

# STATEC

## Luxembourg

National Institute for Statistics  
and Economic Studies



# 1. Diversity Charter Lëtzebuerg

## 1.1. What is the Diversity Charter Lëtzebuerg ?

It is a text of 6 commitments which any company in Luxembourg can sign, that is to say every structure offering goods or services whether for profit or not-for-profit.

As the national charter, the Diversity Charter Lëtzebuerg provides a common vision around diversity. It supports the signatories in their commitment to implement diversity beyond the mere legal obligations.



For a company\* in Luxembourg, working in favour of Diversity means going beyond the legal obligations in matters of non-discrimination and considering the multitude of profiles as a real performance asset for the company.

Carrying out a Diversity approach sets the respect and valuing of a person's unique talents and skills at the heart of the company's culture and practices.

Contributing to the construction of a more inclusive company enables each individual to find their place and flourish within society and to contribute to the wealth of our country.

In order to achieve this ambition, the company .....  
represented by ..... undertakes in signing this Charter to :

- 1 **Raise awareness, train and involve** the decision-makers and partners to the challenges of Diversity as a source of enrichment, innovation, progress, and social cohesion.
- 2 **Define a Diversity policy** and implement practices and action plans that consciously integrate the management of people's individual differences.
- 3 **Apply** the principles of equal opportunities and promotion of Diversity as much in the company's decision-making and management processes as in the management of its human resources.
- 4 **Evaluate** these practices, their results and their effects regularly.
- 5 **Communicate** to all the company stakeholders the commitments made and the concrete results of the implemented actions.
- 6 **Encourage** all of these partners to also work in favour of non-discrimination and the promotion of Diversity.

Signed at ....., on ..... Signature

\* Within this charter, the term 'company' covers all the structures offering goods or services whether for profit or not-for-profit.

## 1.2. Why act ?

Many scientific studies have shown that organizations that recognize the potential created by the diversity of their staff perform better than those that do not adapt to it.

- comply with legal and regulatory constraints (including anti-discrimination law);
- prevent reputational and image risks;
- demonstrate the company's commitment as a socially responsible company (diversity is one of the aspects of Corporate Social Responsibility) and reinforce its image;
- optimize the management of human resources (better manage available competence, prevent labour shortage, improve the social climate...);
- increase the company's economic performance (develop its capacity for innovation, improve its image, better understand client expectations, open up to new markets...).

The key factor of a Diversity policy consists in ensuring that everyone has employment and career opportunities suited to their skills and aspirations, while respecting and taking into account their individual characteristics (gender, race, age, ethnic or social backgrounds, disability, language, religion or beliefs, political opinions, sexual orientation, among others). The concept of Diversity management is based on the simple idea that recognizing the plurality of human profiles within the organization contributes to economic success if it is consciously integrated into the organization's strategy and managerial practices.

## 1.3. What do signatories commit to ?

By signing the Charter, companies commit to fighting all forms of discrimination and to setting up a policy in favour of equal opportunities and diversity, focused on the acknowledgement and valuing of individual skills.

Signing the Diversity Charter Lëtzebuerg is the first step in a long term effort. By committing to promoting diversity, the company will have to clearly determine its concerns in favour of diversity, select the priority issues in respect of its context and establish a diversity management policy.

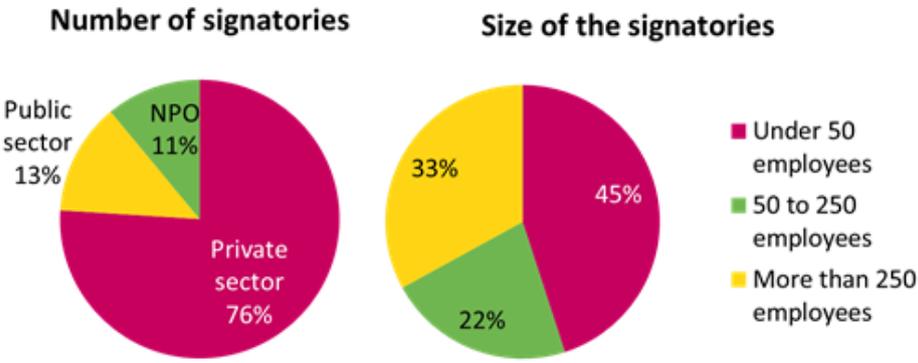
In order to avoid that this commitment remains merely a declaration of intent – which would be detrimental to all the signatories – the company must apply this policy in action plans and initiatives in order to lead to concrete results.

Signatories commit to publishing information each two years on the activities that they have carried out in the form of public factsheets and to anonymously fill in an evaluation questionnaire. A company that does not respect its commitments would be automatically excluded from the list of signatories.

### 1.4. Services offered to the signatories

A more diverse organization implies a voluntary and proactive approach. The ‘Committee for the Diversity Charter Lëtzebuerg’ has set up a dedicated structure with qualified staff in order to offer free services to the Charter signatories.

- a practical guide and training on diversity management
- a dialogue platform on the initiatives, tools, and thematic files related to diversity, accessible on [www.chartediversite.lu](http://www.chartediversite.lu) ;
- diversity conferences and workshops ;
- an official signatures session per year with a keynote speaker ;
- the provision of tools and studies on the topic ;
- the listing of stakeholders involved in Diversity issues ;
- Diversity Network : exchange events dedicated to signatories.



116 signatories of the Diversity Charter Lëtzebuerg form an active network of companies committed to diversity management:

- using 44,500 employees and collaborators,
- representing 12 % of Luxembourg’s workforce.

Signatory status:

- Public sector: 13%,
- NPO: 11%,
- Private sector: 76%.

Signatory size:

- Under 50 employees,
- 50 to 250 employees,
- more than 250 employees,
- in 2 years: 20 events, 1150 participants representing 140 signatory and non-signatory entities,
- a participation role of over 80% among the signatory companies to events organized in 2013.

## **1.5. How to sign the Diversity Charter Lëtzebuerg**

All companies, whatever their size or activity are invited to sign the Diversity Charter Lëtzebuerg.

An organization who would like to sign the Charter has to contact the Committee for the Diversity Charter Lëtzebuerg.

The inscription is divided into several steps :

1. The organization has to complete a file online on [www.chartediversite.lu](http://www.chartediversite.lu) (administrative informations).
2. The signature of the moral contract and the payment of the registering fees :
  - 1 < 49 employees 50 Euros for 2 years
  - 50 employees 200 Euros for 2 years
3. After registering the Director will be invited to sign officially the Diversity Charter Lëtzebuerg at an official ceremony.
4. The organization will receive the logo and the graphic charter of the Diversity Charter.
5. Once the charter is signed, the organization has to communicate one or more diversity management practices on the platform [www.chartediversite.lu](http://www.chartediversite.lu).

## 1.6. EU-level exchange platform

The European Commission recognizes that diversity charters can contribute to fighting discrimination in the workplace and to promoting equality.

Therefore it is funding a platform for EU-level exchange between organizations promoting and implementing national diversity charters. The platform is part of a larger project which aims at supporting voluntary initiatives promoting diversity management in the workplace.

The EU-level exchange platform allows the promoters of the existing diversity charters to meet on a regular basis, to share their experiences and develop common tools.

Currently, 13 countries with a national diversity charter are part of this platform.



Austria  
Belgium  
Denemark  
Estonia  
Finland  
France  
Germany  
Ireland  
Italy  
Luxembourg  
Poland  
Spain  
Sweden

More information:

[http://ec.europa.eu/justice/discrimination/diversity/charters/index\\_fr.htm](http://ec.europa.eu/justice/discrimination/diversity/charters/index_fr.htm)

Pages 1 to 6

Internet site : <http://www.chartediversite.lu>

## 2. Why implement a diversity policy in our National Statistical Institute?

### 2.1. In 2012: Gender Equality Project in collaboration with the Ministry of Equal Opportunities

Main findings in :

- **Staff structure**

The report provided information about the employment structure of women and men in the different existing careers (civil servants and employees), the difference of qualification between women and men and the share of women assuming managing tasks on the board.

- **Working conditions and attitude towards work**

The report provided information on satisfaction in regards to the working conditions, the impact of work on health, the workload, professional activity outside office hours, redundant tasks, satisfaction coming from the professional activity, the match between qualification and job, the proactive attitude towards work, hesitations towards more responsibility, satisfaction with the implemented flexitime and on the demand for teleworking.

- **Working methods**

The report provided information on the estimation and acceptance of part time work, on its repercussions on professional promotions and on the eagerness in taking a part time job amongst full time workers.

- **Volume of work**

The report provided information on the number of working hours of employees and managers.

- **Professional development and support**

The report provided information on the annual interview for individual professional development, on the participation in lifelong learning training courses, on the encouragement of the management staff to participate in training courses and on obstacles to professional promotion.

- **Work-life balance**

The report provided information on the voluntary sacrifice of a professional career, on the daily implication in educational tasks, on additional free time for personal/family-related reasons, on the support of the work life balance by the employer, on the success of reconciling the private sphere with professional life.

- **Career breaks and parental leave**

The report provided information on the will to stop working for six to twenty-four months, on the reasons for career breaks, on being reintegrated into the initial job position, on the acceptance of parental leave by the superior and by the colleagues and on the impact of such leaves on the career.

- **Sexual and moral harassment**

The report provided information on the existence of such harassment and on the reactions of superiors concerning harassment matters.

- **Perception of gender equality and role of the equality representative**

The report provided information on the equity concerning the attribution of professional missions, on training related to gender equality, on the information about the existence of an equality representative.

## **2.2. In 2013: STATEC signed the Diversity Charter. Why?**

STATEC has signed the Charter of Diversity in March 2013 for the following reasons:

- **Creation of a research department by the end of 2011**

The law of July 10th 2011 on the organization of the National Institute for Statistics and Economic Studies extended its mission to applied research in article 4 point 5:

“...carrying out scientific research on the modelling of economic, demographic, social and environmental facts and publishing relating results.

Within its remit and subject to the approval of the Minister appointed to economic affairs and with the inter-ministerial coordination committee for research and technological development asked for its opinion on each project, STATEC is authorized to undertake R&D activities in accordance with the provisions of section I of the law of 9 March 1987, the purpose of which is 1. the organization of research and of technological development in the public sector and 2. the transfer of technology and the scientific and technical cooperation between companies and the public sector.

STATEC is authorized to publish all studies or research work which contribute to the scientific analysis of the Luxembourg economy and society.”

- **Employment of 12 people with 7 different nationalities**

In the beginning it was very hard to integrate the latter, who were accustomed to autonomy and liberty in acting, coming from the academic world to the public administration with a completely different working codex. Bringing together the different cultures also revealed itself as a challenge.

STATEC opted for the adherence to the European Charter for Researchers: “The European Charter for Researchers” is a set of general principles and requirements which specifies the roles, responsibilities and entitlements of researchers as well as of employers and/or funders of researchers. The aim of the Charter is to ensure that the nature of the relationship between researchers and employers or funders is conducive to successful performance in generating, transferring, sharing and disseminating knowledge and technological development, and to the career development of researchers. The Charter also recognizes the value of all forms of mobility as a mean for enhancing the professional development of researchers.”

<http://ec.europa.eu/euraxess/index.cfm/rights/europeanCharter>

STATEC also decided to apply for the logo “HR Excellence in Research” thus having to fulfill many conditions in order to comply with the European Charter for Researchers.

- **Employment 45+**

Civil servants who go on a long term parental leave (6 to 15 years) are authorized to come back to their workplace within the administration when the period of leave comes to an end. These people are around the age of 45+ and often have difficulties dealing with working life again. In a quickly changing working environment it is hard to follow-up after 15 years of inactivity. However, strong determination and good training often make these people very precious co-workers for the institute. Their motivation and life experience can often be an example to the professional environment.

- **Generations X Y Z**

STATEC tries to attract people with high potential and to retain them. STATEC relies on external experts to give promising recruits appropriate trainings.

- **Sustainable development of gender equality**

STATEC has taken part in an initiative conducted by the Ministry for Equal Opportunities mentioned in section 2.1. An action plan was established and the execution is still ongoing.

- **Corporate social responsibility**

STATEC has conducted two management projects:

In 2005, the project « Let’s work together » aimed to change the administrative culture, to optimize the communication culture, the dialogue and listening, to

increase knowledge, know-how and personal well-being, to develop existing competences and gain new ones.

In 2012, the project “Let’s continue to develop” was induced in continuity with the first one:

Follow-up of everybody’s work practicing a participative, demanding, courageous management that considers the human factor.

- motivation, valorisation, accountability;
- optimise competences, pooling of knowledge and practices;
- assure fairness concerning the workload;
- getting people in difficulties back on track;
- bringing to life the following values: well-being at work, respect, fairness, humanism.

- **Active support in cooperation projects**

STATEC cooperated throughout an expert with the following institutions:

- GIZ (Deutsche Gesellschaft für Internationale Zusammenarbeit): project on dissemination/communication;
- Palestinian Central Bureau of Statistics (PBS) : training on how to prepare a press release, use of social networks;
- South African Development Community (SADC): supporting project inspired by the ASEAN approach: training of trainers, preparation of international sessions, coaching;
- (PARIS21 - OCDE) : Training session on communication with the Statistical Institute of the Ivory Coast;
- INE Cap Vert (National Statistical Institute) - signature of a collaboration convention in May 2013 in the domains of the survey on living conditions, the national accounts, the security in informatics, the dissemination policy and communication.

- **Compliance with the European Statistics Code of Practice**

The code ideally describes the way to excellence. However this approach is not always in balance with the human approach. In a team it is important to have all kinds of characters and it should represent life in all its diversity. An optimized diversity management leads to better performance and efficiency.

### **2.3. In 2013-2014 - Actions taken**

The signature of The Diversity Charter in 2013 encouraged STATEC to take the following initiatives:

- cooperation Project in Burkina Faso (6 fully equipped computers);
- renting of meeting locations in a therapeutic atelier;
- logistical co-organizer of a « Handicap Conference » together with the team of the Diversity Charter;
- sponsor of a game « Economics4everybody » printed by a protected atelier for psychotic people;
- donations to several charity organizations;
- support of the social action promoted by our Association of the employees of STATEC.

All these actions are related to diversity but cannot be considered to directly be promoting diversity.

In 2014, two actions were validated by the team of Diversity Charter Lëtzebuerg and were published on their website, another two good practices are planned:

- Creation of a breastfeeding-friendly space at STATEC
- Organisation of Luxembourgish classes at STATEC.
- Atelier Work-life Balance” animated by School for Parents (ongoing)
- Generations X, Y, Z – how to handle? (ongoing)



### **3. Exchange of best practices between members of the network**

#### **In 2014\_ACTION – GOOD PRACTICE N°1: Creation of a breastfeeding-friendly space at STATEC**

##### **Description of the action:**

Already lacking in available space, STATEC has had to think outside the box to satisfy a request for a private area: “A storage room has been restructured to create a comfortable space that can be used, amongst others, by nursing mothers.” Part of the room has simply been rearranged in a pleasant way and is separated from the stocking area by a curtain. “This solution grants young nursing mothers a space free from disturbances while preserving the original stocking area.”

This room (5,2 m<sup>2</sup>) is also available to any agent who is not feeling well and who needs a moment of rest.

##### **Context:**

Coming back from maternity leave, Cécile noticed that there was no place where she could continue with the breastfeeding of her then 3-month-old daughter: “Working full-time and living too far from my workplace to go home and feed my daughter, I worried a lot about this problem. I spoke directly to STATEC’s human resources department that rapidly found a solution.”

##### **The Procedure:**

To access the breast-feeding space, people only need to go to the human resources office and ask for the key.

##### **Objectives:**

Promote the wellness of young mothers, equality between women and men, and diversity.

**Impact:**

Improvement of working conditions.

**Keywords:**

Working conditions.

**Practical advice “Do’s”:**

Clearly communicate the purpose of this room.

**Practical advice “Don’ts”:**

Grant the exclusive use of this room to only one person.

## **In 2014\_ACTION – GOOD PRACTICE N°2: Organisation of Luxembourgish classes at STATEC**

**Description of the action:**

The National Institute for Statistics and Economic Studies (STATEC) has set up Luxembourgish lessons of different levels (beginner-intermediate-advanced) for its internal and external employees. Independently of their status (i.e. type of contract or posting), the employees can attend the course during their working hours (between 12 and 2pm).

**Objectives:**

- acquire a better understanding of the language;
- better adaptation to the working environment;
- better integration within the Institute;
- an even stronger motivation;
- career prospects (language certificates accepted on European level).

**Procedure:**

The human resources department informs all of STATEC’s employees that there are Luxembourgish classes of different levels open to any interested personnel. The employees sign up on a voluntary basis. STATEC chooses an approved training organisation to work on-site and provides a room which can be used by the organisation to teach the class (frequency: one-hour classes twice a week for 4 months). The training is adapted to the respective linguistic profiles, but if an employee does not feel at ease, an adjustment can be made at the beginning of the session. An obligatory exam concludes the session and a certificate is awarded in case of success.

The courses are organised every year depending on budget availability and number of participants.

**Impact:**

The results are positive. In fact, the employees have all passed their final exam and the Institute was able to measure the determination and the potential of the employees to integrate themselves by using the language as much as possible.

**Keywords:** adaptation and integration.

**Practical advice “Do’s”:**

- encourage participation;
- check the training organisation and the quality of the teaching beforehand;
- evaluate the linguistic level of the candidates wishing to acquire Luxembourgish skills before the beginning of the training.

**Practical advice “Don’ts”:**

- not taking into account the professional and personal constraints of the candidates while planning the course;
- continuing to talk in the candidate’s mother tongue after the successful completion of the course;
- not considering this investment and not promote language integration.

**NEXT STEPS**

- Inventory of the actual situation conducted by a Luxembourgish Research Institute in collaboration with the University of Luxembourg
- Action Plan
- Carrying out new “Good Practices”

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