



Annual Report

2018

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For a short presentation of our mission, vision and objectives, see our [pdf leaflet](#)

Forewords

Ebbe Johansen

President of AGE Platform Europe



In EU countries, an increasing part of the population will be older people. To respond to the ageing challenge, environments and policies must be developed to prevent that growing old marginalizes older people and makes them dependent. Older people want to enjoy life and participate fully in society and remain healthy into a higher age. We must ensure that quality and affordable health and long-term care is available.

AGE Platform Europe has played a leading role in the launch of the Covenant on Demographic Change, which promotes a society for all ages. It supports innovative transportation, housing, social participation and outdoor space which make our cities accessible to all. More than 100 cities, universities and institutions are members of the Covenant. In 2018, the program was extended to encompass the issue of Silver Economy. The purchase power of older people is bigger than the younger generation, and with Silver Economy we can motivate the creation of new products and services for all ages.

On the labour market, despite their expertise and experience, older people often experience discrimination. AGE therefore works intensively with the European Union and United Nations to ensure that older people are given a fair chance. We fight discrimination and ageism in all areas where it is prevalent: in employment, healthcare, media and other places.

AGE supports the European Pillar of Social rights, which promotes a vision for equal participation in employment, fair working conditions and participation in social life. For older people it demands the right to affordable quality long-term care and to adequate pension and old age income to participate in social life.

At global level, AGE participates in the UN open working group on ageing, where key issues as discrimination, neglect and abuse, dignity, autonomy and independence, palliative care and lifelong learning are discussed. The objective is to develop recommendations on how to ensure that human rights can be maintained for older people. We can all work to fight problems in each of these areas.

We are living in a very turbulent time. The Brexit and the US protectionist policy are signs of growing nationalism. The EU must show the value of working together. AGE will put more emphasis on its member's participation and satisfaction. Together we can solve many more issues and can create a better society. Our members participate actively through task forces in defining the actions needed.

In 2019 we will elect a new EU Parliament. AGE has developed a Toolkit and a Manifesto to give the candidate MEPs a clear understanding of how they can reach the large group of older people.

AGE looks forward to working with the new Members of Parliament (MEPs) and the European Commission and together with our members, we will promote better conditions for our growing older population.

Anne-Sophie Parent
Secretary-General of AGE Platform Europe



2018 was a very special year for AGE: to mark the 70th anniversary of the Universal Declaration of Human rights, we decided to try something new, something bold that would raise awareness of the fact that human rights do not diminish with age... but it becomes more and more difficult to enjoy our rights when we grow older.

We then realised that by launching this ambitious campaign on the 1st of October – the International Day of Older persons - and closing it on 10th of December – the day when the Universal declaration turned 70 - we had exactly 70 days to remind everyone that we are born and age free and equal in dignity and rights!

During these 70 days we became official partner of the UN [#STANDUP4HUMANRIGHTS](#) campaign and launched our own [#AGEINGEQUAL](#) campaign to celebrate the great diversity among older persons, highlighting barriers that many face in their life, giving the floor to testimonies that explain much better than statistics what reality some groups of older persons face, the multiple discrimination many of us face, etc. This campaign has delivered a wealth of input for grassroots older citizens on which we are now building our [European elections campaign](#).

We also made some [very concrete contributions](#) to the 9th session of the UN **Open Ended Working Group on Ageing** on violence and elder abuse, equality and non-discrimination, autonomy and independence, long-term care and palliative care. We were also pleased to see a sharp increase in the number of AGE members that are now accredited to the United Nations and hope more will apply and will participate actively in the Open Ended Working Group on ageing.

In 2018, thanks to our work, public authorities increasingly understood that the **UN Convention on the Rights of Persons with Disabilities** is equally covering older persons with functional limitations, and a few have already decided to remove the upper age limits in access to disability support they had in their policies.

In 2018, with the European Disability Forum and ANEC we lobbied hard to get an ambitious **European Accessibility Act** adopted. The legislative process is almost over now and we can be proud of what we have achieved although some consider that the final text could still be improved in a few areas.

You will find more detailed information on what AGE achieved in 2018 thanks to our members' input and commitment. Enjoy your reading and let us know if you have any question or suggestion on how we could move faster toward a more age-friendly European Union. Your help is very precious for us!

Highlights of the year

✓ #AgeingEqual: a global awareness-raising campaign to combat ageism & enhance human rights in older age

This was a first: in a nod to the 70th anniversary of the Universal Declaration of Human Rights celebrated on 10th December 2018, AGE run a 70-day campaign to remind that “human rights do not diminish with age”. From 1st October, International Day of Older People to 10th December, International Human Rights Day, the [#AgeingEqual campaign](#) – so called as a reference to the main campaign call for ‘ageing with equal rights’ – rallied dozens of supporters around the eradication of ageism.

The campaign brought to the fore the diverse realities faced by millions of older people across the globe. Ageing being a natural process, we are all likely to face ageism. Our experience of older age might however differ depending on our individual life trajectories. To help people relate to what ageism means, the #AgeingEqual campaign gathered evidences and shared life stories from the perspective of different groups of society: women, people of colours and Roma, people with a migrant background and those being left behind by their families who were forced to flee, lesbian,



gay, bisexual and transgender people, people with important care needs, people living with disabilities...

We discussed how ageism impacts older persons' capacity to fully enjoy their social and political rights; how it pits generations against each other through the stereotyping of younger and older age groups; how it denies older persons' sexuality; how it legitimates abuse, violence and neglect and makes access to protection and justice more difficult for older persons.

This collective effort to reach out to the wide public was made possible thanks to the partnerships developed by AGE with non-discrimination organisations and equality bodies that committed to raising awareness of the magnitude and gravity of ageism among their own communities. The new born community of activists, partners and supporters that has formed on the occasion of the campaign will be key to defend human rights in older age in the coming year.

#AgeingEqual in a few figures

130 blogposts and testimonies

17.000 webpage viewed

AGE tweets seen 500.000 times

over the campaign lifetime

with a spike to 25.500 times

on 1st October for the campaign kick-off



✓ Getting ready for the European Parliament elections

In May 2019 citizens across the EU will vote to elect the new European Parliament. Grasping the importance of this key democratic process, AGE members adopted their [Manifesto for the European Elections 2019](#) at the General Assembly 2018. Under the motto '*Achieving equal rights and dignity for older persons*', the document provides recommendations to MEP candidates to help enforce older persons' equal rights to take an active part in society and to live and age in dignity.



Our Manifesto was sent to all major European political parties with a view to influence their agenda-setting. Consequently, we were consulted by the Party of European Socialists prior to the drafting of their own manifesto and we met the Secretary-General of the European Peoples' Party. We also exchanged with the Party of European Democrats and the political group of the European Conservatives and Reformists in the European Parliament.

In addition to the Manifesto, AGE developed an [election toolkit](#) to support the engagement of AGE members in the elections at national level. This toolkit provides relevant information on the European Parliament and presents good practices and activities to inspire and support election campaigns in EU countries.



We also became a partner of the non-partisan European Parliament's institutional campaign '[This Time I'm Voting](https://www.this-time-im-voting.eu/)' aimed to promote democratic engagement in the European elections.



[thistimeimvoting.eu](https://www.this-time-im-voting.eu/)



✓ **Promoting a Silver Economy that supports age-friendly environments**

Being a society for all ages requires common vision and action from all actors in society. This is why AGE and SEED partners, in collaboration with the Covenant on Demographic Change, and thanks to the funding support of the European Commission, have launched the [European Silver Economy Awards](#) to promote and reward innovative digital solutions that foster an age-friendly Europe and improve older persons' lives.



For the first time, the Silver Economy Awards offered the opportunity to identify best practices and accelerate innovation across Europe. It also provides a representative overview of the European Silver Economy and to boost knowledge exchange and learning practice.

The **Silver Economy Awards**

"I am very enthusiastic about this Silver Economy project, because the finalists are covering the whole society, including public sector, non-profit, civil servants and also business. So in a way we are working together as we have never seen before."

Ebbe Johansen, President of AGE

This first edition has been really successful with more than 95 applications coming from 22 countries. In May, the Awards Ceremony brought together more than 120 participants and celebrated the nine finalists. The project SEED coming to an end in September, the European Silver Economy Awards has been officially handed over to the Covenant on Demographic Change, in Bilbao while the General Assembly of the Covenant was organised within the framework of the Bizkaia Silver Week. By taking over the reins of the European Silver Economy Awards, the Covenant provided with a key commitment for the sustainability of the Awards and the promotion of innovation for an age-friendlier Europe.

✓ **Barriers faced by older persons in accessing digital financial services high on EU agenda**

After two years, AGE work on barriers faced by older persons and persons with disabilities in access to digital financial services has finally delivered results: the final proposal for the European Accessibility Act now includes not only automated teller machines (ATMs) and ticketing machines but also retail payments digital devices such as the devices you have to use to pay with a card in shops, online banking, mobile payments, etc.

Next to this, with the strong support of the Dutch National bank, AGE managed to bring the broader accessibility issues of digital retail payments on the agenda of the Euro Retail Payments Board, a high level group multi-stakeholder group set up by the European Central Bank to help foster the development of an integrated, innovative and competitive market for retail payments in euro in the European Union.



✓ **Work-life balance: towards a directive on carers' leave & more flexible working conditions**

About one in five older workers is caring for a disabled or sick family member, and recent numbers from Eurofound have shown that the stress experienced by informal carers is growing. In this context AGE continued in 2018 its campaign in favour of the Directive on work-life balance for parents and carers, proposed by the European Commission, which introduces for the first time the recognition of informal carers in European law. In particular, the directive suggests allowing for a carers' leave of five paid days per year and worker, and a right to request flexible work arrangements, along other improvements on parental and paternity leave. Together with key relevant civil society partners, we met several MEPs involved in the negotiation of this directive and participated in a meeting with the Austrian presidency, during which crucial negotiations took place. The Parliament significantly improved the Commission proposal by making it more inclusive for non-standard families and by setting higher standards of remuneration for family leaves.

Yet, as the directive was significantly challenged by EU member states within the Council of the European Union, we sent several joint letters to all social affairs ministers and one to French President Emmanuel Macron, who afterwards worked much more closely with French family organisations. We also encouraged our members to lobby their own national government, and some of them sent letters to their ministers, showing that this directive has the backing of national civil society organisations.

By the end of 2018 negotiations between Council and Parliament were still difficult but slowly progressing; it is likely that the directive will be adopted before the next EU elections. This would send a powerful message to European families and informal carers.



Figure 1: AGE staff with representatives of COFACE-Families Europe, Social Platform and Mental Health Europe after a meeting with one of the rapporteurs in the European Parliament. Picture: Ana Perez, COFACE-Families Europe

AGE work in 2018 to promote...

Human Rights & age discrimination

■ Fighting ageism

AGE fight against ageism - the systematic discrimination on the ground of age - took a significant leap forward in 2018, reaching its climax with our [Ageing Equal campaign](#) to mark the 70th anniversary of the International Human Rights Day (see highlights). Drawing upon testimonies from various groups of older persons, the campaign raised awareness of the multi-fold aspect of ageism and how it affects or will affect each of us across the whole life span.

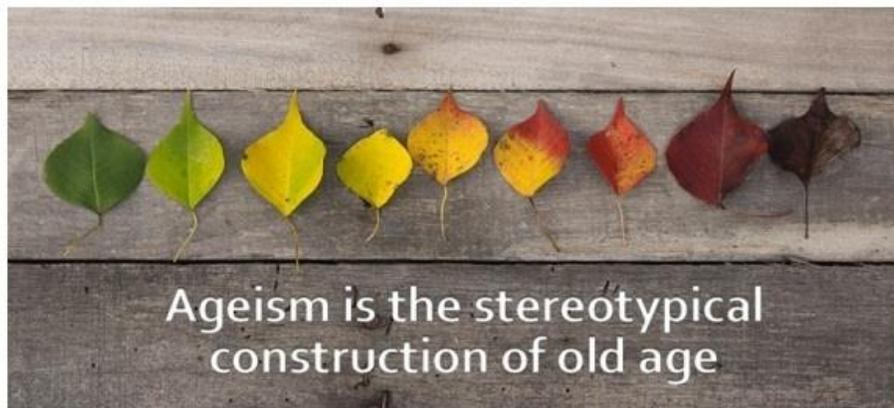
At 2018 Fundamental Rights Forum

Developing awareness and understanding of ageism as a human rights violation was also the objective of the session '[Making rights real: the fight against ageism](#)' that AGE organized during the 2018 Fundamental Rights Forum in September. It was for us the opportunity to further explore the drivers of ageism that act as barriers to the full and equal realisation of human rights in older age and examine how a rights-based approach can address those barriers. The event brought together the World Health Organisation, the UN Office of the High Commissioner for Human Rights, self-advocates from organisations of young and older people and various human rights actors.



At joint event with COST Action on Ageism

In October we co-organized, together with the COST Action on Ageism and the Committee of the Regions, an [international event](#) which summarizes the work done on the topic of ageism by more than 200 researchers and policy stakeholders from 35 different countries. For the past four years, the COST Action on Ageism addressed the many different aspects of ageism, relying on a multi-dimensional and multi-sectorial approach, and demonstrated the complexity of age-based discrimination and its unknown individual and societal impacts. This research developed a large and comprehensive amount of evidence and resource, which will support AGE work to fight age discrimination.



In AGE Manifesto for the European elections 2019

The need to fight ageism is also highlighted in AGE Manifesto for the European elections 2019 prepared in close consultation with our members (see highlights) and presented in October at the seminar "[Achieving Equal Rights and Dignity for Older Persons](#)", co-organised by AGE in collaboration with the European Parliament Office and the Representation of the European Commission in Barcelona. Nena Georgantzi, AGE's Policy Coordinator on Human Rights and Non-Discrimination, presented the main objectives of the manifesto emphasizing the negative impact of ageism on the enjoyment of

human rights in old age and the double discrimination faced by older women due to age and gender. She also made recommendations about how to better protect the rights of older people at EU level.



With the EuroAgeism project

Launched in November 2017, the [EuroAgeism](#) project is a multi-disciplinary international network of researchers, and policy makers, which aims to address ageism by enabling young researchers to dedicate themselves to the subject in the course of their PhD.



As part of this project, AGE is hosting for a 3-year period a researcher who will evaluate how non-discrimination law influences the inclusion of older persons. The study will compare the experiences of older people with age discrimination in Austria and Ireland.

■ Enhancing older persons' rights at global level

With the United Nations Open-Ended Working Group on Ageing

AGE and several member organisations took part in the [9th session of the United Nations Open-Ended Working Group on Ageing](#) (OEWGA) in New York from 23 to 26 July 2018. The meetings brought together Member States of

the United Nations (UN), UN agencies, civil society and national human rights institutions to examine how to enhance the enjoyment of human rights by older people worldwide.

In a parallel session on 26 July 2018, AGE led, together with HelpAge International, a seminar on normative elements around the rights to equality and non-discrimination, as well as freedom from violence, abuse and neglect. It brought together around 50 representatives of civil society organisations, governments and human rights institutions from across the world to discuss the definition of those rights in view of the future development of new instruments around the human rights of older people.



AGE joint seminar at OEWGA meeting

The 9th session offered the right momentum to give greater visibility to violations of older persons' dignity. Through written as well as oral statements, AGE highlighted those violations, with a focus on the areas selected for discussion: equality and non-discrimination, elder abuse, autonomy and independence, as well as long-term and palliative care. Thanks to preparatory work with our members, which included a task force meeting and [AGE Annual Conference](#) in the first half of 2018, AGE could frame those as human rights issues, and the lack of enjoyment or access to such rights as a violation of older people's human rights.



AGE 2018 Annual Conference

Joint Seminar on Human Rights of Older Persons

The process towards the Open-Ended Working Group included, very notably, a [joint seminar](#) with the UN Human Rights Office in Europe, on 12-13 April 2018. This seminar reflected on the themes of the OEWGA and contributed to developing a human rights approach to them. The outcomes of this seminar, which involved UN officials, civil society and academics as well as other experts, were reflected in [a report](#) published jointly by AGE and the UN Human Rights Office.



AGE joint seminar on older persons' human rights

■ Fighting discrimination at EU level

Failed anniversary of EU anti-discrimination legislation proposal

July 2018 marked the 10th anniversary of the [anti-discrimination law](#) proposed by the European Commission but blocked for several years by some EU member states within the Council of the European Union. This draft horizontal directive seeks to ban discrimination on the grounds of religion or belief, disability, age or sexual orientation in all areas of social life. To mark this 'failed' anniversary, AGE together with 5 other European non-discrimination NGOs published a [joint open letter](#) to express their concern about this lack of action in the current context of growing populism.

Earlier in May, another [common statement](#) was issued after the draft anti-discrimination law was removed from the European Commission draft regulation for the 2021-2027 funding period. We jointly call for better promotion of gender equality, accessibility and non-discrimination in EU funds.

Consultation on SDGs & human rights

Additionally we replied to a [consultation](#) on Sustainable Development Goals (SDGs) and human rights launched by the Fundamental Rights Forum (FRA) about how we contribute to the implementation and monitoring process of the SDGs, focusing on SDGs 5 (gender equality), 10 (fight against inequalities) and 16 (inclusive and sustainable societies). We furthermore pointed out several of the barriers in the effective implementation and monitoring of the SDGs from an old age perspective



■ For more gender equality in old age



Gender Equality mainstreamed in AGE's work

As in previous years, the issue of gender equality was mainstreamed in all of AGE's work in 2018.

Regarding employment policies, AGE co-organised a [joint seminar with the Centre for European Policy Studies](#) (CEPS) in July on the topic of older women in the labour market and pushed for the adoption of an ambitious work-life balance directive (see chapter on employment).

On pensions policies, AGE highlighted the differential impact of pensions reforms on older women during the release of the Social Policy Committee's Pension Adequacy report (see chapter on adequate income).

To mark 2018 International Women's Day, AGE published a [press release](#) and a [Special Briefing](#) calling for progress for women of all ages. In our press statement we explained how older women's vulnerability mostly results from a lifetime of discrimination, leading to increased inequalities and much higher poverty risks in old age.

In the contributions of AGE to the European Semester, gender equality was highlighted especially in the domains of employment and pensions, and [AGE Barometer](#) contained dedicated section to gender equality.

Participation in external initiatives around gender equality

In AGE's work with the European Anti-Poverty Network, [AGE contributed to a paper on gender-based violence and poverty](#) and participated in EAPN's meeting on [Gender and the Sustainable Development Goals](#) in Belgrade, Serbia.

AGE member Joke De Ruyter of Older Women's Network Netherlands travelled to Vilnius to [meet the European Institute for Gender Equality \(EIGE\)](#), participating later also in a consultation on a work-life balance organised by the Institute.



More visibility for Gender Equality

To make AGE's work on Gender Equality more visible, AGE created a [new section on its website](#), summarizing the key challenges to gender equality in old age: the section covers employment, pensions and social inclusion and health policies. As part of the #AgeingEqual campaign, [a whole week was organized](#) on ageism and gender. Members, staff and partners contributed blog articles on female informal carers, migrant women, ageism and sexism as experienced by older women, the taboo of older women who are victims of abuse, as well as the taboo of sexuality in older age. The week in particular encountered an impressive echo in social media during the campaign.

Quality long-term care & elder abuse

■ Working conditions, skills and quality of care: exploring links, developing partnerships

Marking World Elder Abuse Awareness Day

In 2018 AGE built and sustained a cooperation with UNICARE Europa, the European trade union of care workers in the private sector. This new partnership sought to better understand the links between working conditions in care services and the dignity of older people accessing them. The highlight of this cooperation was the [joint workshop](#) we organized on 5 June, jointly with the European Commission and the European Network of National Human Rights Institutions (ENNHRI) to mark the 2018 World Elder Abuse Awareness Day. For the first time at European level, trade unions and organisations of older people were meeting to discuss the links between their respective agendas. The workshop helped identify shared objectives and mutually reinforcing agendas: older people in need of care require workers with good training and good working conditions, whereas care workers may see their conditions improve if older people are seeing as rights holders, whose dignity should never be at stake.



AGE joint workshop on working conditions in care

As a result of the workshop, AGE and UNICARE Europa reinforced their cooperation and started building plans for further cooperation in the future.

Improving skills of home care professionals

2018 also saw the final phases of the [CARESS Erasmus+ project](#) on developing the skills of home care professionals in Europe, of which AGE was a partner. This project delivered face-to-face and e-learning materials, as well as a platform for discussion and a repository of information on care professions across Europe, all aimed to improve the skills of professionals in this sector. The [final event](#), organized by AGE on 2 October, disseminated these outcomes and included a policy panel that involved UNICARE Europa and highlighted the urgency of improving the training and overall working conditions in the care sector.



■ Promoting the right of older people to long-term care

On several occasions in 2018, AGE called for the development of long-term care systems that are accessible, of good quality and that focuses on the participation and the integration in the community.

The issue of long-term care was one of the thematic focus of the [9th session of the UN Open-Ended Working Group on Ageing](#), which met in New York in July (see first chapter on human rights). This was for AGE a unique momentum to give greater visibility to violations of older persons' dignity in care and support. The preparations for the session included a task force meeting, a seminar with the UN Human Rights Office as well as AGE's Annual Conference. AGE took part in further relevant discussions, namely in the steering groups and final events of the CEQUA project on cost-effectiveness in long-term care and the SPRINT project on social investment in long-term care.



Another key opportunity was the **workshop on integrated care organized by the World Health Organization** (WHO) on 11-13 December, where we shared our views around a shift towards dignified, quality care.

Also in 2018 AGE confirmed its commitment to the [Community Living for Europe](#) initiative, facilitating notably the contributions of several members to assess how European Union funds have been used to support the community-living of older people.

■ Palliative care as an integral element of quality care for older people

Palliative care is the type of care that addresses physical, psycho-social, spiritual and existential issues of people with a health-threatening condition. Given its potential to improve the quality of life, palliative care should be delivered in a timely way to all those who may benefit from it, including older people, regardless of their health condition. It should furthermore be fully embedded in integrated long-term care delivery.

This was the key message of the [User Forum](#) that AGE organized on 9 March in the framework of the [PACE EU research project](#). The meeting, which involved members of AGE's task force on dignified ageing, delivered suggestions for policymakers to improve access to timely, quality palliative care for older people in long-term care. On this basis, AGE will publish, together with Alzheimer Europe, policy recommendations to be disseminated to an audience of policymakers, advocacy organisations and service managers through a workshop on 24 January 2019 in Brussels.



■ Health promotion and disease prevention

Promoting good health in old age - and during the whole life cycle in a prevention perspective - underpins an important part of AGE policy and research work. Most of the policies on which we are working have an impact on older people's health. Our work to support age-friendly environments, fair and adequate working conditions and a rights-based approach to care, developed in the previous sections of this report, are only some examples of the wide scope of our work related to healthy ageing.

Here are some concrete examples about the activities carried out in 2018 to support health promotion and disease prevention, considering that a major part of this work is done in close collaboration with European Public Health Alliance (EPHA).

Hearing loss

AGE joined forces with the European Federation of Hard of Hearing People (EFHOH), the European Association of Hearing Aid Professionals (AEA) and the European Hearing Instrument Manufacturers Association (EHIMA) to [highlight the importance of good hearing for everyone at all ages](#).

The coalition took opportunity of the World Hearing Day (3 March) to convey an event in the European Parliament and release its [manifesto](#) with clear recommendations to policy makers.



"As Europe's population ages, the burden of untreated hearing loss is expected to increase. We must act to protect older person's rights and promote their participation in society! Therefore, we support the World Hearing Day, and warmly welcome the initiative of the World Health Organization"

Anne-Sophie Parent, Secretary General of AGE Platform Europe

Incontinence

Started in 2016, the work carried out by AGE with its members, in collaboration with Essity on incontinence care is another key part to support healthy ageing and independent living. AGE contributed to a study creating fresh hope for improved standards of [care for people with incontinence](#). For the first time, health and social care experts developed a definitive set of outcome measures and Key Performance Indicators for toileting and containment strategies. The outcome of the study was presented at the 7th Global Forum on Incontinence, which took place in April in Rome, in partnership with AGE (presentations were given by Bozidar Voljc, Elena Weber and Anne-Sophie Parent). These results were shared and discussed with AGE members during the General Assembly. It is also important to highlight the synergies established with the work done at national level, in particular in Slovenia where an event was held on 21 June, resulting in [key recommendations to better support patients with incontinence disorders](#).

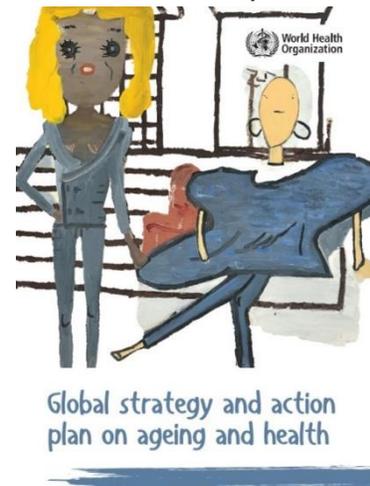


Photo of the Kontinenca 2018 Conference (Slovenia), with Bozidar Voljc, AGE expert, and Elena Weber, AGE Executive Committee

Non-Communicable Diseases

Another big topic which is very much at stake at EU and global level is the issue of Non-Communicable Diseases (NCDs), also known as chronic diseases. The main types of NCDs are cardiovascular diseases (like heart attacks and stroke), cancers, chronic respiratory diseases (such as chronic obstructive pulmonary disease and asthma) and diabetes. While three quarter of NCDs death occur with the 65 plus age group, the draft of the first report of the WHO independent high-level commission on NCDs was not mentioning the issue of ageing. This is why [AGE decided to provide its comments](#), in line with the comments made by Age International and other

stakeholders sharing the same vision. The advocacy work conducted has paid since the [final report](#) is taking into account ageing issues and older persons. Similarly, AGE welcomed the [final version of the WHO work programme 2019-2023](#) which finally included a reference to healthy ageing and the need to refer to healthy life expectancy and made a clear link with the "*Global Strategy and Action Plan on Aging and Health*", a key instrument of developed by the WHO but left out of the draft of the future work programme. This has again been the results of an intense mobilisation of international stakeholders active in the field of ageing.



Sports, physical activity and nutrition

As we all know, physical activity is a critical factor to enhance healthy ageing, tackle NCDs and support social networking and interactions. AGE participated into the [consultation on sports and physical activity](#) to raise awareness on the importance to consider older persons within the scope of activities carried out during the European Week of Sports. It was the opportunity to highlight that the accessibility of sport infrastructures, but also more generally of the outdoor environment, is essential to encourage everyone to engage in physical activity.

The path to well-being is also reinforced thanks to the work carried out by the [NESTORE](#) consortium, developing a virtual coach able to understand needs, preferences and moods of the user to make suggestions corresponding to the user's personality, health status and personality. Differently from other assisting coaches, such as Google Alexa, NESTORE's intelligence will lay on the fact that it knows when to dialogue with the users.



Co-designed with seniors in Barcelona, Milan and Rotterdam, NESTORE sustains the user's motivation to take care of his or her health in different domains from nutrition to physical activities and social interactions. It is not a medical device, but a friendly coach to help you keep up in a non-intrusive way when you need a bit of support at critical periods of your life

Nutrition is another major determinant of healthy ageing, this is why AGE is involved in the [PROMISS project](#), focusing on protein intake among older people living at home. Research shows that the current WHO recommendation for protein intake (0.8 grams of protein/kg of body weight/day, corresponding to 3 slices of roast turkey, or 3 eggs, or 1.5 cup of lentils) should be increased to 1.0-1.2 grams/kg/day, and even more in case of acute and chronic diseases. For allowing everyone to make a simple assessment of the level of protein intake, PROMISS tested and validated a simple on-line questionnaire, the [Protein Screener 55+ or Pro⁵⁵⁺](#) that can easily help out in the evaluation.



Research on ageing well

"Population ageing is raising concerns about how to cope with the expected greater costs of healthy and long-term care [...]. The rhetoric is often inspired by misleading metrics such as the traditional old-age support ratio, which assume that people become dependent after reaching some pre-defined age"

WHO, European Observatory on Health Systems and Policies



ATHLOS

Healthy ageing is keen also the [ATHLOS project](#), which studies trajectories of health to set up virtuous scenarios and recommendations to age well. The project set up an alternative and more update measure of age, moving away from the old-age dependency ratio (according to which we are considered old when hitting 65) to embrace the "prospective age", taking into account the life-span and populations' similar characteristics when ageing. The old-dependency ratio was not conceived to provide a measure of age, but it is currently use for this purpose. Shifting to a different and more coherent and consistent measure will have many implications for policies in health and care, pensions, insurances, mobility, ... Scenarios will be simulating such shift, and AGE will be consulting stakeholders widely to raise awareness on a possible definition of ageing and on pathways to healthy ageing.

■ New technologies in support of healthy ageing

New technologies are a key component in curing and caring paths towards health and healthy ageing. AGE actively worked to voice the opportunities offered by health technologies to support healthy ageing and independent living, as well as the threats and the concerns of older persons



towards a system where digitization would be a goal in itself. The interactions between policy and project are essential to make sure we advocate on behalf of our members and shape the health technologies of tomorrow with the active involvement of older persons.

Challenges of health digitalization for older persons

In April AGE issued a press release to react to the publication of the communication of the European Commission "[Enabling the digital transformation of health and care in the Digital Single Market; empowering citizens and building a healthier society](#)". It highlighted that while *'health is an area where great improvements can be achieved thanks to new technologies, this must go hand in hand with improved human-based approaches and optimized data protection to avoid abuse and discrimination'*.

All along 2018, AGE also promoted the report of the [UN Independent expert on the impact of robotics and assistive technologies on the rights of older persons](#) published end 2017. In line with this report, AGE Secretariat launched a discussion with its members, notably those belonging to the task force on healthy ageing, on ethical issues raised by health technologies.

Involvement of older people in EU research

[Our involvement in Horizon 2020 projects](#) also provides opportunities to make concrete inputs in relation to the development of new technologies to support healthy ageing and to confront AGE views with other stakeholders. In particular, thanks to the co-design of technologies, AGE contributes to deliver accessible and acceptable products and solutions that meet the concerns of many seniors of today.

As a matter of fact, assistive technologies are very often not designed with older people's needs in mind. When wishing to integrate assistive technologies into textiles (e.g. for producing smart sofas, smart dresses), shoes, and furniture, to allow technology to help on an everyday basis, comfort, practical use and fashion cannot be neglected. Therefore the [Maturolife project](#) co-creates smart textiles with older persons and informal carers. AGE co-organized interviews and co-creation workshops in 9 countries (FR, PL, IT, TR, ES, UK, SI, BE, DE), in order to grasp aspirations and expectations regarding assistive technologies, leading to the design of suitable prototypes, which will be further fine-tuned and tested again with seniors.



The [i-PROGNOSIS project](#) made substantial progress in 2018 too with the mobile application aiming to detect early Parkinson's disease symptoms collecting anonymized data from donors in six European countries. With a view to help neurologists identify patterns related to the disease thanks to smartphone use, the project uses the latest breakthrough technologies in the field of artificial intelligence and thus feeds AGE reflection in relation to ethics, data protection, and healthy ageing. In coordination with other European innovation projects among which FrailSafe (see hereafter), AGE met with stakeholders active in the field to discuss [how digital innovations in the healthcare sector](#) can contribute to active and healthy ageing.



[FrailSafe](#) is a research and innovation project that is developing an IT platform to enable health professionals to better assess frailty among older people. The approach also empowers older people to monitor their physical and cognitive levels in terms of frailty and thus can adopt a proactive preventive approach. The project involved older people in three pilot sites: Nicosia (Cyprus), Patras (Greece) and Nancy (France). They contributed to the development, where their feedback was collected along the project to improve the system. A [user forum](#) was organized in the framework of AGE General Assembly in June 2018, where AGE members were invited to manipulate the components of the system and address their recommendations to the developers.





FrailSafe user forum

■ Medicines for older persons

The European Medicines Agency (EMA) established in 2011 a geriatric expert group to assist the implementation of the EMA Geriatric Medicines Strategy. In 2017 AGE managed to have Barbro Westerholm [officially nominated](#) as member of this expert group. In the same direction, the EMA published a draft "[Reflection paper on the pharmaceutical development of medicines for the use in the older population](#)". Early 2018 AGE provided comments on that draft report and reminded how key this topic is to its members.



EUROPEAN MEDICINES AGENCY
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Age-friendly environments & Accessibility

Fully in line with the work carried out together with the World Health Organization (WHO), AGE continued to promote age-friendly environments at EU level through our commitment in the European Partnership on Active and Healthy Ageing and by coordinating the activities of the [Covenant on Demographic Change](#).

■ Towards a more accessible EU

For a strong EU accessibility legislation

Accessibility is crucial for persons with disabilities and older persons. It is also a key component of age-friendly environments. This is why a couple of years ago AGE joined forces with the European Disability Forum (EDF) and ANEC (the Voice of Consumers' in standardization) to lobby for an ambitious European Accessibility Act. 2018 was the year of the negotiations between the three main institutions (the so-called 'trilogue meetings'), i.e. the European Commission, the European Parliament and the Council of the European Union and an agreement was finally achieved. The results of those discussions brought mixed feelings: focusing mainly on accessible digital services and products, the Act misses the opportunity to regulate on the physical environments.



For more accessible financial services

The accessibility of payment terminals and financial services at large were at the core of the work led by AGE in the European Retail Payment Board (ERPB) set up by the European Central Bank. AGE chaired a working group which delivered a report to the ERPB which highlights the challenges faced by older persons and persons with disabilities as a result of the increasing digitalization of retail payment services. AGE also steered a study on the risks and opportunities of digitalization for financial inclusion done for the Financial Services Users Group (FSUG), an expert group set up by the European Commission

Supporting accessible cities

In addition to lobbying on binding legislation, AGE continued its effort to support initiatives such as the [Access City Awards](#). Every year AGE sends a juror to the final Jury of the Accessible Cities awards to ensure that accessibility awards also recognize the ever growing numbers of older people with accessibility needs. In 2018 Dr Liz Mestheneos, former president of AGE, was appointed member of the European jury for AGE. Among the 53 applications from large and small cities selected by national juries, the European Jury selected Breda (NL) as the city which had done most to promote accessibility for persons with disabilities. It is also worth highlighting that some AGE members are involved in the national juries for the first evaluation step of the Access City Awards.



[EU Jury of the Access City Awards](#)
(AGE member Liz Mestheneos, third from left)

Enhancing digital inclusion

Last but not least, AGE teamed up with the European Disability Forum (EDF) to be part of the Civil Society Days, organised by the European Economic and Social Committee, to raise awareness on the need for accessible technologies. The recommendations issued by the participants at the end of the workshop on '[Empowerment to overcome the digital divide](#)' backed up the political messages of AGE and EDF on this issue, namely that:

- Accessibility should walk the same path as security or data protection. It should be a core aspect of technology-based (ICT) products and services.
- All persons, including older persons and persons with disabilities, should be involved from the outset in the development of ICT to make them fit for their needs and wishes.
- Adopt a European rural agenda to recognize the specific challenges faced in rural areas and ensure integrated development and territorial cohesion.



AGE-EDF joint workshop

■ Promoting age-friendly environments...

As an Affiliate Programme of WHO's Age-Friendly World network, AGE made developing age-friendly environments following the World Health Organisation life-course approach a key priority. Alongside the Covenant on Demographic Change and the European Innovation Partnership on Active and Healthy Ageing, AGE kept promoting age-friendly environments through different joint policy and project actions.

Through Silver Economy

2018 was a key year for the [SEED project](#), which set up the first [European Silver Economy Awards](#). The first edition was celebrated during the Awards Ceremony on 3rd May 2018. More than 90 applications had been reviewed during the process and 9 were awarded. AGE members were actively involved both during the evaluation process and the Awards Ceremony.



Winners of the EU Silver Economy Awards

AGE also actively worked on preparing the handover of the Awards to the European Covenant on Demographic Change and took opportunity of the Silver Week held in Bilbao, last week of September, to do so.

Through co-creation and user involvement

"Because older people are the ultimate experts on their own lives, WHO and its partners in each city have involved older people as full participants in the project. Project leaders sought the first-hand experience of older people "

WHO Guide for Age-friendly cities

In line with WHO Guide for Age-friendly cities, the [Mobile-Age project](#) was grounded on co-creation, engaging older people to design mobile applications for health and access to care, social inclusion and participation, age-friendly routes and local transport in four pilot sites: Bremen (Germany), South Lakeland (UK), Zaragoza (Spain), and Region Central Macedonia (Greece). Heavy involved throughout the project, AGE organized the project final conference on 10th October 2018 in Brussels. The event presented the first prototype of CIDER, the interactive co-creation guidebook, easy to use for anyone wishing to co-design, implement, and assess co-creation for digital public services through open data. Moreover



AGE coordinated the work on policy recommendations to support inclusive digital public services.

As reminded in the above extract of the WHO guide, co-creation is at the heart of age-friendly environments. In 2018 AGE promoted and supported the [Mobility Scouts project](#), in which one of our member organisation (the Older Women's Network from the Netherlands) was a key partners. In June, the final event of the project was co-organised by the Mobility Scouts partners back to back with AGE General Assembly. It was a unique opportunity to bring AGE members on board and disseminate the results and tools developed by Mobility Scouts.

Among many other initiatives, AGE also seized the opportunity of the EIP AHA Conference of Partners in February to kick off a [cooperation between the European Innovation Partnership on Active and Healthy Ageing and the one on Smart Cities and Communities](#), in particular to strengthen the issue of citizen's engagement and involvement in designing smart age-friendly cities.

Through standardisation

As part of its regular relationships with ANEC (the Consumers Voice in Standardisation) and with the European Standardisation Bodies (CEN-CENELEC), our work in 2018 in relation to standardization was mainly conducted through the [PROGRESSIVE project](#). Across its second and last year of work, the project partners kept triggering a change in the standardisation initiatives so they adequately address Europe's demographic changes while taking on board the preferences and needs of older persons themselves.



In order to do so, AGE members actively took part in a working group reflecting on how the PROGRESSIVE platform could support the participation of older persons, how to best adapt the standardisation process to adopt a co-creation approach where older persons can have a say, and giving their insights on key deliverables of the project in relation to smart housing. In that frame, several AGE members attended a PROGRESSIVE work meeting and the [Active and Assisted Living Forum \(AAL Forum\) in Bilbao](#) where they contributed with critical feedback on the importance to have older persons on the driver seats where innovations are supposed to meet their needs.



Joint AGE-PROGRESSIVE workshop at AAL Forum

The discussion around how housing and living environments can adapt to the needs and preferences of an ageing population will keep going in 2019 with the **Homes4Life project** that started in late 2018 and will eventually develop a European reference framework and certification scheme for ageing well at home in a life-course approach.



Additionally, thanks to two of our experts, Frans Moltzer and Peter Rayner, we continued to voice the interest of older railway passengers in the monitoring of the implementation of the **technical standards related to the accessibility of railway by persons with reduced mobility** (TSI PRM). Together with the representatives of the European Disability Forum, AGE experts are strong self-advocates of a better use of existing good practices across the EU. Considering that implementation is now at stake, EDF and AGE organised in early 2018 a [webinar](#) in particular to get stronger support from their constituencies by explaining what TSI PRM are about.



Employment, active citizenship & participation

■ Improving work-life balance and gender equality

AGE work on gender equality is mainstreamed in all policy areas. In 2018 however, it had a special focus on employment and work-life balance (see highlights).

Following the proposal of the EU Commission for a directive to improve work-life balance, AGE continued its campaign in favour of a strong directive. Together with a coalition of other NGOs representing families, persons with disabilities, people affected by mental health problems and others, we achieved to meet several key stakeholders involved in the negotiation of this directive, such as the rapporteurs members of the European Parliament, Mr David Casa (EPP, Malta), Mr Ernest Urtasun (Greens, Spain) or Ms Tania Gonzalez Peñas (GUE/NGL, Spain).



As negotiations between the European Parliament and the Council seemed to be challenging, we co-signed a [joint open letter](#) to the Employment and Social Affairs ministers in June and a [direct open letter](#) to French president Emmanuel Macron calling for support to the directive. AGE continued to publicly support the directive at a number of occasions, e.g. in [a joint press statement](#) published in November during the trilogue negotiations (between the European Commission, the European Parliament and the Council of the European Union). In this statement we addressed our recommendations for a directive that effectively meet older people's needs, including older women's.

Additionally, AGE specifically highlighted the challenges faced by older women at work at a [joint seminar with the Centre for European Policy Studies](#) (CEPS) in July and insisted on the need for stronger investments into person-centred long-term care, in collaboration with the European Parliament drafting a resolution on this aspect of supporting older women's employment.



Joint AGE - CEPS seminar on older workers

■ For inclusive and age-friendly labour markets

The issue of age-friendly labour markets was another special focus in AGE's work in 2018. AGE actively contributed to the work of the European Social Funds (ESF)' Transnational Network on Employment, with the participation of AGE expert Chris Ball in a **meeting of ESF Stakeholders** in Madrid in October. Mr Ball presented good and promising practices for including older workers in the workplace.

AGE's work to fight age discrimination, of course a main topic of the **#AgeingEqual campaign** (see highlights), was complemented by AGE's participation in the [annual Diversity Charters Forum](#) in Prague in October, where discussions with representatives of industry focused on how to trigger cultural change in companies towards stronger inclusion and non-discrimination.

AGE participated for the second time in an **expert seminar** looking at public policies to support older workers at Eurofound, feeding into a study released in autumn on this topic.

■ Ensuring social protection for all

Reply to EU consultations

Active ageing means giving everyone the right to participate in society. AGE therefore took part in a [consultation](#) of the European Commission on introducing a Council Recommendation on access to social protection for workers in non-standard forms of employment. We stressed the need for mandatory social protection coverage, as more and more workers are entering these new forms of employment and risk falling through the cracks of social protection systems. The Commission integrated a large part of our calls in a proposal currently discussed by EU member states. AGE however continued to highlight the remaining gaps to accessing social protection, especially for informal carers who have to drop out of the labour market. AGE also supported another proposal of the European Commission: the introduction of a [European Social Security Number](#), which could help older people who have worked in different EU member States in simplifying their administrative procedures to access their pension rights.

■ Enhancing solidarity between generations and democracy

Debating intergenerational dialogue at the European Parliament

To mark the European Day of Solidarity between Generations, on 29 April 2018, AGE organized, together with the European Youth Forum, a [debate in the European Parliament](#) on trust and democracy between generations. The European Commission's Directorate-General for Economy and Finance presented the findings of the Ageing Report 2018, which projects the impact of ageing on public budget over the next 50 years.

Additionally, the professional association of accountants showed the findings of a survey about how different generations think their concerns are taken into account. The findings reveal that different generations' expectations are not that different, but that most feel disadvantaged against other generations. Members of the European Parliament, AGE's Secretary-General, Anne-Sophie Parent, and the European Youth Forum's Secretary-General Anne



Widgren, used this outcome to call for more intergenerational dialogue in policy-making.

■ Bridging the European Semester and the European Pillar of Social Rights

One year after the adoption of the European Pillar of Social Rights, AGE analysed the impact this initiative had on the European Semester coordination process. We concluded that, while social concerns are better taken into account in the analyses and recommendations of the European Commission, ageing is still often seen only as a cost. AGE collected reactions from its members in five EU countries in order to develop its [annual position on the European Semester](#).



Also, a large number of AGE members was involved and intervened at a [EU conference](#) on key topics of the semester, organized by the European Commission in October. For instance, Age & Opportunity's Ciaran McKinney participated in a panel on life-long learning and explained how cuts in life-long learning budgets had affected older people in Ireland.

AGE also participated in key events to highlight the importance of the European Pillar of Social Rights, such as a [conference hosted by the Portuguese government](#) and organised by Social Platform to mark the Pillar's 1st anniversary.



AGE also spoke about the importance of the European Pillar of Social Rights at conferences organised by AGE members: BAGSO in Frankfurt and by WiseAge and International Longevity Centre in London.

■ Supporting adequate funding

AGE analysed the proposals put forward by the European Commission for the next **Multiannual Financial Framework**, the EU's budget for the period 2021-2027, to examine whether these would help promote active ageing.

The Rights, Values and Justice programme would indeed adequately support the need to fight age discrimination, but should take a broader approach to promoting a culture of non-discrimination. There is also a challenge linked the fact that it maintains the same budget while including new tasks.

The Erasmus programme remains important for older volunteer organisations to organise learning exchanges, but the mobility of adult learners has not been included (as this was the case under Grundtvig). AGE proposed amendments to allow this, and to allow funding for youth exchanges with the aim of intergenerational exchange.

The European Social Fund+ continues to support active ageing in its projects, but this dimension could be further sketched out.

Finally, the enlarged Horizon Europe research programme might integrate the funding for social policies into a larger strand, which could compromise support to tackle important societal challenges, such as demographic change. AGE proposed changes to all those regulations to ensure active ageing is not forgotten during the budgetary negotiations ahead.

■ Getting ready for the European Elections 2019

The elections for the new European Parliament will be organised in the whole European Union on 23-26 May 2019. Seizing the importance of this moment, AGE developed a manifesto with key recommendations for MEPs and a toolkit to support its members' engagement at national level (read more on this in the highlights).

Adequate Income and social inclusion

■ Ensuring safe and adequate pensions

Contribution to EU report on pension adequacy

For the third time, the Social Protection Committee, a group of member states' representative discussing social questions, came up with the [Pension Adequacy Report](#), which looks at how pension systems have different outcomes for vulnerable groups. Thanks to AGE's feedbacks at the last report in 2015, the report no longer looks only at the standard full-employment career, but includes different forms of careers (later start, earlier exit, child and care breaks), income groups and gender differences. In 2018 AGE was again invited to send in its comments, which were annexed to the report.

AGE Secretary-General Anne-Sophie Parent spoke at the [launch of the reports](#) in April with Social Affairs Commissioner Marianne Thyssen, highlighting the problems that arise for older women with current pension reforms. With a gender pension gap of almost 40% and the further individualisation of pension rights, female old-age poverty and social exclusion will remain a critical challenge. Anne-Sophie Parent called for policies to better accommodate women's needs in the labour market, further fight against intersectional discrimination on the grounds of age and gender and to preserve important tools such as survivors' pensions and pension credits for time spent in care activities.

Advising EU pension policies

Furthermore, AGE staff was nominated in two high-level groups that will continue to work on pensions in the future. Anne-Sophie Parent was [nominated into the High-Level Group of Experts on Pensions](#), while Philippe Seidel, Policy and EP Liaison Officer, was [nominated to the Occupational](#)



[Pensions Stakeholder Group](#) of the European Insurance and Occupational Pensions Authority (EIOPA), together with AGE member Moses Azzopardi of the National Association of Pensioners, Malta. In two physical meetings, we managed to raise important issues that should be included into EIOPA's regulation and advice to the pensions sector: the provision of understandable information documents to occupational pension scheme members, the accessibility of information to persons with disabilities, the new risks for consumers arising from the digitalisation of marketing and administration practices and the importance of taking the environmental and social sustainability of investments into account. The mandate of the current stakeholder group runs until end 2020.



■ **Fighting poverty and exclusion in older age**

AGE continued to work on the reduction of poverty and social exclusion in old age. In support of the European Anti-Poverty Network's (EAPN) project '*European Minimum Income Network*' (EMIN) and AGE member Petits frères des pauvres, AGE participated in the [launch of a bus tour throughout Europe](#) to promote the importance of adequate minimum income schemes from Lille, France.



Also as part of our collaboration with EAPN (of which AGE is a member), AGE was elected in the Steering Committee of EAPN's expert group on 'EU Inclusion Strategies' and published a specific assessment of poverty and social exclusion among older people, the '[Poverty Watch](#)' report.

AGE also actively participated in the [EU Commission's Annual Convention on Inclusive Growth](#), proposing a side-event on the social inclusion of informal carers (which was unfortunately not selected for the programme) and encouraging participation of a delegation of AGE members.



As a partner of the European networking partnership **ROSEnet – Reducing Old-Age Exclusion in Europe**, AGE supports the research with an aim of overcoming gaps and fragmentation in knowledge and research to tackle social exclusion in old age. Among others, we took active part in a [policy seminar on older people in European public policy beyond 2020](#) held in Brussels in February. The seminar brought together policy makers from both national, EU and global levels in order to inform their future interventions in the field of ageing. AGE members and experts provided testimony on the impact that current policies and initiatives on ageing have on addressing diverse challenges on old-age social exclusion.



Our members will contribute to ROSEnet further over the next two years; notably through an advisory body – the Older Adult Reference Group. The group will help to draw conclusions and policy recommendations building on the research evidence gathered through ROSEnet partnership.

■ Accessible retail payments

In 2018 AGE managed to put the issue of accessibility of digitalized retail payments on the agenda of the [Euro Retail Payment Board](#) (ERPB), a high level group set up by the European Central Bank to tackle challenges faced by retail payments services across the SEPA zone.

Anne-Sophie Parent, AGE Secretary General, chaired an informal group of ERPB members with the support of the Dutch National Bank. The group presented its final report on accessibility of retail payments to the ERPB in November 2018.

In addition to this, Mrs Parent explained in [an interview](#) for the European Payment Council, why digitalized financial services, in particular retail payments, raise significant accessibility challenges for older people.

■ Risks of digitalisation of financial services

AGE steered [a study on the risks and opportunities of digitalization for financial inclusion](#). This study was outsourced by the Financial Services Users Group – an expert group set up by the European Commission currently chaired by AGE. The study highlighted the challenges faced by older persons and persons with disabilities due to the increasing digitalization of financial services and lack of accessible alternatives. This report seeks to support the debate on the European Accessibility Act which covers digital financial services.



■ Accessible market place

To mark the World Consumer Rights Day on 15 March, [AGE joined a global call for more inclusive digital products and services](#) which comply with the

design-for-all principles and enable universal access to goods and services to European consumers of all ages. AGE stressed that with the rapidly growing digitalization of many goods and services, older consumers face increasing risk of digital exclusion, as 2017 EU data shows.



■ AGE joint call for stronger EU financial supervision

In July AGE joined forces with other civil society actors to denounce a disappointing European Parliament draft report on the review of the European System of Financial Supervision.



3 European supervisory authorities

These consumers' representatives [called on the European Parliament to enhance consumer protection](#), especially for products that have a very long-term impact on their lives and living standards, such as **personal pension products**.



About AGE network

AGE structure

AGE structure is organised in such a way as to reflect its main mission of representing older people's interests and needs across the EU and building their capacity to speak on their own behalf and influence EU policy developments.

Regular meetings with our members and experts were held throughout the year to advance our work priorities and implement our work programme, provide input on specific dossiers and address management and organizational issues.

- **AGE General Assembly:** is AGE governing body and is composed of all full member organisations. They met in June to take stock of AGE action in 2018 and decide on the work priorities for 2019.
- **AGE Council:** is composed of national representative(s) elected by AGE Full member organisations in their country. It meets twice a year and is responsible for the overall implementation of the work programme and for policy decisions.
- **AGE Executive Committee:** is composed of the President, four Vice-Presidents, a Treasurer and a Secretary. It meets 4 times a year and is responsible for providing policy guidance and ensuring that the statutes and internal rules are adhered to.
- **AGE Accreditation Committee:** deals with all issues around membership, including new applications for membership and to forward its recommendations to the Council and the General Assembly.
- **AGE Task Forces:** 7 Task Forces and 2 Policy Coordination Groups informed AGE's work on specific policy dossiers related to Age-Friendly EU & Accessibility, Human Rights and Non-Discrimination, Employment, active citizenship and participation, Adequate Income and Fight against Poverty and Social Exclusion, Consumer's Rights and Financial Services, Healthy Ageing, Dignified ageing, the European Semester and the Madrid International Plan of Action on Ageing (MIPAA). Their members are experts nominated by AGE members. They worked mainly through e-mail exchange and met occasionally in Brussels.
- **AGE Secretariat:** is responsible for the day-to-day management of the association and for liaising with the EU institutions.

AGE governing bodies & secretariat

Executive Committee



Mr. Ebbe Johansen, President
(as of June 2017)
Denmark



José-Luis, Vice-President
Spain



Regine Matthijsen, Vice-
President (as of October
2018)
Netherlands



Fernando Martins, Vice-
President
Portugal



Ms Heidrun Mollenkopf, Vice-
President
Germany



Elena Weber, Secretary, EAN



Ms Hilde Hawlicek, Vice-
President (until June 2018)
Austria



Jean-Michel Hôte, Treasurer
France

Secretariat



Anne-Sophie Parent - Secretary General: annesophie.parent@age-platform.eu
Maciej Kucharczyk - Managing Director: maciej.kucharczyk@age-platform.eu
Hanan Soussi - Office Manager : info@age-platform.eu
Nathalie De Craecker - Administrative Assistant : nathalie.decraecker@age-platform.eu
Anne Melard - Information & Communication Officer: anne.melard@age-platform.eu
Ilenia Gheno - Research Project Manager: ilenia.gheno@age-platform.eu
Julia Wadoux - Policy & Project Coordinator: julia.wadoux@age-platform.eu
Nena Georgantzi – Human Rights Officer: [nena.georgantzi@age-platform.eu](mailto:nenageorgantzi@age-platform.eu)
Philippe Seidel - Policy & EP Liaison Officer: philippe.seidel@age-platform.eu
Ophélie Durand - European Parliament Liaison and Project Officer: ophelie.durand@age-platform.eu
Borja Arrue Astrain - Project & Policy Officer: borja.arrue@age-platform.eu
Nhu Tram - Project Officer: nhu.tram@age-platform.eu
Javier Ganzarain, Project Officer: javier.ganzarain@age-platform.eu

AGE Council Members

President: Ebbe Johansen (Denmark)

Full Members

National Organisations:

Austria: Glatz Harald
Belgium: Geerts Maddie
Bulgaria: Todorovska Nadezhda
Croatia: Ines Vrban
Cyprus: Paschalidou Androulla
Czech Republic: Lorman Jaroslav
Denmark: Johansen Ebbe
Estonia: Ergma Andres
Finland: Sundqvist Björn
France: Hôte Jean-Michel / Bazot Bernard
Germany: Heidrun Mollekopf /
Greece: Ranga Myrto
Hungary: Semsei Imre
Ireland: Ciaran McKinney
Italy: Zuluaga Camilo / Grenzi Giorgio
Lithuania: Gediminas Kuliesis
Malta: Attard Saviour
Netherlands: Matthijsen Regine

Poland: Kominek Ewa / Potocka Halina
Portugal: Fernando Martins
Romania: Gheorghe Chioaru
Slovenia: Jožica Puhar
Spain: Matas de la Rica Agustina / José Luis Tejedor
Sweden: Rogestam Christina
UK: Walsh Chris / Ken Bluestone

European Federations:

Guaragna Sonia (FIAPA)
Hallberg Leif (ESU)
Tallberg Christina (NOPO)
Arlette van Assel (EURAG)

European Organisations:

Champvert Pascal (EDE)
Elizabeth Sclater (OWN Europe)

Substitute Members

National Organisations:

Austria: Hawlicek Hilde
Belgium: Jean Gengler
Bulgaria: Siana Karsheva
Croatia: Višnja Fortuna
Cyprus: Maria Dodou
Czech Republic: Linda Sokacova
Denmark: Anne Grethe Krogager
Finland: Birgitta Olsson
France: Jean-Pierre Bultez / Nicole Legrain
Germany: Dorin Lena / Almut Satrapa-Schill
Greece: Drymoussis Ioannis
Hungary: Patyan Laszlo
Ireland: Carey Liam
Italy: Volponi Fabio / Zaffarano Giuseppe
Malta: Azzopardi Moses
Netherlands:
Poland: Iwanicka Elzbieta / Nowakowska Hanna
Portugal: Angela Dias da Silva
Romania: Iancu Marin
Slovenia: Krivec Katja
Spain: Maria Rosa Lunas Masnou / Jose-Antonio Perez
Sweden: Martin Engman
UK: Duggan Mike / Edwards Steve

European Federations:

François Genelle (FIAPA)
van Halewijn Ghislaine (ESU)
Davidsen Jan (NOPO)
Jaap van der Spek (EURAG)

European Organisations:

Elena Weber (EDE)
Andrea Ferenczi (OWN EUROPE)

AGE Members in 2018

Austria:

Pensionisten Verband

Belgium:

CD&V-senioren
Courants d'Âges asbl - Réseau de l'Intergénération
Enéo (ex UCP)
Federatie Onafhankelijke Senioren (FedOS)
Les Aînés du CDH (associate member)
OKRA, trefpunt 55+
Respect Seniors
S-Plus vzw
Vlaamse Ouderenraad vzw
Vrouwenraad BE (associate member)

Bulgaria:

Charity Association Donka Paprikova
Bulgarian Red Cross

Croatia:

Foundation Zajednicki put
The association of social workers Zadar
The National Pensioners' Convention of Croatia (NPCC)

Cyprus:

Pancyprian Welfare of the Elderly
PA.SY.D.Y. Pensioners Union

Czech Republic:

Zivot90

Denmark:

DaneAge/Aeldresagen

Estonia:

The Estonian Association of Pensioners' Societies

Finland:

The Association of Swedish-Speaking Pensioners in Finland

France:

Action de Coordination de Lieux et d'Accueil aux Personnes Âgées (ACLAP)

Alim50plus

Association des Retraités d'Air France

Confédération Française des Retraités

Fédération des anciens du groupe Rhône-Poulenc (FARP)

Fédération Nationale des Associations de Retraités

Génération Mouvement - Fédération nationale

Information Défense Action Retraite (IDAR)

Les petits frères des Pauvres

Old Up

Union des Anciens du Groupe BP

Union Fédérale des Retraités des Banques

Union Française des Retraités

Union Nationale des Retraités (UNAR-CFTC)

Union Nationale Interprofessionnelle des Retraités U.N.I.R. CFE/CGC

Germany:

Bundesarbeitsgemeinschaft der Senioren-Organisationen (BAGSO)

Kuratorium Deutsche Altershilfe, Wilhelmine-Lübke-Stiftung e.V.

Sozialverband VdK Deutschland E.V. (observer member)

Greece:

50Hellas+

Hungary:

Gerontology Science Coordination Center

Ireland:

Active Retirement Ireland

Age & Opportunity

Senior Help Line

Italy :

50 & più

Anpecomit - Associazione Nazionale fra Pensionati ed Esodati della Banca Commerciale Italiana

Anziani e non solo soc. Coop (observer member)

Associazione Lavoro Over 40

Associazione Nazionale Anziani e Pensionati (ANAP)

Associazione Nazionale Centri Sociali, Comitati Anziani e Orti (ANCESCO)

Associazione Nazionale Pensionati (CIA)
ATDAL Over 40
CNA Pensionati
ENEA aps
FAP ACLI
Federazione Nazionale Sindacale delle Associazioni dei Pensionati del credito (FAP Credito)
Federspensionati Coldiretti
Over 50 Della Confeuro
S.a.pens. Sindacato Autonomo Pensionati
Sindacato Nazionale Pensionati della Confagricoltura
SOLIMAI - societa cooperativa sociale a r.l. (observer member)
Università dei 50 & più
UNITRE University of Third Age

Japan:

Japan Productive Ageing Research Centre

Lithuania:

Lithuanian Pensioners Union, "Bociai"

Malta:

Grand Parents Malta
National Association of Pensioners
National Council for The Elderly

Netherlands:

ANBO
Nationaal Ouderenfonds (NFE)
Nederlandse Vereniging van Organisaties van Gepensioneerden (NVOG)
Oudere Vrouwen Netwerk - Nederland
KBO-PCOB

Poland:

Fundacja na Rzecz Kobiet JA KOBIEȚA (Foundation for Women's Issues)

Portugal:

APRE - Associação de Aposentados Pensionistas e Reformados
CASO50+ - Centro de Atendimento e Serviços 050+

Romania:

National Federation Omenia/Federatia Nationala Omenia
National Federation "SOLIDARITY" of Pensioners of Romania

Slovakia:

Forum Pre Pomoc Starsim (Forum for Help to Age, National Network)

Slovenia:

Affirmative Seniors (observer member)
Mestna zveza upokojencev Ljubljana (MZU)
ZDUS – Zveza drustev upokojencev Slovenije

Spain:

Asociación de Profesores Universitarios Jubilados (ASPUR)
Catalonian Federation of Elder Associations (FATEC)
Confederación Española De Organizaciones De Mayores (CEOMA)
Federacion d'Organitzacions Catalanes de Gent Gran, Dones i Família (FOCAGG)
Federacion Territorial de Asociaciones provinciales de pensionistas y jubilados de alava, Guipuzcoa y Vizcaya (FEDERPEN)
Spanish Red Cross
Union Democratica de Pensionistas (UDP)

Sweden:

SPF Seniorerna

Switzerland :

Age Stiftung (observer member)

Turkey:

Türkiye Emekliler Derneği (Turkey Retired Persons Organisation) – TIED (observer member)

United Kingdom:

Age UK
British Society of Gerontology
Civil Service Pensioners Alliance
Homeshare International
International Longevity Centre Uk (ILC-UK) (observer member)
National Association of Retired Police Officers (NARPO)
National Union of Rail, Maritime & Transport Workers (RMT) (observer member)
Public Service Pensioner's Council (PSPC)
The National Federation of Occupational Pensioners (observer member)
Wise Age

United States:

AARP (Global Ageing Programme) (observer member)

European Federations:

EURAG - Europäisches Zentrum für Arbeitnehmerfragen
European Senior Citizens Union – ESU
European Senior Organisation – ESO
FIAPA Europe (Fédération Internationale des Associations de Personnes Agées)
NOPO - Nordic Older People's Organisation

European Organisations:

European Ageing Network
European Association of Homes and Services for the Ageing (EAHSA)
Groupement Européen de Retraités des Caisses d'Épargne, Banques et Institutions Similaires
Older Women's Network - Europe
Seniors of the European Public Service

Membership to other EU organisations

AGE is a member of...



The [European Anti-poverty Network \(EAPN\)](#), is an independent network of non-governmental organisations (NGOs) and groups involved in the fight against poverty and social exclusion in the Member States of the European Union. AGE aims to bring the older people's perspective in EAPN's work and help develop solutions to prevent and address poverty and social exclusion in old age.



The [European Public Health Alliance \(EPHA\)](#) represents around 100 organisations active in the public health sector (patients organisation, health professional, national or European association working on specific public health thematic, etc.). EPHA aims to promote and protect the health interests of all people living in Europe and to strengthen the dialogue between the European institutions, citizens and NGOs in support of healthy public policies. AGE joined EPHA in 2008 and has since then been closely cooperating on health issues of interest to older people.



The [Platform of European Social NGOs \(Social Platform\)](#) is the alliance of representative European federations and networks of non-governmental organisations active in the social sector at European level. AGE's role in Social Platform is to voice older citizens' concerns and defend their rights within this EU social network.

Consultative groups

In 2018 AGE took part in:



EU consultative groups

European commission

*AB= Advisory board
WG= Working group*

- e-Health Stakeholders Group
- European Innovation Partnership on Active and Healthy Ageing Action group D4
- European High-Level Group on Pensions Forum
- European Social Fund Transnational Network on Employment
- European Multi-stakeholder Platform on ICT Standardisation
- EU Health Policy Forum
- Financial Services User Group
- Stakeholder Group of the Annual Convention on Inclusive Growth
- The European Commission & Organisation for Economic Co-operation and Development (OECD) Steering Group of joint project on effective social protection for long-term care

European Agencies

- Fundamental Rights Platform of the European Fundamental Rights Agency
- WG of Patients and Consumers Working Parties of the European Medicines Agency
- WG on Technical Specification on Interoperability of the European Railway Agency

Other European institutions

- Euro Retail Payment Board of the European Central Bank and its WGs on accessibility of retail payments led by AGE
- European Economic and Social Committee liaison group with NGOs
- Stakeholder group of the European Insurance and Occupational Pensions Authority (EIOPA)

European joint programmes

- The Ambient Assisted Living Joint Programme (AB)
- The Societal Advisory Board of the More Years Better Lives Joint Initiative Programme (chair)



Civil society groups

- ANEC: Design For All WG of the European consumer voice in standardization
- CEN-CENELEC :
 - Strategic Advisory Group on Accessibility and Joint Working Group 5 Mandate 473 on Design for All of CEN-CENELEC
 - JWG 6 and JTC 011– Accessibility in the built environment - Mandate 420 in support of European accessibility requirements for public procurement in the built environment
- European Public Health Alliance (EPHA):
 - eHealth and Access to medicines WGs
 - Annual Conference Programme Committee
- CER (the Voice of European Railways): Customer Liaison Group
- Social Platform: Steering Group and Management Committee
- European Anti-Poverty Network (EAPN): EU Inclusion Strategies Group
- NGOs Alliance for a Democratic, Social and Sustainable European Semester
- NGOs Coalition lead by the EAPN on Minimum Income – contributing to the European Minimum Income Network EMIN II



International consultative groups

United Nations

- Consultative Status with UN Economic and Social Council (ECOSOC)
- Open-Ended Working Group on Ageing (OEWG)
- Member of the UN-ECE Expert Group on the Active Ageing Index
- NGO Committee on Ageing at the UN-Geneva Headquarters

Other international groups

- International Conference of NGOs (iNGOs) of the Council of Europe
- Steering Group of the Global Alliance for the Rights of Older People
- WHO Global Network of Age-Friendly Cities and Communities – group of affiliated programmes

Communication tools

Website:

- **+300** web-articles posted on AGE website
- **158.842** page views
- **42.382** visitors

Newsletter CoverAGE:

- **11** editions
- **2141** subscribers

9 Newsflashes to AGE members

Social Media:



5.036 followers
+800 tweets



1.393 followers
80 posts

Blogs

- #AgeingEqual campaign: **+140** posts, **+5.600** visitors & **+19.000** page views
- EP elections: **662** page views, **350** visitors

AGE Platform Europe is a European network of organisations of and for people aged 50+ which aims to voice and promote the interests of the 200 million senior citizens in the European Union and to raise awareness on the issues that concern them most. AGE is involved in a range of policy and information activities to put older people's issues on the EU agenda and to support networking among older people's groups. Our guiding principles hold that a change of attitudes is needed to achieve a European society for all ages and that there is a need to promote solidarity between generations in a way that recognises older people's contributions to society.

By joining AGE Platform Europe, you are doing more than expressing support for AGE's work. AGE members also gain the possibility to:

- Participate in an organisation with a strong and effective voice at EU level;
- Make their voice heard in the network's work and help AGE bring forward the point of view of older people on EU issues that concern them;
- Receive regular information on relevant developments relating to older and retired people;
- Receive up-to-date information in relation to EU funding opportunities, proposals to participate in EU-wide projects and support for the drafting of your own projects;
- The opportunity to share and exchange information with other AGE members.



AGE Platform Europe

111 avenue de Tervuren, 168/2 • B - 1150 Bruxelles

Tel.: +32.2.280.14.70 • Fax: +32.2.280.15.22

E-mail: info@age-platform.eu • www.age-platform.eu

- Twitter : twitter.com/AGE_PlatformEU
- Facebook: www.facebook.com/AGE-Platform-Europe-531987210246422



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