

4.1: Introduction

In this section we look at the forms of intervention of trade union and employers' organizations at European and national level. Initially, initiatives and actions of the social partners are dealt with in relation to the fight against discrimination at national and European level. Next, the role of the European Economic and Social Committee (EESC) and the Greek Economic and Social Committee (ESC) in the field of anti-discrimination is analyzed. Finally, we look at interventions and the action of trade unions of national, European and international scope in the fight against discrimination.

4.2: The European social partners and the European social dialogue at intersectoral and sectoral levels

The European social dialogue takes place at both intersectoral and sectoral levels. The "recognized" European trade unions and employers' organizations involved in the European social dialogue are the following: ETUC - European Trade Union Congress; BUSINESSEUROPE (formerly UNICE), which represents the employers of the private sector; UEAPME - Association of Crafts, Small and Medium-sized Enterprises, which represents employers in small and medium-sized enterprises and craft industries; CEEP (European Center of Enterprises with Public Participation and of Enterprises of General Interest), which represents enterprises providing services of general interest, such as energy, transport services, telecommunications, etc. The European social dialogue at the transnational level has led to a multitude of texts and positions endorsed by both employers' and workers' representatives, as well as in some framework agreements. These agreements, which are the result of autonomous social dialogue processes, are implemented in two ways: a) European social partners are calling for the relevant community bodies to take a decision on this and to vote on a directive. In this way, the agreement becomes part of Community legislation; b) European social partners subscribe to 'autonomous' agreements, which they themselves have the responsibility to implement at national, sectoral and operational level.

Sectoral social dialogue is conducted through the Sectoral Social Dialogue Committees (36 in total). They are advisory bodies that can influence European policies while participating in bilateral relations and agreements.

4.3: The initiatives and actions of the European trade unions and employers' organizations on discrimination and diversity at work

European trade unions and employers' organizations play an active role in combating discrimination in the workplace either through the signing of 'framework agreements' or through less

institutionalized initiatives. The first 'Framework Agreement', which deals with discrimination and equal treatment, is that of parental leave (1995) and became legally valid in 1996, with a vote in favor. In 2009, the European social partners revised the 1995 framework agreement and therefore the revised Directive, which takes into account the proposals of the revised Framework Agreement, was adopted in 2010. The contribution of this agreement to combating discrimination is that it seeks to reconcile work and family life and protects workers from less favorable treatment or dismissal as a result of the applying for or obtaining parental leave. However the most recent progress is the proposal for a directive of the European Parliament and of the Council on work-life balance between parents and careers on 26 April 2017 and the repeal of Directive 2010/18/EU.

Part-time framework agreement 1997, which was incorporated into Community law by vote in the same year of relevant Directive and which stipulates that part-time workers should not be treated less favorably than full-time workers by virtue of their part-time work unless the difference in treatment justified by objective reasons. An "autonomous" framework agreement on violence and harassment at work was concluded in 2007, (which, as mentioned in the first section, is a form of discrimination). The "autonomous" framework agreement on inclusive labour markets, which does not specifically target specific groups of workers, aims at creating a framework for equal treatment in access to employment in general.

However, in addition to the above-mentioned agreements (which in some cases became binding because Directives were adopted), there have been other initiatives by the European social partners in the field of anti-discrimination. For example, we mention the action program on equality between men and women (2005).

Within the framework of the operation of the sectoral social dialogue committees at European level, a large number of texts has been issued on discrimination and equal treatment in various sectors, mainly concerning gender issues, older workers and disabled workers, as well as on harassment.

International and European trade unions as well as multinational corporations have signed over the recent years framework agreements on anti-discrimination, on a European or international level.

4.4: The Role of the European Economic and Social Committee

The European Economic and Social Committee (EESC) is an advisory body, set up in 1957 under the Treaty of Rome. This is an institution of dialogue and involvement of various socio- occupational organizations (employers, trade unions, farmers, consumers, etc. In the EU's decision-making process,

the EESC is involved in defining and implementing EU policies. In 1997, with the Treaty of Amsterdam, the scope of the EESC's work has expanded considerably, particularly with regard to social issues. It has three missions:

(a) to act in consultation with the three main institutions (Council, Commission, European Parliament); (b) to strengthen the participation of representatives of organized civil society in the European project; (c) to strengthen the role of organized civil society in third countries, by promoting a systematic dialogue with the representatives. As regards the fight against discrimination, the EESC contributes to delivering opinions and decisions on these issues. Given the large number of opinions on discrimination in general, we will only mention two of them. Opinion SOC / 489 "Roma inclusion measures" (10/2013) refers inter alia to the issue of discrimination in employment. It also called on the Member States to strengthen the legal framework that could effectively encourage employers to hire Roma and introduce innovative employment policy measures such as the creation of a sufficient number of temporary jobs funded by the public sector.

Opinion SOC/363 "People with disabilities: employment and accessibility" (3/2010), provides, among others, that in an inclusive labour market, employment policies for disabled people should cover processes associated with employment throughout their lifetime (life streaming), with particular emphasis on education, recruitment, retention in employment and vocational rehabilitation. Also, this opinion highlights the need to take into account the gender dimension in policies for disabled persons, in order to combat multiple discrimination faced by disabled women in employment.

4.5: Involvement of the social partners in the integration of migrants in the labour market

This part of the study focuses on the ways in which (or excluded) the social partners in the participating countries in the general planning of migrant labour integration in their respective locations. It discusses the institutional arrangements of the social partners, where they exist, and identifies the partners involved in such processes. Finally, examples of initiatives by the social partners promoting the integration of migrants into the labour market are presented.

CYPRUS

Instead of a National Action Plan, the integration of migrants in Cyprus is just part of the national program 'Asylum, Immigration and Integration Fund (AIIF)'. Only a few paragraphs of the program are

devoted to mainstreaming, the fight against discrimination refers only to the objectives of the program and racism, and the need for coping with it does not receive any attention. Integration receives the lowest percentage of AMIF's budget (25%), indicating the close perspective of the Cypriot authorities towards integration. The lack of integration policies and measures and the exclusion of immigrants are among the reasons why some regional and international organizations and agencies have repeatedly condemned Cyprus. Most trade unions in Cyprus have clear political statements about combating discrimination on grounds of race and ethnic origin: employers, however, generally tend to pay simple services for non-discrimination other than gender. Consequently, the policies and measures developed to integrate migrants into work vary according to their general policies and approaches. Some examples of the social partners' initiatives regarding the integration of immigrants into work include:

Pancyprian Federation of Labour (PEO): (1) Establishment of a Migrant Bureau, (2) Women's Department dealing with discrimination against migrant women, (3) Organization of awareness-raising campaigns, (4) Seminars on diversity, discrimination, equality, hate speech and hate crimes for trade unionists and workers' trade union representatives, (5) Publication of leaflets and other informative brochures, (6) Language classes for migrants, (7) Demonstrations and mobilizations, (8) Cooperation with NGOs, public organizations and other stakeholders, (9) Collection data on complaints submitted by members and non-members on discrimination.

Democratic Labour Federation of Cyprus (DEOK): (1) Establishment of the Equality and Equal Treatment Department (2) Establishment of the Cyprus Equality Observatory (PIK), (3) Awareness-raising campaigns and (4) Publications and seminars.

Federation of Employers and Industrialists of Cyprus: Publication of the "Employers' Guide for the Promotion of Equality and Diversity in the Workplace".

GREECE

The social partners in Greece have incorporated the issue of the social integration of migrants into the social dialogue and often take action in this direction. Educational and counselling programs of social partners are the most consistent effort to empower working migrant populations. At the level of advocacy and policy making, the social partners are involved in institutions such as the Economic and Social Committee (OKE) and the National Human Rights Commission (EEDA). In this framework, social partners are able to contribute to shaping policies to promote the social, cultural and economic

integration of immigrants. At a local level, workers and employers' organizations argue, in theory, that the recruitment of new members is the immigrant community.

The supporting institutions of the social partners in Greece, such as the Center for the Development of Educational Policy (KANEP-GSEE), are taking initiatives to develop urgent reception activities for refugees providing language learning, mentoring and counselling services. At the same time, trade unions and labour centers in the Eastern Aegean islands provide supplies and support the newly arrived refugees. This significant mobilization, though it can be seen as a conjuncture, has indeed contributed to creating a climate of social dialogue that has led to a clear condemnation of racism and discrimination in the workplace, with clear reference to the most recent general collective labour agreement.

The Center for Vocational Training (KEK) of the Hellenic Confederation of Professionals, Traders and Dealers (KEK GSEVEE Branch of Epirus, Ioannina), in collaboration with INTERSOS and with the support of the UNHCR, designed and implemented an educational program entitled "Equal Training Opportunities" in 2017. Two training seminars addressed to recognized refugees and asylum seekers were designed and implemented within the framework of this Program.

- A 40-hour theoretical seminar on "Introduction to Hairdressing"
- A 40-hour theoretical seminar on "Basic principles of entrepreneurship".

The aim of the program was to provide trainees with introductory knowledge on entrepreneurship and hairdressing and to bring them closer to the local labour market through educational visits to businesses in Ioannina.

The GSEVEE Equality Office of the Hellenic Confederation of Professionals, Traders and Merchants (GSEVEE) also presents an action to address inequalities and multiple discrimination that promote the principle of gender equality in the field of associations, information and support for women, empowerment and improvement of seminars for women and scientific work, policy proposals and good practices. The Equality Bureau runs from 2012 to 2015 within the framework of the "Action Plan for the Promotion of Women in Decision-Making Centers of Collective Institutions of the GSEVEE", which is part of the Operational Program "Public Administration Reform 2007-2013".

ITALY

Migration integration and labour issues in Italy are decentralized at regional and local level. The social partners and regional authorities have signed several agreements on integration and social inclusion over the years, including housing policy and education. The Territorial Councils for Immigration in Italy also discussed issues of integration with the aim of promoting consultation on important issues, promoting initiatives for the socio-spatial integration of migrants and submitting interventions to the central state. Although the CTIs do not have legal powers to act as advisory bodies, the meetings they hold include representatives of local institutions, third sector bodies, voluntary bodies, trade unions, the Chamber of Commerce, trade unions, immigrant associations and NGOs.

Although the social partners are considered to be policy decision-makers for immigrant integration, they have a key interventionist, consultative and formative role in Italy. Trade unions, for example, support migrants through immigration offices and have developed a range of skills related to employment protection, advisory services, bureaucratic help, renewal of residence permits and counseling. Integration of migrant workers, promotion or participation in awareness-raising campaigns, events and demonstrations on combating discrimination or the occurrence of undeclared work and finding a job are included in the list of trade union organizations on the integration of migrants. In addition, third sector associations and NGOs play an important role in legalizing helping migrants through application procedures. Finally, trade unions and employers' associations play a fundamental role in the negotiation, conclusion and renewal of collective agreements, by laying down provisions on both the integration of migrants into the labour market and the avoidance of discrimination at work.

DENMARK

Trade unions (LO), employers' organizations (DA) and local public authorities are all involved in the planning of the integration process. This is done through meetings where representatives of all sectors are trying to identify obstacles and define solutions to facilitating the process. The involvement of the different organizations is considered important.

FRANCE

Employers and trade unions in France perceive migration as a source of wealth creation. The Business Movement in France (MEDEF), for example, supports the creation of businesses by immigrants. At the level of trade unions, the General Confederation of Labour (CGT) is committed to promoting solidarity

with foreign workers both at the legal level and by defending acquired rights and at the social level to prevent exclusion and exploitation. The French Labour Confederation of Labour (CFDT) presented initiatives to defend "living together", such as, for example, mobilizing the local population about the current status of immigrants. In addition, CFDT is working with the Podkrepa association, which is conducting information campaigns in Bulgaria aimed at informing people wishing to work in France on immigration conditions and procedures.

The social partners are involved at different levels and to varying degrees. They participate in corporate diversity meetings and participate in the social dialogue on diversity issues. In addition, employers' organizations work proactively. start or participate in numerous initiatives - charter, label, professional certificates, training, etc. Associations are an essential basis on which the various mechanisms and measures to support migrants are implemented.

The two examples of best practices are those of the voluntary sector: the ACCELAIR system, supported by the Refugees Forum-COSI association and the RELOREF system, supported by the France-Terre-d'Asile (FTDA), and specialized support for access to housing and employment. Associations create partnerships with public employment services, adult education organizations and companies. They carry out actions in the direction of the partners identified, exchanges between project and professional referrals through a technical committee, awareness raising, provision of interpreters, training in French as well as refugees themselves, such as support for employment: evaluation, construction professional plan, work research techniques, preparation of interviews, meetings with employers. There are also language and / or vocational training centers providing training and guidance. Finally, they have developed workplace support: immigrant escorts to the contract as a whole, liaison with the employer. The Cité des Métiers in Paris offers many clubs and workshops offering special support to migrant populations in order to improve their access to employment or training or to set up their activity - for example, the club proposed by Iriv - Valuing a migratory road - or from GRDR for the creation of its own activity.

TOPIC NO 5: SKILLS AND CAPACITIES ON DIVERSITY MANAGEMENT AND NEGOTIATION

PURPOSE

The aim of this module is to familiarize you with and to raise awareness on issues related to diversity management at the enterprise level, especially with regard to the Diversity Charters and also to provide some practical advices and a brief step by step guide on diversity management in SMEs entrepreneurial environment.

KEYWORDS

Managing Diversity: *It is the strategy, including initiatives and actions by businesses and organizations, which is used for creating a diverse and inclusive workplace, including the promotion of equal treatment and diversity awareness throughout the work process.*

Diversity Charter: *Written agreements that include basic principles to respect and encourage diversity, which bind ethically but not legally companies and other co-signatories.*

Good Practices: *Working methods, initiatives or actions adopted by businesses and organizations, particularly in relation to employment relationships and working conditions, which have received positive assessments in producing results and therefore, are considered to be good examples to be imitated by others.*

5.1: Introduction

Preventing and combating discrimination and managing diversity at work are priorities for many businesses and organizations in both private and public sectors. There are various companies and operators planning actions and taking initiatives in relation to anti-discrimination and diversity management. Such actions and initiatives are acknowledged as good practices when they produce positive results. Here, unity will present and analyze specific examples of good practices by both private sector businesses and public enterprises.

EXPECTED RESULTS

Upon completion of the study of the fifth section, participants will be able to:

- ✓ Be more familiar with more positive business practices in managing diversity in the workplace.
- ✓ Compare and evaluate specific actions such as work charts and some good practice examples that have been applied to specific European private and public companies.
- ✓ Recognize the importance of such actions and as a strategy to increase employee productivity and business competitiveness.
- ✓ Reflect on the possibilities for businesses to adopt a more favorable policy in the field of anti-discrimination.