

Annual report 2023



Publisher

2023 swissstaffing
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Many thanks to all those involved in producing this paper.

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**It is our
job to foster
the sector's
long-term
competitive-
ness.**

FOREWORD BY THE PRESIDENT



In 2023, swissstaffing was already setting a course for encouraging development in the sector and promoting professional standards and best practices.

We were able to put many things into practice thanks to the office's magnificent efforts and the support of various members.

We used studies, surveys and market analyses to gather data, and were able to verify trends using meaningful indicators. This enables us to help our members with decision making and strategic planning.

For our latest white paper, the gfs-zürich institute surveyed more than 6000 temporary workers online on swissstaffing's behalf. The survey demonstrated a number of things, including that people are deliberately choosing temporary positions and that in many cases, temporary work serves as a bridge from unemployment to a permanent position. It also showed that people with a lower level of education and older people in particular value the fact that the staffing service providers take over the job-hunting process.

Further training is another decisive factor. Thanks to swissstaffing's new training and development programs, you and your employees can now benefit not only from sound specialist knowledge but also from practice-oriented solutions. QAT Quality and Training and the "staffing city" self-learning platform allow swissstaffing to promote skills in the sector.

QAS, the newly introduced industry solution for occupational health and safety, has been specifically designed for the field of staff leasing. By accessing this industry solution and applying the safety system, staffing companies can improve the safety of all employees, both permanent and temporary.

As the sector's mouthpiece for government agencies, political decision makers and other relevant stakeholders, we have been able to increase awareness and understanding of the importance of staff leasing by cultivating our political network and enjoying positive collaboration in various committees. This work promotes the image of the sector and enables us to work in the best possible conditions.

In addition, our networking events, online forums and working groups have helped create synergies and encourage collaboration within the sector.

By cultivating partnerships and alliances with other associations and organizations on an international level, we are able to exchange best practices, represent our joint interests, and tackle cross-border challenges.

As an association, our role is to promote the sector's competitiveness and sustainability for the long term. I would like to take this opportunity to thank our members, our office and our board of directors, without whom we could not achieve our goals.

Leif Agnéus
President of swissstaffing



top line from left

Leif Agnéus Manpower (Schweiz) AG President of swissstaffing

Adrian Diethelm Express Personal AG Board Member

Andreas Eichenberger Induserv Industrial Services Ltd Board Member and Exec. Committee

Robin Gordon Interiman Group Holding SA Board Member and Exec. Committee

Bernhard Hänggi Randstad (Schweiz) AG Board Member

Jana Jutzi Careerplus AG Board Member

center line from left

Marcel Keller The Adecco Group Switzerland Board Member and Exec. Committee

Susanne Kuntner mein job zürich GmbH Board Member

Marc Lutz Hays (Schweiz) AG Board Member

Hermann Mairhofer Home Instead – Seniorendienste Schweiz AG Board Member

Yves Schneuwly Coople (Schweiz) AG Board Member

bottom line from left

Balz M. Villiger Kelly Services (Schweiz) AG Board Member

Urs Vögele-Freund Hans Leutenegger AG Board Member

Board of Directors

The board of directors is swissstaffing's governing body and includes staffing service providers of all sizes from various regions of Switzerland. This ensures that the interests of the entire sector are represented. The association's upcoming projects were showcased and discussed from various perspectives. Bernhard Hänggi and Hermann Mairhofer were recently elected to the board. The board has 12 members.

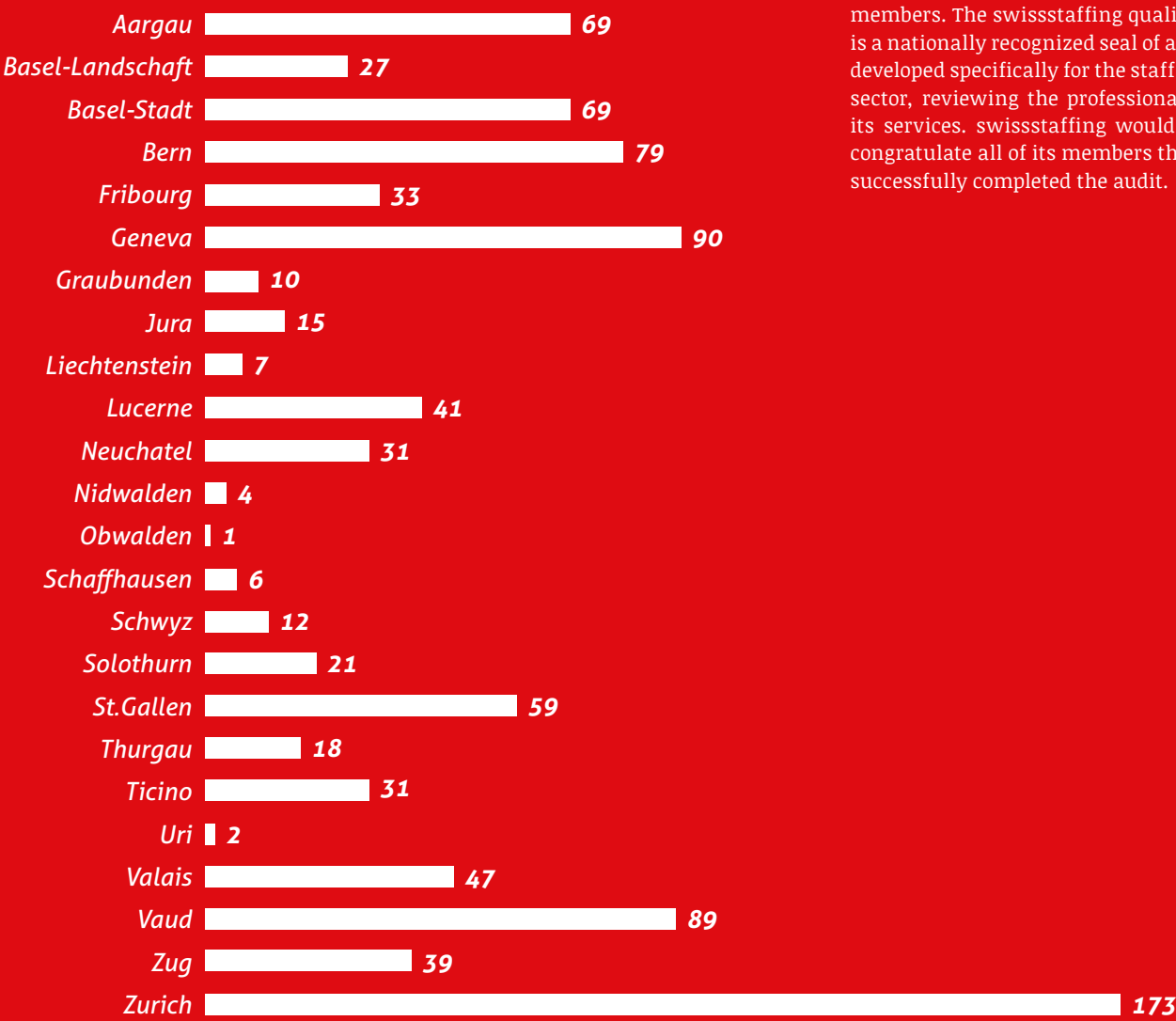


Members

swissstaffing welcomed 35 new members in 2023. 20 companies left the association. Three quarters of the departures were due to bankruptcy or to ceasing staff leasing activities. swissstaffing had a total of 483 members at the end of 2023, representing a growth rate of 3 percent.

SQS, swissstaffing's certification partner, performed 131 audits of new and existing members. The swissstaffing quality label is a nationally recognized seal of approval developed specifically for the staff leasing sector, reviewing the professionalism of its services. swissstaffing would like to congratulate all of its members that have successfully completed the audit.

Member Sites by Canton 2023
Branches



Annual General Meeting

The 55th Annual General Meeting was held at Kursaal Bern on June 28, 2023. There were 88 attendees with 358 votes.

The swissstaffing board was unanimously re-elected. The two new candidates for the Board of Directors, Bernhard Hänggi, CEO Randstad (Schweiz) AG, and Hermann Mairhofer, CEO Home Instead Seniorendienste Schweiz AG, introduced themselves in person. Both candidates were also unanimously elected to the board. Leif Agnéus praised the accomplishments of Taco de Vries. He had represented Randstad on the board since 2016 and passed away in 2022.

Leif Agnéus announced that he would not be standing for a third term as President. The association has time to find a successor before the next Annual General Meeting.

Myra Fischer-Rosinger offered an insight into upcoming projects and presented the CBA on Staff Leasing 2024-2027, the new Suva pricing system and the new “live-in” annex to the CBA on Staff Leasing.

Finally, Leif Agnéus congratulated the six people who were awarded the distinction of “Certified Staffing Professional swissstaffing”. swissstaffing then invited attendees to a networking lunch, before welcoming various members to the subsequent flexwork event.

An extraordinary Annual General Meeting was held on November 16, 2023 to approve the new CBA on Staff Leasing 2024-2027. 371 votes were represented at Kursaal Bern. Myra Fischer-Rosinger explained the new CBA package, following which the new CBA on Staff Leasing was unanimously approved at the vote.



Impressions of the 55th annual general meeting at Kursaal Bern



Regional Meetings

The new way of implementing the meetings has proved worthwhile: one of the regional meetings was held in-person in the regions and the other online – in German, French and Italian.

The regional meetings in March were very well received. 447 people attended the seven events in various Swiss cities. The swissstaffing office presented three topics and Suva employees presented one. The Legal Department's presentation on the new Federal Act on Data Protection was particularly popular. Another talk provided a first look at the new e-learning platform. temptraining explained the regulatory changes that came into force on September 1, 2023, and the new Suva pricing system was presented in detail.

529 participants registered for the online regional meeting in November. swissstaffing explained the association's political work and how lobbying for staff leasing works. The Legal Department presented the regulations of the new CBA on Staff Leasing from 2024. The Economics team used a current study relating to the labor shortage to demonstrate temporary workers' concerns and even better ways to tap business potential. The three providers Certifaction, Skribble and Swiss-Sign are offering staff leasing providers solutions for qualified digital signatures, an important topic today.

CEO Meeting

A total of 69 CEOs and decision makers attended the CEO meeting in Zurich and Lausanne. President Leif Agnéus and Director Myra Fischer-Rosinger led the program. They introduced Suva's new pricing model for class 70C, presented the new e-learning platform, effective from the end of 2023, and provided an insight into the intense negotiations on renewing the CBA on Staff Leasing 2024-2027.

Another key topic was swissstaffing's new membership fee system, which was put to a vote at the 2024 Annual General Meeting. The fee model was presented at the CEO meeting, along with an explanation of why this is relevant for the future of the association. There was also an opportunity to answer many questions. People took advantage of the opportunity to meet and discuss ideas at the networking lunch.



**swissstaffing
is committed
to develop-
ing quality
in staffing
services.**



Office

Flexwork is a megatrend and temporary work plays a central, pioneering role in this. The number of temporary workers has multiplied by more than six over the past three decades. Growth means responsibility, which is why swissstaffing is working to promote quality development in staff leasing.

The association made some important steps towards this in 2023:

- The new **occupational health and safety industry solution QAS** Quality & Safety has already established a strong foothold in the sector and is enjoying growing demand.
- With the **“staffing city” learning platform**, swissstaffing has launched a new educational service for newcomers to the staff leasing industry. This is the first step in further developing training services under the new title of QAT Quality & Training, and enabling tailored, officially accredited educational pathways for staffing service providers.

Quality promotion measures, such as those introduced by the swissstaffing board in 2023, should help to **further develop the swissstaffing quality label** in coming years.

Working conditions and social security for temporary workers are very important to the staff leasing sector and swissstaffing. One vital tool for this is the **CBA on Staff Leasing**, which has been renewed and extended for another four years until the end of 2027.

Temporary work with this framework is playing a pioneering role in the flexworking trend, as demonstrated by swissstaffing's latest **white paper**: in many cases, temporary employment is a bridge that guides people from unemployment into permanent employment. Temporary work also offers a secure framework for people wanting flexible working.

However, megatrends and changes are also fanning fears, which are being seized upon by political stakeholders. Equally important is swissstaffing's role in emphasizing to politicians the staff leasing sector's contribution to the economy and society, and meeting any concerns with constructive proposed solutions.

swissstaffing has successfully mobilized its **political network** in various subject areas. Political dialog and persuasion work are also an ongoing task. The following political topics were particularly relevant to staff leasing in 2023: the occupational pension fund (BVG) revision, restrictions on temporary work in French-speaking Switzerland, staff leasing in private households, temporary work in hospitals, and further developing bilateral agreements with the EU.

Huge thanks are due to the highly motivated office team, as well as the 483 loyal members who have enabled this work in the first place to secure the future of staff leasing.

Myra Fischer-Rosinger
Director of swissstaffing

Pension Fund

After a difficult year in the financial markets, the swissstaffing 2nd Pillar Foundation saw a slightly lower investment result of +5 percent. Retirement assets once again attracted a generous 3 percent interest. 99.65 percent of the nearly 12,000 inbound calls during 2023 were picked up directly. The Foundation handled a total of more than 24,000 business cases and 8,000 inquiries from insured individuals and nearly 1,400 inquiries from companies. The swissstaffing membership survey showed that member satisfaction with the pension fund rose in 2023. The new TEMP PREMIUM retirement plan was used by 26 members. Georg Staub was thanked for his many years of service as President of the Foundation Council at the end of 2023. He is being succeeded by Dr. Marius Osterfeld, Head of Economics and Politics at swissstaffing.

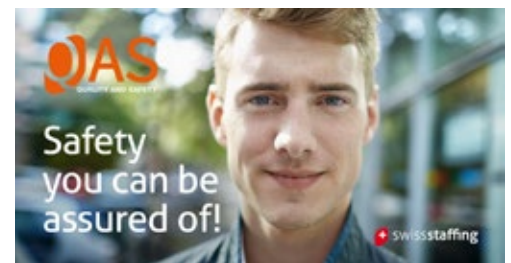
The latest conditions for permanent and temporary staff are continually published at [swissstaffing-bvg.ch](https://www.swissstaffing-bvg.ch).

KTG Industry Solution

749 contracts were processed for the KTG industry solution (previous year: 714). The total subsidized wage bill was 5.115 billion Swiss francs (+12 percent). Of the total wage bill relevant to the CBA on Staff Leasing, 85.4 percent was insured by the KTG industry solution (previous year: 80.6 percent). The premium subsidies paid out increased by 12 percent to 20.462 million Swiss francs.

Premium income (taking into account the subsidy amount of 0.4 percent) amounted to 103.184 million Swiss francs. Total payments by insurers amounted to 113.176 million Swiss francs, and the benefits ratio for risk premiums collected was 110 percent (previous year: 93 percent). The average premium rate increased to 2.88 percent (previous year: 2.85 percent).





Industry Solution QAS Quality and Safety

QAS, the industry solution for occupational health and safety, generated considerable interest in 2023. By the end of 2023, it already had 97 contracts across all regions of Switzerland. The industry solution is available to all staff leasing companies: 18 percent of contracts were with companies that are not swissstaffing members.

New QAS members were introduced to the safety system in detail with a webinar and various training sessions. In 2023, eight safety officer training courses were held with a total of 69 participants and three CEO training courses with a total of 17 participants.

Maria Cantagallo, QAS Manager, increased personal contact with QAS members in 2023, and in addition to countless telephone conversations and online meetings, also organized seven on-site consultations and audits.

Cooperation within the funding body was also constructive and target-oriented in 2023. QAS was able to welcome a new employer representative to the funding body: Sarah Pfander, CEO of ATEC Personal AG. We would like to sincerely thank her predecessor Giuseppe Polizzi, former branch manager at Induserv (Nordwestschweiz) AG, for his valuable assistance in developing QAS. For expert knowledge, QAS can draw on the ASA pool at the AEH Center for Occupational Medicine.

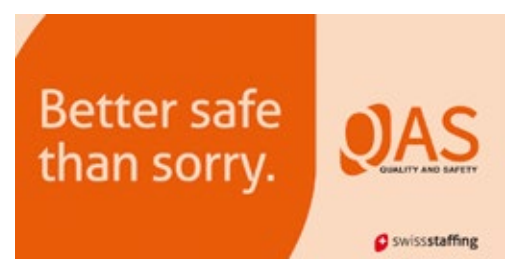
QAS was in regular contact with other industry and corporate group solutions in sectors that employ a lot of temporary workers, including the construction sector and the transport and logistics sector.

The FCOS conference in November 2023 offered an opportunity for swissstaffing to present its new industry solution to nearly 500 safety specialists.

The industry solution QAS provides all staff leasing companies with a practice-oriented, legally compliant "tool-box" in line with the ASA concept, including consulting occupational doctors and other occupational safety specialists. By joining the industry solution and using the safety system, staff leasing companies can improve the safety of all employees (both permanent and temporary) and ensure that they are fully prepared for Suva checks.

OASI Compensation Office / Family Compensation Fund

For the swisstempcomp OASI compensation office and the swisstempfamily family compensation fund, run by consimo, 2023 was a year of stability and continuity following the introduction of the new ERP system AKIS in 2022. After a rather bumpy start with processing family benefits, pending cases were continually reduced and target values were achieved and maintained in the summer of 2023. consimo is still working to optimize processes and services. Nearly 100 percent of affiliate swissstaffing members had registered for the connect client portal at the end of the year. This is a fantastic result that forms the basis for the efficient processing of benefit applications.



Economics and Politics

Swiss Staffingindex: a mixed year for staff leasing companies

The labor shortage had a major impact on staff leasing companies' business development in 2023. As job seekers were less readily available, the temporary staffing sector shrank by 5.8 percent compared with 2022. However, in contrast, the permanent staffing sector grew for the third year in a row, seeing a rise of 8.7 percent compared with the previous year. The difficult labor market situation for companies has prompted them to increase working with staffing service providers to fill permanent positions. The trend reversed in the fourth quarter: the temporary staffing and permanent staffing sectors were both down for the first time since the coronavirus crisis, at -7.2 percent and -1.2 percent respectively.

The hot summer of 2023 also prompted a significant increase in the number of cooling system fitters required (+141 percent, 2,895 advertisements). In the healthcare sector, advertisements for care professionals increased significantly (+94 percent, 5,850 advertisements). We are now able to specify which professions were particularly in demand with staffing service providers thanks to a collaboration with Lightcast, a company specializing in labor market analysis. The boom in job advertisements with staffing service providers does not necessarily mean strong business growth in the relevant professions. Instead, the figures show which professional profiles are the most affected by the labor shortage among corporate clients. The number of candidates available is limiting growth for companies and sectors.

Staffing service companies increasingly assisting the construction and healthcare sectors

The number of job advertisements in the primary and ancillary construction trade and the healthcare sector saw the strongest growth compared with 2022. There was particular demand for carpenters (+164 percent, 10,044 advertisements), tilers (+131 percent, 6,240 advertisements) and plasterers (+129 percent, 4,839 advertisements). In the primary construction trade, bricklayers were particularly in demand (+109 percent, 9,828 advertisements).

Labor market integration becoming more important

Given the economic slowdown at the turn of the year, staffing service providers once again played a vital role in labor market integration. People who lost their jobs could be quickly reassigned, keeping frictional unemployment low. The labor market has thus remained robust. At the end of the year, the CEOs of staffing service providers were pessimistic about the market development in 2024. Only 34 percent of respondents to a survey conducted by gfs-zürich on behalf of swissstaffing expected to see an increase in business activities within the next six months.



Dr. Marius Osterfeld Head of Economics & Politics
Ariane M. Baer Project Manager Economics & Politics

Staff Leasing Services Key Figures for 2022

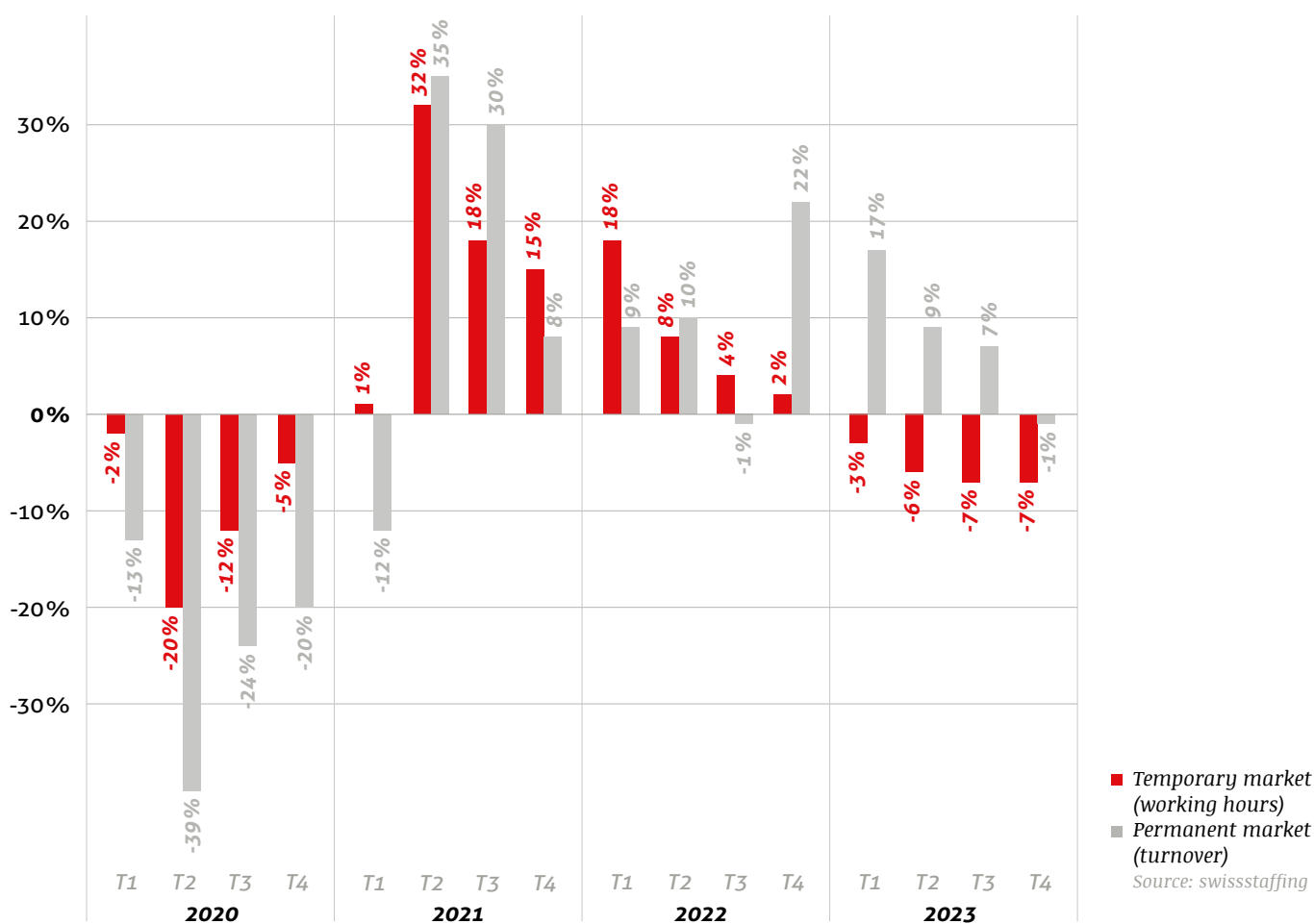
Estimate

Temporary workers per year	406 000
Full-time equivalents	103 000
Percentage of employment	2.4%
Hours worked	209 mil.
Temporary worker payroll in CHF	7.6 bil.
Staffing industry turnover in CHF	10.6 bil.
Permanent positions placement through private brokers	93 000

Please note: This data was estimated based on the Swiss Staffingindex.

Sources: SSUV, SECO, BFS

Growth rates for the temporary and permanent markets, adjusted by working days
compared to the same period in the previous year



Key Findings from White Paper

“Safety Nets and Lifelines: How temporary work promotes integration in the labor market and safeguards flexible work”

There are two fundamental reasons for choosing temporary work: it either serves as a bridge to permanent employment or is a long-term, flexible working model.

White Paper 09

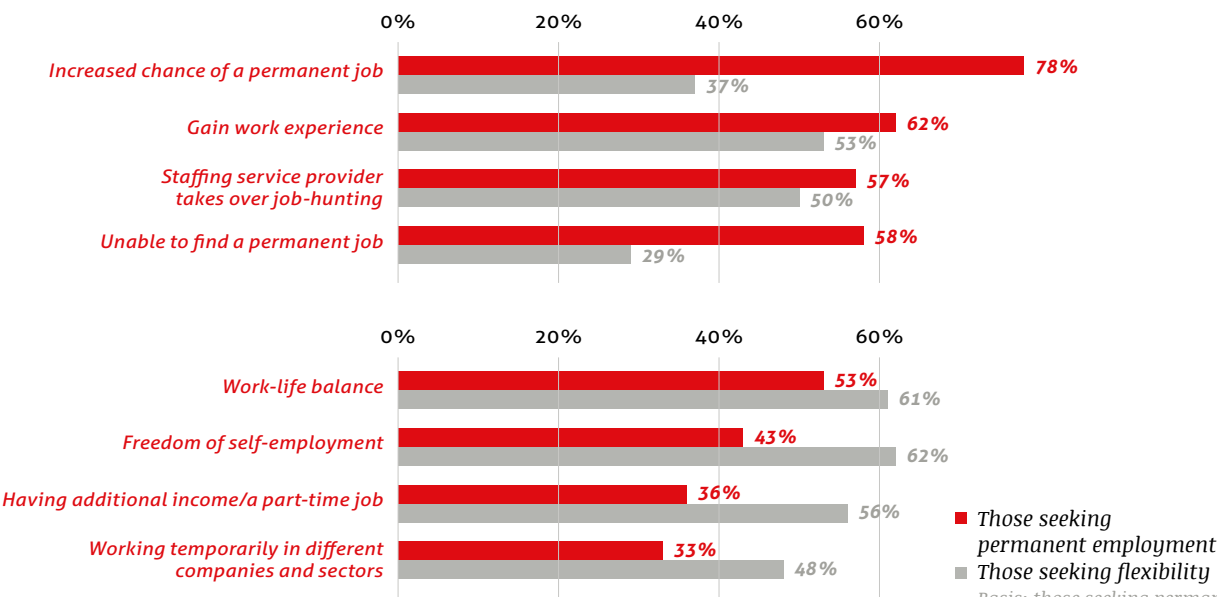
In 2023, swissstaffing published the white paper “Safety Nets and Lifelines: How temporary work promotes integration in the labor market and safeguards flexible work”. On swissstaffing’s behalf, the gfs-zürich institute surveyed more than 6,000 temporary workers in Switzerland for the study, asking them about their motives for doing temporary work and their satisfaction with staff leasing companies.

People seeking permanent employment use temporary work as a transition: they want to stay in employment or get a foot (back) in the door. Approximately 40 percent of these were unemployed or not employed before their temporary role. Thanks to low entry barriers and a broad network of staff leasing companies, they are able to gain professional experience and acquire new skills in temporary work. Temporary work acts as an integration driver: 42 percent of those surveyed had already found a permanent job a good year after beginning a period of temporary work, and 82 percent are now integrated into the labor market.

A third of temporary workers are expressly not looking for a permanent position. These employees are instead looking for a long-term, flexible form of work. They are seeking work-life balance (61 percent), the freedom of self-employment (62 percent) and professional variety (48 percent).

It is important to distinguish between full-time and part-time employment for this group. Temporary workers in part-time employment are often people with family commitments, students, or retirees. People working this way as their full-time job are looking for a permanent employment model that fulfills their need for flexibility and autonomy. They are well educated and work as specialists or managers. They are deliberately moving away from permanent employment into more flexible work.

Staff leasing companies are vital partners for both groups (those seeking permanent employment and those seeking flexibility). The high level of satisfaction among survey respondents – more than 80 percent – showed that staff leasing providers are meeting their candidates’ needs.



Basis: those seeking permanent employment, 4134 people; those seeking flexibility, 1878 people.
Source: swissstaffing/gfs-zürich, 2022

**Staffing
service pro-
viders are
important
partners for
temporary
workers.**

Marketing & Communications

In 2023, the Marketing & Communications team promoted the image of the industry and the association with 30 trilingual blog posts, 136 social media posts (which achieved over 142,457 impressions), and monthly newsletters. The team also provided information to swissstaffing members and partners through 27 CEO newsletters and other special mailings about political and legal matters.

Thanks to various press releases and direct contact with media professionals, swissstaffing received mentions on several media channels in 2023, including SRF 10 vor10, Tages-Anzeiger, 20 Minuten, SonntagsBlick, Schweizerische Gewerbezeitung, and Le Journal. In total, the association was mentioned 81 times in print media, three times on radio and television, and 201 times in online news. The distribution channel presseportal.ch recorded the swissstaffing newsroom being accessed more than 34,787 times. The trade magazine HR Today also published several specialist articles by the association.

Over the course of 2023, the Marketing & Communications team also implemented several measures in relation to the new Federal Act on Data Protection, issued communications about the new temptraining online portal (see page 26), and promoted the QAT training service and the “staffing city” self-learning platform (see page 24). It also implemented branding and packaging in the swissstaffing design, through, for example, “Kägi fret” as giveaways to training participants and “Q-ookies” for the industry solution QAS.

As well as the association’s website, the Marketing & Communications team also manages the websites for the swissstaffing pension fund, the temptraining training fund, and the CBA on Staff Leasing.

The Marketing & Communications team worked together with the Economics & Politics department once again in 2023 to produce and publish a new white paper. Entitled “Safety Nets and Lifelines”, this white paper highlights temporary workers’ motives and the benefits of this form of work. A short film summarizes the white paper’s findings.



from left
Celeste Bella Head of Marketing & Communications
Bianca Helms Project Manager
Antonia Janina Fischer Employee
Sonja Stucki Employee



As a give-away and nice surprise for those attending swissstaffing courses, the Marketing & Communications team created a “Kägi fret” chocolate bar and “Q-ookies” for the industry solution QAS with a swissstaffing design.



In June 2023, the flexwork event “Why flexwork is booming” organized by the Marketing & Communications team was held in the Kursaal Bern Convention Center (see page 20/21). The event highlights were filmed for posterity. The team organized a panel discussion on the topic “Flexwork megatrend: how employees and the economy benefit” at the HR Festival in March 2023.

On July 1, 2023, the former Head of Communications, Blandina Werren, began her well-earned retirement. Celeste Bella took over as Head of the Marketing & Communications department. The department’s name was also modified upon her appointment to highlight the focus on marketing. In the same month (July 2023), Bianca Helms also joined the Marketing & Communications team as project manager. Her duties include marketing the training opportunities provided by swissstaffing and the temptraining training fund.

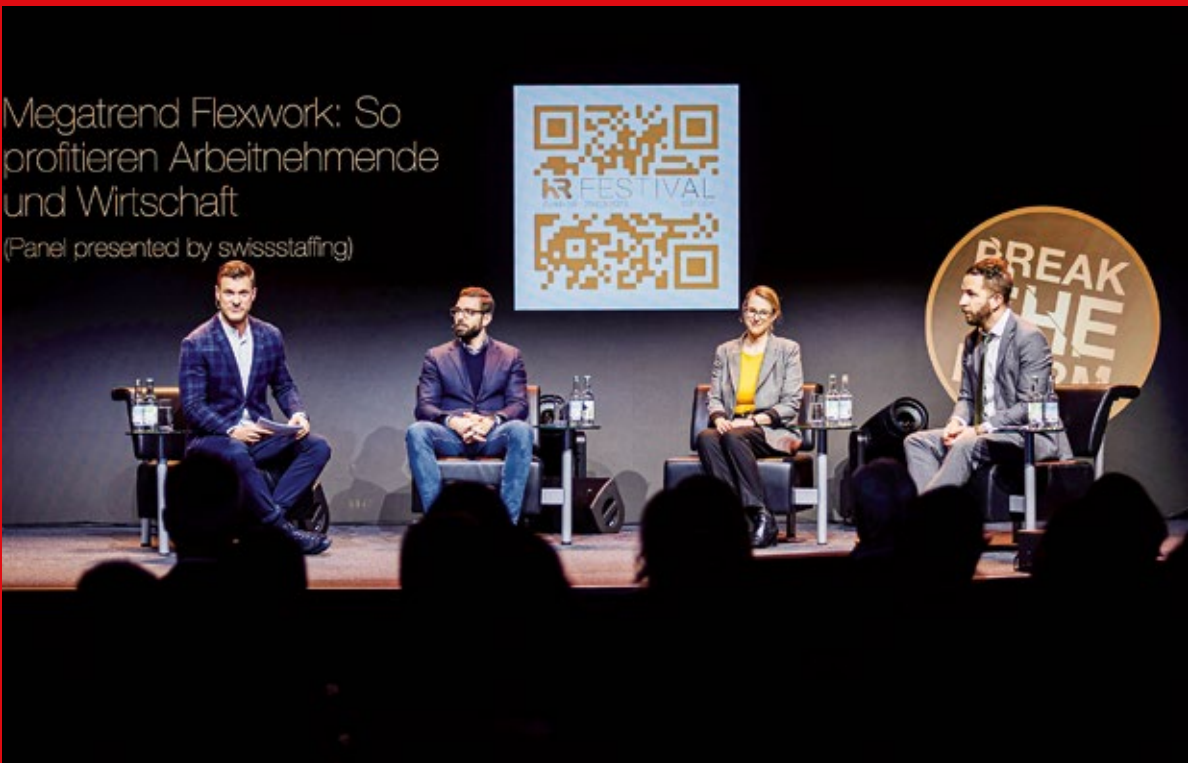


HR Festival europe

The HR Festival europe in Zurich is an event for HR specialists and is the largest HR trade fair in Switzerland. swissstaffing was at the HR Festival europe 2023 for the panel discussion “Flexwork megatrend: how employees and the economy benefit”.

Notable panel guests from business, staff leasing services and research discussed flexible working models, the development of the labor market, and the benefits of flexwork for companies. Manuela Morf, HR researcher at the University of Lucerne, Yves Schneuwly, Chief Commercial Officer of Coople (Schweiz) AG and Boris Eicher, Head of the Legal Department at swissstaffing, all shared their expertise. The lively discussion was moderated by Thomas Odermatt.

“9 out of 10 employees want flexibility and autonomy in their work.” Yves Schneuwly, Chief Commercial Officer of Coople (Schweiz) AG.



FLEXWORK EVENT





On June 28, 2023, Leif Agnéus welcomed around 230 guests to the fourth year of the flexwork event. It was held in German in the Kursaal Bern, with simultaneous translation into French and English, and was fully sold out.

Thomas Odermatt, business moderator, guided the afternoon. Solutions for the flexible working world of the future were discussed, with the motto “Why flexwork is booming”.



Yaël Meier, co-founder of ZEAM and a voice of Generation Z, gave an exciting talk illustrating her digitally networked generation. During the subsequent political debate, Flavia Wasserfallen (National Councilor, SP) and Hannes Germann (Council of States member, SVP) discussed the topic of social security and flexibility. The topic of flexwork was then examined from various perspectives in an exciting panel discussion. The panel guests: Jan Jacob, CEO of Manpower (Schweiz) AG, Dr. Manuela Morf, HR researcher at the University of Lucerne, Reto Parolini, together GmbH and former Director of HR at Migros, and Thomas Bauer, Head of Economic Policy at Travail.Suisse.



A four-minute film entitled “Why flexwork is booming” was also presented as part of the flexwork event, showing a current swissstaffing study on temporary workers’ motives and the benefits of this form of work.

Once again, the flexwork event demonstrated that flexible work is not a passing trend and will continue to be a focus in the working world of the future. With this year’s event, swissstaffing was seeking to encourage debate about flexible working models, establish temporary work as a trailblazer for flexwork, showcase temporary work as a fair working model, and examine potential solutions for the future working world from various perspectives.

The highlights of the 2023 flexwork event can also be viewed as a short film at swissstaffing.ch/flexwork-event.



Operations & Member Services

The Operations & Member Services team, the association's central hub, was able to support countless clients and employees in 2023. They fielded around 4,860 calls for swissstaffing and 44,138 calls for temp training, as well as organizing numerous meetings, training sessions and workshops. "Kägi fret" in a swissstaffing design provided some sweet surprises as giveaways.

The Accounting department invoiced for more than 1,000 services in 2023 – over 100 more than in the previous year again. This was in particular due to the new QAS and QAT services. Internally, a new digital milestone was set with the introduction of an expenses app.

Demand for membership consultations by telephone, online and in person was particularly high in 2023. The Operations & Member Services team therefore has three new people responsible for membership consultations: Fadilia Dilli, Irene Floridia and Julia Bryner.

At the end of 2023, swissstaffing had 46 staff leasing companies still in the process of being accepted. 35 companies had already successfully completed the quality audit and were definitively accepted as members.

swissstaffing stayed in close contact with the swissstaffing pension fund and family compensation fund in 2023. Members' satisfaction with the pension fund improved in 2023 and reached a good level. Following the introduction of the new family/compensation fund system, in 2023 consimo focused on optimizing processes and seeking to improve their level of service.

swissstaffing events are a vital discussion platform for members, as well as for non-members and partners. A total of 1,133 people participated in member events in 2023. Nearly 20 percent of attendees at the regional meetings were non-members and partners. The regional meeting in March 2023 was swissstaffing's most highly attended on-site regional meeting ever, with 447 participants.

The administration team for further training ensured that 36 further training courses, with 240 participants, went smoothly and satisfactorily. The team also organized three data protection conferences in German, one conference in French and one in Italian, attended by a total of 75 people.

The number of contracts for QAS, the occupational health and safety industry solution for staff leasing, more than doubled over 2023: 97 companies ultimately benefited. 89 people were introduced to the safety system in 2023.



top line from left

Julia Bryner Head of Operations & Member Services

Maria Cantagallo Project Manager

Reto Da Rugna Reception Manager

Fadilia Dilli Project Manager

bottom line from left

Alex Dorizzi Ad interim Head from October 3 2022

Irene Floridia Employee

Isabel Staub Head of Accounting



from left
Boris Eicher Head of Legal Department
Diana Berger Employee
Ardian Laha Employee
Philipp Müller Employee
Sara Stoffel Employee
Ivana Zellweger Employee

Legal Department

The Legal Department is the center of excellence for the staff leasing sector for answering questions relating to labor, employment, social security, alien and general contract law. The Legal Department advised association members and non-members on 2,088 cases in 2023 (2022: 1,661 consultations).

The introduction of the new Federal Act on Data Protection on September 1, 2023 created a lot of work for swissstaffing's Legal Department. For example, this new law prompted a huge increase in consultation inquiries. The Legal Department also produced fact sheets and organized conferences in German-speaking and French-speaking Switzerland to inform members of their new data protection obligations.

In the fall of 2023, CBA negotiations for the CBA on Staff Leasing 2024-2027 were concluded with the swissstaffing Legal Department as part of the negotiation team. The Legal Department monitored the AVE procedure for the CBA extension and renewal to prevent a situation arising where there is a CBA Declaration without general applicability (AVE).

The Legal Department once again headed the "Temporary recruitment for private households" specialist group. Negotiations were pursued with social partners on regulating the "live-in model" for staff leasing and discussions were held with SECO about the application of the Labor Act to staff leasing in private households.

In addition, the Legal Department worked intensively on the restrictions placed on temporary work in the construction sector in French-speaking Switzerland and Ticino. In light of this, swissstaffing also had to lodge complaints with the Federal Court against a revision to the law covering public procurement in the canton of Neuchâtel in 2023.

Furthermore, the Legal Department also worked intensively on developing the QAT self-learning platform and implemented its "Law for Beginners" course virtually and on site in Zurich and Lausanne, to make members aware of legal foundations in the sector.

The Legal Department's other tasks include political monitoring and drafting consultations on revisions to legislation. The Legal Department was also tasked with implementing the CBA on Staff Leasing by the secretariat of the appeals committee of the Association for Bipartite Enforcement, Continuing Training and the Social Fund for Staff Leasing.

QAT
Quality and Training

As the association of staff leasing companies, swissstaffing has an in-depth understanding of the needs and challenges of the staff leasing sector. Our broad network of industry experts helps us combine theory with practice and tailor our training to market needs. QAT stands for “quality and training” and represents our digital and in-person training services to promote skills in the sector.



Sabrina Fellmann *Head of Education*
Irène Righetti *Responsible of Personnel Development*



staffing city

“staffing city” is the first self-learning platform providing career-entry training for staffing service professionals. Since its launch in November 2023, new employees have had access to more than 40 gamified training units and 20 hours of learning. This knowledge is reviewed in a final exam, after which learners receive a swissstaffing certificate. swissstaffing is already working on a new repetition module for existing employees who already have experience, as part of efforts to develop industry standards and expand its range of online education services.



Further Training

Further training is a decisive factor in succeeding in a constantly changing world of work. This is also evident from the active use of swissstaffing's training services.

75 people attended the "Law for Beginners" course. The "Absence Management" course, offered by swissstaffing in conjunction with Suva, had 11 participants. The course covering Occupational Health and Safety as part of the QAS Industry Solution counted 86 participants. 25 people attended the "Interview Techniques" course. There was also great interest in the new course "Social Media – Recruiting for Beginners", which had 18 participants.

HR Expert Qualifications

A total of 40 people completed the HR Expert with Specialization C qualification in the fall of 2023. The pass rate was 75 percent and the average grade was 4.39. The participants who attended the in-depth portion of the further training received prior training from swissstaffing's collaborative partners. This collaboration was highly appreciated by both the participants and the partner schools. swissstaffing would like to congratulate all graduates and wish them every success in their further careers.

Course	Total participants 2023	Total participants 2022
Absence Management	11	15
Occupational Health and Safety	86	35
Interview Techniques	20	24
Interview Techniques on a Virtual Platform	5	17
Visiting Customers	10	11
Make Sustainable and Successful Calls	15	28
Law for Beginners	75	185
Revised Federal Act on Data Protection (RD SG)	75	
Social Media Recruiting for Beginners	18	32

temptraining

In 2023, temptraining approved more than 15,000 further training applications, amounting to around 16.6 million Swiss francs. A new record was set in January, with 2,295 applications submitted. This increase in application figures is primarily due to the courses on load handling. To prevent a further increase, from February 1, 2023 onwards the Swiss Joint Vocational Committee for Staff Leasing (SPKP) introduced maximum costs for courses covering occupational safety and load handling as well as for language courses.

No applications were submitted whilst the new temptraining web portal was implemented in August and September 2023, due to a submission freeze.

In addition, temptraining's regulations and processes were revised and improved with the introduction of the new web portal on September 29, 2023. For example, temporary workers can now apply for further training up to 12 months in advance or retrospectively. To reduce the administrative burden, the occupational health courses, which are increasing in popularity, will now also be remunerated on a flat-rate basis. The budget system was also simplified.

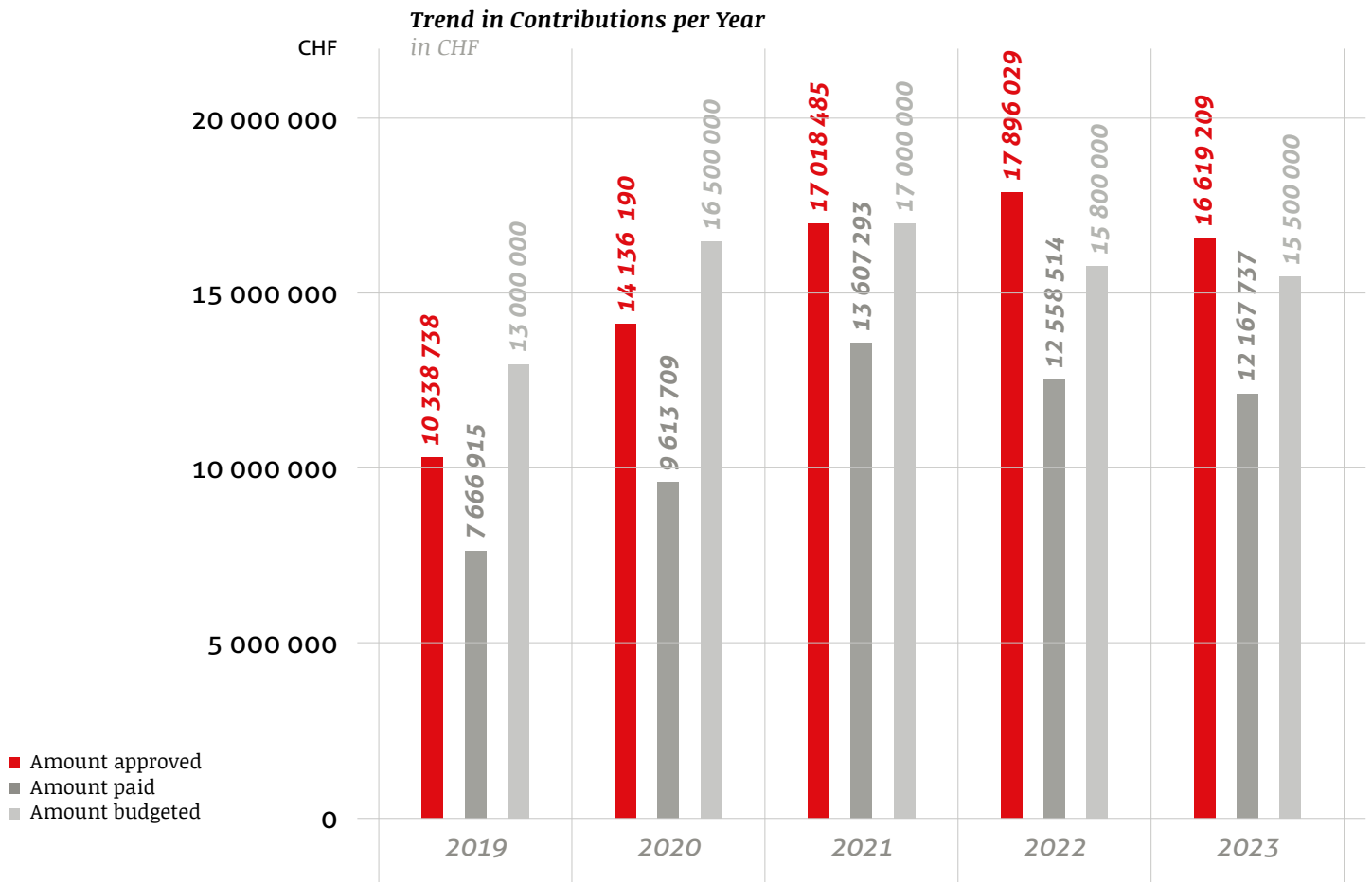
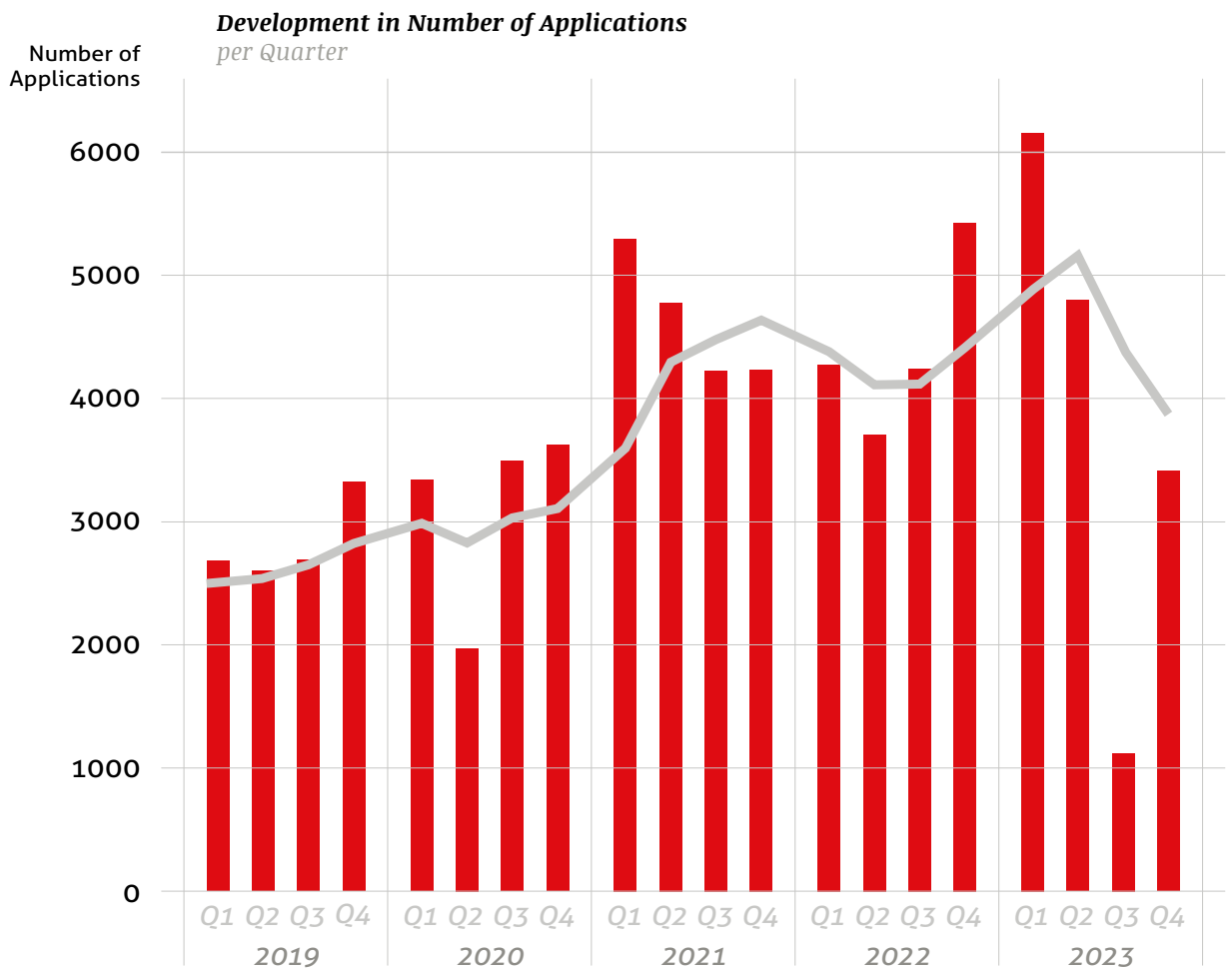
Webinars were organized to help people use the new portal, and further explanatory videos are being planned.

In 2023, it was ensured that collective applications for occupational safety courses could be submitted from the first quarter of 2024, and that the first software providers would be able to implement the interface for submitting working hours at the beginning of 2024. This should make the application process even easier and remove the need to submit payslips.



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Claudio Trenna Head of temptraining
Anissa Bousbaine Caseworker
Laurance Batt Caseworker
Biagio Bongiovanni Caseworker
Myriam Del Castillo Head of Administration
Nathalie Fanguero Caseworker

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Claudio Foletti Caseworker
Mariangela Iula Caseworker
Sandra Heuberger Caseworker
Sylvia Mersch Senior Caseworker



Restrictions on Temporary Work Are Damaging

Various cantons in French-speaking Switzerland decided on restrictions on temporary work in public procurement, despite active dialog between swissstaffing and local politicians and social partners. These range from maximum quotas for public construction sites to reporting and permit requirements, and even a ban. Some of these restrictions have entered into force. In two cases, swissstaffing contested these and referred them to the Federal Court.

In swissstaffing's views, restrictions like these are completely unnecessary, as temporary work is already tightly regulated by the Employment Services Act and the CBA on Staff Leasing. Instead, restrictions on temporary work impair the economic freedom of staffing service providers and hiring companies, as well as employees' freedom to choose their form of work. Furthermore, a restriction on temporary work fosters poorly regulated or unregulated forms of flexible working, right through to illegal employment.

BVG Reform Underestimates the Staff Leasing Sector Solution

Occupational pension provision has shifted out of balance due to demographic aging and the flexibilization of work. swissstaffing therefore fundamentally supports the need for reform. However, the Federal Council underestimated the staff leasing sector pension system's ability to solve such problems. During the parliamentary process, some members of parliament rightly pointed out that the proposed reform would in fact endanger the staff leasing sector solution, and that an exception was required for the staff leasing sector. Unfortunately, the desired exemption did not achieve a majority in parliament. BVG reform is being put to a public vote in 2024.

Temporary Work Increasing in Nursing

Demographic change means that healthcare is experiencing major challenges and suffering from an acute skills shortage. Working conditions are therefore under pressure, in particular for nursing staff, and increasing numbers of people are leaving the profession, which is exacerbating the situation.

Temporary work can provide a remedy to this situation by providing more flexible working conditions for nursing staff, and thus keeping nurses in the profession as well as attracting people who have already left healthcare to return. The number of temporary workers in nursing has grown in recent years, which has prompted discussion.

swissstaffing engaged in dialog with health policy makers and hospitals in order to make discussions objective and support cooperation between healthcare institutions and staff leasing companies. Good cooperation between the staff leasing sector and healthcare offers huge potential to expedite the flexibilization of healthcare working conditions that nursing staff are seeking, as well as to mitigate the skills shortage in the interests of healthcare provision.

New Suva Pricing System Now Risk Appropriate

Working in close collaboration, Suva, swissstaffing and staff leasing companies have managed to develop a new pricing system for accident insurance premiums in staff leasing. In the future, the new pricing will ensure risk-appropriate premiums that can also be more quickly adapted to changes in staff leasing companies' main operations. Furthermore, the new system creates greater transparency regarding accidents, allowing staff leasing companies to influence risk patterns in an even more targeted way through prevention and absence management.

Dangerous Domestic Measures for "Bilaterals III"

Following the failure of the institutional framework agreement with the EU in 2021, the federal government made a new attempt with the "Bilaterals III" package in 2023. Alongside this, domestic wage protection measures are being concluded to ensure the support of trade unions. swissstaffing is in active dialog with the authorities, social partners and politicians who are discussing these wage protection measures.

As with the introduction of the free movement of persons, there is once again a risk of temporary work being further regulated as a "wage protection measure". swissstaffing is vehemently opposed to this. Staff leasing in Switzerland is comprehensively regulated by the Employment Services Act and the CBA on Staff Leasing, and staff leasing companies are tightly controlled by the control body for the CBA on Staff Leasing. This therefore ensures wage protection. Furthermore, the short-term nature of temporary work ensures that Swiss staff leasing companies can recruit in the EU as needed, and that temporary worker immigration fluctuates in line with Switzerland's skills and labor shortage.

CBA on Staff Leasing Renewal Successfully Negotiated

Following intensive negotiations, the CBA on Staff Leasing, declared as universally applicable, which was due to expire on December 31, 2023, has been renewed until 2027. The CBA on Staff Leasing is a vital tool for combining the flexibility of temporary work with the accomplishments of Swiss labor and social security legislation. In various areas (such as retirement provision, further training or loss of earnings from illness), the CBA on Staff Leasing has developed its own models to ensure maximum protection and professional development for temporary workers whilst also preserving the flexibility of temporary work. swissstaffing has campaigned resolutely and successfully for this centralized contractual framework to continue. For the first time and in the context of a period of inflation, the new CBA on Staff Leasing includes an automatic inflation adjustment for minimum wages.

Special Rules for Staff Leasing in Private Households

Staff leasing in private households primarily relates to care workers for senior citizens in need of assistance. These care workers generally live on site in what are known as "live-in" settings. According to the Federal Court, since 2021 these working relationships have been governed by the Labor Act, but this is not always compatible with the specific features of care work.

swissstaffing and its social partners have therefore developed an Annex to the CBA on Staff Leasing that governs this particular form of temporary work and seeks to form the basis for an exception to the Labor Act regulations.

A round table with SECO, swissstaffing and trade unions began working to develop such an exemption clause in 2023. As part of this, swissstaffing is committed to ensuring that the particular needs of senior citizens are taken into account, along with working conditions for care workers. Staff leasing in private households plays a major role in helping to alleviate the nursing bottleneck, which is escalating due to demographic aging.

Lively Dialog Between Business and Politics

In “federal Bern”, various framework conditions are in place that shape companies’ everyday operations. On an international level, Switzerland’s political system is more likely to produce more practical regulations than other countries – not least thanks to its semi-professional parliament and the countless opportunities for those affected to get involved, from consultations to referendums to popular votes.

However, anyone wanting to be heard must actively voice their arguments at an early stage and engage in dialog with the political arena. A few years ago, swissstaffing established a political advisory board to expand interactions between the staff leasing sector and national politics. Ever since, eight members of parliament have been holding regular discussions on current topics with members of the Board of Directors and board office staff.

All members of the advisory board share an interest in topics relevant to swissstaffing – a requirement for being invited to participate. When putting the advisory board together, the association focused on ensuring that a range of parties, both parliamentary chambers (National Council and Council of States), the relevant committees (in particular the social and economic committee), and German-speaking, French-speaking and Italian-speaking Switzerland were all represented.

Meetings have been held every six months since June 2021, during a lunch break at a session of parliament in Bern. A range of topics are discussed: swissstaffing explains the impact of current political issues (such as the recent reform of occupational pension plans or digital signatures) on the sector to the members of the advisory board and offers proposals for potential practical solutions. Members of parliament reflect this in their political viewpoints. The association and the political world work together to find politically expedient options with majority appeal and strive to present all sides of staff leasing in federal Bern.

As well as issues directly relating to political elements, another topic is also the general development of the staff leasing sector and the working world. For swissstaffing, the meetings offer an opportunity to make advisory board members aware of current or upcoming developments. In return, the members of the advisory board benefit from a direct insight into the practical work of staff leasing providers.

swissstaffing would like to sincerely thank the advisory board members for their interest and commitment.

Political Advisory Board

“The world of work is constantly and rapidly changing. The duty of politics is to try and track developments and even anticipate them wherever possible. swissstaffing plays a major role from the practical world, enabling opinions to be formed based not on ideological fundamentals, but rather on the basis of a changing reality.”

Alex Farinelli

“Switzerland relies on close collaboration between business and politics. swissstaffing’s advisory board is a vessel where we can engage in this dialog on a regular basis and discuss shaping the future of the working world.”

Hannes Germann

“Employees increasingly value flexible working, and for many, temporary work is the first step on the path to a permanent position and serves as integration. On the swissstaffing advisory board, I gain insight into developments in the working world, allowing me to contribute to practicable, future-oriented discussions in parliament.”

Christian Lohr

“A million employees will be retiring by 2030. A shortage of specialists will pose major challenges for our country in coming decades. Thanks to the experience and wide-ranging expertise of swissstaffing’s advisory board members, specific and pragmatic proposals have been advocated and submitted to parliament.”

Vincent Maitre

“It is important to me that we tackle changes with the courage to seek solutions and make use of opportunities. How does being involved in swissstaffing’s advisory board help me? Good-quality legislation is possible if members of parliament take on board proposals from different economic sectors and civil-society stakeholders, obtain information, and analyze their impact. This allows us to create framework conditions that benefit the whole of society.”

Melanie Mettler

“The factory era is over – the working world has changed. The political world must act! We need to create framework conditions that ensure the safety levels needed, but also enable freedom and flexibility. On the swissstaffing advisory board, we can discuss what further developments are necessary and sensible.”

Daniela Schneeberger



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Alex Farinelli National Councilor (FDP / Ticino)

Hannes Germann Council of States (SVP / Schaffhausen)

Christian Lohr National Councilor (Centre / Thurgau)

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Vincent Maitre National Councilor (Centre / Geneva)

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