINCOLF. Graduated in Economic Policy and specialized in political marketing and public communication, he has a consolidated experience as Brand-Manager, as well as in Direct and Geo Marketing, Data Intelligence and Social Media Strategy in various fields in the business world.

Maria Grazia Vergari. Psychologist-psychotherapist, lecturer in Developmental Psychology at the Pontifical Faculty of Education "Auxilium" in Rome. She works as a psychologist and guidance practitioner. She works on training courses on domestic work at DOMINA.

Gianni Rosas. Since 2015, he has been the director of the ILO Office for Italy and San Marino, the United Nations Specialized Agency on labour and social policy issues. Prior to this, he held various positions both at ILO headquarters in Geneva and in its local and regional offices. Since 1996, he has worked with labour policies, quality of work and labour rights, youth employment policies, labour market institutions and support measures for the most vulnerable workers, including workers in the assistance and care sector.

Francesco Battistini. Journalist, originally from Pavia, he has worked with Montanelli at the periodicals Giornale and Voce. Since 1994, he has worked at Corriere della Sera, where as a special correspondent he has permanently reported various war scenarios including Iraq, Afghanistan, the Balkans and Libya. He was a correspondent from Jerusalem and for the Middle East and North Africa. In 2015 he wrote, together with Pierluigi Battista and Lorenzo Cremonesi, "Che cos'è l'ISIS" [What is ISIS]. In 2019, he created the reportage "Sindrome Italia, nella clinica delle nostre badanti" [Italy Syndome, in our carers' clinics], published by Corriere della Sera in the collection "Cento giorni in Europa" [A hundred days in Europe), on the condition of Romanian carers returning home from Italy.

DOMINA - Italian National Association of Families as Employers of Domestic Workers

DOMINA assists and protects families in managing employment relationships with housekeepers and family assistants, offering specialized advice through a solid network of operating hubs. The Association works daily to ensure the correct application of the National Collective Labour Agreement Domestic Work, which it has underwritten, and promotes its importance as an indispensable protective measure for those who hire a domestic worker. Since 2016, DOMINA has been carrying out in-depth topical analyses as part of the series "Il valore del Lavoro Domestico - Il ruolo economico e sociale delle famiglie datori di lavoro" [The value of domestic work - the economic and social role of families who employ domestic workers], and since 2019 has published the "Annual Report on Domestic Work" through its Observatory. Finally, as a signing body of the National Collective Labour Agreement for Domestic Work, DOMINA is also a member of CAS.SA.COLF, EBINCOLF and Fondo Colf.

Website: www.associazionedomina.it

FONDAZIONE LEONE MORESSA

The Fondazione Leone Moressa (Fondazione Leone Moressa) is a study and research institute born in 2002 from an initiative of the Artisans and Small Enterprises Association of Mestre (CGIA Mestre), with the aim of carrying out research activities to study the phenomena and problems relating to foreign citizens in Italy. It collaborates on a regular basis with national and local institutions such as the Ministry of Labour and Social Policies, the Ministry of the Interior, the Ministry of Foreign Affairs and International Cooperation, the International Organization for Migration (IOM) and the UN High Commissioner for Refugees (UNHCR). At academic level, it collaborates with the Ca 'Foscari University of Venice, with University of Padua, and the State University of Milan. It also contributes to numerous newspapers and economic inserts (Il Sole 24 Ore, Corriere della Sera, La Repubblica, etc.). Since 2011, it has published the Annual Report on the economics of immigration (published by Il Mulino).

Website: www.fondazioneleonemoressa.org

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