



The 3rd Equality Summit — Cooperation for Equality!

16–17 November 2009 in Stockholm, Sweden

(meeting no 580)

Good examples Best practices

GOOD EXAMPLE / BEST PRACTICE

ACT - Association of Commercial Television in Europe / BELGIUM

Overview of ACT members' activities

The Association of Commercial Television in Europe (ACT) is a trade association representing the interests of the commercial broadcasting sector in Europe. The ACT has 27 member companies active in 34 European countries operating more than 400 free-to-air and pay-tv channels and distributing several hundred channels and new services.

To succeed, a broadcaster – indeed, any business – needs to understand its consumers. As mass media, for broadcasters this means all consumers. Clearly, some demographic groups are commercially more attractive than others, and those broadcasters who are funded through commercial sources as opposed to universal taxation must prioritise the most attractive audiences. In practice, this usually means a focus on a younger (16-34 or 16-49) audience – and the demography of Europe today may, if anything, lead to over-representation in our target audiences of some minority groups. But it is also a corporate and social responsibility for broadcasters to engage with the whole society and to act as an open-minded and diverse industry. Although the role of “the media” is often exaggerated in these wider societal debates we accept that being a mass medium carries with it a certain responsibility. We do not claim to be perfect – and there will always be critical voices, both from activists but also from inside the sector (the description of the BBC as “hideously white” came from its own Director-General). But a bottom-up approach, playing to the strengths of commercial television as a medium which talks with, rather than down to, our audience can play our part in creating a more inclusive and tolerant society. Above all, we focus the on-screen talent – hired, of course, purely on grounds of journalistic excellence - rather than the managerial structures which underpin many well-meaning diversity initiatives. We are not claiming that a few high-profile examples can change society. But nor should we ignore the possible symbolic impact of a Trevor McDonald or a Harry Rosenblatt – by showcasing the talents of these journalists to millions of viewers every night, might ITV and TF1 have changed some viewers’ perception of minority groups? We do not know the answer, and even if true we do not over-claim – after all, we are only doing our job in hiring the best people to ensure we remain close to our audience. Pluralism, tolerance and intercultural dialogue are key phenomena in today’s societies. If we accept that the media industry has its role to play here, we would urge that commercial imperatives – which by definition are more powerful to businesses than regulatory obligations – should not be overlooked in this debate. Depending on their particular, national circumstances, many ACT member companies are actively involved in this dialogue.

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GOOD EXAMPLE / BEST PRACTICE

Agnesbergs Folkhighschool / SWEDEN

Agnesbergs Folkhighschool

Agnesbergs Folkhighschool started as a project three years ago in January 2007 as a branch of Gothenburgs Folkhighschool. In January 2010 Agnesbergs Folkhighschool will be an independent school. Agnesbergs Folkhighschool is directed for and by Roma.

The first and only in Nordic countries.

The unique fact is that we remain initiators are building the structure in organisation and develop pedagogical methods and directions, we have full responsibility for budget planning.

Our activities go hand in hand with our research of developing new learning methods.

The target group are adult Roma without primary, secondary and high school degree.

We have a diversity of Roma groups which also means a diversity of dialects represented.

Today we have 62 students 20% are female. We have a long list of Roma (about 130) waiting for possibilities to study at our school.

Apart from core subjects we teach in Roma language, Roma culture and Roma history.

We at Agnesbergs Folkhighschool give substance on cultural identity, when it comes to language, history and tradition. We believe that the key factor for a secure relation in meetings with other norms or value systems, is when you are secure in your own cultural identity.

The school's main goal is to act as a diving-board out to other institutions in the community.

Concepts we think are important elements in our pedagogical work are:

- Participation
- Mobilization
- Recognition
- Inclusion

We think that our school is a way to work against the lack of school tradition among Roma people.

The initiators of Agnesbergs Folkhighschool are:

Keith Palmroth Principal

Soraya Post Teacher

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GOOD EXAMPLE / BEST PRACTICE

Council of Europe / EUROPE

Speak out against discrimination Campaign

In Europe, discrimination is a crime! With the Speak out against discrimination Campaign, the Council of Europe invites the media and their professionals to commit themselves and to fully play their roles to raise public awareness for fighting against discrimination.

The CoE antidiscrimination has 3 main objectives:

1. To train media professionals with a view to foster high quality, professional media coverage of intercultural and discrimination issues, by developing training modules for trainees or established journalists, by creating a downloadable and print “pack” of information on national laws, Antidiscrimination bodies, etc and by running European and on location training workshops for journalism trainers. This part of the campaign is developed in partnership with various European schools of journalism such as the BBC College of Journalism (London, United Kingdom), the European Journalism Centre (Maastricht, the Netherlands), the European Journalism Training Association...

2. To support access to the media professions and productions for persons from minority backgrounds, by organising European meetings with the operators of the media industry (Editors, Broadcasters, journalists Regulatory bodies for audiovisual and self regulatory bodies for print press), by developing surveys, by questionnaire sent to the operators of the European media industry, on their recruitment and editorial policies and by publishing a state-of-the-art and proposals of actions made by and for the operators of the media industry. These activities are implemented in partnership with the main European media networks such as the European Broadcasting Union, the Association of Commercial Television in Europe, the World Association of Newspapers and News Publishers, the Community Media Forum Europe, the European Federation of Journalists, the Alliance of Independent Press Councils of Europe...

3. To inform the public about intercultural issues and anti-discrimination policies. Because discrimination remains a common practice whose victims are ill-informed about their rights and the remedies available, the campaign seeks to develop close partnerships with the media in order to inform public opinion about national and European anti-discrimination mechanisms. Through this activity, the antidiscrimination campaign wants to establish a permanent exchange networks between media professionals, staff of antidiscrimination bodies and minorities' representatives and to encourage the production and distribution of print, audiovisual and online media reports on discrimination and existing mechanisms to protect and defend victims or potential victims.

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GOOD EXAMPLE / BEST PRACTICE

Department for Equal Opportunities / ITALY

Territorial Networks for the Prevention and Contrast of Racial Discriminations

The Department for Equal Opportunities (DPO), through its own National Office Against Racial Discrimination (UNAR), has implemented a project entitled "Territorial Networks for the Prevention and Contrast of Racial Discrimination". The project is aimed at disseminate the culture of non discrimination, analyse and monitor the diffusion of the discriminations in the territory and undertaking activities to prevent and contrast this phenomenon at regional and national level. The project intends to give application at the Legislative Decree n° 286/98 which establishes that the regions, in collaboration with immigrants associations and civil society, have the duty to create specific Centres for information and legal assistance for immigrants victims of discrimination based on race, ethnic or national origin, religion or belief. The project has been conceived following the experience of the Centre Against Discriminations instituted in 2006 by the region Emilia Romagna.

The objectives of the Project are:

- elaborate guidelines and strategies concerning the promotion and coordination of the Centres;
- strengthening the governance of the Centres through the creation of a territorial network involving public and private partners;
- promote the communication among immigrants communities, local authorities and central state administrations, and create awareness and information campaigns on rights and duties in order to reach a peaceful integration within the Italian society.

The main activities of the Project are:

- Studies and analyses of existing good practices, projects, legislative measures, statistical data and awareness campaigns undertaken at regional level.(4 regions will be involved in this activity: Lazio, Piemonte, Toscana, Lombardia);
- Setting up of Inter Institutional Working Groups, coordinated by UNAR , aimed at evaluate the results of the studies undertaken at regional level, identifying critical issues and positive operational models;
- Organization of Regional Seminars in order to share good practices on discrimination issues and training courses addressed to officials of the public administration in order to provide them all the necessary competencies to manage the Centres.

Within the project, the DPO has signed on 20 October 2009 a protocol agreement with the Municipality of Rome in order to create an Observatory Against the Discriminations.

The Observatory main tasks will be: coordinate the activities of all the associations and legal information desks for immigrants at municipal level; receive claims coming from citizens or associations on discrimination cases; implement the monitoring activities and studies on racism and all forms of discrimination; collect and elaborate data on discrimination cases through the Contact Center of UNAR.

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GOOD EXAMPLE / BEST PRACTICE

Department of Equal Treatment / CZECH REPUBLIC

Coalition "Together to school"

The new Department of Equal Treatment in the Office of the Public Defender of Rights shall be in operation dealing with discriminatory matters from 1st December 2009.

Notwithstanding the Public Defender already addressed a general call to all NGOs and other stakeholders to start a general cooperation in combating the discrimination.

Apart of this, it is also worth mentioning that in 2008 the Defender dealt with discrimination of Roma pupils. In its judgment issued on 13th November 2007 in the case of D. H. and Others v. Czech Republic, the European Court of Human Rights criticized the practice of placing Roma pupils in special schools instead of mainstream primary schools which, according to the Court, amounted to discrimination in education.

In response to this judgment a coalition of NGOs started to work on possible legislative changes in the area of basic education which would eliminate such discriminatory practice.

The Public Defender of Rights actively cooperated in drawing up an amendment to the Schools Act that should ensure a systemic change in relation to the inclusion of Roma pupils in mainstream education.

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GOOD EXAMPLE / BEST PRACTICE

Dutch Equal Treatment Commission / THE NETHERLANDS

Defendant or stakeholder?

The Dutch Equal Treatment Commission (ETC) may investigate on its own initiative whether in an organisation or sector discrimination takes place in a systematic way. After the Commission had judged favourably several individual complaints of racial discrimination against a University of Applied Sciences, the ETC started discussion with the executive board of the university in order to create a positive attitude towards the conduct of a broad investigation on possible mechanisms of discrimination and in order to solicit cooperation within the university. Although the ETC could have conducted such investigation without any consent of the university, the university and the ETC agreed upon: the questions investigated, the objectives, methods and approach of the investigation, the members of the supervising committee, the choice of the external investigating consultancy

The objectives of the investigation were defined as:

- to acquire insight into existence, nature and scale of discrimination at the University and particularly in the Social Work Department on the ground of ethnic origin by identifying the mechanisms and patterns that cause people to be or feel discriminated against;
- to acquire insight into possible types of solutions to achieve a discrimination-free learning environment in the specific situation and which can also be applied more generally.

The outcome of the investigation has been that classical forms of discriminations have been found, often in forms which are more visible and tangible for ethnic minority staff and students than for native Dutch staff and students. The strong focus of diversity at the top of the organisation had not been accompanied by a clear implementation strategy nor by a comparable focus on awareness and skills for managers and staff to deal properly with discrimination situations in daily practice. The policy as a system did not offer sufficient protection to people against discrimination experiences because of lack of control and a unclear personnel policy. The investigators formulated 21 recommendations to management and staff at organizational-, at academic programme -and at personnel policy level.

In the final hearing on the results the University did not contest any of the conclusions and took the recommendations as a starting point for its new strategic plan and explicitly mentioned the impartiality and thoroughness. The board of the University sees it as its social obligation to inform other institutions of its experiences and gained insights. For example, one of the board members gave a speech on an ETC congress on the roles and responsibilities of the different actors on the working floor, in schools and in the business sector of goods and services.

The ETC is of the opinion that these positive results have been gained by treating the University not only as a defendant in an investigation but also as an important stakeholder in the process of combating discrimination.

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GOOD EXAMPLE / BEST PRACTICE

The Cyprus Pedagogical Institute / CYPRUS

Teachers Acting Against Discrimination – Educator Project: Train the trainer

Teachers have a critical role in dealing with diversity and combating discrimination through effective teaching practices. However since teaching is first and foremost a social practice, preparing teachers for the complexities of diversities goes beyond providing mere technical strategies or covering a discipline area. The nature of teaching is constantly requiring situational judgements based on complex situations and diverse identities and roles covering all different aspects of the teachers' world. Institutions responsible for preparing teachers have the responsibility of providing them with pedagogical tools through pre-service and in-service education which will lead to the development of teacher competences for dealing with diversity and combating discrimination.

Under this perspective and in the context of PROGRESS Programme the Cyprus Pedagogical Institute has planned a series of teacher training activities for 2009 which aim at empowering teachers to combat discrimination. These activities are based on cooperation and interaction between different parties: the academia, governmental institutions and NGOs. The activities are structured into four stages:

1. Preparation of a teacher's guide where resources and ideas for promoting teaching, managing, enhancing diversity and combating discrimination are presented by giving examples of how the teachers can work on issues of human rights, exclusion and discrimination. These are organized in three sectors: school subjects and interdisciplinary approaches, organization of the school and school- community relations.
2. A group of teachers get acquainted with legislation and key issues on discrimination in the country and work as mentors for small groups of students. They work together via the routes of innovation and creativity to produce visual material on discrimination issues.
3. A big conference is organized where teachers get acquainted with the work produced in stage 2, get theoretical knowledge through the presentations of university teachers and hands-on experience through workshops moderated by NGOs. Teachers go back to school empowered to combat discrimination and ready to design their own action plans.
4. Teachers' attitudes and beliefs in ability to work against discrimination are investigated.

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GOOD EXAMPLE / BEST PRACTICE

É Romani Glinda / SWEDEN

"É Romani Glinda"

Around one hundred thousand Roma live in Sweden today, but the Roma in this country were never historically able to express themselves freely; they did not enjoy freedom of expression and were unable to gain any visibility for themselves, either in their own media or in that of the majority population. Only after the Roma were afforded national minority status did opportunities truly emerge for the Roma to create their own Roma media. It was then, just over twenty years ago, that É Romani Glinda was started, first as a newsletter and later as a permanent magazine published in six issues per year. In the introductory phase, the magazine received both moral and financial support from the Government, Stockholm cultural services and the Swedish Arts Council. All concerned believed that the establishment of É Romani Glinda gave a boost to the Roma issue.

From the beginning, the magazine has highlighted the situation of the Roma both here in Sweden and elsewhere in Europe. The magazine grew, extra staff were hired to ease the work burden and the level of ambition was raised, giving rise to higher costs than before. But É Romani Glinda still enjoyed government and municipal project funding. When the magazine had succeeded in building up nationwide operations, the funding was discontinued. The idea is that the magazine should be able to stand on its own feet; nothing extra should be required to keep the first Roma magazine alive. What is lacking is a considered policy based on the conventions that Sweden has signed but not yet ratified. These state clearly that Roma media is to be supported. They do not state that the authorities should start up Roma media as projects and then cut them loose when the project period expires, or maintain a small portion of the project funding as a form of 'artificial respiration' and hope for the best, while nobody actually cares. The Stockholm cultural services, one of the sources of funding, changed its policy in 2007. It decided not to support magazines and the magazine could no longer apply for funding from it. The magazine is now threatened with bankruptcy. The government and municipal levels initiate pilot projects.

These might include a Roma institution, as in this case a Roma magazine, or a cultural centre. At the beginning the project receives a grant, and then once the project is up and running, support is withdrawn. The start-up grant allows the project to be established and activities to be started, but there is no continuation of funding with which to develop them. The sources of funding offer neither the continuity or long-term planning to follow up support, nor – heaven forbid – any form of permanent operational support.

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GOOD EXAMPLE / BEST PRACTICE

European Broadcasting Union (EBU) / SWITZERLAND

The EBU Diversity Toolkit for factual programmes in public service television

The EBU is the world's largest professional association of national broadcasters, and Members include the public service broadcasters in all 27 EU member states. The EBU's purpose is to serve and support the interests of its Members, and the values of public service broadcasting. It provides services to the broadcasting community at large, along with expertise specifically to Members on legal, technical and programming issues, and offers targeted training programmes.

Public service broadcasters have a mission to foster cultural diversity, to serve entire national populations and to reflect the cultural, racial, and linguistically diverse character of society accurately in content and in the workforce.

Over the past 10 years, professionals working specifically on cultural and ethnic minority issues for European public broadcasters have met in the EBU's Intercultural and Diversity Group, mainly to exchange their experiences and co-produce programs. A wider group of television professionals then developed those ideas in a series of seminars organized by the Swedish European Social Fund Council and the EBU.

The result was published in 2007 as the Diversity Toolkit. The goal is to help improve the portrayal of minorities bringing together for the first time practical information and advice that can be used, applied, and imitated by other organizations.

The toolkit was developed primarily to address how ethnic and cultural minorities are portrayed in news and current affairs programs on television. An essential aspect however is directed internally, to the broadcasters themselves as those using the toolkit are asked to confront and answer questions about 'diversity' relating to their own attitudes and to their everyday work.

The first key element in the toolkit is a series of news clips (collated on DVD) from all over Europe. These deal with a range of situations, including from national minorities to economic migrants, to asylum-seekers to immigrants to second and third-generation communities.

The second element of the toolkit is an introduction of the national context and the background of the clip, and then, crucially, a series of remarks and questions relating to the issues that staff in broadcasting might be faced with in their everyday work.

The final section of the toolkit is on good practices and diversity policies that broadcast organizations have put in their company charters and spelled out their commitment in internal rules.

Although the toolkit refers to the representation of ethnic and cultural minorities, it can equally be applied to other areas of discrimination.

The toolkit is available to media organisations upon request. Contact Pierre Duret at the EBU for a copy: duret@ebu.ch.

The EBU also offers training on how to use the toolkit in your organization. Contact below:

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GOOD EXAMPLE / BEST PRACTICE

ECCAR, European Coalition of Cities Against Racism / EUROPE

ECCAR:s 10 point Action program for cities

The cities that have joined ECCAR have agreed to live up to the commitments in the Action Program. Cities commit to using their broad range of powers as employers, service providers (social services, housing etc.), substantial providers of public contracts and local rulemaking to combat discrimination/racism and promote equality. Even cities that do not join the coalition can use the Action Program as a inspiration. Even States can use the same ideas. Cities are the places where the everyday meeting of differences sparks competition, clashing interests and fears that feed the development of discrimination etc. Cities are also laboratories where new forms of urban citizenship and new ways of living together can be invented. They are an ideal space within which to conduct a struggle against racism that facilitates effective implementation of the various instruments enacted by States. Cities are run by local authorities who are often close to their citizens, and generally have a degree of autonomy, resources, and support and solidarity networks. They thus have the capacity to launch brave and innovative initiatives that can be effective against racism on the ground. Local authorities can have a key role in mobilising forces to counteract racism, and in implementing anti-discrimination policies that make a real difference.

The following are examples of good practices:

1. Consultation process with the targets of discrimination in formulating local policy. Especially the targets must be part of the change process. Otherwise there will be little real change. Botkyrka, Sweden.
2. Anti-discrimination clauses in city contracts. Contractors should risk cancellation of their contracts if they discriminate. The clause should cover all grounds. Malmö/Stockholm. Also see Council of Europe "Social approach to the fight against racism at local and regional level" for a model clause (April, 2008). Public contracts amount to billions each year. These clauses have helped to promote equality in Canada and the US. They can do the same in Europe. Cities can lead the way.
3. Cities can have an overall political responsibility for equality. Eg. Malmö has a Discrimination Committee with a responsibility for all grounds. A broader duty means greater effectiveness regarding each ground. This also recognizes that ground can depend on the context.
4. Cities often control the liquor licences of nightclubs. If a nightclub risks losing its license due to discrimination, it will probably work to avoid discrimination. Stockholm/Malmö.
5. Cities can promote the use of equality data. Botkyrka together with others is developing the use of non-intrusive data which will lead to better monitoring of equality and the effects of the measures undertaken.
6. Cities can provide anti-discrimination training for all employees. The focus should be on the law as well as on discrimination as a social issue.

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COOPERATION BETWEEN NATIONAL EQUALITY BODIES AND OTHER STAKEHOLDERS IN THE AREA OF PROMOTION OF EQUALITY

Examples of Good Practices

Introduction

Equality bodies are to be independent organisations. They need to be independent if they are to be effective in carrying out their functions to promote equality and combat discrimination. However, this independence does not preclude close cooperation between equality bodies and other stakeholders in pursuit of shared goals to promote equality, value diversity and combat discrimination.

Equality bodies have developed a wide range of valuable initiatives with employer bodies, trade unions, non-governmental organisations and statutory bodies. These initiatives can assist the equality body to be more effective in implementing its mandate. They can stimulate and support a leadership for equality within these different sectors. They can help employer bodies, trade unions, non-governmental organisations and state bodies to do their work more effectively through incorporating equality considerations into their policies and practices.

This cooperation enables the equality bodies and other stakeholders to share expertise and resources. It enables different perspectives to be engaged together in finding new ways to advance equality and eliminate discrimination. This cooperation with other stakeholders, therefore, enables equality bodies to be both independent and effective.

See below selected illustrative examples of the cooperation between equality bodies and other relevant stakeholders in the area of non-discrimination.

Equality Commission for Northern Ireland

“*Anti-Racist Workplace Week*” is an annual campaign organised by the Equality Commission for Northern Ireland in partnership with employers, trade unions, NGO’s and black and minority ethnic groups. The aims of the week are to raise awareness of the role workplaces can play in challenging racism in the wider community, to ensure employees are made aware of their rights in workplaces and to encourage employers to implement best practice measures to achieve equality for both employees and customers. Now in its 8th year, this campaign has gained regional recognition within Northern Ireland with a year on year increase in terms of wider cross sectoral participation. Furthermore campaign media evaluations of the week show that there has been a significant increase in positive coverage and exposure in high-worth national daily titles, demonstrating the degree of interest and support for this work.

Ombud for Equal Treatment, Austria

Development of a Manual for Gender Mainstreaming within the Collective Agreements. Experts from one of the biggest trade unions in Austria (Austrian Trade Union for Metal and Textile Workers) and from the Office of the Ombud for Equal Treatment analyzed 39 collective agreements using four gender mainstreaming criteria: Representation, Resources, Realia (moral concepts in the background), and Rights. The results were compiled in a manual as good





practice example for other trade unions. A checklist 'how to gender collective agreements' was added.

Ombudsman for National and Ethnic Minorities, Hungary

As the Ombudsman for National and Ethnic Minorities is a Budapest-based organisation, complainants living outside the capital under poor conditions may have difficulties to reach the office. To facilitate the complaint procedure, the Ombudsman signed a *co-operation agreement with the Minister of Social Affairs and Labour*. Its aim is to offer the possibility to citizens living in the countryside requiring help to submit their complaints through the National Equal Opportunities Network. The latter then transfers complaints to the Ombudsman for National and Ethnic Minorities office. The Network has bureaus 'House of Equal Opportunities' in all 19 counties.

Federal Anti-Discrimination Agency, Germany

"Alliance with Industry": Deeply convinced that a society based on values and free of discrimination cannot be achieved without the support of industry, the Federal Anti-Discrimination Agency entered into a process of dialogue with the four central associations of German industry with the goal of forging an "Alliance with Industry" in order to promote equality. The objective is to bring the idea of sustainable and value-based management into every individual business enterprise, specifically in the form of a top-down approach, so that it extends all the way from top management down through every subsequent level of the hierarchy. Considering that parts of German industry have taken and still taking a skeptical stance on the General Act on Equal Treatment, the dialogue aims at dispelling reluctances against this Act and demonstrating the long-term, specific economic advantages of diversity as a management philosophy. The dialogue started at the end of 2007 and is still ongoing.

The Equality Ombudsman, Sweden

On 1 January 2009 a new Discrimination act entered into force in Sweden. In addition to a number of previously protected grounds of discrimination, the new act added two new grounds; age and transgender identity and expression. As key elements in developing its work on the two new discrimination grounds, the Ombudsman during 2009 has created *networks for dialogue with representatives of NGO's and other relevant stakeholders active in these areas*. The creation of these networks forms part of a strategy that includes mobilization, collaboration with reference groups, rights-based knowledge training in human rights, research-oriented efforts, litigation and reporting. By engaging in dialogue with the relevant stakeholders, the Equality Ombudsman is able to increase its understanding of existing problems and discriminatory structures on the grounds of age and transgender identity and expression, as well as to identify possible solutions to counteracting and preventing discrimination on these grounds. At the same time, these exchanges aim to increase the awareness of the existing legal protection against discrimination among the relevant groups.

EQUINET - European Network of Equality Bodies develops co-operation and facilitates information exchange between Equality Bodies across Europe to support the uniform implementation of EU anti-discrimination law and the leveling-up of legal protection for victims of discrimination.

www.equineteurope.org



With the support of the European Commission

GOOD EXAMPLE / BEST PRACTICE

ERIO, European Roma Information Office / BELGIUM

Seminar: Roma and Multiple Discrimination

On June 19th and 20th 2008, ERIO held a seminar on discrimination on multiple grounds. The seminar aimed at introducing Roma and Roma rights activists to the topic of multiple discrimination. Tackling multiple discrimination is of main importance for Roma communities since many Roma are discriminated against not only because they are Roma but because they are Roma and women or Roma and disabled or Roma and gay or lesbian. Sometimes Roma are discriminated against on several grounds simultaneously which intensifies the impact of discrimination felt by the victim. Specific objectives of the seminar were to discuss key conceptual elements involved, to provide an overview of the legal framework regarding multiple discrimination and to discuss ways of tackling the problem by legal and practical means.

Outcomes

- The seminar contributed to raising awareness of multiple discrimination among Roma activists, especially of the need to identify it and ways to tackle it through decisive actions; various participants stated that they had not assessed the kind of discrimination they were facing, because it might have a multiple character.
- The participants received accurate information on the legal framework at the European and national levels, and knowledge of other participants' initiatives such as EQUINET which is putting forward multiple discrimination in the agenda to be addressed by the National Equality Bodies and on Civil Society Organisations as the European Disability Forum, International Lesbian and Gay Association and/or AGE – the Platform for Elderly People which deal intensively with fighting against multiple discrimination on the grounds of sexual orientation, disability or age.
- Roma and Roma rights activists could exchange experiences in regard to multiple discrimination and practical tools for fighting against it; through lobbying legislators and policy makers.
- The participants concluded that EU anti-discrimination should be improved upon because it does not tackle discrimination effectively and that multiple discrimination should be included in such legislation reform.
- Positive action was identified as one of the most useful and practical ways to counter existing inequalities experienced, e.g. from multiple discrimination. People facing different situations should be treated differently. Participants called on European officials attending the seminar to promote positive action for promoting Roma inclusion. (Continues on next page).

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GOOD EXAMPLE / BEST PRACTICE

ERIO, European Roma Information Office / BELGIUM

Seminar: Roma and Multiple Discrimination

- The seminar contributed to raising awareness of multiple discrimination faced within Roma communities. Many Roma face in-group discrimination, e.g. Roma women and LGBT are often discriminated within their communities and by the majority societies at the same time. Taking this into consideration, multiple discrimination faced by Roma should be fought by Roma themselves; dedicated Roma leaders are needed to help with this issue and they, along with Roma people, shall have a better leverage to improve the Roma situation.
- For the first time a Roma organisation held a seminar on multiple discrimination, raising issues for discussion such as problems of LGBT people in the Roma community, which is a taboo topic for Roma, as well as discrimination against elderly Roma people, an issue which has thus far not been discussed at length.

Seminar report and material available on:

<http://erionet.org/site/upload/events/seminar%20material%20FINAL.pdf>

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GOOD EXAMPLE / BEST PRACTICE

ETA, Equal Treatment Authority / HUNGARY

Cooperation for equality with the Houses of Opportunities

The Hungarian Equal Treatment Authority (ETA) strengthened its cooperation with the National Network of Equal Opportunities by an agreement in 2006. The Network comprises of 20 House of Opportunities in each county and the capital and was established by the Ministry of Social and Employment Affairs in 2004. The Houses of Opportunities play an important role in coordinating programs related to equal opportunities and building connections between organs, NGOs and other representatives of interest. The Houses of Opportunities provide several services to the targeted groups (women, old people, children, people with disability, Roma, people living in disadvantaged settlements) by consultancies and legal information. They also organize at social and professional levels the communication of local and national programs about equal opportunities.

Upon the agreement concluded by the ETA and the Network, from 2006 the House of Opportunities play an important role in informing potential clients about their remedies in cases the principle of equal treatment had been violated. In the agreement the Houses of Opportunities undertook to hold once a month client consultancy for the victims of discrimination informing them about their rights and help them formulating complaints and forward them to the ETA. The Houses of Opportunities have also undertaken in the agreement to take part in the recruitment of “testers” and to participate in trainings and seminars organized by the ETA. The cooperation with the Network turned out to be very successful, there were numerous applications forwarded by the Houses of Opportunities. Statistically the protected ground of complainants were mostly their Roma origin, disability and gender, and in most cases the field of discrimination related to employment. The cooperation made it also possible that complaints not related to the equal treatment were forwarded to the competent organs, e.g. the Ombudsman.

In May 2009 the ETA signed a contract for the program TÁMOP 5.5.5./Social Renewal Operation Program, Combating Discrimination-shaping and strengthening social approach. The Project is financed by the European Social Fund. One of the most important elements of the program is that from September 2009 the ETA out placed contracted lawyers in each House of Opportunity. The qualified lawyers can determine easily whether a complaint shall be forwarded to the ETA, or if there is another competent organ. They also ensure that the complaints include all the necessary information, especially the protected ground of the complainant, the details of the harm suffered and that the complainant attached all the relevant documents. This cooperation shortens the length of the administrative procedure and ensures that the ETA should receive professional complaints. As a matter of fact, the number of consulting hours has grown, so the number of cases, complainants can be expected to rise significantly.

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GOOD EXAMPLE / BEST PRACTICE

ETUC Social Platform joint declaration / EUROPE

Fight discrimination and guarantee equality for

Social inequality is on the rise everywhere in Europe and discrimination of vulnerable groups of citizens and workers not diminishing but often increasing. More needs to be done at all levels including the European level to fight discrimination and make equality for all a reality.

ETUC, the European Trade Union Confederation and Social Platform, the largest civil society alliance in Europe, have therefore decided to jointly address national and EU leaders and politicians to ensure that fighting against inequality and discrimination is recognized as a top priority, which must be urgently tackled alongside the current economic urgencies.

The joint declaration, calls on national and EU leaders and politicians to:

Adopt the draft Directive on non-discrimination outside employment, to cover all discrimination grounds. The European Parliament is supporting this initiative. It is now up to Member States in the European Council to unanimously agree on it. The same level of protection for everybody, regardless of discrimination ground, is the simplest and fairest choice.

Tackle remaining gender gaps and ensure gender mainstreaming. A lot of progress has been made in the area of gender equality, but much remains to be done! The existing legislation must be better implemented, but also further strengthened. To achieve this, gender mainstreaming in all policy areas is a key priority.

Mainstream equality in all EU policies.

Invest in strong social policies and public services that support equality, because strong and inclusive social policies in the areas of employment, social security, housing, and care infrastructures are an essential pre-condition for a positive climate preventing and countering discrimination.

Develop rights-based migration and integration policies which are essential to prevent and counteract xenophobia and racial and religious discrimination. EU and national policies should offer migrants legal channels for migration at all skills levels, protection against exploitation and equal rights and opportunities in our societies.

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GOOD EXAMPLE / BEST PRACTICE

ETUC / EUROPE

Trade Union Actions to organise and promote equal rights, respect and dignity for wor

In recent years, equality on the grounds of sexual orientation and gender identity has become a priority for many trade unions. Often working in cooperation with NGOs, lesbian, gay, bisexual and transgender (LGBT) trade union and community-based activists have been stressing that it is critically important that LGTB equality issues are dealt with in the workplace. Between 2007 and 2008 the ETUC carried out the European project 'Extending equality: Trade union actions to organise and promote equal rights, respect and dignity for workers regardless of their sexual orientation or gender identity' in partnership with ILGA-Europe. In this context a 2-day conference was organised in January 2008, bringing together 80 participants (trade union and civil society representatives) actively involved in combating discrimination on grounds of sexual orientation and gender identity. The findings of a survey addressing all ETUC member confederations and European industry federations were presented and discussed. The conference aimed at developing a clearer picture of what is happening at national level to promote diversity and antidiscrimination in the workplace; encouraging an exchange of experiences and practices; gathering examples of collective agreements which promote diversity and antidiscrimination in the workplace; facilitating networking among trade unionists and with NGO's dealing with LGBT issues across Europe.

This was the first Europe-wide trade union conference on LGBT rights. It provided an excellent opportunity to share experiences between trade unionists, experts from NGO's and policy makers and to discuss ways to improve trade union attractiveness and performance in this area. Important messages were endorsed in the conclusion of this event: LGBT rights are human rights and these are central to trade union activities. It is impossible today for trade unions to ignore these issues; LGBT people are often invisible in the workplace and their rights are often not recognised or denied to them; discrimination against LGBT workers is no different from discrimination against other groups; all workers have the right to be protected against discrimination; as workers who are discriminated are often in a very vulnerable situation, it is important that they can be supported by a union and their cases taken up, as appropriate, as individual cases or in the framework of a collective approach; recruiting and organising LGBT workers helps to make unions strong and representative of all of their members, and workers in general. The conference proceedings, as well as the results of the ETUC survey, were published in a report, entitled "Extending equality, trade union actions to organise and promote equal rights, respect and dignity for workers regardless of their sexual orientation and gender identity", that was sent to all ETUC members. Furthermore, a leaflet was produced in 22 different EU languages.

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GOOD EXAMPLE / BEST PRACTICE

European Institute for Managing Diversity / SPAIN

Competitive Advantages from Diversity and Innovation

Scientific Research: Competitive Advantages from Diversity and Innovation

Only 10% of new ideas are unique, the rest is innovation. Companies are in the business of innovation; creativity and innovation in management of people, products, processes, and environmental/external policies; 5 motors of creativity and innovation, legal compliance, attract and retain best talent, social responsibility, preferred company.

Diversity gives rise to innovation through heterogeneousness and demographic, cultural, professional and cognitive skill sets, given their ability to work in risk surroundings and generate innovation. It is strategic to manage people and challenge their stereotypes, because heterogeneous groups not managed through cultural inclusion strategies generate conflicts. Homogeneousness is a black blind-spot.

Research from a number of companies shows the benefits from diversity and innovation in the business case .

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GOOD EXAMPLE / BEST PRACTICE

European Women's Lobby / NORDEN-BALTIC

Strengthening regional cooperation in fighting trafficking: the Nordic Baltic Network

Trafficking in women is one of the results of inequalities between women and men. The "Nordic-Baltic Pilot Project" (NB) was launched in 2005 to strengthen cooperation and develop concrete activities in supporting /assisting women victims of trafficking for sexual exploitation in the Nordic Baltic region. As an integral part of the project, the Nordic Baltic Network comprising of NGOs and government agencies was set up in 2006, to work together to strengthen assistance to women victims of trafficking in the 8 participating countries: Denmark, Estonia, Finland, Iceland, Latvia, Lithuania, Norway and Sweden.

During its 3 years period, the NB developed and delivered a comprehensive regional training programme for the members of the network as well as national programmes in the Baltic states. It also supported the development of helpline and safe shelters/reception facilities for women victims of trafficking. . Main achievements at national and regional levels:

1. Regional inter-agency networking: One of the main achievements is the reinforced cooperation between government agencies and different NGOs that work against trafficking in women and with developing victim support. The project has been successful in bringing together a network, of NGOs and government agencies that work in a committed way to ensure services and support to women victims of trafficking for sexual exploitation.
2. The development and/or strengthening of support and assistance to women victims of trafficking: With the support of the Nordic Baltic project, the Baltic assistance providers have been able to develop their activities with a victim centred approach, inspired by the best models in the Nordic countries. The development of shared principles and standards, as well as the capacity building elements incorporated into the regional network seminars have also reinforced the strategies and raised the quality and expectations on the support provided in the Nordic countries.
3. Strengthening of a victim-centred approach in anti-trafficking responses: Overall, the Nordic Baltic project has also contributed significantly to strengthen a victim-centred approach, providing assistance to foreign women victims of sexual exploitation and prostitution, first and foremost based on their needs. The project has also contributed to making important links between trafficking in women and prostitution markets, highlighting strategies to work efficiently against trafficking and to better also support victims.

The Nordic-Baltic Project was co-ordinated by the European Women's Lobby, by appointment of the Nordic-Baltic Taskforce against trafficking in human beings. The pilot phase of the project was funded by the Nordic countries over a three-year period (2005-2008). <http://nordicbaltic-assistwomen.net/> - www.womenlobby.org

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GOOD EXAMPLE / BEST PRACTICE

FNSI (Federazione Nazionale Stampa Italiana, Union of Italian Journalists) / ITALY

Charter of Rome

CODE OF CONDUCT REGARDING ASYLUM SEEKERS, REFUGEES, VICTIMS OF TRAFFICKING AND MIGRANTS

The National Council of the Journalists' Association (Consiglio Nazionale dell'Ordine dei Giornalisti, CNOG) and the Italian National Press Federation (Federazione Nazionale della Stampa Italiana, FNSI), sharing the concern voiced by the United Nations High Commissioner for Refugees (UNHCR) as regards media coverage of asylum seekers, refugees, victims of trafficking and migrants, (...) invite Italian journalists to: exercise the highest care in dealing with information regarding asylum seekers, refugees, victims of trafficking and migrants living in Italy and elsewhere and, in particular, to:

- a. Adopt an appropriate terminology which reflects national and international law (...);
- b. Avoid spreading inaccurate, simplified or distorted information as regards asylum seekers, refugees, victims of trafficking and migrants. CNOG and FNSI call all their colleagues' – and those responsible for editorial content in particular – attention to the negative effects of superficial or unprofessional behaviour (...).
- c. Safeguard those asylum seekers, refugees, victims of trafficking and migrants who choose to speak with the media by adopting solutions as regards their identity and image (...)
- d. Whenever possible, consult experts and organisations with a specific expertise on the subject (...).

COMMITMENTS TO BE UNDERTAKEN BY CNOG, FNSI AND UNHCR

- i. The National Council of the Journalists' Association (CNOG) and the Italian National Press Federation (FNSI), (...) pledge to insert issues relating to asylum seekers, refugees, victims of trafficking and migrants among the topics covered in training courses for journalists (...).
- ii. CNOG and FNSI, in collaboration with UNHCR, support the establishment of an independent Monitoring Centre which - working with universities, research institutes and stakeholders – will monitor developments in media coverage of asylum seekers, refugees, victims of trafficking, migrants and members of minority groups (...).

It follows a GLOSSARY with the explanation of: asylum seeker, refugee, beneficiary of humanitarian protection, victim of trafficking, migrant/immigrant, irregular migrant.

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GOOD EXAMPLE / BEST PRACTICE

FRA, European Union Agency for Fundamental Rights / EUROPE

Youth projects: Diversity Day and S'cool Agenda

DIVERSITY DAY and the S'COOL AGENDA are two initiatives created and tested by the FRA to promote equality issues among young people.

DIVERSITY DAY

The Diversity Day event is seeking to sensitise young people for the benefits of diversity, while promoting principles and practices of intercultural dialogue. Furthermore, it aims at educating them on fundamental rights in the EU, such as the right not to be discriminated against.

Diversity Day engages young people in a very interactive event offering them:

- an info market run by the FRA, EU institutions and local NGOs working with youth, who are active in fields related to diversity, equality, anti-discrimination, etc. The info market showcases their activities and offers interactive games which allow young people to experience the value of diversity;
- many simultaneously held human rights education workshops. Examples include: sign language, simulated asylum procedures, dealing with gender stereotypes, anti-racist workshops, combating homophobia, etc;
- an interactive stage programme balancing informative and entertainment elements. Here, contributions are mainly "from young people for young people" (music, theatre or dance performances by school classes and youth associations).

Two such events already took place in Vienna (seat of the FRA) and were very positively received by partners and participants. The first year, the event gathered around 1,500 young people, mainly from Vienna, and in 2008, there were even 3,000 participants, including from other EU Member States (Czech Republic, Hungary, Slovakia, Spain, and the UK). In 2009, the Agency pilots Diversity Day also in Berlin and Barcelona.

S'COOL AGENDA

Keep track of your daily activities and help fighting discrimination, racism and xenophobia by using the S'COOL AGENDA produced by FRA! Following first editions of the S'COOL AGENDA in 2007-2008, the FRA has published a new issue of this awareness raising tool in 2009. This agenda, available in English, German and French, is meant to help young people to learn about fundamental rights issues in Europe while keeping track of their own daily activities and homework. In order to achieve this, it offers a wide range of helpful tools, such as the "human rights temperature" test, a glossary, or tips on how to fight discrimination. Around 110,000 copies of the S'COOL AGENDA 2009 were distributed across the EU. It can be downloaded from the Agency's website.

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GOOD EXAMPLE / BEST PRACTICE

FRA, EU Agency for Fundamental Rights and EBU, European Broadcasting Union

A Diversity Toolkit for factual programmes in public service television

BACKGROUND:

The European Union Agency for Fundamental Rights (FRA) entered into cooperation with the European Broadcasting Union (EBU), the largest association of national broadcasters in the world, on the issue of diversity and the media. Jointly with the EBU, the FRA published “A Diversity Toolkit for factual programmes in public service television”. The Toolkit aims to raise media awareness of diversity related issues. The Toolkit was compiled by TV journalists. As a ‘home-grown’ product, it promises to be better received by media professionals and to have a higher impact than existing manuals. Indeed, the demand for copies of the Toolkit has been significant.

WHAT IS IT?

The Toolkit is a guide for TV journalists on how to reflect the cultural diversity of society in news and current affairs programmes. It has been developed by media professionals and edited at a series of workshops organised by the Swedish European Social Fund Council. The Toolkit seeks to incorporate the principles of equality and diversity into the practice of producers, programme-makers, human resource professionals, trainers and managers in broadcasting organisations. The Toolkit focuses on the representation of ethnic, cultural and religious minorities in the media. Since the strategies to combat discrimination are often similar, it could possibly be adapted to other discrimination areas, such as sexual orientation, gender, age or disability.

WHO IS IT FOR?

The Toolkit’s primary target audiences are public broadcasters in general, and TV news and current affairs programme-makers in particular. It has been conceptualised as a self-learning manual, but may also be used by human resource managers as a tool for developing diversity training. In addition, many print and radio journalists as well as academics and NGOs have requested copies of the Toolkit. The Toolkit has triggered train-the-trainers sessions provided by the EBU to its members. It has also formed the basis of an ongoing journalist and minority NGO training project in six EU countries, supported by the European Commission.

WHAT CAN ONE FIND IN THE TOOLKIT?

The core of the Toolkit is a DVD with sample news clips from a dozen broadcasters across Europe illustrating the difficulties encountered when reporting on minorities. Each news clip comes with background information and questions and comments about the issues raised in the accompanying booklet of about 100 pages. The Toolkit also contains information on how to promote the principles of cultural diversity.

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GOOD EXAMPLE / BEST PRACTICE

FRA, EU Agency for Fundamental Rights / EU-wide research results / EUROPE

The role of Social Partners in combating discrimination

The Racial Equality Directive (2000/43/EC) is the key piece of EU legislation aimed at combating racial or ethnic discrimination. It prohibits discrimination on the grounds of "ethnic or racial origin" in the areas of employment, education, social protection and access to and the supply of goods and services, including housing. The Directive asks for channels to be created whereby victims of discrimination can lodge their complaints to the Equality Bodies, created under the Directive. In addition, the Directive foresees a special role for Social Partners in combating discrimination. In particular, Art. 11 of the Directive calls for promotion of equal treatment through Social Dialogue. Furthermore, the trade unions can support victims of discrimination in legal procedures or take up anti-discrimination cases on their behalf. Despite these provisions, the number of complaints lodged to the Equality Bodies is generally small.

Recently completed FRA research has examined possible causes of low reporting. The FRA surveyed social partner organisations through qualitative interviews with major national and European social partner organisations (total of 300 interviews in the EU-27).

The results point to the following:

1. There is mixed awareness of the Directive and corresponding national legislation among the social partners. In general, the organisations in the EU-15 were more aware than their peers in the EU-12. In general, trade unions appear to be more aware of the legislation than the employers' representatives.
2. While, the awareness is the highest at the level of confederations/peak organisations, it often does not reach lower-level organisations, such as sectoral or regional social partners.
3. In most Member States, the Equality Bodies are not yet viewed by the social partners as entirely appropriate vehicles to use in articulating complaints about racial or ethnic discrimination and in securing satisfactory outcomes.
4. Neither employers nor trade unions displayed understanding of racial discrimination affecting the Roma. In some countries the Roma were mentioned, but their unequal treatment was often not understood as discrimination. With few exceptions, the Roma generally were not acknowledged as coming under the protection of the Directive.
5. More needs to be done to raise awareness of their rights among the ethnic and migrant workers themselves who, in the opinion of the social partners, are often unaware of the protection they are granted by the Directive

The report "Impact of the Racial Equality Directive: A survey of trade unions and employers in the EU" will contribute to the FRA opinion on the Racial Equality Directive, which the Agency is required to submit to the European Commission and Parliament in Spring 2010.

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GOOD EXAMPLE / BEST PRACTICE

FRA, EU Agency for Fundamental Rights / Local Communities Network/ EUROPE

The role of local authorities in promoting equality

The phenomena of racism and discrimination impact directly at the local level – whether it is in the provision of services, community relations or broader political issues. A number of local authorities across Europe have recognised that mainstreaming non-discrimination in local level policies enhances the municipality's or region's capacity to build cohesive and inclusive communities. The practicalities of such arrangements vary widely and have been pooled together in a report by the Fundamental Rights Agency and its Local Communities Network.

The report "Community Cohesion on local level: addressing the needs of Muslim communities" brings together experiences from a number of cities across Europe. It focuses on fields such as education, employment and the provision of public services which are all critical for the success of building cohesive communities. The report is aimed at policy makers and practitioners working in the field of equality, community cohesion and integration at the local level. In addition, it should be of value to those responsible for service delivery at the local level. The report illustrates how mainstreaming non-discrimination can contribute to community cohesion and equality showing that diversity and equality can reinforce each other within one community cohesion policy vision.

The report concludes with the following key recommendations:

1. The local authorities in collaboration with other stakeholders should take the lead in producing a strategy and an action plan on creating community cohesion, with measurable targets, clear time scales and responsibilities. The basis for such an action plan should be a strong commitment to non-discrimination, equality, social cohesion and participation. Equality policies in all public and private institutions must take account of the changing contours of discrimination and seek to address all aspects of discrimination.
2. In its policy making, the local authority should reconcile the need to treat people equally, the need to treat people differently and the need for a shared sense of belonging. There should be a strong commitment to cohesion and equality in order to ensure a common sense of belonging and that all communities are able to participate in the social, economic, cultural and political life of the city.
3. The local authorities should also consider building databases of good practice projects and policies that have proven to be effective, in order to share them horizontally with other cities and regions.

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GOOD EXAMPLE / BEST PRACTICE

Government Equalities Office / UNITED KINGDOM

GB Equality Bill: Public Sector Duties and Procurement

The purpose of the GB Equality Bill and its accompanying package of measures is to strengthen protection, advance equality and streamline the law. It will: introduce a new Equality Duty on the public sector; end age discrimination; require transparency; extend the scope of positive action and strengthen enforcement.

We will be focusing our submission on the public sector Equality Duty and procurement provisions in the Bill.

1) Public sector Equality Duty

The Equality Bill, currently before Parliament, will introduce an integrated Equality Duty which will bring together the existing duties on race, disability and gender, and extend to cover, for the first time, the protected characteristics of religion or belief, age, sexual orientation and gender reassignment in full.

The Equality Duty will require public authorities to consider how they can consider the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between persons who share a protected characteristic and people who do not – including the need to consider addressing disadvantage, meeting different needs and promoting participation;
- and foster good relations between persons who share a protected characteristic and people who do not share it, in particular, the need to tackle prejudice and promote understanding.

In practice, when public authorities are reviewing their functions or planning new policies or services, they will need to consider how those decisions will affect all the different people who use their services. Please see Annex A for how these duties have worked in practice.

2) Using Public Procurement to Improve Equality

The UK Equality Bill makes clear that public bodies can and should, where appropriate, use their public procurement to drive equality outcomes. It enables Ministers to set out how public bodies should go about doing so. This could for example include the requirement for public bodies to; (continues on next page)

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GOOD EXAMPLE / BEST PRACTICE

Government Equalities Office / UNITED KINGDOM

GB Equality Bill: Public Sector Duties and Procurement

- i) set out how they will use procurement to achieve equality outcomes,
- ii) Consider the use of equality related award criteria where they relate to the subject matter of the contract and are proportionate;
- iii) Consider the use of equality related contract conditions where they relate to the performance of the contract and are proportionate.

In the past, some public bodies have been uncertain about what they can do in relation to procurement and equality, not least because of confusion over what EU and domestic law will allow.

The UK government believes it is right that public money is spent on goods and services in a way that advances the Government's public policy objectives on equality, where this is appropriate.

Examples of how using procurement can promote and support equality:

- A local council commissioning a new library specifies that there must be baby changing facilities for both men and women with small children, and that books are available in accessible formats such as audio and Braille.
- A Government department contracting out its recruitment requires that all jobs must be advertised on either a part-time basis or with flexible working unless there is a business reason why this is not possible. This will help ensure that its work is available to all groups of people, in particular women.

Current non-legislative activity includes the development of a framework toolkit and further guidance that helps public bodies understand opportunities to incorporate equality outcomes in procurement and how to implement them as well as how to be compliant with the existing public sector equality duties on race, disability and gender.

Conclusion

We think that these examples of best practice can form useful contributions to the workshop theme of Equality Legislation. We will be happy to provide more detailed case studies that showcase the use of procurement and public sector equality duties as effective ways of counteracting discrimination.

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GOOD EXAMPLE / BEST PRACTICE

HANDISAM, Swedish Agency for Disability Planning Coordination / SWEDEN

Action Support Accessibility

The Swedish government, within the authority Handisam, the Swedish Agency for Disability Policy Coordination, and the Swedish Disability Federation have got the assignment to provide action support on accessibility for persons with disabilities. The Swedish ESF-council has decided that all project funded from ESF shall work with accessibility.

The project supports projects working with disability, accessibility and workinglife.

One of five persons living in Sweden has a disability.

Projects are offered individual assistance, a on-line helpdesk and a network of accessibility-consultants. The aim is to raise awareness of accessibility in the projects and enhance development towards decent work for all.

Our aim is too mainstream the accessibility-aspect through out as many projects as possible. We can offer support from our helpline, from the web, education and information from our staff.

The Swedish disability policy proceeds on the basis that people have different capacity and that reduced functional capacity is one of several natural variations among the population.

The disability perspective results in a strategy and working method that is oriented towards identifying the obstacles prevailing, rectifying them and/or offering the support that may be needed.

It is intended that every sector in society should be designed so that it becomes accessible to all citizens. The costs should be borne by the ordinary operation. This is referred to as the 'principle of responsibility and financing'. This makes the policy sustainable in the long term. In the short term it is important to have a strategy.

Three principal areas for improvement will facilitate the ongoing development towards the goals:

To, as a part of a long-term sustainable social development, ensure that planning and design of environments, buildings, products and services proceed on the basis that people are different. With the point of departure Design for All, accessibility and usability are created for as many people as possible, without retroactive corrections and modifications that raise costs.

What already exists – existing environments or technical solutions that are already developed – shall be continuously improved as regards accessibility and usability.

That independence and opportunities for self-determination should increase for people with disability. It is important that influence in decision-making processes increases for those who are entitled to and use the support and the service that society offers. It is also important that the new orientation has an impact within those operations that traditionally work with initiatives for people with disability. There is otherwise a risk that that individual support and special solutions shall remain the main alternative.

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GOOD EXAMPLE / BEST PRACTICE

High Commission for Immigration and Intercultural Dialogue / PORTUGAL

Pilot Project for Municipal Mediators

1. ACIDI is the public institute in Portugal responsible for the creation, implementation and evaluation of sector, crosscutting and public policies concerning the integration of immigrants and the ethnic minorities (namely Roma people), as well as the promotion of the dialogue between the various cultures, ethnic groups and religions.

In this sense, in 2007, ACIDI created the Support Office for Roma Communities (GACI).

2. This Support Office, recognising the importance of involving Roma in an informal group of Roma mediators, whose interests and perspectives reflect the aspirations of these communities, has undertaken various actions orientated towards promotion and social insertion, in coordination with other organisations that have responsibility in this area, in the fields of education, housing, employment/training and health. 3. In order to close the gap between national and local administrations regarding Roma communities, ACIDI has created, this year, a Pilot Project for Municipal Mediators.

This Project's main goal is to provide intercultural training (14 October 2009 to 15 February 2010) - in the fields of Mediation, Public Institutions Functioning and Communication - to create fifteen Roma municipal mediators and to insert them in local municipalities and in its Roma inclusion related services so that they can establish a close relation with local services and organisations and local Roma communities.

To achieve this, ACIDI made a call for proposals to all Portuguese municipalities. Each of those municipalities should establish partnerships with local organisations and identify, in local Roma communities, potential municipal mediators.

As a result, several Portuguese municipalities, from all over the country, answered ACIDI's call showing the need for this kind of measures as well as their will to respond to Roma and non-Roma communities needs. Therefore, from this Pilot Project emerges a high potential synergy between national and local level concerning Roma issues that will benefit Roma communities both locally and nationally.

From this Project results also a local and national network between municipalities and its partners, national authorities and Roma mediators that will reinforce intercultural dialogue and proximity in this thematic field between all its players.

At the end of its first year of implementation, there will be an evaluation report to assess obtained results that should indicate this Project added value to the improvement of Roma communities situation in Portugal and to the need to implement this Project in other municipalities.

This Project is currently being supported by the High Commission for Immigration and Intercultural Dialogue and by the Institute of Social Security, and the Portuguese State has included projects aimed to these communities as being financed by the European Social Fund.

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GOOD EXAMPLE / BEST PRACTICE

Hildegardis Verein / GERMANY

Mentoring-Programm für Studentinnen mit Behinderung

Frauen mit Handicap vermissen vor allem zu Beginn und zum Ende des Studiums eine persönliche Ansprechperson, die sie für einen begrenzten Zeitraum begleitet und ermutigt. Das ist ein zentrales Ergebnis der wissenschaftlichen Studie, mit der der Hildegardis-Verein den Förderbedarf von Studentinnen mit Behinderung ermittelt hat. Der Verein hat die Studie im Europäischen Jahr der Chancengleichheit 2007 mit Förderung durch das Bundesministerium für Familie, Frauen, Senioren und Jugend durchgeführt.

Als handlungsorientierte Antwort auf die Ergebnisse der wissenschaftlichen Studie hat der Hildegardis-Verein das Pilotprojekt „Mentoring für Studentinnen mit Behinderung“ (www.mentoring-projekt.de) initiiert. Dieses Projekt wird von der Conterganstiftung für behinderte Menschen gefördert. Der Kerngedanke des Mentorings ist es, junge Frauen gezielt in ihrer Studien- und Berufsplanung durch die individuelle Begleitung einer lebens-, studien- und berufserfahrenen Persönlichkeit (Mentor/in) zu fördern.

Das Mentoring-Programm fördert Studentinnen, die sogenannten Mentees, gezielt in ihrer wissenschaftlichen und beruflichen Karriere- und Lebensplanung, indem sie ein Jahr lang von einer Mentorenpersönlichkeit begleitet werden. Die Mentorinnen und Mentoren sind „gestandene“ Frauen und Männer mit Berufserfahrung und akademischem Abschluss. Jeweils ein/e Mentor/in und eine Mentee arbeiten über die Dauer eines Jahre fest im Team zusammen. Sie bilden ein sogenanntes Tandem.

Das Programm richtet sich an insgesamt 60 Mentees und 60 Mentoren/innen mit und ohne Behinderung. Es gliedert sich in drei aufeinanderfolgende einjährige Mentoringphasen mit je 20 Tandems. Die aktuelle erste Mentoringrunde ist im Dezember 2008 gestartet und endet im Dezember 2009. Die zweite Phase wird im Januar 2010 starten, die dritte im Januar 2011.

Am Beginn jeder Mentoringphase steht ein gemeinsames Auftaktseminar. Ein weiterer zentraler Gruppenaustausch aller Mentoren/innen und Mentees findet als Zwischenbilanz zur Halbzeit und als Resumee zum Abschluss jeder Mentoringphase statt.

Weitere Bausteine des Programms sind:

- regelmäßige Beratungsgespräche zwischen Mentor/in und Mentee.
- Praktikitage der Mentee bei ihrer Mentorin bzw. ihrem Mentor. Die Mentee lernt durch praktische Einblicke in den Berufsalltag ihrer Mentorin bzw ihres Mentors Modelle beruflicher Strategien und Führungsverantwortung kennen.
- Ein internes Diskussionsforum bietet allen Teilnehmenden kontinuierlich Gelegenheit zum Austausch.

Während des gesamten Programms steht eine erfahrene Supervisorin zu Gesprächen bereit.

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GOOD EXAMPLE / BEST PRACTICE

IGLYO, Internat. Gay, Lesbian, Bisexual, Transsexual and Queer Youth and Student Org.

2. name

Youth-led research: The social exclusion of young LGBT people in Europe
brief description:

IGLYO cooperated with ILGA-Europe, another European umbrella non-governmental organization, to hire a researcher and produce a groundbreaking report on the social exclusion of LGBT young people in the European region.

The research was steered by a group comprising of LGBT activists, including young people. The research was conducted over a year in 37 countries, 17 languages, and received input from over 750 respondents. The first survey of its kind, the report found that 61% of LGBT young people in Europe referred to school as a negative personal experience (family, community and circle of friends respectively followed as places where LGBT young people experience discrimination).

The report was instrumental in advancing arguments about multiple discrimination of LGBT young people both on grounds of age and of sexual orientation or gender identity. The report was presented at a hearing at the European Parliament in 2006, and further helped IGLYO and ILGA-Europe advocate for stronger and wider protection of LGBT young people in the fields of education, access to goods and services, healthcare and other areas outside of employment.

In the context of the current debate on discrimination outside of employment in the European Union, the Social Exclusion report remains an important piece of research showing that specific legislation is needed to protect people discriminated against on the basis of both age and sexual identity in key areas such as education and healthcare.

URL: www.iglyo.com/index.php?option=com_content&task=view&id=103&Itemid=68

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GOOD EXAMPLE / BEST PRACTICE

IGLYO, Internat. Gay, Lesbian, Bisexual, Transsexual and Queer Youth and Student Org.

Guidelines for an LGBTQ-inclusive Education

The Guidelines are a compact publication of 10 thematic sets of guidelines for schools, education policy-makers, educationalists and activists to help make schools and universities inclusive of LGBTQ pupils.

The contents were prepared over two years by youth and education activists at two events organized by IGLYO and OBESSU (the Organising Bureau of European School Student Unions), which gave the opportunity to grassroots local, national and international activists to contribute to the Guidelines and ground the publication in activists' realities.

The publication has been presented to policy-makers, notably in the Netherlands and Norway, where it helped Education Ministry workers set up an anti-LGBT bullying bureau for secondary education. The Guidelines have also been presented at several European and global LGBT rights conference, where their compact and accessible format, as well as their high relevance and straightforward implementation mean they are always well-received by activists and policy-makers.

The document is available in print and online in 6 languages (English, Spanish, Italian, Portuguese/Brazilian, Lithuanian, Romanian).

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GOOD EXAMPLE / BEST PRACTICE

Immigration and integration Ministry / FRANCE

Establishing the “Diversity Seal of Approval” in France

At the French authorities’s initiative, in late 2004, a leading CEO made a proposal to 30 major French groups that they sign the Diversity Charter. The purpose of this Charter is to show a company’s commitment to non-discrimination and diversity, to promote equal opportunity in employment and to improve the company’s performance.

At present, the Charter has been signed by some 2500 companies, local and regional governments and public services, 80 % of which are SMEs. The use of this Charter is spreading to other European countries, and has also been adopted in Germany and Spain and soon will be in Italy.

However, the Charter is only a commitment. To enable the employers who have made a commitment to report objectively on the results being achieved in the field of diversity, a Diversity Seal of Approval (Label Diversité) has been developed following intensive work between the French authorities and the National Association of Human Resource Managers. In co-operation with the French certification agency, AFNOR, over a hundred people – representatives of companies, the French authorities and local and regional governments, recruitment agencies, lawyers, researchers and academics, employers and trade unions – prepared a standard on diversity in recruitment and human resource management, and then the specifications for the seal of approval. The Diversity Seal of Approval was created at the end of 2008 by decree and the first seals were granted in January 2009.

This seal is intended for all public and private employers meeting objective criteria concerning the recruitment and career management of their employees. It covers the prevention of all types of discrimination recognised by the law, in particular that relating to the origin of persons, age, disability, sexual orientation, religion, membership in trade unions, political opinions, etc., with the exception of gender discrimination, which is already covered by a specific seal.

Granted for three years with an interim evaluation after 18 months, the seal of approval is awarded to organisations of any kind that file an application, whatever their size, their activities or the status of their employees.

The specifications for the Diversity Seal of Approval are organised around five criteria :

1. assessment of the situation regarding diversity within the organisation;
2. implementation of a diversity policy;
3. internal communication, awareness-raising and training;
4. incorporation of diversity into the organisation’s activities;
5. evaluation and ways of improving the diversity effort. (Continues on next page).

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GOOD EXAMPLE / BEST PRACTICE

Immigration and integration Ministry / FRANCE

Establishing the “Diversity Seal of Approval” in France

The procedure for awarding the seal is conducted in three stages: firstly, the applicant files a request by completing an application; AFNOR Certification then reviews the application, a process that includes an on-site evaluation; the Awards Commission (Commission de Labellisation) then gives an opinion on the basis of the report prepared by AFNOR Certification, and then decides.

The Awards Commission, created and chaired by the French authorities, includes representatives of the relevant ministries, labour and management.

The seal has been awarded to 25 companies since the beginning of the year, covering a total of 490 000 employees. Approximately a hundred employers are currently involved in this procedure.

In order to make it easier for SMEs to have access to the seal, a working group has established tools :

a guide on how to use the seal's specifications; a brochure presenting the seal; an on-line self-diagnosis document aimed at reducing the time required for the audit and thus its cost.

Another group was also created to adapt the seal to the civil service.

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GOOD EXAMPLE / BEST PRACTICE

Ísland Panorama / ISLAND

Ísland Panorama

The role of the media and other stake holders on Equality issues is to raise awareness, share good practices or experiences and pull our resources together to change what needs to be changed and put in place what needs to be put in place.

The realities of the everyday life of ordinary people of foreign origin living on the continent is still very much a naked act of Inequality.

A progressive strategy for equal treatment, social inclusion, equal opportunities and non-discrimination in all spheres of life. With a view to enhancing the effective implementation of the principle of human rights and promotion of its mainstreaming in the lives of such ones needs to be seriously and purposefully tackled

Ethnic origin is still a ground of discrimination in Europe despite efforts from different areas. Minorities are still very much neglected and excluded, less educated, school drop-outs and financially poor. Awareness and positive campaigns need to be strengthened and repeated.

Especially in a time like this when all attention is on the financial situation, such issue as race is pushed far away and those who suffer the most are the voiceless and faceless ones in society. What can be done to promote the value and benefits of cultural differences and help our societies avoid unnecessary fear of the unknown and institutional discrimination.

Is there a way we can work strongly together to disseminate information among ourselves aiming at reminding our societies about universal laws and regulations. Xenophobia, hidden discrimination, social exclusion, cultural differences, tolerance and extremism in politics vis a vis hate speech is still destroying our societies.

A wave of such practices is on the rise in the nordic region, the baltics and eastern europe. So the main focus will be what could be done to tackle and hopefully eradicate the scourge in these areas.

For many years those of us who have followed the trend of multicultural development within Europe we have seen a lot of changes. Some have been positive and beneficial and that is because anti-racist Ngo,s have done a lot of hard work. (Continue on next page).

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GOOD EXAMPLE / BEST PRACTICE

Ísland Panorama /ISLAND

Ísland Panorama

Unfortunately as time goes on our societies keep transforming and prejudice, racism, xenophobia and institutional discrimination take on a different face and that means those of us working with these issues have to go with the flow and keep track. In other words we have to know what has changed, how it has changed and why it has changed. What kind of Racism and Discrimination is very common in our societies today.

How best and effectively can we tackle these social issues. Surely we all have our own local situation and agendas in each country but why not get together and share experiences, best practise, good and bad ideas and common goals.

Within the Nordic council for example are many joint co-operative institutions, committees, working groups and organizations among the individual governments. But there is nothing like a "Nordic Network Against Racism" for the promotion of diversity that will be made up of the different anti-racist Ngo,s within the countries.

Some media in Europe blatantly encourage and propagate racial hatred. It,s no secret that Romas continue to be marginalised, demonified, abused and even killed in many parts of eastern Europe. The EU in my opinion has not been strong enough to make racial tolerance a prerequisite for Aspiring nations wanting to join the union.

It,s a continental policy failure in the commission as to how some member states allow this evil to persist in their societies. It,s not too late to inculcate this and make it crystal clear to Ascension countries. We can continue to work individually with our own projects but we are much stronger and more effective together.

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GOOD EXAMPLE / BEST PRACTICE

IVEA / IRELAND ÉIRE

Taking ownership of equality - the further education sector in Ireland

Small strategic projects can stimulate mainstream organisations, such as the Further Education Support Service (FESS) in Ireland, to take ownership of equality and act on their own initiative to counter discrimination.

FETAC (the Further Education and Training Awards Council) is the national awarding body for further education and training in Ireland. National legislation requires that all providers of programmes leading to FETAC Awards establish quality assurance procedures, agreed with FETAC, for their programmes. In 2004, it was with the intention of assisting programme providers to accommodate, in a planned and considered manner, the needs of the increasingly diverse population that FETAC included equality within its Quality Assurance Model, developed with assistance from the Equality Authority. By 2007 all providers offering FETAC awards in Ireland had started developing equality policies and procedures for equality training and equality planning, to be evaluated and agreed by FETAC.

[http://www.fetac.ie/qa/Provider_Quality_Assurance_-_quick_guidev1.2.doc]

Under the national action plan for the European Year of Equal Opportunities for All 2007, one such provider, the Irish Vocational Education Authority (IVEA), in a joint venture with the Equality Authority, developed a tool to support the IVEA and its member Vocational Education Committees (VECs) in carrying out equality proofing of key policies and plans at key moments in their design and development. The resulting publication, "Guidelines for Conducting Equality Impact Assessments on IVEA and VEC Policies, Plans and Programmes", was launched in September 2007 and piloted by Co Donegal VEC in 2008 in the development of its Adult Education Plan, following a competitive application process by VECs for Equality Authority funding to undertake the testing exercise.

[<http://www.ivea.ie/equality.htm>]

Those FETAC-registered further education providers which are funded by the Department of Education and Science are supported in delivering quality-assured programmes and services to learners by the Further Education Support Service (FESS). Inspired by the IVEA Guidelines and by the identification, through the FETAC quality assurance monitoring process, of equality policy development as an area for improvement, the FESS of its own initiative undertook in early 2009 to develop further tools. This project was fully funded and developed in-house by the FESS, with the IVEA and the Equality Authority invited to advise. The resulting FESS Equality Action Planning Framework was launched in October 2009 and provides equality audit and equality action planning tools to the further education sector, to complement the IVEA guidelines.

[<http://www.fess.ie/Resources/Equality/FESSEqualityActionPlanningFramework.pdf>].

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GOOD EXAMPLE / BEST PRACTICE

Label Egalité-Diversité / BELGIUM

Label Egalité-Diversité

Constatant la persistance des discriminations sur le marché du travail, aux différentes étapes de la carrière et dans ses diverses composantes (embauche, salaire, promotion, accès aux fonctions, valorisation du travail accompli, etc.), les ministres de l'Emploi et de l'Egalité des chances ont opté pour une approche préventive visant à inciter les employeurs à introduire la diversité (âge, handicap, origine, genre) dans leurs stratégies économiques, sociales et commerciales.

Lancé en 2005, le Label soutient et récompense le développement par l'entreprise ou l'organisation d'une culture d'entreprise et d'une gestion durable de la diversité. Le Label est octroyé par la Ministre de l'Egalité des chances sur la base de l'avis motivé d'un Comité composé d'experts et de représentants d'institutions/associations de défense des publics cibles. La gestion opérationnelle, le secrétariat et l'instruction des dossiers sont confiés au Ministère fédéral de l'Emploi, du Travail et de la Concertation Sociale.

Le Label est un outil de gestion (1) et de communication (2).

1. Le Label se conçoit comme un processus, basé sur le management, l'évaluation continue, et l'audit. L'obtention du Label est soumise au respect de quatre exigences :

- le respect de la loi en matière d'interdiction des discriminations ;
- la mise en place d'une culture d'entreprise et d'une gestion des ressources humaines pro-diversité dans onze champ d'actions (culture d'entreprise (3) ; gestion des ressources humaines (6) ; genre (2)), ainsi qu'un guide de bonnes pratiques ;
- la planification (3 ans), la mise en œuvre et l'évaluation de la politique de diversité propre à l'entreprise, en concertation avec les travailleurs ;
- une dynamique d'amélioration continue.

La procédure menant à la labellisation contraint les organisations et entreprises à une démarche exigeante et par étapes : l'analyse qualitative et quantitative de la situation des publics cibles au sein de l'entreprise ; la conception d'une politique ad hoc de management de la diversité ; l'élaboration d'un plan d'action, et sa mise en œuvre sur 3 ans dans le cadre des onze champs d'actions proposés.

2. De nombreuses études ont mis en avant les avantages concrets de la diversité pour l'entreprise : amélioration de la cohésion interne; attrait et maintien des effectifs ; renforcement de la motivation, de la créativité ; etc. Si, initialement, la diversité a pu apparaître comme répondant à des impératifs éthiques et civiques, elle est devenue un enjeu économique important. L'obtention du Label permet à l'entreprise de bénéficier des campagnes de communication prises en charge par les pouvoirs publics.

Résultats : En 2008, deuxième année d'existence du Label, le Label a été octroyé à 12 entreprises et organisations d'envergure.

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GOOD EXAMPLE / BEST PRACTICE

Latvian Centre for Human Rights / LATVIA

The project "Improving Antidiscrimination in Latvia"

The project "Improving Antidiscrimination in Latvia" (02.04.2007-30.11.2008), aimed at furthering development of antidiscrimination in Latvia within three streams of activities: systematic collection of information and monitoring; furthering understanding about particular discrimination issues and NGOs' discrimination victims support network.

Project results in facts and figures:

1. Systematic collection of information and monitoring

- Training seminar organised for LCHR employees about situation testing methodology and its application in practice was conducted by August Gächter (Austria), - one of the most prominent experts on situation testing
- Information material "Situation testing" in Latvian was developed, improving understanding about the method and its possible application in Latvian circumstances
- A pilot testing was conducted, testing information about possible discrimination against foreigners in some nightclubs of Riga
- Antidiscrimination database was developed and is now available at the LCHR homepage www.humanrights.org.lv

2. Furthering understanding about particular discrimination issues

- The European Court of Human Rights (ECHR) judgement in the case of DH et alia vs. the Czech Republic was translation into Latvian – the first ECHR ruling which found that the segregation of Roma pupils into special schools is a form of illegal discrimination. The judgement is available in English and Latvian at LCHR homepage
- Training seminar for judges and judge assistants "EU Directives 2000/43/EC and 2000/78/EC: theoretical issues and application in court practice" was conducted

3. NGOs' discrimination victims support network

- The work of 14 Latvia's NGOs in antidiscrimination field was reviewed
- Information brochure about the work of NGOs that provide various types of assistance to discrimination victims in Latvia was published
- Study visit to Belfast provided an opportunity to learn from experience of NGOs in Northern Ireland in antidiscrimination and development of support network for victims of discrimination. Experience of NGOs in other countries was reviewed as well
- Training seminar organised for NGOs "Support networks for discrimination victims: cooperation of NGOs on various discrimination grounds", in order to initiate discussions about development of cooperation between NGOs in the field of discrimination prevention
- Strategy elaborated for the development of NGO network providing support to discrimination victims in Latvia, thus raising capacity of NGO to provide help in cases of discrimination.

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GOOD EXAMPLE / BEST PRACTICE

LSU – - the National Council of Swedish Youth Organisations / SWEDEN

Cooperation on discrimination on the ground of age

Sometimes you can create great attention and a good exchange in ideas and experience by a more unexpected cooperation. One example is the cooperation between LSU - the National Council of Swedish Youth Organisations, and three pensioners' organizations.

The cooperation started in autumn 2007 when LSU released a report on discrimination of youth within the area of employment. In relation to this the pensioners' organisation "Seniorkraft" contacted us, and soon we realized that we had a common interest in raising the question of discrimination grounded on age in areas outside employment. The four of us met a couple of times during 2008, also with two other pensioners' organizations, PRO – National Pensioners' Organisation and SPF - Swedish Pensioners' Association. We attended some of each other's board meetings and general assembly meetings and established contacts to exchange information on policy and actions in the field of discrimination. In this cooperation we really practiced cross generational cooperation and relations and it shows cooperation between actors who represent two different generations that are otherwise often played out against each other and portrayed as adversaries, when on the contrary we have a lot to gain by working together.

Jointly, in the end of 2008, we released a report on discrimination on the grounds of age, called "Den bortglömda diskrimineringen (The forgotten discrimination)" In the report we show examples of cases where age, and only age, is a factor that changes people's conditions in such basic areas as housing, healthcare and political influence, three areas not covered by the law. In the area of housing there are examples of how people over 75 years are refused to buy a flat on the ground that "this is not a health center", while it is often practically impossible to get an apartment for a person who has just turned 18. Political influence is one of the areas most developed in terms of equality, equal opportunities and freedom from discrimination. At the same time both older and younger persons are seriously underrepresented in virtually all political assemblies and age still rules as a criterion for who can become president of an assembly. The health of many age groups has improved in recent years, at the same time, we see that the mental health within both groups start to fall behind. Examples shows that the practice to call women to health checks to discover breast cancer can on arbitrary grounds be stopped when the woman has passed a certain age.

The report was not an attempt to accuse anyone for discrimination but we wanted to stimulate the debate by pointing at a discriminatory ground hitherto forgotten but one that has a major impact in people's daily lives. While we know a lot about how discrimination occurs in other spheres, knowledge about age discrimination is almost nonexistent in Sweden. The lack of knowledge also affects the way the law looks like and age discrimination has become a half-measure

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GOOD EXAMPLE / BEST PRACTICE

LSU – the National Council of Swedish Youth Organizations / SWEDEN

LSU and All Different All Equal

LSU – the National Council of Swedish Youth Organizations has been coordinating the Swedish All Different All Equal-campaign for three years. Within the campaign there have been many good practices, but now we give you our best:

Successful inclusion of youth organizations

The youth organizations are experts on issues, grounds and facts of discrimination. Through the corporation and the leadership of youth organization the expertise has come into the campaign in a natural way. It has not been easy all the time though. Every organization thought their issue was the most important – for example the Swedish Young Muslims thought islamophobia was the most urgent issue in Sweden and RFSL Ungdom, Sweden's national LGBT youth organization thought homophobia was the most urgent issue in Sweden. It was in the meeting with all different types of organizations we really found the answers and the methods on how to coordinate a successful campaign together.

Furthermore the youth organizations also have the best methods. When we handpicked the best methods on anti-discrimination from Swedish youth organizations and put it together in a handbook called O/LIKA we won the Swedish Publishing Prize in the category best study literature.

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GOOD EXAMPLE / BEST PRACTICE

Ministry of Children and Equality / NORWAY

Cooperation for equality

The Norwegian Ministry of Children and Equality is responsible for coordinating all the efforts against discrimination and for promoting equality on different grounds. In its role as a coordinating ministry, the Ministry of Children and Equality must promote open dialogue and cooperation with different partners. Cooperation with different partners has been a key factor in the work with three new actions plans:

- The Norwegian governments action plan for universal design and increased accessibility 2009 - 2012
- Action plan to promote equality and prevent ethnic discrimination 2009 -2012
- Action plan for a better quality of life for lesbians, gays, bisexuals and transsexuals (lgbt) 2009-2012

Cooperation with different partners

All the actions plans mentioned above are sector overarching and contains both cross-sectoral and sectoral measures. The sector responsibility principle is a necessary and fundamental strategy for achieving the main goals of the equality policies. The strategy implies that the normal bodies in society are to provide and finance the services offered to all minority groups in the same way as to the rest of the population.

In order for the plans to be developed and implemented efficiently and well, there must be close cooperation between the ministries affected. There is also a need for cooperation between administrative entities on various stages and levels. The Action plan for universal design and increased accessibility 2009 – 2013 involves for instance 16 different ministries.

Norway`s 430 local authorities have a decisive influence on the design of buildings and outdoor areas and are important players in the fields of passenger transport and the adaptation of ICT and workplaces.

Great emphasis is therefore placed on preparing good regulations that the local authorities can apply in order to achieve universal design in various sectors. In addition, extensive programmes and measures are being implemented in order to give the local authorities expertise and resources for this work. (Continues on next page).

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GOOD EXAMPLE / BEST PRACTICE

Ministry of Children and Equality / NORWAY

Cooperation for equality

The process of equality in Norway is also characterised by the tripartite cooperation between the State, Employers Federation and the Unions. Tripartite cooperation has been one of the success factors to achieve gender equality in Norway. In the Action plan to promote equality and prevent ethnic discrimination 2009 – 2012 the Government has entered into close cooperation with the eight main employer/employee organisations in working life.

Working together on active efforts focused on their own target groups, the Government and the employer/employee organisations will contribute to promoting equality, diversity and a good working environment. The Government and employer/employee organisations have agreed on joint goals and measures during the period covered by the plan.

NGOs have also an important role in putting equality issues on the agenda. Emphasis has therefore been placed on a close dialogue with interest groups for the different discrimination grounds, both in the process of developing the plans and in the implementation of the measures in the plans.

NGOs have for instance traditionally had an important role in putting LGBT issues on the agenda. In recent years the national organizations have developed in size, and some have become important dialogue-partners for both the national government and ministries and local authorities. They also receive economical support that sponsors both their day to day activities and a portfolio of different projects.

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GOOD EXAMPLE / BEST PRACTICE

Ministry of Education and Culture / CYPRUS

Integration of immigrant students in schools

Cyprus, developing an integration policy covering, inter alia, the field of education, took the following measures:

1. the children of all migrant workers and asylum seekers have access to public educational institutions, irrespective whether their parents have residence permits or not.
2. the Adult State Education Centres offer Greek lessons (free of charge) to all recognised refugees whereas, the State Institutes for further Education offer subsidised afternoon and evening Greek classes to all migrants.

More specifically, a comprehensive program for the integration of immigrant students in schools was adopted by the Council of Ministers (Decision Reference Number [67.598], Dated July 30th, 2008). The main features of the program are: special classes for the rapid learning of Greek, the preparation of material with information about Cyprus and the educational system in eight (8) foreign languages for the students and their families, the training of language teachers in the teaching of Greek as a foreign and/ or as a second language and the monitoring of the needs and the progress of the students.

Furthermore, in its effort to address the problem of high migrant student enrollment in specific schools and in order to promote tolerance and dialogue as well as to eliminate stereotypes through education, the Ministry of Education and Culture has set in place the program for Zone of Educational Priority (ZEP). The policy for the Zones of Educational Priority derived from the strategy of positive discrimination (UNESCO), which is based on the unequal treatment of inequalities. Each ZEP consists of one Gymnasium (lower secondary school), the main primary schools, in degraded areas with a pupil population coming from families of a low socioeconomic and educational level. The criteria for defining an area as ZEP is a high share of migrant or foreign language speaking pupils, a high number of drop-outs and high incidence of violent and anti-social behavior (young delinquency). In September 2008 a new ZEP was established in the Larnaca area, in addition to the three that were previously established in Lefkosia and Pafos.

The school year 2008–2009 has been declared as the “Educational Reform Year” and will focus on promoting a culture of peaceful cohabitation, mutual respect and cooperation between Greek and Turkish Cypriots. (Continue next page).

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GOOD EXAMPLE / BEST PRACTICE

Ministry of Education and Culture / CYPRUS

Integration of immigrant students in schools

The Ministry of Education and Culture has appointed a committee of representatives of the Ministry (senior educational officers), teacher unions and parent associations to make suggestions and prepare material for the implementation of this policy by the school units. In a statement to the press, the Minister of Education and Culture, Andreas Demetriou, referred to the “target of developing a spirit of reconciliation within the schools with the Turkish Cypriots, so that this reconciliation occurs within the consciousness of all citizens of Cyprus regardless of the community”. This will involve revision of the text books on the history of Cyprus in the last 50 years, something that will be implemented within the next few years. The Minister stated that it was “very important that we have an informed youth that understands that different communities live in Cyprus”.

The modernization, restructuring and upgrading of the national curriculum from pre-primary education to upper secondary general technical and vocational education, with the aim of better addressing the needs of the students for the 21st century, is one of the major issues of the Educational Reform Program. For the development of the new curriculum, the Government has set up a Committee of Experts which is currently preparing its recommendations for the redesigning of curricula at all levels and areas of the Educational System.

Cypriot Gypsies are considered as citizens of the Republic, members of the Turkish Community, as they fall within the definition of Article 2.2. of the Constitution which reads: “the Turkish community comprises all citizens of the Republic who are of Turkish origin and whose mother tongue is Turkish or who share the Turkish cultural traditions or who are Moslems”. They are entitled of welfare benefits as Cypriot citizens: basic housing, health care, schooling for the children and a monthly allowance to care for their basic needs until employed. The Ministry of Interior subsidizes their school meals, school uniforms, school books and stationary in order to encourage school attendance by Roma/Gypsy children.

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GOOD EXAMPLE / BEST PRACTICE

Ministry of Education, Culture and Science / THE NETHERLANDS

Roles of different stakeholders

The Dutch government conducted a national roundtable with sixty representatives from the LGBT-community and from mainstream organizations, in order to formulate its LGBT policy for the coming years, in July 2007. The Dutch government issued: "Simply Gay – The Dutch Government's LGBT Policy Document 2008-2011." to Parliament on November 2007.

The government feels that different stakeholders, civil society and LGBT organizations, must work together to further build on improving understanding and social acceptance in society. That is why the Dutch Government encourages stakeholders to promote 'Straight & Gay Alliances' in society, by making funds available to social partners, mainstream organizations, and LGBT organizations.

A 'Straight & Gay Alliance' is a group of mainstream- and LGBT-organizations that committed themselves to working together for social acceptance of homosexuality in society. Their commitment is laid down in a concrete and joined action plan.

Since stakeholders met in the national roundtable 2007, various 'Straight & Gay Alliances' have been established in the following areas of society: sport, education, the labor market, the (care for) elderly and in schools. The active stakeholders are: national LGBT organization COC, Homosport Netherlands, the LGBT network in the armed forces, Company Pride Platform (the LGBT networks within commercial Dutch enterprises), together with: trade unions from public and private services, education and healthcare, a national association representing senior people, national sport associations like the National Olympic Committee, the Netherlands Sport Alliance and national mainstream youth- and LGBT youth organizations.

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GOOD EXAMPLE / BEST PRACTICE

Ministry of Labour and Social Policy /BULGARIA

National Program “Activation of Inactive People”

The Program is a result of the joint efforts of the Bulgarian Ministry of Labour and Social Policy and the Roma civil society. In the summer of 2007 the Ministry organized a Sociological Research “Roma for Roma”. One of the needs which were mentioned by the Roma people was the need of Labour Mediator. As a result the Ministry elaborated a new National Programme “Activation of Inactive People” which started in 2008.

The main objective of the Program is the activation and inclusion on the labour market of inactive and discouraged people by means of individual and group application of instruments and services for their inclusion and motivation to register themselves in the labour offices in order to acquire the right to participate in training and/or employment.

There are 2 target groups:

1. Inactive (unemployed persons who are not registered at employment offices) and discouraged persons (persons who want to work and are available to begin work but do not search for jobs because they think they won't find them);
2. Registered unemployed persons who designate themselves as Roma (with minimum secondary education), appointed under the programme as Roma mediators at the employment offices.

The activities under the program are implemented in three components:

- Work with inactive persons: identification of the groups of inactive and discouraged persons and their needs; inclusion in motivation training after registration of the persons at employment offices; individual work with beneficiaries and support for their inclusion in employment and training;
- Labour exchanges: organization and carrying out general and specialized labour exchanges with the objective of direct negotiation and satisfaction of the interests of persons seeking employment and employers;
- Promotion and development of local cooperation on employment matters: integration of the efforts of Employment Agency territorial divisions, social partners and consultancy and educational institutions, NGOs and civil society organizations with a view to determine the problems on the local labour market and to undertake coordinated, united efforts to increase the supply on the labour market by means of concluding Local Employment Agreements.

Main results: For the period 2008-2009, 125 Mediators on the Labour Exchange from Roma origin were trained and hired (55 in 2008 and 70 in 2009). Till the end of June 2009 in the Labour Offices 4 570 inactive and discouraged persons were registered (2 074 in 2008). 953 of them (for comparison 625 people in 2008) were employed or participated in appropriate training. Annually the Employment Agency organises Labour Exchanges. In 2009 2 “Roma Labour Exchanges” were organised and 138 people found the appropriate job position. Your text (max 3000 characters)

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GOOD EXAMPLE / BEST PRACTICE

Ministry of Labour and Social Policy / POLAND

European Year of Equal Opportunities for All

The EYEO's National Implementing Body was Department for Women, Family and Counteracting Discrimination in Ministry of Labour and Social Policy.

Various activities of governmental and non-governmental organisations, social partners, schools and institutions of higher education were carried out. Trainings, exhibitions, billboard campaigns and conferences were organised. Moreover, scientific studies were conducted in the following fields: the situation of sexual minorities in Poland and stereotypes about age, disability, religion and gender in Poland; CDs were recorded and concerts were organised: moreover, even a broadcasting station Voice of Africa was set up. These are just some of the activities carried out within the framework of the above mentioned measures:

1. "It Concerns You as Well. Take Action against Discrimination!" was a social campaign organised by the Campaign Against Homophobia Association, which comprises a web portal <http://www.multikulti.org.pl/> devoted to all forms of discrimination. The still existing web portal contains examples of how to counteract discrimination, articles, presentations of interesting people, interviews, texts written by experts and a list of organisations, which counteract discrimination. The portal was launched on the Multi Kulti Festival, during which a workshop on the subject "A practical guide to diversity" and a conference on the subject "To make a world a better place, i.e. how to teach diversity" took place.

2. "Diversity Enriches Us" was a project prepared by the Association of Friends of the 1st SLO (High School) in Warsaw. The programme was directed at the families of political refugees staying in refugee centres and at those students who have left their own embattled homelands. In the school there was an after-school club for refugee families, in which courses in the Polish language and culture are organised - similar classes are also organised for the refugee students. These meetings were conducted by the school personnel with the help of students - volunteers. The aim of the project was to counteract prejudice against refugees and to develop an open attitude to cultural differences, and also to give the children of refugees equal opportunities.

3. "Music Crosses Barriers". This was a campaign launched by the congregation of the Lutheran Church of the Augsburg Confession, which aimed at raising religious awareness of the local community and to point out, in a practical way, positive relations between different religions. The project promoted religious tolerance mainly by means of concerts performed by a group composed of people from different denominations.

(Continue next page).

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GOOD EXAMPLE / BEST PRACTICE

Ministry of Labour and Social Policy / POLAND

European Year of Equal Opportunities for All

4. “The Celebration of Year 2007 - European Year of Equal Opportunities for All in Suwałki” – The Centre for Social Initiatives Association “Pryzmat” prepared measures aimed at raising the awareness of the local community about the benefits stemming from a fair solidarity society. During the implementation of the measures, a review of documentaries about discrimination was organised. Moreover, a number of meetings was organised with, i.a., non-governmental organisations involved in counteracting discrimination.

5. “Women away from Home” – Crisis Intervention Association, under the project concerning the situation of repatriates, migrants and refugees in Poland, drew up a report under the title “From Poland and to Poland. Women as refugees. Exile and looking for a home in Poland” in cooperation with Prof. Halina Grzymała. Moreover, a meeting of female repatriates from Kazakhstan and women from Siberia took place, during which the participants shared their experiences.

The Department of Women, Family and Counteracting Discrimination coordinated the implementation of these measures. Within the framework of the campaign which promoted the ideas of the European Year of Equal Opportunities for All, the Department prepared a TV commercial and a touring exhibition about counteracting discrimination which was presented at biggest train station across the country.

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GOOD EXAMPLE / BEST PRACTICE

Ministry of Social Affairs and Labour / HUNGARY

Equal Opportunity Funding Policy

1. Background: The equal access to EU funds by Roma is essential for their social integration. The Hungarian Government has developed the Equal Opportunity Funding Policy (EOFP) in 2007, which was introduced first in the field of public education and urban-rehabilitation. Its purpose is to give support only to programs, which ensure the decreasing or the elimination of the educational and territorial segregation of Roma. The main goal of the EOFP is to introduce a new, Equal Opportunity Plan (EOP) for allocation of EU funds. The EOP is an obligatory part of all tender proposals in the field of public education and urban-rehabilitation. EOFP will contribute to: equal access to EU funds by Roma; professional planning sources for solving equal opportunity/exclusion problems; abolish segregation in the field of housing and education; facilitate participation of disadvantaged persons in labour market as well as adult training programs; ensure equal access to public services, health and social services.

2. Cases: In the region only Hungary uses the EOFP in the field of education and urban-rehabilitation programs. Its goal is to support only those programs, which can ensure the diminishing of Roma segregation in schools and housing. •In Hungary in the framework of the EU development program for public educational institutions, about 1200 villages were covered by an analytical report on the local situation of equal opportunities in public education. This report ensures that institutions practicing segregation should prepare and implement Equal Opportunity Plan, which can contribute to de-segregation. •While in the framework of urban-rehabilitation programs, 160 anti-segregation plans are to be prepared. These plans have to address the cities' interventions and measures until 2013 for housing, social, health and employment integration of people living in Roma settlements. •The applications/tenders are to be approved by independent experts.

3. Proposal: •Implementation of minimum requirements in EU funds' allocation is proposed; •Equal Opportunity Plan should be an essential part of EU projects: -programmes and projects increasing segregation in the field of education and housing should not be supported by EU funds; -the aspect of anti-segregation should be considered in all projects supported by EU funds;-priority for programs aimed desegregation.

4. Implementation: The Hungarian Government passed in the modification of the Equal Treatment Act: Local authorities will be required to prepare an Equality Plan by the modification of the Equality Act. The Equality Plan has to be submitted to the applications implemented from national and EU resources. Such plan will be prepared every 5 years and monitored every two years. Equality expert's involvement will be required. The regulations concerning the professional content of the Equality Plan will be determined in separate Government Regulation. Entry into force: applications announced after 01.07.2010.

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GOOD EXAMPLE / BEST PRACTICE

Ministry of the Interior / FINLAND

The implementation of the equality planning duty (Ministry of the Interior)

The Ministry started the equality planning process in February 2008 by setting up a working group to prepare its first Equality Plan. This working group consisted of the representatives of each of the departments and units of the Ministry. The group consulted representatives of local authorities, the different equality groups, the Ombudsman for Minorities and other organisations in the course of its work. The group began its work first by conducting a mapping exercise, in the course of which it assessed the extent to which equality considerations had hitherto been taken into account in the activities of the Ministry. This survey found that equality considerations had generally been taken well into account in the different activities, such as law drafting, strategic planning and preparation of guidance. Yet, apart from gender and age, the different concerns that are specific to particular discrimination grounds were found to have received little explicit attention in the various activities.

At the same time, ten regional workshops were arranged for regional authorities in charge of internal affairs, in particular the police, border guards, and rescue services. The workshops provided an opportunity both to train the target groups in equality issues as well as to obtain feedback as to what kind of equality-related challenges these groups encounter in the course of their daily work.

On the basis of these activities, the group prepared a document entitled "Definition of policy with respect to promotion of equality in the administration of internal affairs", which is a broad framework document providing guidance for subordinate authorities in the field of internal affairs. This document, adopted in November 2008, lays down 15 guidelines that the authorities in the field of internal affairs are to take into account in their own work. Some of these guidelines are "operational" and concern the processes and outcomes relating to the delivery of services by the authorities, whereas others concern the management of their own staff.

After the preparation of the broad framework document, the group prepared the Ministry's own Equality Plan for the years 2009-2011. The Plan covers the following grounds: ethnic origin, age, language, religion or belief, disability, sexual orientation and multiple discrimination. The Plan was also subjected to a gender impact assessment. The Equality Plan covers the Ministry's role both as a provider of public services and as an employer. This 40-page document sets out the objectives of the plan and explains the value basis of the Ministry, the meaning of "promotion of equality", and the identified challenges in making equality a reality. The Ministry is developing training materials with a view to helping its units and departments to implement the plan. It also set up, in the beginning of 2009 a new working group entrusted with supporting and monitoring the implementation of the plan.

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GOOD EXAMPLE / BEST PRACTICE

National Agency for Equal Opportunities between women and men / ROMANIA

Informing persuades: a new mass-media for non-discrimination!

National Agency for Equal Opportunities between women and men (ANES) is an institution of the central public administration in Romania, under the Ministry of Labour, Family and Social Protection, whose main objective is to promote the principle of equal opportunities and treatment between women and men and gender mainstreaming in all the national public policies and programmes.

According to the National Strategy for Equal Opportunities between women and men 2006-2009, one of the key areas of the Agency concerns gender stereotypes and roles, in order to promote the principle of gender equality and combating stereotypes within culture and mass-media.

Accordingly, ANES reacted to a specific campaign on prevention against breast cancer initiated by a certain Romanian foundation with the support of an international advertising agency. Within this campaign the non-governmental organisation had chosen out-door posters with the slogan "THEY BROUGHT YOU A PROMOTION. THEY DESERVE AT LEAST A PHONE CALL" and the image of a woman's breasts in a large cleavage in the background (see the photo from the annex). In ANES' opinion, the correlation of this slogan with the image chosen by the foundation gravely reproduced a sexist stereotype against women, according to which one of the criteria for promoting is related to women's bodies and sexuality and not to their work, capacities and professional potential. ANES drew attention to the fact that the way the campaign tried to achieve its noble goal does not excuse the sexist visual and textual instruments that affect the image and dignity of Romanian women.

Therefore, ANES strongly recommended the foundation to withdraw the posters and reaffirmed its support with gender equality expertise in order to rethink the strategy for promoting a campaign of such importance for the lives of all the Romanian women.

Following the request to withdraw the posters and due to a concerned and friendly dialogue between ANES and the organization, the foundation has ordered the immediate withdrawal of posters in public spaces, emphasizing, hence, the cooperation between state institutions, on the one hand, and representatives of NGOs and mass-media, on the other. This stands for only one example of those initiatives taken by ANES in 2009 concerning the collaboration with various non-governmental organizations and mass media entities in order to gradually eliminate gender stereotypes.

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GOOD EXAMPLE / BEST PRACTICE

NCDP, National Confederation of Disabled People / GREECE

The contribution of people with disabilities to the work of the monitoring committees

From the very beginning the European Disability Movement believed that the new legislation frame of the Structural Funds could turn into the strongest weapon in the fight for a more inclusive society. Disability organizations had to be involved at every stage acting in many ways (as pressing mechanisms, accessibility consultants, monitoring partners, checking mechanisms etc).

The Greek NCDP is an umbrella organization and social partner by law of the Greek State for disability issues.

NCDP participated in the Monitoring Committees as

- an observer (2nd programming period, 1994-1999)
- a member with a voting right (3rd period, 2000-2006 and present period 2007-2013),

while it is already certified as a beneficiary.

In view of the new programming period, NCDP focused on:

- the horizontal application into all the OP of the principles of non - discrimination and accessibility
- the inclusion of actions targeted towards disabled people
- the “widening” of the potential beneficiaries’ selection criteria, for national disability organizations to be able to be included among them.)

Steps followed by NCDP were:

- Submission to the Greek Parliament at December 2006 of a position paper as a first approach of the specialization of the horizontal application of non-discrimination and accessibility principles under particular thematic priorities
- Close cooperation with the Ministry of Finance
- Participation in the whole NSRF preparation’s consultation process - submission of proposals on the horizontal application of the two principles and the “widening” of the criteria for the potential beneficiaries’ management ability certification. (Continues on next page).

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GOOD EXAMPLE / BEST PRACTICE

NCDP, National Confederation of Disabled People / GREECE

Title of good example/best practice

- Establishment of a Specific Technical Committee as Consultant of the Conference of the Presidents of the Monitoring Committees with the participation of NCDP's representatives
- Organization of a conference for the presentation by NSRF's Managing Authorities of the actions and references concerning disabled people included in the OP before their official submission to the European Commission
- Special study on the specialization of the accessibility into the OP and the possibility of creation of a special structure inside NCDP to support the Managing Authorities on the horizontal application of the two principles during all stages of the implementation of NSRF and OP
- NCDP pressed by the Managing Authorities' lack of know-how is playing the role of a special "help desk" unofficially
- Screening of every OP - submission of detailed proposals which in their majority have been incorporated
- Involvement in the designing of projects' selection criteria to ensure that only projects respecting the disabled people's needs will be funded
- Provision of know-how on accessible information formats (written, spoken, visual, electronic, etc)
- Gathering and promotion to the Managing Authorities of European and international accessibility guidelines and standards for domains not covered by the national legislation to be included in the calls for proposals
- Empowerment of the elected members and staff of disability organizations in view of the new programming period through a training program (250 hours, 500 trainees).

NCDP still continue

- screening the calls for proposals
- checking the annual implementation reports
- supporting and putting press to the Managing Authorities
- providing information to the European Commission via the European Disability Forum while as a certified beneficiary will keep ensuring the direct access of Greek Disability Organizations to the EU Funds.

Conclusively, there is a new role for the Disability Movement rising through the new European policy and NCDP has proved that it is ready to accomplish it!

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GOOD EXAMPLE / BEST PRACTICE

Public Service (SR, SVT, UR) and JMK, Stockholm University / SWEDEN

Zebra project : a skills-development project for equality within radio and television

The project aims to increase the quality and competence of the organizations in the Stockholm region with regard to underrepresented groups. The project's objective is to increase employee awareness of the areas covered by the discrimination law, namely equal treatment regardless of gender, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation or age. Networks and structures that support gender equality must be strengthened and key personal shall have a thorough knowledge and readiness to implement systems for management and monitoring of equal work.

The target group for the project is basically all employees in the four organizations who are working in Stockholm. However, there are activities targeted at specific professions such as editors, producers, managers and supervisors.

Training for Zebra Coaches

To be able to reach out in the organizations each company will designate a number of coaches or ambassadors to act as catalysts in the editorial offices and departments. These Zebra Coaches will participate in dialogue sessions about diversity development, which is all about becoming aware of ones own values. They will also get practical training in how to implement diversity in the daily work and be trained to work as a coach / ambassador.

Training for managers, supervisors, etc.

Courses in how to recruit in an inclusive way as well as a university course of 7.5 points with a focus on leadership, equality and diversity.

Training for all employees

During the project a series of inspirational meetings with topics such as gender and creativity will be conducted. All staff will also be able to participate in an online course about diversity. A series of meetings with the audience and viewers will be carried out, the aim is to increase employees' knowledge of and contact with discriminated groups.

Transnational exchange

During the project a coordinator will organize meetings for transnational exchanges with the BBC in the United Kingdom, NPS in Holland and VRT in Belgium. Topics might be how to measure and monitor the diversity in supply and how to work with HR and diversity.

Evaluation and Research

An evaluator is employed and will follow the project from start to finish. The aim is to evaluate the impact of the project in terms of qualitative changes in staff composition and in radio and television programming. The evaluator may also suggest topics for studies related to the participating organizations and the activities.

Communication

The Zebra project has a website that employees can reach via a link on their company's intranet or by going directly to <http://zebra.jmk.su.se>.

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GOOD EXAMPLE / BEST PRACTICE

SKUC-LL, Lesbian Association (at Students' Cultural Center SKUC) / SLOVENIA

Diversity Management in Employment

The project is a partnership between Association SKUC-LL (NGO), Association of Free Trade Unions of Slovenia and Employers Association of Slovenia. It was motivated by poor or non-implementation of existing protective legislation and equal opportunities measures in employment in Slovenia, which is the cause for non-recognition and lack of reporting of different forms of discrimination, including multiple-discrimination. Due to fear, silence and passivity of victims this negative phenomenon remains invisible and statistically underrepresented, and the existing good anti-discrimination legislation is useless without implementation.

Human diversity is often a cause for prejudices, conflicts and discrimination. However, human diversity through rational, constructive approach could be the source of unlimited creativity in employment. The limitation of diversity brings the loss of rich potentials, knowledge, skills, capabilities and experience of diverse and talented workforce.

The aim of the project is awareness raising, education and training of social partners (trade unions and employers) about destructive impact of discrimination on one, and positive impact of diversity-sensitive employment policy on the other side, as well the awareness raising, information and empowerment of victims of discrimination. Therefore the project is focused on two major target groups: social partners (trade unions and employers) and general public.

Main products and activities for reaching our goals are: a handbook with guidelines for introducing diversity management and equal opportunities policy in employment for trade unions/employers "Diversity management in employment: Guidelines for Employers and Trade Unions"; development a model and training of social partners in regional workshops; collection and publication cases of good practice from Slovenia "Good practice in Slovenia: Diversity management in employment"; topic-oriented website; international conference "Strengthening the social dialogue on diversity management in employment; national awareness raising campaign for general public (TV and radio spots, jumbo posters, newspapers ads, advertising in electronic media and internet). The model developed is transferable for all employment sectors and applicable of different discrimination grounds. The project is accessible for people with disabilities. We seek for establishment of respectful attitude for diversity, safe and healthy work environment for all, and where victims of discrimination will not have fear from speaking out and seeking help. The project is an example of cooperation between NGO sector and social partners, which creates environment of mutual exchange between civic and social dialogue.

The project is supported by European Commission (PROGRESS) and Ministry for labor, social affairs and family Republic of Slovenia. It represents a further development and upgrade of our previous program "Partnership for equality" under EU initiative EQUAL.

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GOOD EXAMPLE / BEST PRACTICE

Sodexo / EUROPE

Older Workers European project

The employment of older workers is currently a major challenge in all European countries, which is why at Sodexo we have chosen to tackle this issue on the European level.

We launched a working group on the subject in September 2008, bringing together representatives of Sodexo Belgium, France, Sogeres, Italy, Europe, and the Direction of Diversity. Together we have worked to raise our knowledge of the issue, draw a precise picture of the needs and best practices in our European entities, and launch action. To this end we have led an external and internal benchmark of publications and best practices; interviewed, in face to face format, 56 collaborators over 50 years old from 5 entities; and elaborated a toolbox to be cascaded to all our HR teams starting in November. This couldn't have been accomplished without a number of partnerships:

- The European teamwork, between entities and divisions. In an international company such as Sodexo it is not always easy to reach an understanding on what needs to be done. Regional specificities (in terms of business, situation, legal requirements, culture...) imply different priorities, particularly in the area of Diversity. But it was essential for us to join efforts on this key issue.
- The exchanges and mutual benchmark with partner companies we work with on D&I, through Diverseurope, a network we have created.
- The collaboration with the European Work Council, which represents our employees and has taken a keen interest in this issue. Additionally in France we are leading negotiations with the country level representatives, in response to the new legal requirements.
- The partnerships we leverage with external specialists, such as the University of Hasselt in Belgium and the ANVIE organisation in France, who have helped us develop our knowledge of the issues involved and methods to be used to consult the employees.
- And of course partnerships to implement concrete actions: In France we already work with a non-profit organisation, FACE (Foundation to Act Against Exclusion), to offer new opportunities to managers over 45 who have been unemployed for more than a year, through short term projects with partner companies. In many countries, the first step of the action plan is to raise awareness of the D&I issues through a 1 day training which we have developed with an external specialist and are cascading to all managers. And we are also working with the Future Works Institute, at global level this time, on an E-Learning program focusing on Generations' management.

We hope to develop new collaborations with companies, non-profit organisations, external specialists and the European Union as we and the entities move on with the project.

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GOOD EXAMPLE / BEST PRACTICE

STIL / SWEDEN

Title of good example/best practice

"Today the theatres in Sweden want to welcome a more multi-faceted audience and they work hard to make their theatres accessible for people with disabilities. But the theatres still have to work harder than today to make room on their stages for new perspectives and people with other experiences. Ten years ago it was still controversial to discuss why there were so few actors with other ethnic background than Swedish on the stages in Sweden. Today it's natural to work for a greater diversity. People with disabilities are however still barred from this discussion and they are almost totally absent from the Swedish stages. One problem is that the stages often are inaccessible for people with disabilities.

As a step to solving this problem we have worked together with a professional theatre group. I have played more than two hundred performances all over Sweden with an ensemble of actors, both with and without disabilities. We wanted to show that people with disabilities don't have to start new groups; we can take part in the professional groups that already exist. The theatre group has gone on to stage plays with people with and without disabilities."

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GOOD EXAMPLE / BEST PRACTICE

The Office of the Public Defender of Rights / CZECH REPUBLIC

Coalition "Together to school"

The new Department of Equal Treatment in the Office of the Public Defender of Rights shall be in operation dealing with discriminatory matters from 1st December 2009.

Notwithstanding the Public Defender already addressed a general call to all NGOs and other stakeholders to start a general cooperation in combating the discrimination.

Apart of this, it is also worth mentioning that in 2008 the Defender dealt with discrimination of Roma pupils. In its judgment issued on 13th November 2007 in the case of D. H. and Others v. Czech Republic, the European Court of Human Rights criticized the practice of placing Roma pupils in special schools instead of mainstream primary schools which, according to the Court, amounted to discrimination in education.

In response to this judgment a coalition of NGOs started to work on possible legislative changes in the area of basic education which would eliminate such discriminatory practice.

The Public Defender of Rights actively cooperated in drawing up an amendment to the Schools Act that should ensure a systemic change in relation to the inclusion of Roma pupils in mainstream education.

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GOOD EXAMPLE / BEST PRACTICE

The Swedish Anti-discrimination Organizations / SWEDEN

Swedish Anti-discrimination Organizations change Swedish legal precedent

The Swedish Anti-discrimination Organizations is a network of 15 NGO-owned Anti-discrimination organizations working for equal rights and against discrimination on a local level.

The Swedish Anti-discrimination Organizations have, through the Centre for Equal Rights in Stockholm and their lawyer Kerstin Burman, in co-operation with representatives from different special interest organizations, NGOs and several individuals, succeeded in changing the judiciary's interpretation of the Swedish Names Act.

The Swedish justice system has, until recently, had the definite view that first names on adults should be considered gender-bound, apart from a list of so called "gender-neutral" first names. This meant that an adult which legally was defined as a man could not choose to take a first name which traditionally is used by women and vice versa. Exceptions were made for individuals who were going through a medical correction of their sexes. The Centre saw the practice of the Swedish Names Act, which dates back to the 1960s, as a problem, especially for individuals with a gender identity or expression that did not coincide – always or sometimes – with their legally defined sex and also for individuals who didn't feel comfortable in letting the justice system define their view on gender or sex and for those individuals convinced that adults should be able to choose their own first name regardless their gender.

After this problem was brought to the attention of the Centre for Equal Rights in the autumn of 2007 by an active member of RFSL (The Swedish Federation for Lesbian, Gay, Bisexual and Transgender Rights), the Centre contacted the governmental authority responsible for the application. The authority referred to some cases in two of the four Swedish General Administrative Courts of Appeals and to the travaux préparatoire (TP) of the act. The Centre examined the case-law of the Names Act and the TP of the Act and found that the way the act was applied did in fact not have a legal ground, but was rather based on obsolete values. The then current case-law stated that names that were traditionally used by women were obviously unsuitable for men and vice versa. Since the Centre did not share that view and conclusion, it decided to take action in order to change the practice or the law concerned. The action was based on three tracks: to try to change the case-law, to create public opinion in favour of the issue and to influence the Parliament to change the law. (Continues on next page).

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GOOD EXAMPLE / BEST PRACTICE

The Swedish Anti-discrimination Organizations / SWEDEN

Swedish Anti-discrimination Organizations change Swedish legal precedent

With help of representatives from different organizations with interest in the issue, the Centre held several debates, seminars and lectures about the issue in various contexts and arenas. One example is a debate the Centre held together with Stockholm Pride Organization during EuroPride 2008. The Centre also offered to hold an informative speech to the Parliament and after some time, finally booked a meeting in the autumn of 2009. Other concerned organizations also helped spread the word that the Centre was willing to help any person wanting to apply for a name which traditionally was used by the opposite sex.

The Centre wanted to try the case in the two of the four Swedish General Administrative Courts of Appeals who had not ruled on the issue yet. The Centre and its clients argued that the earlier case-law and precedent of the act did not coincide with the general values of the Swedish society today, that the practice of the act was discriminatory against certain groups of people and that the earlier case-law was not built on any legal ground.

In the spring of 2009 the Swedish General Administrative Court of Appeals of the North of Sweden ruled in favour of two clients of the Centre and approved of adult persons choosing their first names regardless of their sex. However, the governmental authority, that was the opponent in the case, appealed to the Supreme General Administrative Court of Sweden, arguing that the precedent and case-law in the matter should not be changed by the courts, but through a legislative process. This, in the experience of the Centre, would take many years. The Supreme General Administrative Court of Sweden, which until now had rejected to take all cases on the issue to trial, examined the case in the autumn of 2009 and ruled in favour of the client of the Centre. The legal outcome means that in Sweden today, adults can choose their names regardless of their sex or gender, a ruling of enormous significance to a lot of individuals whose gender identity or expression does not coincide with their legally defined sex. It may also constitute a major impact on society which now has taken another important step away from the idea that it is important to uphold gender-based stereotypes.

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GOOD EXAMPLE / BEST PRACTICE

The Swedish Disability Federation / SWEDEN

MediAbility

New media using information and communication technology, ICT, has made it possible for anybody to publish ideas on internet. In the MediAbility project we asked ourselves: How can this possibility be used to strengthen democracy and what will happen when people who are used to others telling their stories start taking control of the tools for digital communication. The MediAbility project initiated by the Swedish Disability Federation received a Medal in the e-Inclusion awards in 2008. It was funded by the Swedish Inheritance Fund from 2006–2009.

The project included 3 parallel parts that interacted.

1 Research on Media portrayal of people with disabilities. And development of a monitoring tool for Mainstream TV broadcasters. And an international workshop on Monitoring diversity in Media. Cooperation with students in higher education resulted in 12 studies and one report on portrayal of people with disabilities in advertising.

2 Empowerment of people with disabilities to take part in media. Digital storytelling was a successful workshop method used by 161 storytellers all over Sweden. The stories were distributed on the web by the public service educational broadcaster UR. The project also included workshops on starting blogs, wikis, digital radio, participating in TV etc.

3 The overall goal was to find a model for knowledge exchange between disability ngo and a mainstream media company. This was achieved by working step by step towards an agreement on a yearly basis aiming at including the disability perspective in the media company - the Swedish public broadcaster SVT. The model was independently evaluated by Torbjörn von Krogh expert on Media Accountability Systems (MAS). And was considered as one quite unusual MAS. This model is a sustainable part of the project and is still used after the ending of the project.

The project also worked with the association for communication agencies and

An important part of the project has been to create seminars and workshops on media and disability where people with and without disabilities meet and talk face to face. Talk with people, not about them. The right to be visible was the title of a conference held in 2007 where 8 parallel workshops were held. The CEO:s of the three public service companies and the minister of Culture participated. After that there is a conference every year on the subject. The last one held in October 2009 was hosted by Swedish Radio.

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GOOD EXAMPLE / BEST PRACTICE

UEAPME, European Association of Crafts and Small and Medium-sized enterprises / EU

"Jobkanaal"

Belgium: "Jobkanaal" – Job recruitment channel for Flemish companies promoting non-discrimination and diversity in HR supported by UNIZO

UNIZO, the Belgian federation of Self-Employed and Small and Medium-sized Enterprises, has permanent staff dedicated to the question of non-discrimination and diversity. They provide a free service for SMEs concerning recruitment, creation of diversity plans and awareness-raising. There is a specific focus on HR management in SMEs and methods used include brochures, flyers, a specific website and providing assistance.

The brochures outline various reasons in favour of updating the company's human resource management in a non-discriminatory way. The initiative aims at raising awareness of diversity on the workforce on the different grounds, e.g. age, religion, gender, disabilities, ethnic origin etc. The idea is to encourage SMEs to update their human resource management and help them find employees in three target groups: people with special needs, aged 50+ and persons of non-EU ethnic origin.

The employer can put a vacant job on a closed website where labour market mediators can login and send candidates from the three target groups to the employer. They screen and check the motivation of the jobseeker and they know that the employer has an open mind to fill the vacant job with someone belonging to the target groups. The cooperation involves three other major Flemish employers' federations and includes support of the Flemish district. The aim is to fill jobs with up to 5000 people annually from the three target groups. UNIZO has 11 counsellors to fulfil this aim.

For more information please see:

– UEAPME publication on "Compendium of good practices of diversity and non-discrimination initiatives in European Crafts, SMEs and their organisations". Focus lies on four categories: Ethnicity, Gender, Age and Disability. Funded by the European Year of Equal Opportunities in 2007.

<http://www.ueapme.com/spip.php?rubrique28>

– UEAPME contribution to the EC publication "Diversity at work: A guide for SMEs".

<http://ec.europa.eu/social/main.jsp?catId=780&langId=en>

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GOOD EXAMPLE / BEST PRACTICE

WAGGGS, World Association of Girl Guides and Girl Scouts / EUROPE

The Right to Being Part of the Solution

– Young People Fighting Discrimination through Awareness of Fundamental Rights and European Citizenship’.

Project supported by the European Commission and implemented by the European Region of WAGGGS.

WAGGGS is currently implementing a project on fundamental rights, to empower young people, particularly girls and young women to know about their rights and take action to stand up for the rights of others. One aspect of the project is raising awareness about discrimination – during Roverway 2009 (a youth camp for approximately 3000 young people, organized jointly with the WOSM – European Region) WAGGGS organized workshops on anti-racism and discrimination to introduce young people to the concepts of racism, xenophobia, discuss the situation in their country, and how they could take action against this.

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