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FOR THE  
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NCPE

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## **Message from the Honourable Minister Dolores Cristina**

This is the sixth year since the setting up of the National Commission for the Promotion of Equality (NCPE). It has been another year of work and commitment to strengthen equality in our society. The role of NCPE, in the promotion and awareness-raising of rights and duties where equality and equal treatment are concerned, has contributed to significant increase in the number of persons who are aware that they can participate in society by actively contributing and fully utilising their potential.

A society that embraces the principle of equal opportunities for all is the cornerstone for social inclusion. Thus, this was another year characterised by a commitment to the future, to embark on more awareness-raising campaigns, research and training to further promote and strengthen this concept. NCPE, has continued to engage in social dialogue with various entities, including non-governmental organisations working on equality and non-discrimination issues.

NCPE also continued its work in training, and initiated various projects aimed at strengthening the concept of reconciliation between professional and private life, in a continuous effort to ensure equal opportunities to persons with family

responsibilities. This objective in fact addresses the current needs of our families and, therefore, Government is committed to offer more and better flexible work arrangements and family-friendly measures for more workers. We are also working on extending child-care service to increase support to families with children, thus making life less stressful for parents and the family in general.

The country's hefty investment in education, undoubtedly aims to offer equal opportunities to everyone in this field. In this regard, NCPE has continued to offer training and raising awareness about this with a view to eliminate stereotypes that hinder active participation and equal opportunities in the labour market. We acknowledge the importance of utilizing everyone's capabilities and qualifications, not just for the benefit of those individuals who wish to develop their potential, but also for the development of society as a whole.

NCPE continued with its unwavering work to investigate complaints made by persons who feel discriminated against, not only on the basis of gender, but also on the basis of race in the supply and provision of goods and services. In view of the increasingly diverse social texture of our society, we acknowledge the importance of strengthening people's social awareness, particularly those who are at risk of being discriminated against because of their race/ethnic origin. For this purpose, NCPE is also working to deliver its message and to continue giving a voice to different ethnic and social groups that form part of our society. In order to achieve this goal, NCPE is working to develop methods of communication that are effective and to ensure that there is *de facto* equality which meets the needs of racial minority groups in our country.

In this respect, it is of fundamental importance to continuously update the gender mainstreaming policy, and even beyond, in order to ensure all aspects of equality related to the six grounds of discrimination, thus creating a structure that guarantees full equality within in our society. Thus, we continue to strengthen equality in opportunities, application, in the analysis and monitoring of laws, and in the development of practices, measures and other initiatives.

It can be said that this year was fundamental in further protecting rights and increasing awareness on obligations related to equality in the different spheres of society. This was important especially in the context of economic and social changes which are taking place, so that achievements acquired with respect to equality and equal opportunities in the past are not lost. In view of this, NCPE's continuous commitment, together with policies directed towards *de facto* equality, are not only important in order to strengthen the potential of each member of society, but are also important for the development and sustainability of the country.

Dolores Cristina

Minister of Education, Employment and the Family



## Message from the Commissioner

A commitment to equality and antidiscrimination has been identified as a distinct element in the “people vision” of all policy makers. Equality between women and men, is a fundamental right, a common value, and a necessary condition for a society’s maturity and social cohesion. Malta has made significant progress over the last decades in delivering greater equality between women and men, irrespective of gender and race origin - mainly thanks to equality legislation, gender mainstreaming and specific measures for ensuring real equal opportunities irrespective of gender and ethnic origin. Yet progress sometimes seems to be too slow and the cultural changes to support better equality and accessibility seem to be impeded by various obstacles.

Various international and national reports have shown that too wide a gap still exists between the employment rate of women and men in Malta, despite the fact that women represent a majority of students and university graduates. Women in Malta also are still very under-represented in economic and political decision-making positions, and various studies have shown how the division of family responsibilities is still very unequal between women and men. In addition, various eurobarometers have indicated that bias and discrimination with respect to race, are higher in Malta, than the EU average.

NCPE's overall vision over the past six years, has been to ensure that there is a wider knowledge among all stakeholders, including the population at large, that equality is at the basis for ensuring a more just society in which women and men enjoy the same opportunities, outcomes, rights and obligations in all spheres of life, irrespective of gender or ethnic origin.

The various initiatives and projects undertaken by NCPE have always had this impetus and are aimed at tackling this culture and societal change. These projects are slowly bearing fruit and there is today far more awareness among the Maltese community at large, on the importance of equality and antidiscrimination rights. Moreover given that equal opportunities is one Malta's horizontal priorities, organisations applying for projects funded particularly through European Regional Development Fund (ERDF) and European Social Fund (ESF), are required to demonstrate how they have considered equal opportunities throughout the different stages of the project (i.e. during design, planning, implementation, monitoring and evaluation of their projects). Steps should be taken throughout these project to prevent any discrimination based on sex, racial/ethnic origin, religion/belief, disability, age, and sexual orientation. NCPE has been instrumental in this regard by developing an equal opportunities checklist to assist all those who are interested in submitting project proposals as well as by providing one-to-one guidance on the equality mainstreaming potential of their respective projects.

On an EU and international level, NCPE provides several examples of good practice to various fora such as the Euro-Mediterranean meeting; EU Advisory Committee for Equal Opportunities for Men and Women; EU Ministerial meetings dealing with gender issues; and UN CEDAW reports.

Investigation of complaints is a key area in the work of NCPE. The number of complaints being submitted to NCPE for its consideration has increased and some have been of an extremely complex and sensitive nature, requiring very time-intensive meetings, and mediation skills. Upon the receipt of complaints the Commissioner (in accordance with Articles 12 and 17 of the Equality for Men and Women Act and Article 11 of Legal Notice 85 of 2007), initiates an independent investigation and exercises the discretion entrusted by law. To assist the Commissioner in reaching a conclusion, persons who may have information relative to the investigation are called for. These include the complainant, alleged perpetrator, employer or service provider and any other persons who may have information relative to the investigation. Procedures for dealing with complaints have been strengthened and streamlined in order to ensure that all allegations are thoroughly researched and the whole facts brought to light prior to a decision being taken. NCPE is also receiving complaints which deal with multiple discrimination.

2009 was thus a year of consolidation, and yet also one of transition for NCPE. Ms. Sina Bugeja, who has been such an able, proactive and competent executive director since NCPE's inception in 2004, has moved to new pastures. We wish her all the very best in her new commitments. The new executive director, Ms. Therese Bugeja brings with her a wealth of experience from her time as member on the Commission, and a background in a caring profession which will surely be of great assistance in her work at the Commission which, on a daily basis, has to deal with various delicate issues.

To conclude, may I take the opportunity to personally thank each and every member of the Commission as well as all the executive staff of NCPE for their commitment, energy and dedication throughout this year.

Janet Mifsud  
Commissioner

## Message from the Former Executive Director

Six years have now elapsed since the inception of the National Commission for the Promotion of Equality (NCPE): six years characterised by a number of initiatives including EU co-funded projects that have sensitised the public on the issue ... six years during which equality has been steadily placed and maintained on the national agenda.

NCPE has not been active only on the local scene but has been instrumental in giving feedback at the EU and International level. Such contribution and along with that of other Member States and various countries was instrumental in ensuring that the equality perspective is integrated and / or reinforced during many consultation processes.

The National Commission for the Promotion of Equality has been active in various ways. One very strong input has been training. Various levels of training has been given and these have included such professionals as Human Resources Managers, Trade Union Officials, Employers and others who, besides internalising the principles involved, are also in a position to influence policy and affect others' lives. Equality mainstreaming has been introduced by forward-looking organisations that

appreciate their human resources and actually 'put their money where their mouth is'. NCPE itself also caters for the capacity building of its own staff who are offered possibilities of training both locally and abroad. Experiences garnered are shared by the staff themselves for a multiplier effect.

The early days of 2009 were characterised by the finalisation of three projects that were continued from the previous year. These were: 'Living Equality', 'Voice for All' from the programme PROGRESS and another project implemented together with the Network of socio-economic experts in the anti-discrimination field (HEC). New projects were then awarded and embarked upon. These included 'Unlocking the Female Potential' and 'Strengthening Equality beyond Legislation'. Both projects are focused on further educating the public and other professionals on equality and diversity. They also introduce new approaches to the application of the equality concept.

But NCPE is not just working on training and projects only. In fact it is very much sought after by the general public who seek information and clarification on a regular basis. Complaints are lodged by those who feel they have been discriminated against generally after seeking guidance and direction from the staff themselves.

NCPE is seeking to break down structural barriers that lead to discrimination – by reviewing policies, position documents and even laws. It is only when the hurdles created by the 'accepted' structural barriers are overtaken will true equality be established. Only when equality is totally ingrained in our thoughts and actions, can we truly say that the concept has been integrated.

Around the middle of the year, it was time for the undersigned to move on to another venture and as the CEO of the Foundation for Social Welfare Services and looking forward to the new challenges, left NCPE with a weighty heart. While the work had been challenging and very enjoyable, it was the team that was the most missed. The executive arm of NCPE is truly knowledgeable and sensitive to the issues and very caring towards the people who seek their support. I have known them to work tirelessly and without reservations and aiming at meeting their responsibilities at any cost.

In this sense, NCPE is blessed with very committed and motivated staff who champion the principle of equality and live it on a daily basis. Here I am presented with an excellent opportunity to thank them all for welcoming me into their lives in a more concrete way than just as work colleagues and for colouring it beautifully. The discussions we had enlightened us all.

After my departure, NCPE continued with its work and following the restructuring exercise implemented earlier, continued with fulfilling its obligations. As can be well understood, this was no easy task because while as much support as was possible was afforded, the real responsibility for implementation fell on the young shoulders of staff at NCPE ably led by their manager, Ms Therese Spiteri. This was a taxing time but also a time where people proved their worth. Nothing was shelved or left for later, deadlines were met and even new initiatives taken.

This Annual Report also presents a superb opportunity for me to thank the Commissioner Dr J Mifsud with whom much time was spent in discussing various

issues and all the Commission Members who gave of their time and expertise to ensure that the obligations of the Commission are met in a professional manner. Last but definitely not least I feel duty bound to also remember and thank the past Commission Members who were no longer part of the Commission because of their other obligations or chosen commitments.

All the people mentioned will always be part of my life spent at NCPE. My thoughts extend also to those who chose to move on to pastures greener.

Last but not least, I wish Ms Therese Bugeja, the new Executive Director at NCPE the very best for her future. Quoting from Marcus Antoninus, my message is better explained:

‘Never let the future disturb you. You will meet it, if you have to, with the same weapons of reason which today arm you against the present.’

Sina Bugeja  
January 2010



## Message from the New Executive Director

I would like to introduce myself as the new Executive Director of NCPE. I have long had an interest in social welfare and my work has always been related to the social field. My career in nursing has helped me take an active role in protecting the dignity of individuals and my role as an educator offered me opportunities to raise awareness about the waste and damage that can be brought about because of discrimination, and the rewards and benefits of inclusion. This compares with the ultimate goal of NCPE which is all about catalyzing a culture change and ultimately achieve *de facto* equality within Maltese society.

### **NCPE...The Way Forward**

As one of Malta's equality bodies, NCPE's main aim is to ensure that there is no discrimination within Maltese society, with specific reference to its remit, namely non discrimination based on gender in employment, education and in the provision of a good or service and non discrimination based on race/ethnic origin in the provision of a good or service.

Our aim for 2010 is to increase NCPE's visibility and exposure with all its target audiences, hence not only disseminating information about NCPE and our work, but also strengthening access to rights to victims of discrimination for example. We also envisage expanding the processes of raising awareness and continuing to provide training at different levels and across different sectors of society. Moreover, we seek to identify opportunities of cooperation and collaboration with the media and key stakeholders.

Ongoing work with complaints and requests for information can also be mentioned, including our aim to be as accessible as possible to individuals who need help or information related to discrimination. Moreover, NCPE looks forward to continue its training with the general public as well as institutions, NGOs, Civil Society and the social partners.

May I take this opportunity to thank Dr Janet Mifsud - Commissioner, and Ms Sina Bugeja – former Executive Director, who have been instrumental in establishing NCPE and very ably developed the organisation into what it is today. Together with my energetic and committed team, we shall continue to ensure that discrimination is eliminated from Maltese society. To this effect, NCPE is ready to face all the new challenges which this may present, and keep striving to ensure that such equality is in fact in place and that members of society can benefit from it.

Therese Bugeja  
Executive Director  
February 2010

# 1. Introduction

## ***1.1 – Introduction to NCPE and NCPE’s Remit***

The National Commission for the Promotion of Equality (NCPE) is Malta’s Equality Body, as established in 2004, by Chapter 456, Equality for Men and Women Act. In 2004, NCPE’s remit included non-discrimination on the basis of family responsibilities and gender in employment and education. Since that date, NCPE’s remit has been extended to include non-discrimination in the provision of goods and services on the basis of race and ethnic origin by Legal Notice 85 of 2007, Equal Treatment of Persons Order and non-discrimination in goods and services on the basis of gender by Legal Notice 181 of 2008, Access to Goods and Services and their Supply. NCPE strives to ensure that all echelons of Maltese society are not only informed on the issues related to equality but that the specific tools are made available to all those who need to make use of them to further ensure de facto equality and its mainstreaming.

NCPE is headed by a Commissioner and the Commission members who together are responsible for the functions of the Commission as outlined in Chapter 456,

Equality for Men and Women Act, which established NCPE. The executive arm of NCPE is headed by the Executive Director and is made up of the staff members.

The Commission is made up of the following members:

Dr Janet Mifsud - Commissioner

Dr Mifsud was Commissioner, National Commission for the Promotion of Equality for Men and Women from January 2004 to January 2010. She has represented Malta at several gender EU, UN and EuroMed policy meetings. Dr Mifsud has been active in the gender and science field for several years, has been invited by EU DG Research to attend Women in Science Fora held in Brussels, and she has also been appointed several times as an expert evaluator for proposals submitted under FP calls. Locally, she has chaired the Gender Issues Committee for the University of Malta and was a member of the Public Service Commission. She has now been nominated as Malta's representative on EU's COST- European Co-operation in Science and Technology.

Mr. Mario Mallia – Commission Member

Mr. Mallia is husband and father and currently the Head of School at St Albert the Great College Primary and Secondary. He graduated with B.Ed (Hons) and M.Ed and holds a post-graduate diploma in Educational Administration and Management. Dissertations at both levels focused inter alia on aspects of gender through ethnographic research and policy sociology. Mr. Mallia is active in the social and political field within Alternattiva Demokratika inter alia. He is a board member in the Foundation of Educational Services. A member of NCPE since its inception in December 2003.

Dr. Vanni Xuereb – Commission Member

Dr. Xuereb is currently the Head of the Malta-EU Steering & Action Committee. MEUSAC's functions are threefold: consultation on new EU legislation, dissemination of information on EU Policy and Funding opportunities, and providing assistance to local councils and NGOs on EU funds. As an organisation, MEUSAC is committed to ensure that issues raised at the EU level in relation to the promotion of equality are properly debated by civil society.

Ms. Grace Attard – Commission Member

Ms. Attard is currently the President of the National Council of Women of Malta. She is also on MEUSAC representing Civil Society, Member of the MCESD Civil Society Committee, Member of NISCO and Member of the V O Council. As representative of Civil Society on the European Economic and Social Committee, EESC, she is member of the Section on Social Affairs, Citizenship and Equality, member of the Labour Market Observatory and member of the Section on external relations and the Euromed follow-up Committee with special focus on gender equality. She is also a member of the Malta Anna Lindh Foundation Network . She sits on the EU Commission Advisory Committee on Gender Equality in the Euromed region. Ms. Attard is currently working on the review of the Roadmap for Equality between Women and Men, post 2010. She has carried out research on Women in Entrepreneurship, Childcare Provision, Women in Decision-making and Effective Participation of Civil Society in the Euromed region and contributes regularly to the local media on social and gender issues and EU related topics.

#### Mr. Joseph Farrugia – Commission Member

Mr Joseph Farrugia joined the Malta Employers' Association as Director General in November 2001. He was previously employed at the University of Malta where he used to lecture in Marketing related subjects to Junior College, B.Comm and MBA students. He has also conducted courses in sales and sales management for the Malta University Services.

Mr Farrugia has extensive experience in marketing consultancy and was employed as a Human Resources executive with the Gasan Group of Companies between the years 1988 and 1995. His main responsibilities at the Gasan group were industrial relations, collective bargaining, training, and organisational design and development.

Mr. Farrugia has sat on the board of directors of the Employment and Training Corporation, and of the Employment Relations Board. He also represents the MEA on the Malta Council for Economic and Social Development.

Mr Farrugia is known in cultural circles as an artist. He has organised numerous exhibitions of his paintings in various venues in Malta, amongst them the National Museum of fine Arts and the National Museum of Archaeology.

#### Dr. Myriam Spiteri-Debono – Commission Member

Dr. Spiteri-Debono graduated with a BA (Hons.) in English and also read the LL.D course and is a practicing Notary by profession. Dr. Spiteri-Debono is a former Speaker of the House of Representatives and has been active in local politics since

her days as a student, being a founding member of the Socialist Student Group, a Propaganda Secretary as well as a member of the National Executive for the Malta Labour Party and also Secretary General and is currently in her second consecutive mandate as the President of the Woman's section of the Malta Labour Party. She was also chairperson of the Press Ethics Commission, being instrumental in drafting its rules of procedure and by-laws as well as chairperson of the Co-operatives Board. In politics, she cooperated with all women's organisations and made it her mission to elevate the Woman Question above party politics. As an NCPE Commission member, her contribution is mainly in the complaints sub-committee dealing with discrimination and harassment.

Ms. Therese Bugeja – Executive Director

Therese Bugeja is the Executive Director of the National Commission for the Promotion of Equality. She represents Malta on: the Steering Committee for Equality between Women and Men (CDEG) of the Council of Europe; the High Level Group on Gender Mainstreaming of the EU; the Non-discrimination Government Expert Group meetings; and the Commission on the Elimination of Discrimination against Women. She has been a Commission member for three years on both the National Bioethics Commission and on the National Commission for the Promotion of Equality.

She lectures at the University of Malta and facilitates workshops on Stress Management, Communication Skills, and Complimentary Therapies in Health Care. She coordinated the Nursing Degree programmes and Erasmus exchange

programmes for both students and lecturers. She is a trained psychotherapist and is a member of the Gestalt Psychotherapy Institute.

NCPE’s executive arm is made up of the following structure:

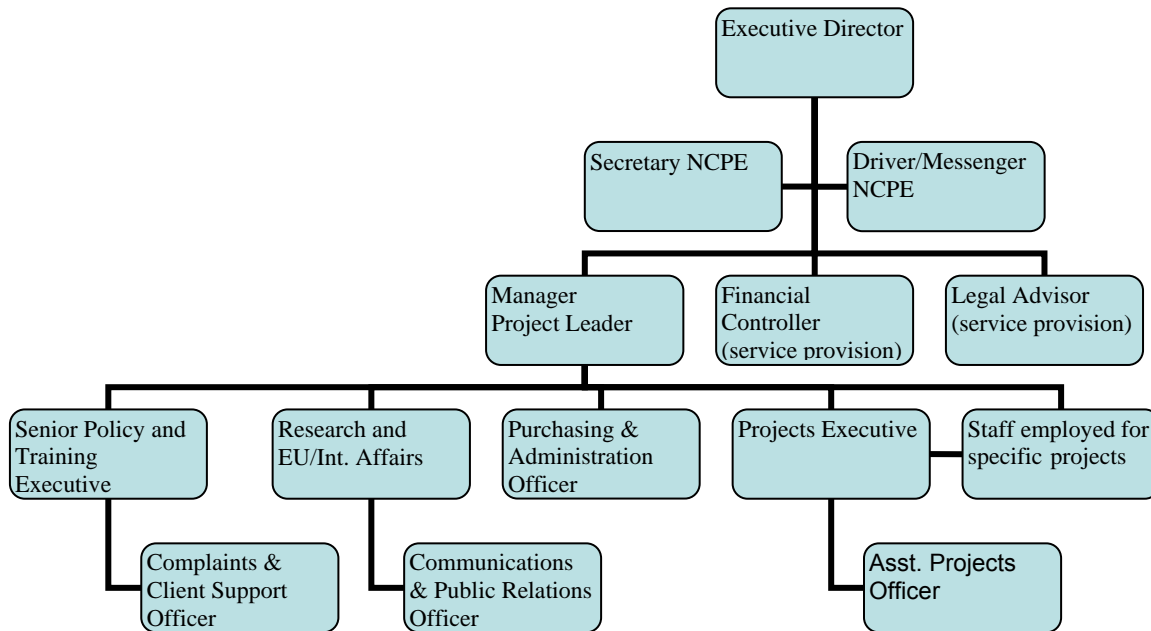


Figure 1: NCPE structure

## 1.2 – Summary of Work Carried Out in 2009

Since its inception in 2004, NCPE has had its remit widened twice and it now includes Chapter 456, Legal Notice 85/2007 and Legal Notice 181/2008. Throughout the past year, NCPE has undertaken various activities related to all areas of its remit. In 2009, NCPE has worked to strengthen its contribution in Malta in relation to this remit.



NCPE's work consists of implementing responsibilities directly emanating out of the respective National legislations, as well in areas influenced by local, National, European and International scene. NCPE also strives in understanding and taking the necessary action based on the specific needs of society (including sectorial need). Hence whilst maintaining NCPE vision, the methods used to reach our objectives and the specific areas covered are fluid depending on the needs identified in the course of NCPE's work.

Throughout 2009, NCPE continued working to raise awareness on the rights and responsibilities related to equal opportunities and non-discrimination through various initiatives, some of which were carried out as part of EU co-funded projects. The objectives of these initiatives were also congruent with National and International priorities that aim to achieve *de facto* equality in all social and economic spheres of society. Although such initiatives will be outlined throughout the coming sections separately, it is important to note that in fact, each section of NCPE's work is intertwined and complementary to each other section.

In 2009, NCPE concluded the EU co-funded project Living Equality – VS/2007/0442 that sought to sensitise officials within the Public Service and Sector on gender issues; to raise awareness on gender mainstreaming; to empower participants to utilise tools that can be used to implement gender mainstreaming; and to analyse and give details on the concept of gender responsive budgeting. Indeed, gender mainstreaming is also a horizontal priority both at National and European levels. In fact, gender mainstreaming has been strengthened within the National agenda to ensure equality of opportunity in the design, application, analysis and monitoring of all law and policies. Similarly the 'Roadmap for Equality between women and men

2006-2010'<sup>1</sup> encouraged Member States to contribute to the promotion of gender equality by mainstreaming gender through various actions in all policy areas and activities. In effect, the project 'Living Equality' promoted gender equality through training and also through empowering participants to replicate good practices related to gender mainstreaming in their respective workplaces.

NCPE staff also provides training on request also to organisations in the public and private sectors on a regular basis. Each training session is tailored to the specific needs of the audience. By reaching out to the public via training sessions, NCPE raises awareness about NCPE and its functions. Training sessions also inform individuals finding out about NCPE's role as a complaints body as well as its other work. More information on training given by NCPE staff in 2009 can be found in section 5 of this annual report.

Another aspect that NCPE looks at is structural barriers within institutions and systems which may hinder the full enjoyment of rights. In efforts to identify and address such structural barriers, NCPE has carried out various research activities with the support of EU co-funded projects. In 2009, as described above, NCPE worked on a PROGRESS 2007-2013 project titled Living Equality, which also looked specifically at gender responsive budgeting (GRB) and its implementation. NCPE also monitors, reviews and suggests amendments of laws as necessary and ensures the implementation of an inclusion policy in all areas of decision making (monetary, infrastructure, employment, health, education and environment).

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<sup>1</sup> COM 2006 (92) final - 'Roadmap for Equality between women and men 2006-2010'

Such structural barriers are often identified by NCPE through the reviewing of specific statistics, policies, procedures and research which may point out specific areas which need to be tackled.

Combating discrimination and promoting diversity “to ensure full social participation irrespective of religion or belief, disability, age, gender or sexual orientation” is also a National priority in Malta<sup>2</sup>. Indeed, in 2009, NCPE concluded the EU co-funded project, Voice for All – VS/2007/0477, which empowered participants to challenge the learning and thinking processes which give rise to discrimination based on gender, age, religion/belief, race, disability and sexual orientation and to positively endorse diversity. These objectives were of fundamental importance to continue informing people about their rights in relation to equal treatment. To this end, this project sought to activate cooperation and promote dialogue whilst enabling participants to adopt an outlook which was based on awareness and understanding. Actually, on average, the Maltese tend to be more aware than their European counterparts on their rights if they are subject to discrimination and harassment<sup>3</sup>. As part of this project, a set of good practices that combat discrimination and promote social inclusion and equality were identified through research. These good practices were distributed to employers through the publication of brochures that addressed various stakeholders respectively.

Another aspect of NCPE’s work which is the dissemination of information and awareness raising. NCPE works through different media to provide information about equality, non-discrimination and to also disseminate NCPE’s contact

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<sup>2</sup> National Report on Strategies for Social Protection and Social Inclusion 2008-2010.

<sup>3</sup> Discrimination in the EU 2009. Results for Malta. EUROBAROMETER.

information - should a person want to file a complaint, request information or clarify any queries. Many of these educational campaigns are made possible through the achievement of support of EU co-funding from various programmes available in this field. More information on projects undertaken in 2009 as well as their particular awareness raising components can be found in section 2 of this annual report.

Also, in 2009 NCPE initiated its work on the approved project ESF 3.47 – Unlocking the Female Potential with the aim of contributing to increasing the female employment rate through research that will address various issues that influence the female participation in the labour market. As a matter of fact, empowering more women to enter or remain in the labour market is not only emphasized at national level<sup>4</sup> but also at European level<sup>5</sup>. Given that the rise in the female employment rate has been gradual over the last few years, (even though 59.4% of university graduates in 2008/2009 were female<sup>6</sup>) the information and recommendations that will emanate from this research will provide a solid basis in policy formulation. In addition, a gradual increase in female ‘legislators, senior officials and managers’ was evident in 2009<sup>7</sup>. The research planned to be carried out through this project will identify amongst other areas the reasons why women are still underrepresented in decision-making positions. Moreover, enhancing reconciliation of work, private and family life is also crucial to safeguard equality of opportunities between genders<sup>8</sup>. Hence, as part of this same project, an ‘Equality Mark’ will be given to

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<sup>4</sup> Malta's National Reform Programme 2008-2010. Ministry for Finance, the Economy and Investment.

<sup>5</sup> Integrated Guidelines for Growth and Jobs (2008-2010). COM (2007) 803 final.

<sup>6</sup> University of Malta. Office of Registrar. Graduate Statistics by Faculty/ Institute, Course & Route.

<sup>7</sup> NSO 2009. Labour Force Survey: Q2/2009.

<sup>8</sup> ‘Enhancing reconciliation of work, private and family life’ is the second priority area of *A Roadmap for equality between women and men 2006-2010*. COM 2006 (92) final. Moreover, enhancing work life balance and consolidating family friendly measures is also a national priority, as stated in the *National Report on Strategies for Social Protection and Social Inclusion 2008-2010 Malta*.

employers who foster equality of opportunity, including the promotion of reconciliation policies between work and private life.

Another core function and responsibility of NCPE is that of receiving and investigating complaints which fall within its remit, this complementing the abovementioned work. Moreover, the Commission may initiate investigations on any matter involving an act or omission that is allegedly unlawful. In fact, issues emanating from complaints not only influence training given by NCPE, but are also utilised to champion situations of discriminations. In these cases, NCPE initiates a collaboration process with the respective organisations to provide support in finding solutions to identified barriers. More information on complaints can be found in section 3 of this annual report.

Apart from complaints, NCPE is also contacted by the general public and organisations to provide assistance and information regarding family friendly measures, provisions in Maltese legislation regarding equality, gender equality issues, sexual harassment, employment and family friendly measures, education, equal pay for work of equal value, women's participation in politics, women in decision making levels as well as various publications and leaflets. The requests for information also serve another function, that of identifying topics which need clarification for the general public. In fact, issues emanating from Request for Information are often inserted into training sessions, awareness raising campaigns and also project proposals. More information on requests for information can be found in section 4 of this annual report.

The initiatives highlighted so far would not be complete should NCPE not seek the support of equality, non-discrimination and human rights NGOs active at a national level, employers' organisations, trade unions and civil society. Throughout 2009, NCPE has sought advice and consulted with these organisations in different circumstances, ranging from requesting feedback/comments to a questionnaire on discrimination in the insurance and banking sectors; to partnering together in project initiatives; to include training, awareness raising, research, consultation process when writing projects, and in developing background documents defining the local situation. More information on this cooperation may be found throughout this annual report, where the specific initiatives carried out in this last year are explained.

Overarching all of NCPE's work is its communication strategy. It is important for NCPE to further improve on its communication efforts, to ensure that its awareness raising and information dissemination reaches as many people as possible. This is important, especially in the light of evidence that a high percentage of immigrant and ethnic minority groups in Malta do not know of any organisation offering support and advice to people who have been discriminated against<sup>9</sup>. Hence, NCPE's communication strategy aims at being holistic in its approach, but at the same time, being flexible enough to respond to changes in the Commission's environment and also to changes in the audiences' needs. More information on NCPE's communications strategy can be found in section 7 of this annual report.

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<sup>9</sup> EU-MIDIS at a glance. Introduction to the FRA's EU wide discrimination survey. European Agency for Fundamental Human Rights. 2009, European Union Minorities and Discrimination Survey.

Apart from the above-mentioned work, NCPE also partakes in health and safety initiatives and eco-friendly initiatives.

NCPE introduced measures to promote eco-friendliness in 2005. Since then, NCPE has appointed a Green Leader who makes sure that these measures are adhered to throughout all of NCPE's workings. The main responsibilities of the Green Leader are to continuously raise awareness amongst members of staff; gather data regarding environmentally-friendly related practices whenever requested; to promote the implementation of the 3 Rs with staff: reduce, reuse, and recycle; implement plans; and attend scheduled meetings and courses related to green initiatives. NCPE disposes waste using the separation method, disposes used batteries separately, returns toners for eventual recycling, makes sure that energy consumption is kept low whenever possible, uses biodegradable plastic bags, reassures better use of paper prior to disposing, and reuses envelopes. Furthermore, NCPE promotes eco-friendliness also in tenders, where a minimum of 5% award criteria is set for both departmental and Department of Contracts' tenders.

Although not in high risk of accidents, NCPE has a Health and Safety Representative. The major duty of the Representative is to ensure that methods required to prevent occupational injury are in place and applied. Staff is informed, trained, and aware of possible dangers whilst making sure that every measure has been taken to prevent such dangers.

### **1.3 Research**

Throughout 2009, NCPE carried out research on issues related to equality in order to provide vital information, findings and recommendations to policy makers. In particular, research on equality provided factual evidence for supporting policy development and policy changes to safeguard equal treatment. In addition, research on equality was fundamental to ensure a thorough understanding, identification and analysis of evidence of good practices, their short-term and long-term implications, implementation problems, and possible solutions.

In fact, in 2009, NCPE participated in the Civil Society Project Report, 2009, as published by the European Documentation and Research Centre, Jean Monnet European Centre of Excellence, University of Malta, on Malta in the European Union: Five Years on and Looking to the Future. The aim of this report was to analyse any changes in values that occurred during the last five years in Malta, following Malta's accession in the European Union. To this end, NCPE carried out research to analyse the social change that is gradually occurring in Maltese society towards *de facto* equality. In particular, NCPE delineated various changes within the legal and political spheres that enhanced equal treatment. Yet, alongside legal changes, NCPE also highlighted various awareness raising initiatives that were carried out to empower people on the rights and responsibilities related to equality that also contributed to social change. In fact, through this research, NCPE tracked gradual changes that occurred in the spheres of politics, education, employment and the family in relation to discrimination and equal treatment. Such changes were evident in statistical results, which found that although the Maltese uphold traditional views on gender roles and responsibilities and on racial stereotypes,



there are latent social and economic forces pressing for reforms and cultural changes towards *de facto* equality.

Moreover, NCPE compiled data on economic and social spheres related to equality that were collected first-hand by other entities whose expertise is related to various areas of interest related to equality. In effect, data and feedback by governmental departments and Ministries, Non-Governmental Organisations, civil society organisations, trade unions, employers' associations and other organizations was indeed a means of sharing information from different entities that are also working for the same aims. Thus, NCPE fostered consultation meetings with these organisations since NCPE deemed their opinions to be fundamental for mutual learning and capacity building. In 2009, NCPE consulted these entities on a regular basis in relation to any activities related to their specific areas of expertise. Hence, sharing and compilation of such data, experiences and opinions provided NCPE with an enhanced knowledge base that was utilised when drafting new projects, policies, feedback and other documentation.

NCPE has also continued working on the implementation of the Council Directive 2004/113/EC of 13 December 2004 implementing the principle of equal treatment between men and women in the access to and supply of goods and service. In particular, in 2009, NCPE focused on the implementation of Article 5 of this Directive which ensures that sex can only be used as a determining factor in the assessment of risk in insurance and related financial services, if it is based on relevant and accurate actuarial and statistical data, which is published and notified to NCPE in terms of Regulation 5 of Legal Notice 181 of 2008. To this end, NCPE has internally established a notification system and designated persons who will

supervise the notification process, while it has prepared guidelines for the services providers. These guidelines have been prepared following a consultation process which saw the participation of the Malta Financial Services Authority (MFSA), the Malta Insurance Association (MIA) and the Malta Insurance Managers Association (MIMA).

In addition, NCPE has also compiled data to reply a questionnaire as part of the Study on the Use of Age, Disability, Sex, Religion or Belief, Race or Ethnic Origin and Sexual Orientation in Financial Services by the European Commission. During the process of data compilation, NCPE organised consultation meetings with entities that have expertise on the different grounds of discrimination for an enhanced knowledge on differential treatment in financial services on all the grounds of discrimination, including National Commission for Persons with Disability (NCPD) and NGOs. Also, NCPE held discussions with the Malta Financial Services Authority (MFSA), the Malta Insurance Association (MIA) and the Malta Bankers' Association (MBA) to gain knowledge of the current practices of financial service providers, and to identify actual and potential instances of discrimination, as well as measures to prevent discriminatory practices. Hence, NCPE has explored in detail when and how age, disability, sex, religion/belief, race/ethnic origin and sexual orientation are used in financial services.

In 2009, NCPE, being also the National Women's Machinery in Malta, as recognised by the Commonwealth, coordinated the collection of data from various entities for the Mid-Term Review of the Commonwealth Plan of Action for Gender Equality 2005-2015. Indeed, the role of NCPE in this research study consisted of distributing, promoting, and coordinating the input of key line Ministries,

Departments and civil society organisations and NGOs for the compilation of a questionnaire as well as the development of Malta's country report. To this end, NCPE organised consultation meetings with representatives of these entities to discuss and probe the multiple areas that were covered by this comprehensive questionnaire. In fact, through this research, data on the critical areas of the Plan of Action (namely Gender, democracy, peace and conflict; Gender, human rights and law; Gender, poverty eradication and economic empowerment; and Gender and HIV/AIDS) was compiled, alongside other feedback on the role of the institutional mechanisms that support gender equality and women's empowerment, as well as the interventions of the Commonwealth Secretariat on gender equality.

## ***1.4 - Attended Meetings and Conferences***

### **1.4.1 – EU/ International**

08 to 09.01.09 – The EU High Level Meeting on Gender Mainstreaming was held in Prague, Czech Republic.

05 to 06.02.09 – The CDEG Bureau meeting was held in Strasbourg, France. The agenda included the Recommendation on Conflict Prevention, Resolution and Peace Building; the upcoming High Level Conference to be held in May 2009 and the 7<sup>th</sup> Council of Europe Ministerial Conference.

26 to 27.02.09 – An ECRI meeting was held in Strasbourg. Communications on issues of race was the central theme.

18.03.09 – An EQUINET meeting was held in Brussels in the European Parliament and NCPE's Executive Director was one of the guest speakers, she was asked to discuss how NCPE had gained from membership in EQUINET.

19.03.09 – Gender Pay Gap Conference held in Brussels. The scope of this conference was to present and discuss the preliminary findings of the study on the evaluation of the effectiveness of the current legal framework on equal pay for equal work or work of equal value in tackling the gender pay gap and to set priorities for further action on the topic of equal pay for work of equal value.

20.03.09 – The Commissioner of NCPE attended the Gender Equality Bodies meeting held in Brussels. The discussions were mainly focused on the Access to Goods and Services Directive and the implications and implementation of Directive 2004/113/EC.

24.03.09 – DG EMPL organised a Forum on the implementation of Article 5 of Directive 2004/113/EC, in Brussels, NCPE legal advisor attended.

25.03.09 – A meeting was organised in Brussels to explore the possibility of setting up a gender network led by Toscana who were the coordinators of this project. NCPE attended this meeting and later signed a cooperation agreement, with the possibility of seeking different project opportunities as an established network of organisations (from various EU member states working in similar fields).

06 to 08.04.09 – Ad Hoc committee on preventing and combating Violence against Women, held in Strasbourg. The meeting was held in order to start working on one or more legally binding instruments in order to prevent and combat domestic violence and other forms of violence against women and to protect and support the victims.

15 to 17.04.09 – 41<sup>st</sup> Meeting of the CDEG held in Strasbourg. During this meeting the main issues which were discussed included the activities to protect women against violence, gender equality standards and mechanisms and activities to combat trafficking in human beings.

28 to 29.04.09 – EQUINET Access to Rights Training held in Dublin. The main objective of this training programme was to exchange experiences and good practice in providing information on rights; to provide an understanding of vulnerable groups' needs in relation to information provision and effective ways of communication with vulnerable groups; to work out strategies with collaboration with other stakeholders active in the field of equality.

04 to 06.05.09 – Gender Budgeting Conference held in Athens. This meeting was held in order to discuss and develop innovative approaches to reducing socio-economic inequalities between women and men by rethinking state revenue and expenditure in accordance with the respective needs of European citizens.

12 to 13.05.09 – Meeting of the European Network of Equality Bodies (EQUINET) with EU Fundamental Rights Agency (FRA) held in Vienna. The aim of the meeting

was to discuss areas of common interest and possibilities of cooperation; to exchange information about each other's current and future work priorities; to discuss the issue of under reporting by victims of discrimination and lack of rights awareness among vulnerable groups.

27.05.09 - European Conference on New Ways in Overcoming Gender Stereotypes held in Prague. This conference was supported under the European Community Programme for Employment and Social Solidarity (2007-2013).

30.06.09 – EQUINET Legal Seminar held in Brussels. This seminar aimed at providing an opportunity for lawyers working for National equality bodies to meet and exchange with other legal experts and practitioners in the field of non discrimination law at an advanced level of expertise. Furthermore during the seminar the scope of EU anti-discrimination law was presented, a discussion on the possible and potential interpretations of existing laws was held, the recent developments in ECJ judgements with regard to equal treatment was presented and a debate on how National equality bodies can make use of their powers in relation to litigation before National and European courts was held.

07 to 08-09.09 – Good Practice Exchange seminar on Non-Discrimination mainstreaming was held in Helsinki. The seminar focused on non-discrimination mainstreaming as a means to ensuring the integration of an equality perspective into all stages of the policy-making process from design to implementation, monitoring and evaluation – as well as a means to reduce levels of discrimination suffered by particular social groups.

09.09.09 – 2<sup>nd</sup> Forum meeting on the Implementation of Article 5 of Directive 2004/113/EC held in Brussels. Meeting was attended by NCPE Manager.

03.09.09 – High Level Group on Gender Mainstreaming held in Stockholm. The scope of the meeting was to discuss the future of gender equality work taking note of the compiled report prepared by the Swedish Presidency on the implementation of the Beijing Platform for Action indicators across Member States; the Lisbon Strategy post 2010 and the follow-up strategy to the Roadmap for equality between women and men.

24 to 25.09.09 – 41<sup>st</sup> CDEG-BU Meeting was held in Strasbourg.

01 to 02.10.09 – EQUINET Legal Training “Practical use of EU ant-discrimination laws: Moot Court” was held in Lisbon, two members of NCPE staff attended.

06.10.09 – Legal seminar on the implementation of EU law on equal opportunities and anti-discrimination organised by the European Commission held in Brussels. The seminar was intended to contribute to bringing participants up to date on issues concerning the implementation of the non-discrimination and gender equality Directives.

07.10.09 - Ad Hoc meeting on Strengthening the Role of Women in Society – Brussels. This Fourth Expert Ad Hoc working group was organised to complement all the pillars agreed in the Istanbul Ministerial on "Women's Social Rights and Sustainable Development" and "Women's Rights in the cultural Sphere and the Role of Communication and the Mass Media".

09.10.09 – 2nd Annual meeting of the National Gender Equality Bodies 2009 designated in accordance to directive 2002/73/EC was held in Brussels. The meeting tackled the subject of Equal treatment in the access to goods and services.

14-16.10.09- What does Gender Equality mean for Economic Growth and Employment? Organised by SE Presidency. The theme and the objective of this conference was to improve knowledge of and consolidate the arguments for why gender equality contributes to growth and jobs, and why it is thus an important dimension in the next EU employment and growth strategy, Lisbon post-2010.

02 to 03.11.09 – ECE Beijing +15 Regional Review Meeting held in Geneva .The objectives of this meeting were to take stock of the progress made in the region on gender equality and women’s empowerment, and address the major challenges ahead; to discuss gender-sensitive economic policies, taking into account the impact of the financial crisis on the countries of the region; facilitate policy design and implementation based on successful experiences in engendering economic and labour market policies; Promote partnerships to increase gender equality in the region; Create a forum for discussing forward-looking action; and contribute to the global 15-year review of implementation of the Beijing Platform for Action.

5 to 6.11.09 – EQUINET Annual General Meeting held in Brussels. The scope of the meeting was to proceed with Elections for a new mandate (2009–2011) of an Executive Board of EQUINET.

11 to 12.11.09 - EuroMed 2<sup>nd</sup> Ministerial Meeting – Morocco. The purpose of the Conference was: to review what has been achieved since the first Euro-



Mediterranean Ministerial Conference on Strengthening the role of Women in Society held in Istanbul in 2006; to acknowledge the importance of the first Euro-Mediterranean Ministerial Conference on Strengthening the Role of Women in Society; to reiterate their commitment to promote *de jure* and *de facto* equality between women and men and to respect the civil, political, economic, social and cultural rights of women as well as men, as defined in the international human rights instruments to which they are parties.

16 to 17.11.09 – Equality Summit held in Stockholm. The purpose of this meeting was to share knowledge and experience in order to develop stronger and more effective ways of working against all forms of discrimination, and to promote equal rights and opportunities for all in the EU.

17 to 18.11.09 – Gender Differences in Education – Uppsala, Sweden. The conference offered a meeting place and an opportunity to discuss the long term consequences of gender differences in educational achievement, why gender differences arise and various ways to address them.

20.11.09 – Advisory Committee on Equal opportunities for Women and Men – Brussels. The aim of the meeting was to discuss and develop an opinion on the future of gender equality policy after 2010 and on the priorities for a possible future framework for equality between women and men.

10 to 11.12.09 – Conference on Making rights a reality for all organised by the Fundamental Rights Agency – Stockholm. The Conference was the European Union's key event on International Human Rights Day and it brought together more

than 200 leading figures from EU Member State governments, EU institutions, intergovernmental organizations, local authorities, civil society and specialised bodies on human rights. This year's FRC aimed to build momentum for "Making rights a reality for all" and was devoted to the situation of marginalised groups who are vulnerable to rights violations, discrimination and social exclusion in the EU.

14.12.09 – Malta-Italy Executive Committee Meeting - Catania. The Executive Committee met with the aim of discussing the approval of documents related to the Operational Programme Malta-Italy 2007-2013.

#### **1.4.2 – Local**

January 2009 – Various meetings were organised by the EU Representation Office in Malta in preparation for the participation of 'Europe Close to You' fair which opened at City Gate, Valletta on between the 20<sup>th</sup> to the 24<sup>th</sup> January, 2009 during which NCPE organised an information stand.

07.01.09 – A meeting was held with the Director General at NSO Offices. A number of items were discussed related to the collection of data.

14.01.09 – The Final Conference of the project Living Equality VS/2007/0442 was held at 'The Victoria Hotel' in Sliema. A number of documents prepared from this project were distributed to all present. Dr G Grima, Principle Permanent Secretary closed the conference given that the project was specifically targeting public administration.

20.01.09 – A meeting was held with the Commissioner of Inland Revenue to discuss various issues which were brought to the attention of the Commission.

22.01.09 – A meeting with the trans-national partners of the Voice for All VS/2007/0477 was held as part of the final preparation of the Conference which was later held on the 23<sup>rd</sup>. The Partners were Institute for Conflict Research Northern Ireland, SYMFILIOSI Cyprus and Ufficio Nazionale Antidiscriminazione Razziali – Dipartimento per le Pari Opportunita Italy.

23.01.09 – The final Conference for the project ‘Voice for All’ was held at the Intercontinental hotel, St. Julians.

30.01.09 – A National Conference on Intercultural Dialogue was organised by the Ministry of Education and held at St James Cavalier. The Executive Director was asked to chair a workshop on Diversity and Employment.

04.02.09 – A meeting of the Sectoral Monitoring Sub-Committee (SMSC) for Transport was held. The progression reports on various ERDF Projects and Cohesion Fund projects were presented NCPE participates in such meetings as a horizontal stakeholder representing equal opportunities.

16.02.09 – A formal meeting was held with His Excellency the President at The Palace. NCPE’s 2008 Annual Report was presented.

20.02.09 – A formal meeting was held with the Prime Minister at his Office in Castille Place. NCPE’s 2008 Annual Report was presented.

02.03.09 – Meeting organised by EU Representation Office in Malta as a post-mortem of the European Close to You Fair.

05.03.09 – A formal meeting was held with the Leader of the Opposition at his Office in Partit Laburista (PL) Headquarters. NCPE's 2008 Annual Report was presented.

05.03.09 – A discussion to celebrate International Women's Day was held at the Partit Laburista (PL) Headquarters. The theme of the discussion was "X'inhuma l-bżonnijiet tal-familja illum" (What are the needs of families today?) The evening was chaired by Dr M. Spiteri Debono as the President of L-Għaqda Nisa Laburisti. NCPE was invited to this event.

06.03.09 – NCPE Annual Conference was held at Le Meridien, St. Julians.

06.03.09 – 'Noħorġu minn nasba tal-faqar' (Overcoming the Poverty Trap) was a conference organised by the Commission for the Family and held at Ċentru Hidma Soċjali. NCPE attended this event.

17.03.09 – A round table discussion on positive action was organised by the European Network against Racism (ENAR) and held at the Marsa Open Centre. NCPE attended this event.

24.03.09 – The Maltese Tunisian Commission met at the Ministry of Foreign Affairs (MFA) and separate meetings were held between local entities and the Tunisian

representatives. A representative from the Women's Ministry met with NCPE Executive Director.

25.03.09 – MSOC organised a seminar entitled 'l-Ewwel Sena ta' Hidma' (The First Year of Work) which was held in the new offices of ACCESS in Valletta. The Honourable Minister J. Dalli presented the achievement of the Ministry over the first year of the current legislature. NCPE attended this event.

01.04.09 – A breakfast meeting was organised by the Prime Minister's wife Mrs. Kate Gonzi with Mrs. Cherie Blair wife of former British Prime Minister Tony Blair as the main speaker. The subject for discussion was 'Balancing Family and Career'.

03.04.09 – Meeting with an ETC representative from the gender equality office to discuss future collaboration.

16.04.09 – NCPE participated in the For Diversity Against Discrimination – National Working Group held at the Phoenicia Hotel.

22.04.09 – MEUSAC meeting – Employment, Social Policy and Health Sectoral Committee (comm. 2009/77) Reports by the European Commission on "Equality between women and men 2009" and "Equal opportunities for women and men of the 50+ generation: active and dignified ageing" were presented and then followed by discussion.

28.04.09 – MSOC Seminar – B'Kuxjenza Soċjali (ITS) – The topics which were discussed at this seminar included the strengthening of the family and hearing what children have to say.

28.04.09 – Information Session for ERDF potential beneficiaries held at Intercontinental organised by the Managing Authority (PPCD). NCPE attended as a horizontal stakeholder for equal opportunities.

05.05.09 – Attended Comenius project open day at Hamrun Boys Junior Lyceum entitled 'Me Tarzan, you Jane'.

11.05.09 – Meeting with President Dr. George Abela was held. NCPE's contribution to bring a positive change in Maltese society through its work was discussed.

14.05.09 – Meeting with civil society and NGOs working in the field of antidiscrimination as part of the consultation process carried out in the development of the national framework document for Malta.

15.05.09 – Civil Society Project Conference. This conference was organised by the European Documentation and Research Centre, Jean Monnet European Centre of Excellence, University of Malta and focused on Malta's Membership in the EU: Five Years on and Looking to the Future.

26.05.09 – European Fisheries Fund (EFF) Monitoring Committee. The purpose of meeting was to discuss the rules and regulations of the Operational Programme

and Annual Report of 2008. NCPE attended as horizontal stakeholder for equal opportunities.

29.05.09 – European Agriculture Fund for Rural Development (EAFRD) Monitoring Committee. The purpose of the meeting was to discuss new measures which were to be launched and presentation of Annual Progress report of 2008. NCPE attended as horizontal stakeholder for equal opportunities.

29.05.09 – Immigration meeting and public debate – Fondazzjoni Temmi Zammit – A public debate and meeting related to immigration was held at the University of Malta, during which issues such as the media, fundamental rights and other topics related to migration were discussed.

08.06.09 – Commonwealth People’s Forum (CPF) – National Council of Women – Amongst other topics, the session focused on providing general information on the CPF, giving examples on how citizens can participate in the CPF, calling for the involvement of civil society and finding a way forward with some practical examples.

09.06.09 – A meeting of the Sectoral Monitoring Sub-Committee (SMSC) for Agri-Fisheries was held. NCPE attended as horizontal stakeholder for equal opportunities.

09.06.09 – A meeting of the Sectoral Monitoring Sub-Committee (SMSC) for Environment was held. NCPE attended as horizontal stakeholder for equal opportunities.

10.06.09 – A meeting of the Sectoral Monitoring Sub-Committee (SMSC) for Transport was held. NCPE attended as horizontal stakeholder for equal opportunities.

12.06.09 – NCPE attended ETC's Consultation Meeting on the 'ETC Gender Equality Action Plan'

12.06.09 – Visit from Ms Anne Gaspard, Executive Director, European Network of Equality Bodies (EQUINET). She was welcomed by NCPE Executive Director and Commissioner. Meetings were held with NCPE Commission and staff.

17.06.09 - NCPE attended Jesuit Refugee Service (JRS) seminar on asylum at the Mediterranean Conference Centre.

22.06.09 – A meeting of the Sectoral Monitoring Sub-Committee (SMSC) for Human Resources and Development was held. NCPE attended as horizontal stakeholder for equal opportunities.

26.06.09 - Attended Disability and Race Seminar 'Combating Discrimination: Ensuring Equal Opportunities' organized by KNPD

03.07.09 – NCPE participated in a pre-budget consultation meeting held at Le Meridien.



25.08.09 – NCPE attended a meeting of the Evaluation steering group 2007-2013 organised by PPCD. NCPE attended as horizontal stakeholder for equal opportunities.

18.09.09 – A National Workshop Seminar as part of the Network of Social Economic Experts in the Anti-discrimination Field was organised by NCPE and held at Westin Dragonara Resort. NCPE staff participated in this workshop.

22.09.09 – NCPE attended the Malta Standard Authority Seminar on Trade Barriers.

22.09.09 – NCPE attended the evaluation sessions for the FDAD Journalist award, organised nationally by BPC International Ltd to choose journalist award winner.

25.09.09 – NCPE participated in the Congress organised by the National Council of Women which was held at The Palace Hotel in Sliema.

30.09.09 – NCPE attended a National Seminar as part of the project “Creating Innovative Working Arrangements through the support of Public Employment Services (PES) for a Better Work Life Balance” held by ETC at Le Meridien St. Julians.

21.10.09 - For Diversity & Against Discrimination (FDAD) National Working Group meeting session organised at the EC Representation House (Dar I-Ewropa). Outline of the meeting included a recap of 2009 FDAD campaign activities; Results of EU mapping and Outlook for 2010.

28.10.09 - Trans rights conference, ILGA (Europe). The conference discussed European regional organisations and their efforts for trans equality, good practice models and also included workshops.

28.10.09 - 4<sup>th</sup> Roundtable of National Government Focal Points, LGBT Equality Mainstreaming Experts. This roundtable is an informal network of government officials, for which NCPE attended as an observer. This meeting provided a brief update on the latest developments in Europe in this area.

03.12.09 - Religious Formation of Children in Malta. Professor Darmanin presented a study which was carried out related to the context of Malta from a religious perspective and also specifically about the religious formation of children in Malta.

## **1.5 – Committees**

### **1.5.1 – EU**

#### Bureau and Steering Committee for Equality between Women and Men (CDEG) of the Council of Europe

The Steering Committee for Equality between Women and Men (CDEG) is the intergovernmental body which is responsible for defining, stimulating and conducting the Council of Europe's action to promote equality between women and men. It is directly answerable to the Committee of Ministers, from which it receives its instructions and to which it addresses its reports and proposals. The main

activities of the CDEG concern: action against trafficking in human beings for the purpose of sexual exploitation; combating violence against women; gender mainstreaming; equality and democracy: women in politics and decision-making; and equality: a common issue for women and men. The members of the CDEG are appointed by the Government of each of the organisation's Member States.

### European Commission against Racism and Intolerance (ECRI)

The European Commission against Racism and Intolerance (ECRI) is a body of the Council of Europe. It is entrusted with the task of combating racism, xenophobia, anti-Semitism and intolerance in Europe, from the perspective of the protection of human rights. ECRI is comprised of 46 expert members, one from each Member State of the Council of Europe. ECRI's activities cover all possible measures to combat violence, discrimination and prejudice faced by persons and groups of persons, notably on grounds of race, colour, language, religion, nationality and national or ethnic origin. In practice, ECRI's work consists of country-by country reporting, work on general themes and activities in relation to civil society.

### European Network of Equality Bodies (EQUINET)

Equinet develops co-operation and facilitates information exchange between Equality Bodies across Europe to support the uniform implementation of EU anti-discrimination law and the levelling-up of legal protection for victims of discrimination. The aim of Equinet is to help Equality Bodies fulfil their mandates by establishing a sustainable network and resource base for the exchange of legal expertise, enforcement strategies, training and best practice as well as a platform for dialogue with the European institutions.

### EU Advisory Committee on Equal Opportunities between Women and Men

The role and setting up of the Advisory Committee on Equal Opportunities emanates from Commission Decision 82/43/EEC of 1981. The Committee's remit is to help the EU Commission formulate and implement Community measures aimed at promoting equal opportunities for women and men and to encourage the continuous exchange of information on experience gained and policies and measures undertaken in the fields in question between the Member States and the various actors involved. The Committee not only brings together representatives of national bodies working for equality and the 77 social partners, but also follows and advises on the development of European policy on equality between men and women.

### High Level Group on Gender Mainstreaming of the EU

The High Level Group (HLG) provides an important informal forum for discussion and exchange of information on best practices and experiences in order to support and improve the synergy among national policies on gender equality and strategies for gender mainstreaming at a national level. The High Level Group is the main forum for planning the strategic follow-up of the Beijing Platform for Action, including the development of indicators in specific areas.

### Non-discrimination Governmental Expert Group on gender and race

The creation of this Governmental expert group has been formalised through a Commission Decision. The task of this group is to establish cooperation between the relevant authorities and the Commission on issues relating to the fight against discrimination and the promotion of equality; to follow-up the development of EU

and national policies on issues of discrimination; and to bring about exchange of experience and good practice on issues of common interest relating to non-discrimination and the promotion of equality.

#### Forum on the Implementation of Article 5 of Directive 2004/113/EC

The European Commission set up this Forum in order to discuss the implementation of Article 5 of Directive 2004/113/EC. This lays down a framework for combating discrimination based on sex in the access to and supply of goods and services. Article 5 of the Directive concerns the use of sex as a factor in the calculation of premiums and benefits in insurance and related financial services. The aims of this Forum are to assist the Commission's understanding of Member States' current practices in relation to Article 5, which will eventually help it draw up its implementation report; to facilitate dialogue between relevant stakeholders and between those stakeholders and the Commission; and to encourage the sharing of best practice in this area.

#### Malta-Italy Executive Committee

This Executive Committee was set up to monitor the Operational Programme Malta-Italy 2007-2013. This programme was adopted by a decision of the Commission (C (2008) 7336). The Executive Committee is made up of an equal number of Maltese and Italian members who are nominated by the Programme Partners. The Executive Committee's tasks include, amongst others, the proposal of criteria for project selection, elaboration of guidelines for implementation and selection of projects related to the Malta-Italy Programme 2007-2013.

## **1.5.2 – Local**

### Sectoral Monitoring Sub-Committees (SMSCs)

The five [5] Sectoral Monitoring Sub-committees, administered by the Managing Authority, deal with Agriculture and Fisheries; Enterprise and Tourism; Environment; Human Resources Development and Employment; and Transport. The aim of these Sub-Committees is to monitor the implementation and the impact of projects chosen for EU funding for 2004-2006 programme period. NCPE's Executive Director is a member in all Sub-committees and regularly attends scheduled meetings.

### European Fisheries Fund (EEF) Monitoring Committee

NCPE was nominated to sit on this Monitoring Committee, which includes representatives from economic and social partners, local and public authorities, and other bodies representing civil societies and NGOs. The tasks of the Monitoring Committee include: the assessment of the selection criteria for operations that will be financed through the programme; scrutinising implementation results by monitoring utilisation of financial allocations to the respective measures and progress in achievement of programme targets; consideration and approval of the annual progress reports before onward submission to the Commission by the Managing Authority; proposing to the Managing Authority any adjustments or reviews to the Plan as may be necessary to achieve the set objectives or to improve the implementation and/ or financial management of the plan; as well as considering and improving any proposal to amend the content of the programme prior to submission to the Commission.

European Agricultural Fund for Rural Development (EAFRD) Monitoring Committee  
NCPE was nominated to sit on the European Agricultural Fund for Rural Development (EAFRD) Monitoring Committee. The Monitoring Committee includes 16 representatives from economic and social partners, local and public authorities, and other bodies representing civil societies and NGOs. The tasks of the Monitoring Committee include: the assessment of the selection criteria for operations that will be financed through the programme; scrutinising implementation results by monitoring utilisation of financial allocations to the respective measures and progress in achievement of programme targets; consideration and approval of the annual progress reports before onward submission to the Commission by the Managing Authority; proposing to the Managing Authority any adjustments or reviews to the Plan as may be necessary to achieve the objectives of EAFRD or to improve the implementation and/ or financial management of the plan; as well as considering and improving any proposal to amend the content of the programme prior to submission to the Commission.

## **1.6 – Financial Overview**

At the beginning of the year, the Government allocated to the Commission a budget of €256,000<sup>10</sup>. 90% (€230,400) of the total budget related to Staff salaries and Honoraria and 10% (€25,600) was for maintenance and operational expenses. An analysis of the operational expenses is better explained by the figure below.

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<sup>10</sup> As as 31st December, 2009 the budget committed to NCPE was decreased to €22,000.

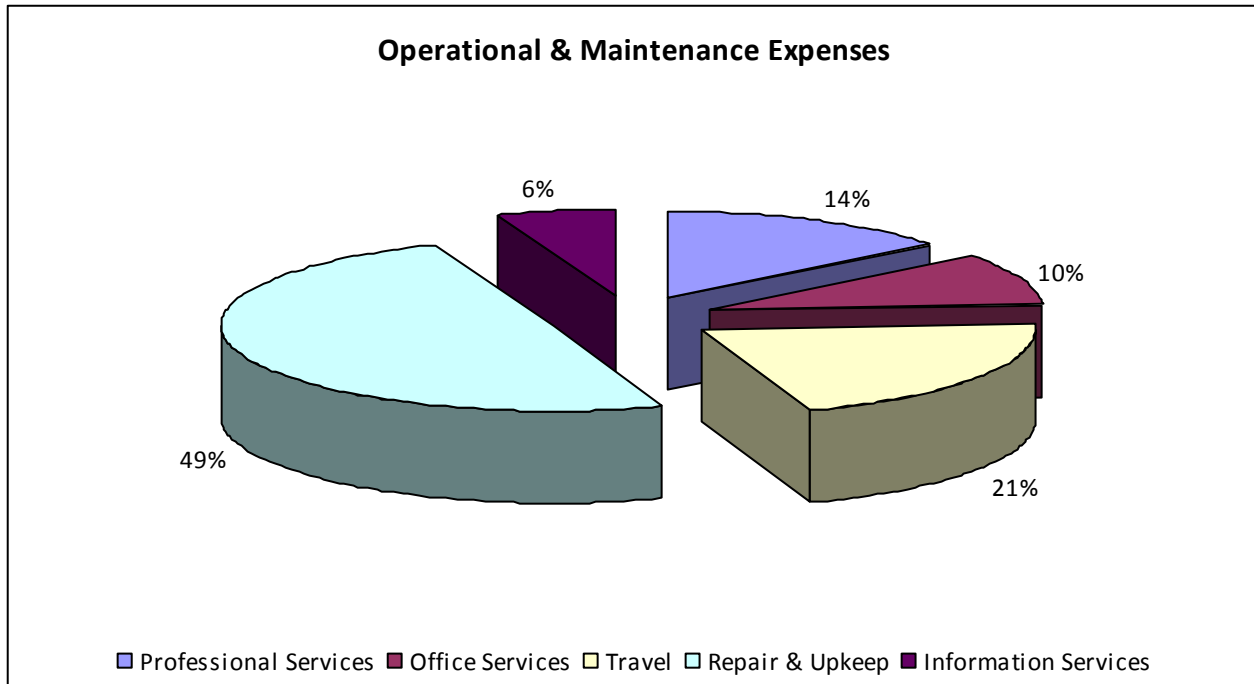


Figure 2: Operational and Maintenance Expenses

The above figure clearly shows that more than a quarter (49%) of the operational expenses accounted to repair and upkeep<sup>11</sup>(€12,544). This expense mainly included utilities and maintenance costs for the running of the premises.

During the financial year under review the Commission also succeeded in making use of EU funds. The following is a table highlighting the various projects which the Commission participated in and their respective budgets for year ending 2009.

<sup>11</sup> Repairs and Upkeep include general repairs & maintenance, IT repairs & maintenance and office machine maintenance.



<b>Name of Project</b>	<b>Budgeted Amount (2009)</b>
HEC Project	€ 3,651
ESF 3.47 – Unlocking the Female Potential	€ 130,582

Table 1: Project Budgets 2009

The expenditure reported for the operational period under review was in line with what had been budgeted. This was only attainable through continuous monitoring and review when needed by all staff concerned.



## 2. Projects

### ***2.1 – Introduction and Future Projects***

Projects activities in 2009 were mainly characterised by important preparatory and development work necessary for newly approved projects to kick off successfully and the closing of two projects. As in other years, NCPE is continuously seeking project opportunities to be able to endeavour in initiatives that can support and complement our mission. The latter including our responsibility to ensure equality mainstreaming is carried out.

The projects dimension for any stakeholder involved brings about not only the opportunity to take on initiatives with the support of EU co-financing emanating from the various programmes available, but also establishes the need for beneficiaries to implement their responsibilities on equal opportunities established by the Operational Programmes. In the case of ESF and ERDF programmes, NCPE is one of the horizontal stakeholders that provide assistance to potential project beneficiaries to understand how they can ensure equality mainstreaming is taken on board. Consequently, through the common horizontal responsibility of equality

mainstreaming, commitments are directed in all cases to go beyond the minimum requirements established by National legislation. Hence the added-value and the opportunity NCPE is finding is that of stimulating the thinking processes towards the need for equality mainstreaming and its benefits, leading to its implementation beyond projects.

What was cooking at NCPE in 2009? The PROGRESS 2007-2013 projects 'Voice for All' and 'Living Equality' came to a close with their respective final conferences being held early in the year, on this note, may we wish the best of luck to the exceptional project staff that made these projects possible. In addition, NCPE has also managed to obtain funding for another ESF 2007-2013 project; ESF 3.47 – Unlocking the Female Potential. Moreover, we have also managed to obtain funding support for another antidiscrimination PROGRESS 2007-2013 project, entitled 'Strengthening Equality beyond Legislation'. Each of these three new projects is expected to be officially launched respectively in 2010. As expressed in other sections of this year's annual report, NCPE believes in the need for partnership and cooperation, hence these have been formed and we thank them all for their continuous support.

NCPE was also involved throughout 2009 in the 'For Diversity Against Discrimination' (FDAD) campaign through our participation in the Networking Group as well as by being part of the jury panel for the 2009 Journalist Award. NCPE was also involved in the 'Europe Close to You' Fair organised by the EU Representation Office in Malta in January 2009. The songs produced from an earlier NCPE project 'Taking Gender Equality to Local Communities' (co-financed by the Community Framework Strategy for Gender Equality 2001-2005) were once again performed

under the marquee, particularly the theme song 'Different and Equal'. Another project NCPE was partner in is that of the Network of socio-economic experts in the anti-discrimination field, for which NCPE was responsible to organise a National workshop. Further information on the specific projects referred to so far shall follow in this section.

## ***2.2 – Voice for All- VS/2007/0477***

The project Voice for All was aimed at empowering participants to challenge the learning and thinking processes which give rise to discrimination based on race, sexual orientation, gender, age, religion and disability and to positively endorse diversity. During this project, participants were provided with information, space and time that helped them to stop and think about discrimination and the six grounds of discrimination. Moreover, Voice for All sought to activate cooperation and promote dialogue whilst enabling participants to adopt an outlook which was based on awareness and understanding. Voice for All targeted SMEs, Public Sector organisations, members of the media, NGOs, civil society, secondary schools, educators and the general public. The project was concluded at the end of January 2009.

The European Community Programme for Employment and Social Solidarity – PROGRESS (2007-2013) financed 80% of the project, whereas the Government of Malta financed 20% of the project. Total allocated budget for this project was € 308,160.47

### **2.2.1 – Components, Aims and Objectives**

The project Voice for All was aimed at:

- Challenging stereotypes which justify discrimination;
- Building on what had already been achieved from previous projects;
- Raising awareness on the various grounds of discrimination;
- Raising awareness and sensitizing people on the different grounds of discrimination;
- Writing, producing and performing a play which focused on all grounds of discrimination as well as double/multiple discrimination;
- Researching the situation of all the grounds of discrimination in Malta and Gozo in order to be able to understand the National context.

Besides dealing with the sphere of employment, this project has also disseminated knowledge on the provision of goods and services and promoted good practices in the relevant sectors. Moreover in order to ensure that marginalised groups acquire their rights and are duly represented, recognised and respected in society, this project tackled also the issue of multiple discrimination.

### **2.2.2 – Outcomes of Project**

<b>Date</b>	<b>Type of Activity</b>	<b>Number of Sessions</b>	<b>Male Participants</b>	<b>Female Participants</b>	<b>Total</b>
January 2009	Training on the Six grounds of Discrimination to Media representatives	1	4	7	11

January 2009	Training on the Six grounds of Discrimination	4	48	110	158
January 2009	Trans-national Meeting	1	4	3	7
January 2009	Final Conference	1	42	56	98

Table 2 – Outcomes of Voice for All Project

### **2.2.3 –Publications**

- Good Practice Document<sup>12</sup>, ISBN 978-99909-89-359
- Research Report<sup>13</sup>, ISBN 978-99909-89-33-5
- Script for Play<sup>14</sup>, ISBN 978-99909-89-31-1
- Final Report<sup>15</sup>, ISBN 978-99909-89-32-8

### **2.2.4 – Awareness Raising and Public Relations**

It is good to point out that the major project activities including: a transnational research (carried out in collaboration with the following three transnational partners: Institute for Conflict Research - Northern Ireland, SYMFILIOSI – Cyprus and Dipartimento Per le Pari Opportunità – Italy); three transnational study visits (in Northern Ireland, Cyprus and Italy); a theatrical play; an awareness raising marquee; a publicity campaign; training for different target groups; a good practices competition; an interactive website; and the publication of seven brochures; were carried out in 2008. Still yet, some of the project activities were sustained and came to an end in January 2009.

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<sup>12</sup> Only available in English.

<sup>13</sup> Only available in English.

<sup>14</sup> Only available in Maltese.

<sup>15</sup> Only available in English.

In order to ensure that a broad section of the local population could participate in and contribute to the Voice for All training sessions, other four training sessions targeting a generic audience were organised on the 16<sup>th</sup>, 17<sup>th</sup> and 19<sup>th</sup> (am and pm sessions) January 2009. Moreover specific training for Media representatives was also held on the 26<sup>th</sup> January.

The Final Transnational meeting was held on the 22<sup>nd</sup> January 2009 which was held on the eve of the final conference. During this meeting, transnational partners representatives had an opportunity to cross-discuss particular issues of discrimination and methods of eliminating them.

The Voice for All Final conference was held on Friday 23<sup>rd</sup> January 2009. Over 90 people attended the half-day conference, where the Voice for All Project Coordinator presented the project and its various components.

The researchers from each of the transnational research partners were also at the conference to present their respective findings to the audience. The outcomes of this research included: a Research Practice Document (containing the reports on all four countries); a Good Practice Documents (containing the good practices identified within the four countries); and a series of brochures for various target groups (also containing good practices from the four partners countries in the project). This transnational study made a number of recommendations, including:

- The need for Female inclusion within decision-making positions;
- An increase in educational focus on cultural and social diversity;

- More widespread use of family-friendly measures, particularly within the private sector;

The Final Conference also saw the project Evaluators present the findings of their comparative research study, analyzing the responses of participants in the Voice for All project and those in various Eurobarometer studies. This comparative study indicated that the participants perceive sexual orientation to be the most widespread ground of discrimination, closely followed by that on the ground of race and ethnicity.

### ***2.3 – Network of socio-economic experts in the anti-discrimination field VT-2008-007***

In the framework of the EU PROGRESS programme 2007-2013, the European Commission, in November 2008 has assigned ÖSB Consulting (Austria) and Human European Consultancy (Netherlands) to set up and service a network of socio-economic experts in the field of anti-discrimination on the grounds of race and ethnic origin, religion or belief, age, disability, sexual orientation as well as on multiple grounds.

The purpose of the network is that of providing the European Commission with independent expertise and advice for a four years period. Moreover this network is covering all the 27 EU member states. NCPE was identified by ÖSB Consulting and Human European Consultancy as a National Partner within this Network for the year 2009. The total allocated budget for this project (which budget was 100% financed by the European Commission) was € 3,651.



### **2.3.1 – Components, Aims and Objectives**

Main objectives of this network:

- 1) Providing the European Commission with informed analysis of national situations and policy developments with regards to discrimination on the grounds of age, disability, ethnic or origin, sexual orientation, religion or belief and multiple grounds; and
- 2) Assisting the launch and implementation of a series of exchanges of good practices on antidiscrimination policies and practices, with a view to facilitate the exchange of information on anti-discrimination issues and transferability of good practices between countries;

As a National Partner, NCPE was responsible for the organisation of a one day National Workshop seminar for representatives of stakeholder groups such as NGOs, social partners, equality bodies and government experts that have particular key interest in one/some/all of the above mentioned six grounds of discrimination.

Apart from NCPE, the network had also selected a National Expert, who was responsible for developing two National Reports reflecting the situation in Malta with regards to:

- The perceived extent of discrimination faced by disadvantaged groups (National Report 1); and
- Diversity and its economic and social impact (National Report 2).

### **2.3.2 – Outcomes of Project**

<b>Dates</b>	<b>Type of Activity</b>	<b>Number of sessions</b>	<b>Number of participants</b>		
			<b>Males</b>	<b>Females</b>	<b>Total</b>
September 2009	National Workshop Seminar	1	8	18	26

Table 3: Outcomes of network of Socio-Economic Network in the anti discrimination field project.

### **2.3.3 –Awareness Raising & Public Relations**

A one day National Workshop seminar was held on Friday 18<sup>th</sup> September 2009. The scope behind this seminar was that of having a consultation meeting with a number of identified participants with regards to the two National Research Reports drafted by the network's National Expert. The two major themes discussed during these workshops were: 'Equality Mainstreaming, why and how?' and 'Governance Issues: Institutional Framework, Main Actors ('Who are they?' and 'What is their Role?')'. Throughout these workshops, a number of important issues and recommendations with regards to our local situation were raised, including:

- The highlighting of Networking between different entities (both public and non-governmental) as a very important factor in combating discrimination. A network of key players, organisations or otherwise stimulates debate, allows the pooling of resources and gives the issue one voice which is stronger and more commanding than a number of smaller (hence weaker) voices. These networks should also cater for groups which are currently unrepresented;

- The need to focus on the capabilities of the person, on WHAT the person wants, rather than what the key players PERCIEVE that the person wants.
- The need to address Stereotypes and Mentalities through education. There is the need for culture change through education at all levels (children, youths and adults);
- The need to undertake various research initiatives, including qualitative exercises (focus groups), in order to attain an effective system of equality mainstreaming;

At the end of the seminar, the National Expert urged the participants to take matters in their own hands and do what needs to be done with regards to our local situation. Moreover participants were also encouraged to enlisting volunteers; gathering data themselves; changing the current relation between government and NGOs from an 'us vs. them' mentality to that of a unified front working towards the same end; and, creating a network of NGOs and removing fragmentation.

#### ***2.4 – Living Equality – VS/2007/0442***

The project Living Equality was aimed at monitoring and identifying further capacity building needs for the actual implementation of gender mainstreaming in all government departments, public entities and in national policy-making programmes in Malta. This project built on what has already been achieved from various projects implemented by NCPE, which were co-funded through the European Social Fund, Community Framework for Gender Equality, as well as the Equal projects. Living Equality was aimed at delivering a campaign to foster gender mainstreaming in all spheres of the Public Service and Sector. Thus the activities delivered during this

project were aimed at facilitating the concept of gender equality for the working staff within the Public Sector and Service, and at promoting the implementation of gender mainstreaming tools. The project was concluded in January 2009.

The European Community Programme for Employment and Social Solidarity – PROGRESS (2007-2013) financed 80% of the project, whereas the Government of Malta financed 20% of the project. Total allocated budget for this project was € 73,918.84

#### ***2.4.1 – Components, Aims and Objectives***

The need for the implementation of this project was emerged from particular areas identified in the Roadmap for Equality between Women and Men (European Commission 2006-2010) and from the European Pact for Gender Equality.

On this wavelength, the main objectives of the project were the following:

- To sensitise the public employees on the concept of Gender Equality;
- To provide further training on the use of gender mainstreaming tools for the staff of ministries and departments responsible for policy and programmes;
- To set up a structure for implementation and monitoring;
- To build a communication mechanism to share initiatives and ways to overcome stumbling blocks related to the implementation of Gender Equality and Gender Mainstreaming;
- To create debate and raise awareness;
- To build knowledge on Gender Responsive Budgets.

## 2.4.2 – Outcomes of Project

Dates	Type of Activity	Number of sessions	Number of participants		
			Males	Females	Total
January 2009	E-Newsletters to all public officials	2	n/a	n/a	n/a
January 2009	Project Final Conference	1	48	104	152

Table 4: Outcomes of Living Equality Project

## 2.4.3 – Publications

- Implementing Gender Mainstreaming: A National Public Service and Public Sector Initiatives and Good Practices Document<sup>16</sup>. ISBN 978-99909-89-29-8.
- Gender Responsive Budgeting: A Study on GRB Initiatives in Sweden, Switzerland, Italy, United Kingdom and France<sup>17</sup>. ISBN 978-99909-89-28-1.
- Project Final Report<sup>18</sup>. ISBN 978-99909-89-30-4.

## 2.4.4 – Awareness Raising

As indicated earlier, this project came to end in January 2009. During this month the fifth and sixth electronic newsletters were issued on the 23<sup>rd</sup> and 28<sup>th</sup> January respectively. These electronic newsletters proved to be a strategic way to reach out to as many individuals as possible within the Public Service and the Public Sector.

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<sup>16</sup> Only available in English.

<sup>17</sup> Only available in English.

<sup>18</sup> Only available in English.

Moreover these newsletters were used as a tool for ongoing dissemination of information on the project, project activities and results.

The Living Equality project came to an end through the Final Conference. This was organised on the 14<sup>th</sup> January 2009. During this conference, an overview of all the project components was presented. Moreover, the findings and recommendations of the GRB research were presented together with the corresponding research document. Indeed, Gender Responsive Budgeting: A study on GRB initiatives suggests that the way forward entails the effective implementation of gender mainstreaming in all areas. Subsequently, a culture of gender responsiveness has to be developed through continuous information dissemination and cross fertilization of ideas between different entities. Moreover, developing or adapting existing tools for expenditure and revenue helps in developing approaches for the introduction of GRB in the budget process as well as relevant methodologies for analysis.

The findings related to the external evaluation of Living Equality and its activities were also launched during the conference. This evaluation was commissioned as part of the same project. Even the findings related to the research on Gender Responsive Budgeting (GRB) initiatives in Sweden, Switzerland, Italy, United Kingdom and France were launched. This research was useful in that it established that, a national budget which is gender responsive, will recognise the underlying inequalities between women and men and redresses them through the allocation of public resources. These benefits were highlighted so that the local authorities would be further encouraged to use this type of budgeting.

The Principle Permanent Secretary addressed the audiences at the end of the Conference. The importance of promoting gender equality within the Public Service and the Public Sector was highlighted, so that gender would no longer influence the notion of one's rights and opportunities. It was pointed out that the need for a better work-life balance should be stressed more so that public employees would be free to further their careers and life ambitions independent of their gender.

### ***2.5 – ESF/No.3.47 - Unlocking the Female potential***

This project is based on the national priority of increasing female participation in the labour market. It sets to investigate the reasons behind the low female employment rate in Malta and Gozo while at the same time promoting a culture of equality within the business sector in order to address the current labour market distortions. Throughout this project NCPE will be in a partnership with the Employment and Training Corporation (ETC), the Malta Employers Association (MEA), the Union Faddiema Magħqudin (UHM) and the General Workers Union (GWU)

This project is being part-financed by the European Social Fund (ESF) and co-financed by the Government of Malta. The European Social Funds is financing 85% of this project and the Government of Malta is financing 15%. The maximum total budget allocated to this project is that of € 621,885.

### **2.5.1 – Components, Aims and Objectives**

The main objective of this project is to increase the overall female employment rate by providing indirect incentives for work and to provide policy makers with vital information pertaining to female inactivity.

More specifically, the project aims to understand the jobs/skills match for the inactive population in order to ensure employability, to certify those organizations whose management is based on the recognition and promotion of the potential of all employees irrespective of their gender and caring responsibilities as equal opportunities employers, to have a family-friendly environment at the workplace, to incentivise the inactive<sup>19</sup> to the labour market through better work arrangements available and to further promote the need for work/life balance for both men and women. This will be possible to through the research and awareness raising components of this project. The latter shall be introducing a new concept which is that of establishing a set of equality standards, later to be certified by NCPE, this shall be entitled the 'Equality Mark'.

The target groups of this project are mainly employers, human resources managers and equality committees/ representatives within the workplace.

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<sup>19</sup> "The **inactive population** consists of all persons who are classified neither as employed nor as unemployed." As quoted from *Statistical Office of the European Communities (Eurostat). Population, activity and inactivity – Annual averages. Metadata.*



The project is composed of two main components:

1. Research:

In order to better understand what hinders women to get involved in training and employment the following studies shall be conducted:

- Inactive population skills study;
- Research on identifying, understanding and validating the reasons underlying the inactivity of women in Malta & Gozo;
- Research seeking to understand the factors affecting Gozitan women to enter employment;
- What produces the Glass Ceiling and Glass Cliff in Malta;
- The Relevance of Economic Independence to the Maltese Female;
- Comparative study to focus on male and female entrepreneurs - reasons for making such a choice & overall expectations;
- Reality of self-employment/contract workers in the tourist industry / cleaning / language schools: What makes their situation vulnerable;
- Life Prospects of Teenage Parents – Longitudinal Study; and
- The Effects of Social security benefits on the decision to take up employment.

Following completion of these research projects, a conference will be organized to present results and launch research publications to policy makers and key stakeholders. A think-tank approach will be used throughout the workshops of this conference in order to draft a strategy to remedy the weaknesses identified through the studies.

## 2. The Equality Mark Campaign

The Equality Mark is a certification which will be awarded to companies that make gender equality one of their values and whose management is based on the recognition and promotion of the potential of all employees irrespective of their gender and caring responsibilities.

The equality mark will be based on a set of principles which include:

- Implementing an equality and harassment policy with efficient reporting mechanisms;
- Taking measures to ensure equal opportunities in recruitment and employment practices;
- Setting up of Employee Equality Representatives and/ or an Equality Committee;
- Taking measures to ensure equal opportunities in career and personal development opportunities;
- Implementing Family Friendly Measures and Work Live Balance options;
- Gender audit and gender impact assessment.

### ***2.5.2 - Expected outcomes of the project***

The long term aim of this project is to increase female employment in Malta to reach the projections of the Lisbon Agenda<sup>20</sup>, thus increasing competitiveness of the state while ensuring sustainability for the welfare state. More directly the research component of this project will equip policy makers with factual data

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<sup>20</sup> **Integrated Guidelines for Growth and Jobs (2008-2010). COM (2007) 803 final.** Delineates the priorities of the Lisbon Agenda, including the objective to increase the female employment rate...

about the validity of the current welfare system for the most hindered sector of the potentially active population and how this can be improved.

The Equality Mark will serve as an incentive for companies to put in place and implement Work/Life Balance Options, while acting as an acknowledgement for organizations that already have such measures in place. Furthermore as an indirect outcome, the publicity campaign for the Equality Mark will expose the whole population to the promotion of gender mainstreaming and Work/Life Balance Options.

This project will include the following activities:

- Launch of equality mark campaign through a press conference;
- Media campaign;
- Publication of brochure;
- Project website annex;
- Certification of a number of Equality Mark Employers; and
- Final Conference.

## ***2.6 - Strengthening Equality beyond Legislation – VS/2009/0405***

Good practices in anti-discrimination and diversity in different sectors shall be the expected long-term outcome of this project. This is because the project is designed to reach out to specific target groups to sensitise and stimulate specific action by stakeholders as their contribution towards a *de facto* equal environment. This shall

be carried out through various activities such as: research, training, and campaigns. The project will be launched during the press conference were the supported 2009 PROGRESS activities will be highlighted. Throughout the project timeframe, various training sessions will be held. Moreover, following the media one-to-one training organised between NCPE and media organisations, this project shall also have a seminar dedicated to the media. This seminar aims to stimulate and empower journalists on the non-discrimination and equality themes, highlighting their potential role and its effects.

Furthermore as part of the research components of this project, the following areas shall be studied: underreporting; national minimum curriculum, preferred minority media, compilation of a NAP on racism and xenophobia. Other project activities include awareness raising campaigns; equality competition in schools; training for children using forum theatre; interdiversity group for youths; and finally an evaluation of the project effectiveness benchmarked to the finding of the Eurobarometer and EU-MIDIS reports. All of these activities aim to fulfil the vision set through this project's title which focuses on actions beyond legislation.

The project will be implemented throughout 2010, approval of which was received in 2009. The European Community Programme for Employment and Social Solidarity – PROGRESS (2007-2013) will be financing 80% of the project, whereas the Government of Malta will be financing 20% of the project. Total allocated budget for this project is € 270,068.29

## 3. Complaints

### **3.1 - Set up of NCPE**

The Complaints Section deals with all complaints that are received by or referred to NCPE. It is the Complaints Section's responsibility to gather the necessary information in order to answer any requests for information which NCPE receives from the general public or organisations.

In addition to the Complaints Section, the Complaints Sub-Committee which is the body within NCPE which, led by the Commissioner, investigates complaints and after such investigations, the Commissioner takes any decisions needed about all complaints received as well as those which are initiated by NCPE.

During 2009, the Sub-Committee met nineteen times to discuss actions related to the complaints received to investigate particular matters further and in some cases, also to meet witnesses related to cases under investigation.

### **3.2 - NCPE's Complaints Procedure**

NCPE deals with complaints by adhering to an established procedure which ensures following common standards in the handling of each case and also allows for the handling of the case according to each client's needs. The same procedure is used for complaints submitted to NCPE by a complainant as well those initiated by NCPE if it is aware of a potential breach in the law with regards to NCPE's remit.

- Complaints Form

Chapter 456 – the Equality for Men and Women Act stipulates that complaints must be submitted in writing. However, if a complainant needs support to fill in the complaints form, the Complaints Section will help the concerned individual fill out the complaints form and guide him/her with regards to the compiling the supporting evidence which may be relevant for their case. All the documents are written in the presence of a witness, to ensure a faithful interpretation of the facts according to the complainant's testimony.

All complainants are urged to provide all relevant documentation pertaining to the case to support their claim.

- Investigations

Following receipt of the written Complaints Form, the case is analysed according to the pertinent legislation. As stated in Chapter 456 – the Equality for Men and Women Act, Article 5, a report is requested from the employer/service provider which must be sent within ten working days. This report gives the employers/service providers the opportunity to give his/her account on the

allegations made by the complainant. The Commissioner then decides what further investigation is needed for each case.

- Ensuring Quality of Service – what to expect from NCPE

Each complaint received is acknowledged within one working day. Immediately following receipt of the complaint form, a case file is opened with all the information pertinent to each case. During the investigation, complainants are given updates of the state of their case within our resource capacity.

In terms of article 18(5) of the Equality for Men and Women Act any information provided during an investigation is considered as confidential and can only be disclosed in the course of a prosecution or actions for redress.

The Commissioner concludes an investigation by delivering an opinion as to whether the complaint received proves the occurrence of discrimination or otherwise. Where the Commissioner considers that a discriminatory act has occurred, the parties are called upon to redress the situation and to consider proposals for remedial action.

Should the Commissioner consider that the action complained of constitutes an offence, a report is presented to the Commissioner of Police for action to be taken on his/her part.

### ***3.3 – Complaints received by NCPE***

In 2009, NCPE received various complaints which emanate from NCPE's remit. The table below indicates these quantitatively.

Complaints Received by NCPE in 2009						
Type of alleged discrimination cases received	Male	Female	Initiated by NCPE	Public administration	Private Sector	Total
Gender discrimination in employment/training	4	21		20	5	25
Gender discrimination in access and supply of goods and services			1	1		1
Racial discrimination in access and supply of goods and services	1				1	1
Others which were referred	2	6		1	7	8



to competent authority								
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Table 5: Number and subject of complaints in 2009.

Below is a list of complaints lodged with NCPE, highlighting the different issues related to gender and race discrimination that have been alleged.

Gender discrimination in the provision and/or supply of goods and services:

- Tax exemption for all mothers;
- Discrimination in education;
- Discriminatory video advertising Malta; and
- Lack of childcare facilities in court.

Gender discrimination in employment:

- Discriminatory application form;
- Discriminatory circular vis-à-vis family friendly measures for public employees;
- Discrimination against part time nurses with regards to family friendly measures;
- Allegations of discrimination in the application for teleworking;
- Discrimination in employment against breastfeeding mothers;
- Unfair treatment at work due to family responsibilities;
- Discrimination in career progression due to family friendly measures;
- Gender discrimination due to work conditions;
- Allegations of sexual harassment between employees;
- Allegations of dismissal from work due to being pregnant;

- Allegations of dismissal for raising questions related to non-discrimination; and
- Discrimination in employment on the basis of gender and disability.

Race discrimination in the provision and/or supply of goods and services:

- Allegations of race discrimination in access to housing.

Apart from the above cases, NCPE also received other cases which are not related to its remit, such cases were referred to the respective competent authority:

- Allegations of harassment towards employee due to sexual orientation;
- Allegations of unfair treatment at work due to nationality and due to health and safety issues;
- Race discrimination in access to employment;
- Allegations of discrimination based on nationality in access to a service in a foreign country;
- Not given outstanding vacation leave in employee's final settlement with the ex-employer; and
- Unequal distribution of overtime at work.

### ***3.4 - Issues emanating from complaints and recommendations***

With regards to complaints, NCPE has dealt with several cases of sexual harassment and the refusal of the application for telework at the place of work.

In Legal Notice 312 of 2008, telework is defined as “a form of organising and, or performing work, using information technology, in the context of an employment contract or relationship, where work, which could also be performed at the employer’s premises, is carried out away from those premises on a regular basis”. Employers are often finding difficulty in evaluating employees’ output, outside the work premises. Moreover, employers and management seem to be lacking knowledge on how to implement telework as a work life balance measure to its employees. NCPE can give training to all entities, both private and public, who are interested in learning about the telework policy and procedures.

Moreover, NCPE is working towards promoting the legal duty of employers to have a zero tolerance approach towards sexual harassment at the place of work. This is being addressed through the numerous complaint cases that the commission is receiving on sexual harassment. As an outcome of its investigations, NCPE often requests entities to implement a sexual harassment policy and also provides training in this regard.

An important issue that was highlighted in last year’s annual report is MPO Circular 86/2008 regarding private work by Public Service employees who are making use of family friendly measures. In fact, NCPE’s discussions are still underway in order to ameliorate policies related to family friendly measures.

Complaints received on race discrimination in the provision and supply of goods and services are still few in number. NCPE is aware of the difficulties that are encountered by people who face discrimination because of their race/ethnic origin, here in Malta. It thus recommends that all NGOs and entities that come across such

discrimination or who work with people who are at risk of being discriminated against, communicate with NCPE with regards to complaints related to NCPE's remit, and also inform individuals of the possibility to seek redress through NCPE.

### ***3.5 - Summary of a few of the investigations concluded by NCPE in 2009***

#### ***3.5.1 – Case A – Family Friendly Measures in Employment***

The Commissioner was asked to consider whether the refusal of a complainant's request to work on reduced hours or on flexi hours amounted to gender discrimination. The complainant's request was refused on the basis that the role of District Manager does not make it possible for an employee to fulfill her duties while making use of family friendly measures.

The Commissioner concluded that the complainant's request was unreasonably rejected, since the employer had not considered whether options were available for the complainant to work on reduced or flexi hours, but rejected her request on the ground that she was expected to be available for cases which needed to be referred for her direction.

In reaching such conclusion, the Commissioner noted that access to family friendly measures is of the utmost importance in establishing not only gender equality in access to and conditions of employment but also in allowing for a work-life balance to be created. Moreover, women in employment and making use of family friendly measures are not to be hampered in their job mobility, training or advancement as

this would be in conflict with the principle of gender equality in the conditions of employment.

Each request for use of family friendly measures is to be considered on its own merits taking into consideration not only the needs of the employee but also those of the employer and its customers. Consequently an application for use of family friendly measures does not give an automatic right to the employee for his/her request to be upheld nor for the conditions demanded from the employee to be all accepted. Yet while the employer is not automatically obliged to accept a request, the employer is expected to consider possibilities that would meet his needs while also make the request of the employee acceptable. This requires a flexible approach from both the employer and the employee and also requires good administration.

### ***3.5.2 – Case B – Sexual Harassment in Employment***

The Commissioner was asked to investigate a complaint of sexual harassment arising from the design of the uniform established for female employees. The complaint particularly referred to *‘skirts that when they sit down and move around they move upwards ...’*.

In her investigation, the Commissioner noted that the employer’s dress code manual indicated that all female employees are to wear skirts the hemline of which must be on the knee when standing. The employer in question had a sexual harassment policy in place and had itself already carried out a thorough internal

investigation in which it did not find a case of sexual harassment. Despite this, to ease the complainant's discomfort the company had sought alternative seating.

While commending the employer for its good practice in relation to sexual harassment, the Commissioner concluded that from the evidence collected she found no indication of a behaviour that amounts to sexual harassment and consequently considered the complaint to be unfounded.

### ***3.5.3 – Case C – Gender Discrimination in Access to Services***

In an ex officio investigation the Commissioner considered the difference in charges between men and women under ongoing government subsidised schemes.

In this regard, men and women were being charged different rates when applying for recognition under a housing scheme on the pretext that since a female changed her surname upon marriage or following personal separation this required the incurrence of more expenses than those incurred for men.

The Commissioner noted that Legal Notice 181 of 2008 clearly prohibits discrimination on grounds of sex in access to and supply of goods and services. The regulations prohibit not only direct discrimination but also indirect discrimination. To this effect, OPM Circular number 30/08 had instructed Government Ministries, Departments and Agencies to embark on a horizontal

gender mainstreaming exercise so as to ensure that all services offered by them are in line with the law.

During the investigation, a relative authority proposed a change in the words used, however the Commissioner opined that a change of words only camouflages discrimination and does not in itself remove the discriminatory treatment. She noted that women change their surname either upon entering marriage or upon obtaining a personal separation and consequently this is directly related to that '*marital or family status*' upon which the regulations allow no discriminatory treatment. Moreover where the legislator sought to make an exception it specifically declared so and such is the case of article 5 of the regulations.

Consequently, the Commissioner concluded that the difference in tariffs based on a person's '*marital or family status*' could not but amount to that discrimination which Legal Notice 181 of 2008 prohibits and advised the Authority to take immediate remedial action.

#### **3.5.4 – Case D – Lack of Breastfeeding Policy for Public Servants**

The Commissioner was called upon to consider difficulties being faced by mothers returning to work after childbirth and who were still breastfeeding their children.

In the course of the investigation it was established that there was no policy within the educational public administration which allowed mothers to return to work after childbirth and continue breastfeeding, nor was there a policy in relation to working

on flexible hours within this sector. The government department in question indicated that as a matter of policy, employees breastfeeding their children are advised to seek parental leave or are provided the opportunity to breastfeed at work only if this is done in hours during which such employee is not scheduled for class or when a substitute teacher is available. The department also noted that the law allows for instances of granting special maternity leave where the conditions at work pose a health risk.

The Commissioner noted that the return to work of mothers following childbirth is an issue directly related to gender equality in employment and consequently falls within the remit of the Commission. Effective gender equality in employment includes the implementation of such measures that eliminate obstacles for female employees to return to employment after childbirth.

While appreciating the difficulties that an employer may face with the implementation of such measures that eliminate obstacles for female employees, yet the Commissioner opined that such measures are beneficial to both employers and employees when implemented following amicable discussions between employers and employees that bring together the exigencies of the employer with those of the employee.

Consequently, the Commissioner solicited the Department to implement of a formal policy that outlines measures that eliminate obstacles in the return to work for female employees following childbirth.



### **3.5.5 – Case E – Racial Discrimination in Access to Services**

Acting upon a complaint, the Commissioner investigated whether in the determination of an application for citizenship, the complainant had been subjected to racial harassment arising from verbal statements made by public officers.

Having heard the evidence of the persons concerned, it was established that complainant felt humiliated and faced a hostile environment when, in seeking information about the determination of his application, pejorative comments were made about his nationality. On the other hand, the Department concerned indicated the difficult logistics and stressful circumstances under which public officers had to work.

In reaching its conclusion, the Commissioner noted that she was not called upon to investigate the outcome of the requests made by the complainant for citizenship, but only whether in having access to this service he was faced with racial harassment. Yet, since the evidence collected indicated that such harassment occurred prior to the coming into force of Legal Notice 85 of 2007, which prohibits any type of racial discrimination, the Commissioner concluded that she did not have jurisdiction over the behaviour complained of.

### **3.5.6 – Case F – Racial Harassment in the Provision of Housing**

The Commissioner was asked to investigate the occurrence of racial harassment in the provision of housing. The complainant, a professional of Egyptian nationality was on assignment with an established Maltese service provider and in the course

of his stay in Malta took up residence in leased premises. He complained that he suffered racial harassment by the owner of the premises when the latter sought his removal from the premises. On the other hand, in the information provided by the owner to the Commissioner, he stated that he had acted correctly and in defense of his rights since the complainant was residing in the premises abusively.

The Commissioner, collected information from the complainant, the owner and also other persons who were involved in the incident. From this information, it was established that the ethnic background of the complainant was referred to pejoratively even in the presence of other persons besides the complainant.

In this regard the Commissioner noted that Legal Notice 85 of 2007 prohibits racial discrimination in the provision of and supply of goods and services, in both the public and private sector and also in respect of housing. Harassment is therein defined as “(c) harassment shall be deemed to be discrimination when it is related racial or ethnic origin and takes place with the purpose or effect of violating the dignity of a person and of creating an intimidating, hostile, degrading, humiliating or offensive environment”. Consequently, it is recognised that racial discrimination may be effected by harassment perpetuated through any manner including the use of spoken words. Moreover, such words amount to discrimination when they are either spoken with the purpose or have the effect of violating the dignity of a person and of creating an intimidating, hostile, degrading, humiliating or offensive environment.

Without prejudicing the owner’s claim of illegal occupation of the premises, the Commissioner concluded that the information collected did indicate the use of

pejorative language in relation to the complainant's ethnicity and that the use of this language created that degree of hostility that amounts to racial harassment.

### ***3.6 – Submitting a complaint with NCPE***

NCPE's remit deals with gender and racial discrimination in the provision and supply of goods and services as well as discrimination based on gender and family responsibilities in employment and education. If a person feels that s/he is being discriminated against on any of the aforementioned grounds, one may:

- Download the Complaints Form from NCPE's website, [www.equality.gov.mt](http://www.equality.gov.mt), from the section Services, and once compiled, the form must be signed and returned to NCPE's premises.
- Call / email NCPE (+356 2590 3850/ [equality@gov.mt](mailto:equality@gov.mt)) to set an appointment with the Complaints Section.

Two types of complaints forms are available online; one for gender based discrimination and another for race/ethnic origin related complaints. These can be downloaded either in Maltese or English.

If a person wishes to make a complaint but requires assistance to fill out the complaint form, NCPE can be contacted for assistance and an appointment can be set up.

## 4. Information Requests and Discriminatory Advertising

### ***4.1 – Requests for Information***

Throughout the year NCPE responds to various requests for information about different topics pertinent to its remit and sometimes beyond. Such requests are received from various sources, in the latter cases NCPE generally refers the client to other bodies working in the field pertinent to the request, or seeks information from third parties on behalf of the requestee. In order to provide clear and efficient responses, both requests to NCPE and replies by NCPE are made in writing.

#### **4.1.1 – Sources of request**

Requests for information came from a variety of sources including:

- Public Employees
- The Media
- The General Public
- Private Companies
- University Students
- Teachers

### **4.1.2 – Requests**

In 2009, NCPE received various Requests for Information. The following are alleged cases of discrimination and enquiries on potential situations on various grounds such as:

#### Family Friendly Measures

- Family friendly measures (including maternity leave, teleworking, reduced hours, parental leave, career break and flexitime)
- Maternal / paternal rights in the private sector
- Possibility of having courses being offered part time to be more family friendly for working mothers

#### About NCPE

- NCPE's website
- NCPE publications
- An internship within NCPE
- NCPE events on race discrimination during 2008
- NCPE projects

#### Discriminatory Adverts

- Guidelines for monitoring adverts
- Discriminatory billboard
- Age discrimination in job advertisements
- Publications and PSAs on gender discrimination in employment
- Clarification about an advert to be published

### At the Workplace

- Discrimination at work on the basis of religion
- Obligations of having a breastfeeding room at work
- Discrimination at work due to availing oneself of maternity leave
- Unfair treatment at work against working mothers
- Pregnant women's rights during probation
- Discrimination in access to employment due to lack of work experience
- Employment conditions
- Clarification from employer whether his practice is discriminatory
- Health and safety at work
- Unfair treatment at work
- Employment conditions
- Women's uniforms and conditions at work
- Sexual harassment at work
- Training on sexual harassment at work
- Gender discrimination in access to employment
- Leave conditions for employees working on reduced hours
- Change in work duties following return from maternity leave
- Incentives for working mothers and women returning to work

### Racial Discrimination

- Racial discrimination in access to a good
- Race discrimination in access to education
- Racism and discrimination in Paceville

### Information on legislation and guidelines

- Legislation on equal opportunities
- Rules and regulations for the implementation of an Equality policy
- Advice on companies' sexual harassment policies
- Information about equality issues in Malta
- Guidelines for gender neutral nomenclature

### Enquiries on Potential Forms of Indirect Discrimination

- Selection criteria of candidates to compete in games
- Discrimination based on nationality in a foreign country
- Female representation in the Civil Service
- Clarification regarding the request for a CV with a photograph

### Education

- University of the Third Age
- Clarification on granting of study leave for employees who telework

### Rights, Schemes and Obligations

- Pension schemes
- Entitlement to social benefits on basis of EU citizenship
- Title of ownership of property
- Rights over the matrimonial home
- Retirement schemes for women
- Tax issues for persons paying alimony and maintenance

## Other

- Information on women representation at trade union level
- Harassment and intimidation in a neighbourhood
- Discriminatory anomalies in Malta
- Children's passports
- Female suffrage in Malta

### **4.2 – NCPE's Library**

NCPE's Library makes a wide range of documents and information available to parties who may need to do research for a variety of reasons. The Library, situated at NCPE's premises in Blata I-Bajda, holds over 6,000 publications in a differentiated variety of formats. The library comprises of books, magazines, studies and articles covering a range of literature linked to issues related to equality with regards to gender and race in employment, education, politics, society, media, health, religion, family, economy, European Union issues, sexual harassment, welfare and social security, to mention but a few.

NCPE's library also holds publications on various other subjects not directly related to NCPE's remit. Among these one can find publications dealing with childcare, prostitution, sexual orientation, disability and the elderly.

Throughout 2009 the Commission continued with its effort to expand its library resources and facilities. New books and publications are continuously being added, such that during the past year there were 153 new entries in our library system bringing the total number of publications to 6384.



Several persons made use of NCPE's library during 2009, either by borrowing books and journals or photocopying excerpts of material found in the library according to their research needs. Users were also diverse and aiming to achieve different goals, to the extent that the library is not only a tool and service NCPE offers to the public in general but it is also a tool that NCPE's staff uses to better their work and acquire information.

### ***4.3 – Discriminatory Advertising***

Another aspect of NCPE's remit is to ensure that no discriminatory advertising based on gender or race or which promotes discrimination is published.

Article 10 of Chapter 456 – Equality for Men and Women Act, states that:

“... it shall be unlawful for persons to publish or display or cause to be published or displayed any advertisement, or, otherwise to advertise a vacancy for employment which discriminates between job seekers ...”

“ ... It shall not be lawful for persons to publish or display or cause to be published or displayed any advertisement which promotes discrimination or which otherwise discriminate. ...”

Article 8 of Chapter 456 – Equality for Men and Women Act, states that:

“(1) it shall be unlawful for any educational establishment or for any other entity providing vocational training or guidance to discriminate against any person in – (a) the access to any course, vocational training or guidance; ...”

Article 8 of Legal Notice 85 –Equal Treatment of Persons Order, states that:

“(1) It shall not be lawful for persons to publish or display, or cause to be published or displayed, any advertisement which promotes

discrimination or which is discriminatory or which might reasonably be understood as indicating an intention to discriminate.”

“(2) any person who acts in breach of sub-article (1) of this article shall be guilty of an offence and shall, on conviction, be liable to the penalties established for contraventions.”

In this regard, during 2009, NCPE intervened in 83 cases of gender discriminatory adverts, where publishers/advertising agencies were contacted and informed about the breach of the law. Adverts were related to employment as well as to educational opportunities and were published in local news papers, magazines and also on electronic news websites.

The below table shows the number of discriminatory adverts identified by NCPE during 2009. The table below shows that adverts can be discriminatory textually, visually or both.

<b>Discriminatory Adverts 2009</b>			
<b>Month</b>	<b>Textual</b>	<b>Visual</b>	<b>Sub-Total</b>
January	1	9	10
February	6	-	6
March	10	5	15
April	3	1	4
May	10	0	10
June	0	1	1
July	1	1	2
August	4	2	6
September	10	0	10
October	10	3	13

November	5	1	6
December	3	0	3
Total	60	23	83

Table 6: Discriminatory Adverts in 2009

## Guidelines

In view of its obligation to monitor discriminatory advertising, NCPE drafted and issued a set of guidelines for publishers/authors of advertisements. The aim of the guidelines is to inform and educate by clearly delineating what is construed as discriminatory when it comes to advertising vacancies, services, opportunities and/or training.

The guidelines highlight and explain the obligations laid out in Chapter 456 in a user friendly manner vis-à-vis discrimination in employment, education, banks and financial institutions. These instructions give a variety of examples of discriminatory advertising, while also offering several alternatives in order to draft non discriminatory adverts.

Guidelines for Publishers are included in this publication as Annex II and may be also accessed and downloaded from NCPE's website [www.equality.gov.mt](http://www.equality.gov.mt) .

### **4.4 – Parliamentary Questions (PQs)**

<b>PQ *</b>	<b>Received on</b>	<b>Topic</b>
5014	08 <sup>th</sup> January 2009	All cars bought in 2008
5026	08 <sup>th</sup> January 2009	All work – related travel in 2008

5113	13 <sup>th</sup> January 2009	Hospitality costs in 2008
5126	13 <sup>th</sup> January 2009	Total spending on petrol in 2008
5103	14 <sup>th</sup> January 2009	Total spending on mobiles in 2008
5197	29 <sup>th</sup> January 2009	Gozitan workers as at December 2008
5950	13 <sup>th</sup> February 2009	Doctors engaged by NCPE
6142	12 <sup>th</sup> February 2009	Overtime
6448	18 <sup>th</sup> February 2009	Consultants
6457	19 <sup>th</sup> February 2009	Travel with Minister
3692	19 <sup>th</sup> February 2009	EU Financial Contributions
6557	02 <sup>nd</sup> March 2009	Employees who spent over their allotted quota of allowances
7209	23 <sup>rd</sup> March 2009	Capital Expenditure in Gozo
7446	24 <sup>th</sup> March 2009	Special Carer's Contracts
7312	03 <sup>rd</sup> April 2009	Public Sector Gozitan workers in Gozo as at December 2008
7198 and 7202	03 <sup>rd</sup> April 2009	Consultants/ Advisers on a contract within the Public Service
7657, 7653 and 7666	06 <sup>th</sup> April 2009	Committee/ Board/ Commission Meetings in January, February and March 2009
7875	21 <sup>st</sup> April 2009	Energy Efficient Audit
1360	24 <sup>th</sup> April 2009	Pending payments from Department of Finance
7970	24 <sup>th</sup> April 2009	List of cars bought and the financial breakdown of money spent month by month
8418	13 <sup>th</sup> May 2009	Internet services
8692	20 <sup>th</sup> May 2009	Number of mobiles/ fixed lines
9044	3 <sup>rd</sup> June 2009	Projects in Gozo
9163	8 <sup>th</sup> June 2009	Direct Orders
9172	9 <sup>th</sup> June 2009	Cars bought/rented since 1 <sup>st</sup> January 2009
9340	9 <sup>th</sup> June 2009	Benefits for local councils
9733	18 <sup>th</sup> June 2009	Building of Websites
10059	13 <sup>th</sup> July 2009	Alternative sources of energy
10265	9 <sup>th</sup> July 2009	Buying of furniture/ redecorating
10679	9 <sup>th</sup> September 2009	Taxes, tariffs and fees

10808	24 <sup>th</sup> September 2009	Receptions held
10798	24 <sup>th</sup> September 2009	Family Friendly Measures
11131	08 <sup>th</sup> October 2009	Breast Feeding Facilities
11256	08 <sup>th</sup> October 2009	Reported Robberies
11143	12 <sup>th</sup> October 2009	Printed Material
11561	20 <sup>th</sup> October 2009	Transfers to Gozo
11587	20 <sup>th</sup> October 2009	Persons performing duties in Gozo
11679	20 <sup>th</sup> October 2009	Money spent on consultation
11670	21 <sup>st</sup> October 2009	People on contracts
12138	03 <sup>rd</sup> November 2009	Foreign workers
11642	09 <sup>th</sup> November 2009	Telework
12808	20 <sup>th</sup> November 2009	Gender Equality Units
13009	30 <sup>th</sup> November	Complaints

Table 7: PQs answered in 2009

## 5. Training Initiatives

### **5.1 – Introduction**

Training is an important part of NCPE's work. It allows for NCPE to go out into the community and discuss particular issues with varying groups of the general public as well as with specifically targeted groups such as NGOs, public and private organisations.

NCPE offers training to any group which may request it on a varying array of topics related to the Commission's remit.

The main aim of such training is not only to provide information on the specific topic of the training session, but to also sensitise participants to basic issues related to equality and non discrimination. It is through training, and other campaigns which reach the public, that individuals are made aware of their rights and where to seek assistance should they need to do so.

In 2009, NCPE offered training to the following groups:

- Public Sector Management

- Ministerial Senior Management
- School Children
- Guidance Teachers
- MCAST Secretarial Students
- MCAST Community Services Work Students
- ETC Hungarian Delegation
- Gender and Development Students
- ETC Persons Looking for Work
- Malta Association for Women in Business
- Malta UNESCO Youth Association
- Police Recruits
- Private Companies Staff and Management
- Isla Local Council Italian Delegation
- Public Policy Students
- Human Rights Students

### ***5.2 – Training offered by NCPE Staff***

Throughout 2009, NCPE provided training on the following topics. The below are general overviews, as each training session is in fact specifically targeted to the needs of each particular audience.

- NCPE's Advocacy Work

Through this training topic, NCPE discussed the advocacy work of the Commission. To be able to discuss such work, an introduction to the Commission's remit is given, followed by the general aspects of advocacy work

as carried out by the commission and leading to specific issues related to such advocacy work.

- Equality Issues and Equality Policy

This training topic includes an introduction to NCPE's work and remit, followed by Equality legislation including particular issues emanating from the mentioned legislation. The training session then moves onto practical policies which are in place and discussions are held on such issues as family friendly measures and work/life balance measures, sexual harassment policies and other such policies, depending on the audience. These training sessions have also included workshops on particular issues, also depending on the audience.

- Social Issues and Equality

This training topic includes an introduction to NCPE's remit and an overview of issues related to equality legislation, each issue is then given space to be discussed by the audience. The different types of discrimination in relation to the above issues were also discussed and NCPE's procedure for complaints was also put forward after which some examples of issues which emanated out of past complaints are discussed.

- Sexual Harassment

Training directly targeted to sexual harassment issues is introduced by an introduction to NCPE and definitions of discrimination, victimisation and harassment including the legislation such definitions emanate from. The training session then goes into what sexual harassment is, as well as defining what



sexual harassment is not. The effects of sexual harassment were then discussed as were possible actions to be taken by the employer both to prevent such harassment as well as steps to take in the case of any allegations of sexual harassment.

- Racism and Xenophobia

This training is based mainly on NCPE's remit emanating from Legal Notice 85/2007, Equal Treatment of Persons Order. This session started out with an introduction to NCPE and its remit, what is race and what is ethnic origin. The session continues to discuss racism and xenophobia as well as group work related to case studies on the topics discussed and concluding with a discussion on the above.

- Non Discrimination at the Place of Work

Training about non discrimination focusing mainly at the place of work includes an introduction to NCPE and moves on to introducing such concepts as equality and equality mainstreaming and also leads to discussions related to the importance of awareness and sensitisation on the issues. The session then goes on to define harassment and discrimination and all the relevant legislation is also put forward. The session then opens up a discussion on what types of discrimination are faced at the place of work, how such situations can be avoided and where to seek redress should discrimination be encountered.

- Family Friendly Measures/ Telework

This type of training session was requested to suit the needs of a particular audience. After an introduction to NCPE's remit, such training sessions discuss specific family friendly measures, the situation in Malta as well as the policies in place related to such measures.

- NCPE's Role and Remit

This training is a general introduction to NCPE's role, remit and work. It starts with a basic introduction to the general legislation which set up NCPE, Chapter 456, Equality for Men and Women Act, as well as the subsequent legal notices which are within NCPE's remit, namely Legal Notice 85/2007, Equal Treatment of Persons Order and Legal Notice 181/2008, Access to Goods and Services and their Supply. The training then gives information about the work NCPE does in relation to the abovementioned legislation and also discusses the concepts of equality mainstreaming and different forms of discrimination. The presentation ends with a discussion of NCPE's role of receiving complaints related to the above legislation and a discussion about certain general issues which have emanated out of such complaints.

### ***5.3 – NCPE Staff Development***

NCPE staff takes part in various training sessions aimed at their own personal development as well as being aimed at providing further skills to staff which will aid them with their work at NCPE.

<b>Month</b>	<b>Title of Training</b>	<b>Organisers</b>
MARCH	Speech Writing and Speech Making	Staff Development Organisation
	Asylum seekers in Malta	UNHCR
	Minute Taking	MISCO
	Listening Skills	Staff Development Organisation / CPRT
	Interpersonal Effectiveness	Staff Development Organisation /MISCO
APRIL	Replying to Parliamentary Questions	Staff Development Organisation
	Access to Rights	EQUINET
	Effective Time Management	Staff Development Organisation / Media Coop
	Procurement by Contracting Authority	Staff Development Organisation
	Making Effective Policy	Staff Development Organisation
	Managing with Leadership	Staff Development Organisation
MAY	Communication and Conflict Management	Staff Development Organisation /MISCO
	Skills towards better work/life balance	Staff Development Organisation / MISCO
JUNE	Statistics for Public Officers	Staff Development Organisation
	Disability and Race, Combating Discrimination: Ensuring Equal Opportunities	KNPD/JRS
JULY	Europe on the Internet	Staff Development Organisation
AUGUST	Coaching and Mentoring	Staff Development Organisation
	Structural Funds Database 2007-2013 Training	PPCD
SEPTEMBER	SEN National Workshop 1	HEC

OCTOBER	MS Excel Advanced	Staff Development Organisation (CPRT)
	The Worker's Health and Safety Representative	OHSA
	Legal Training	EQUINET

Table 8: NCPE Staff Development in 2009.

## 6. Questionnaires and Feedback

### 6.1 – Questionnaires

#### Multiple Discrimination and Non-Discrimination Mainstreaming: Non-Discrimination Expert Group (January)

Following the participation of the first meeting of the non-discrimination governmental expert group on non-discrimination, NCPE was requested to send its contributions in relation to multiple discrimination and non-discrimination mainstreaming. In its reply, NCPE highlighted the initiatives, strategies, projects, training and other awareness raising events that cover discrimination on more than one ground. Also, NCPE delineated the processes and tools that were developed as good practice in non-discrimination mainstreaming.

#### United Nations Secretary-General's coordinated database on violence against women: United Nations Division for the Advancement of Women (January)

This questionnaire collected targeted information for the creation of a comprehensive, coordinated and easily searchable database on violence against women. NCPE provided information on measures adopted to address violence against women. In particular, it delineated the awareness raising activities in relation to sexual harassment, such as training; the publication of guidelines on sexual harassment for the Public Service and another Code of Practice on sexual

harassment for employers, employees and the general public; the formulation of sexual harassment policies in various work places and other such initiatives.

Questionnaire on the implementation of the Beijing Declaration and Platform for Action (1995) and the Outcome of the twenty-third Special Session of the General Assembly (2000): UN Economic Commission for Europe (UNECE) (February)

NCPE provided extensive information on efforts made and progress achieved since 2005 in the implementation of the Beijing Declaration and Platform for Action adopted at the Fourth World Conference on Women (Beijing, 1995), and the outcome of the twenty-third special session of the General Assembly (2000). Indeed, NCPE highlighted the major overall achievements and obstacles encountered; specific examples of achievements undertaken (including policy development, legislative change, advocacy, awareness-raising, capacity-development and programmes and projects); institutional developments that support the promotion of gender equality and women's empowerment; as well as the remaining key challenges and constraints alongside any plans for future actions and initiatives that have been planned or carried out in order to ensure the implementation of the Platform for Action.

Opinion on the Gender Perspective on the Response to the Economic and Financial Crisis: Advisory Committee on Equal Opportunities for Women and Men (March)

NCPE, in collaboration with the Ministry of Finance, provided data on the nature and scale of job losses in Malta, the policies and public expenditure addressing the economic downturn in the respective economic sectors in Malta, and the consequent impact of such measures on men and women.

Improvement of the situation of women in rural areas: United Nations Headquarters (May)

Through this questionnaire, NCPE provided information on the progress made on the implementation of General Assembly resolution 62/136 on 'Improvement of the situation of women in rural areas'. Accordingly, NCPE compiled information on actions taken and results achieved in promoting the participation of rural women in decision-making; provision of health care services; support to rural women who are victims of violence; the basic needs of older rural women; the basic needs of rural women with disabilities; as well as the support available to non-agricultural employment of rural women.

Women in Development: United Nations Headquarters (May)

This questionnaire requested information on the progress made on the implementation of General Assembly resolution 62/206 on 'Women in Development'. To this end, NCPE delineated the actions taken and results achieved on integrating gender perspective into national development strategies; women's access to employment opportunities; provisions for social protection; women's access to the financial sector; women's participation in financial and economic decision-making; gender-responsive budgeting; gender perspectives with regard to economic recovery policies and programmes following the economic and financial crisis; as well as the differential impact of the financial crisis on women and men.

Strengthening the Role of Women in Society: EUROMED (May)

This questionnaire entailed a summary of the most important priorities for 2008-2009 in relation to the role of women in society; and a summary of the results and achievements since November 2006. In addition, NCPE also provided a broad review on a set of criteria for the period 2008-2009 on cross-cutting principles and action; women's political and civil rights; women's social and economic rights and

sustainable development; and women's rights in the cultural sphere and the role of communication and the mass media. Furthermore, NCPE identified two proposals for priorities for 2010 to strengthen the role of women in society.

Questionnaire about racism and discrimination in Malta in 2008: ENAR (May)

NCPE filled in this online questionnaire delineating the activities which were undertaken by NCPE in 2008 in relation to discrimination based on race/ethnic origin.

European Transition Compendium (ETC) Questionnaire: European Transition Compendium (ETC) (May)

The European Transition Compendium intended to compile a non-exhaustive compendium of experiences, good practices and available expertise in the field of political and economic transition. In its reply, NCPE highlighted the practical experiences, best practices and expertise in relation to the empowerment of society and the support of capacity building at grass roots level on equal treatment and non-discrimination.

Questionnaire for the 2009 Article IV Consultation: International Monetary Fund Malta (June)

This questionnaire requested feedback on the situation of female and part-time employment in Malta. NCPE explained that it will be carrying out research in order to identify the reasons underlying the inactivity of the female segment in the Maltese population, as part of the EU co-funded project 'Unlocking the Female Potential'.

Progress in Gender Responsive Budgets: Commonwealth Secretariat (June)

The aim of this questionnaire was to highlight successes, good practices and strategies applied to overcome challenges in the implementation of Gender



Responsive Budgets in Malta. NCPE outlined how gender equality issues and women's empowerment measures are targeted in national policy documents; how gender equality issues have been reflected in national budgets; NCPE's initiative to research Gender Responsive Budgeting; as well as the way forward in relation to the subject matter.

#### European Alliance for Family (EAF) (June)

The European Alliance for Families sought to update the national family policy of every Member State with any good practice that contributed towards improving the situation of families and work-life balance for parents. NCPE outlined the awareness raising campaigns that are carried out as part of the EU co-funded projects as well as the training sessions that are carried out as part of NCPE's work in order to promote work-life balance and reconciliation policies.

#### Situation Testing Questionnaire: Migration Policy Group (June)

This questionnaire was part of a wider project on the role of situation testing in the protection of potential victims of discrimination. NCPE provided information on situation testing at the national level.

#### WG Policy Formation Questionnaire: EQUINET (August)

The purpose of this questionnaire was to substantiate a launch of an initiative to create a network across equality bodies on diverse equality issues, including issues related to gender. Through this questionnaire NCPE outlined its visions and objectives; an overview of its legal work; the promotional work of NCPE, including awareness raising campaigns and training; aspects of research work carried out by NCPE; the communication work that NCPE utilizes for its outreach; and its strategic action plans for NCPE's way forward.

The situation of non-Maltese EU citizens and third country nationals in Malta:  
RAXEN (August)

NCPE provided information on the complaints cases received during 2008 and 2009 on the grounds of race or ethnic origin.

Data Collection Survey: EQUINET (September)

EQUINET aimed at identifying strategies that are used by National Equality Bodies to collect, process and use internal and external data. To this end, through this questionnaire, NCPE provided information on the type of data it collects, processes and disseminates in relation to the individual claims lodged.

Survey as a preparatory study on human rights education: Fundamental Rights Agency (FRA) (September)

As part of a study on human rights education, FRA carried out an online questionnaire with various stakeholders on how human rights education could be promoted more widely across Europe. NCPE contributed to this study by providing information on NCPE's commitment to provide training with the aim of informing people about their rights, raising awareness on policy and legal developments in relation to equality, as well as promoting equality in society at large.

Questionnaire on Consultation Guidelines: Management Efficiency Unit (October)

The Management Efficiency Unit aimed at assessing the nature and extent of consultation in the Maltese Public Administration, to inform the design of a set of Consultation Guidelines for the Public Sector. NCPE participated in this questionnaire by putting forward feedback on current consultation processes.

Mid-Term Review of Commonwealth Plan of Action for Gender Equality 2005-2015:  
Commonwealth Secretariat (November)

The main purpose of this Mid-Term Review was to assess the extent to which Member States' strategies, actions, and internal management practices, achieve the overall goal of the Commonwealth Plan of Action to advance gender equality for the years under review which cover 2007-2009. To this end, NCPE set up a Task Team made up of representatives from key line ministries, departments and civil society organisations to assist in the compilation of this questionnaire, and the respective country report. This comprehensive questionnaire covered multiple areas related to gender equality including: developments and efforts to create an enabling environment and the institutional mechanisms to support gender equality and women's empowerment; implementation and monitoring of the critical areas of the Plan of Action (namely Gender, democracy, peace and conflict; Gender, human rights and law; Gender, poverty eradication and economic empowerment; and Gender and HIV/AIDS); as well as an assessment of the Commonwealth interventions, their relevancy, adaptability and ability to achieve de facto gender equality.

Equal rights for everyone – a luxury in times of crisis? - Fundamental Rights  
Agency (FRA) (December)

NCPE filled out this online questionnaire on the effects the economic crisis has on the protection of fundamental rights.

Evaluation Questionnaire: EQUINET (December)

NCPE participated in various activities carried out by EQUINET in 2009. Therefore, in reply to this questionnaire, NCPE gave feedback on the content, design and helpfulness of such training, seminars, meetings, EQUINET networking, website and publications.

## **6.2 – Feedback**

In 2009, NCPE continued to give feedback to the draft conclusions of various proposed Directives at European level, including the:

- Proposal for a Council Directive on implementing the principle of equal treatment between persons irrespective of religion or belief, disability, age or sexual orientation
- Proposal for a Directive of the European Parliament and of the Council amending Council Directive 9285/EEC on the introduction of measures to encourage improvements in the safety and health at work of pregnant workers and workers who have recently given birth or are breastfeeding
- Proposal for a Directive of the European Parliament and of the Council on the application of the principle of equal treatment between men and women engaged in an activity in a self-employed capacity and repealing Directive 86/613/EEC
- Proposal for a Council Directive implementing the revised Framework Agreement on parental leave concluded by BUSINESSEUROPE, UEAPME, CEEP and ETUC and repealing Directive 96/34/EC

NCPE also gave feedback to Draft Council Conclusions from the Presidency on other documents:

- Review of the implementation by the Member States and the EU institutions of the Beijing Platform for Action - Reconciliation of work and family life
- Equal opportunities for women and men of the 50+ generation: active life and dignified ageing

- Gender equality: strengthening growth and employment – Gender Key Messages
- Gender equality: strengthening growth and employment – input to the post-2010 Lisbon Strategy
- Review of the implementation by the Member States and the EU institution of the Beijing Platform for Action – “Beijing +15”: A Review of Progress
- Promoting labour market inclusion – Recovering from the crisis and preparing for the post-2010 Lisbon Agenda

Feedback was also given by NCPE to various reports by European entities or institutions:

- Report on non-discrimination based on gender and intergenerational solidarity by the Committee on Women’s Rights and Gender Equality (European Parliament)
- Report on equality of treatment and access for men and women in the performing arts by the Committee on Women’s Rights and Gender Equality (European Parliament)
- Report on gender mainstreaming in the work of its committees and delegations by the Committee on Women’s Rights and Gender Equality (European Parliament)
- Report from the Commission to the Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions: Equality between women and men – 2009 (Commission of the European Communities)
- Report on gender mainstreaming in EU external relations and peace-building/nation-building by the Committee on Foreign Affairs (European Parliament)

- Draft EU Guidelines for the Second ministerial meeting on “Strengthening the role of women in society” – EUROMED
- European Union Agency for Fundamental Rights (FRA) Draft Annual Work Programme 2011
- Opinion on the Future of Gender Equality Policy after 2010 and on the priorities for a possible future framework for equality between women and men – Advisory Committee on Equal Opportunities for women and men
- European Union Agency for Fundamental Rights (FRA) EU MIDIS European Union Minorities and Discrimination Survey: Data in Focus Report – Muslims
- Draft EU Plan of Action on gender equality and women’s empowerment in development by the Member States’ Gender Experts Meeting

NCPE also highlighted the initiatives undertaken in relation to respective subject matters for local Memoranda of Explanation:

- Memorandum on the Communication from the Commission to the Council and the European Parliament on a Tracking method for monitoring the implementation of the European Pact on Immigration and Asylum (COM (2009) 266)
- Memorandum on the report on the application of Directive 2002/73/EC of the European Parliament and the Council of 23 September 2002 amending Council Directive 76/207/EEC on the implementation of the principle of equal treatment for men and women as regards access to employment, vocational training and promotion and working conditions
- Memorandum on the Communication from the Commission to the Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions on the Implementation, Results and Overall

Assessment of the 2007 European Year of Equal Opportunities for All (COM (2009) 269 final)

In preparation for the High Level Group on Gender Mainstreaming NCPE compiled feedback on the following documents:

- Gender Equality Post-2010 – The successor to the Commission’s Roadmap for Equality between Women and Men 2006-2010
- Gender Equality Post-2010 – The gender dimension of the Lisbon Strategy post 2010
- The Report on equality between women and men to the Spring Summit 2010
- Follow-up of the Beijing Platform for Action – Beijing +15 – Presentation of the draft report on Beijing +15
- Follow-up of the Beijing Platform for Action – Beijing +15 – The future of indicators

NCPE also gave some contributions to feedback requested by other entities:

- Proposal for a Council Directive on a single application procedure for a single permit for third-country nationals to reside and work in the territory of a Member State and on a common set of rights for single permit holders
- Proposal for a Council Regulation extending the provision of Regulation (EC) No 883/2004 to nationals of their countries who are not already covered by these provisions solely on the ground of their nationality – application of the principle of equal treatment in relation to third-country nationals
- Communication from the Commission to the Council and the European Parliament: Tracking method for monitoring the implementation of the European Pact on Immigration and Asylum (Commission of the European Communities)

- Proposal for a Directive of the European Parliament and of the Council on minimum standards on procedures in Member States for granting and withdrawing international protection.



## 7. Public Relations and Media

Dissemination of information has been proven important over and over again by a number of studies carried out in past years. The same holds true for building relationships of value with all involved.

At its core, the practice of public relations revolves around a universal truth: people act based upon their perception of facts. It is following this logic that throughout all its work, NCPE keeps its focus on informing, educating, raising awareness and building collaborative relationships. This process indeed is one that is constantly evolving to reflect not only the changing faces of NCPE's audiences but also to make the best possible use of today's communication channels.

During the year, NCPE has strived to undertake a number of initiatives to improve the way it reaches diverse audiences, to deliver an always clearer and targeted message and also to create channels for feedback from its audiences, in order to enhance the Commission's work by catering for a better understanding of society's needs. To achieve these objectives, as well as to implement NCPE's function as obliged by law, the Commission monitors local media on a daily basis, contributes articles and letters, and works to personally meet with members of its various audiences.

### *The Media*

NCPE believes in the importance of reaching all members of the society we live in and understands that in order to do this it must feature on various mediums which while separately target only segments of the population, together they hold the attention of different members of our society.

In this respect NCPE has worked and is working to continuously strengthen the relationships it has with all mass media in Malta and Gozo, be it television, radio, print media or websites. NCPE believes in the importance of building and sustaining these relationships because it is aware of the important role professionals in this field have in shaping the society we live in.

Over the past year NCPE has worked to promote equality via interviews and appearances on television and radio as a guest interviewee as well as by contributing to online publications, blogs and others.

### *Articles*

To this effect NCPE published a number of articles in the local print media. These publications included among others press releases, feature stories, news items, press replies and letters to the editor. The table below lists NCPE publications on the print media over the past year.

Throughout 2009, NCPE published the following in the media:

<b>Letters to the Editor / Press Replies</b>				
<b>Date of Letter/Email</b>	<b>Newspaper</b>	<b>Heading of original article replied to</b>	<b>Date of publication (original article)</b>	<b>Date of publication (reply)</b>
22-Jul-09	The Malta Independent	Immigrant beaten but not run over by motorcycle	19-Jul-09	26-Jul-09
22-Jul-09	It-Torca	The need for action against racism ( <i>Bżonn ta' azzjoni kontra r-razziżmu</i> ) - Moviment Graffiti	19-Jul-09	9-Aug-09

Table 9: Letters to the Editor/ Press Replies.

<b>Articles &amp; Features for the Press</b>				
<b>Date sent</b>	<b>Heading of original article replied to</b>	<b>Published</b>		
		<b>Newspaper</b>	<b>Date</b>	<b>Heading</b>
22-Jul-09	Towards total equality at work. ( <i>Lejn ugwajjanza sħiħa fis-suq tax-xogħol</i> )	Orizzont	15/08/2009	Lejn ugwajjanza sħiħa fis-suq tax-xogħol ( <i>Towards equality at the work place</i> )
		Mument	23/08/2009	Lejn ugwajjanza sħiħa fis-suq tax-xogħol ( <i>Towards equality at the work place</i> )

		Nazzjon	27/08/2009	L- <i>'Equality Mark'</i> fis-suq tax-xogħol ( <i>The 'Equality Mark' at the work place</i> )
16-Sep-09	N/A	DSS Link	4-Dec-09	L-Ugwaljanza parti mir-realta tal-lum ( <i>Equal treatment as part of today's reality</i> )

Table 10: Articles and features for the press

### Website

NCPE is continually striving to reach out to all factions of society and in view of this aims at optimising the usage of varying types of media. The Internet, with its vast capabilities of delivering informative, expedient and engaging information in fast and creative ways is therefore an integral part of NCPE's communication efforts.

NCPE has been working with other entities to revamp its website such as to make it more approachable and more user-friendly while ensuring that it becomes more and more an attractive and useful tool for whoever needs to use it. NCPE new website is currently underdevelopment. We are highlighting this opportunity in this year's report since any suggestions or feedback or expectations are welcome, so that we ultimately provide another tool to support NCPE's vision.

### Communications Strategy

As part of NCPE's communication efforts during the last quarter of 2009, we have embarked on an exercise aimed at formalising our communication strategy. This exercise produced a documented framework within which NCPE can undertake a holistic approach towards its communication. However, while achieving this it is also intended to be flexible enough to respond to changes in the Commission's

environment, to changes in the audiences' needs and the Commission's necessities.

Following an analysis of the current situation and an evaluation of current possibilities, a number of goals were set to which NCPE is committed to achieve:

- Increasing NCPE's visibility and exposure with all its target audiences, hence strengthening access to rights to victims of discrimination for example;
- Expand the processes of raising awareness and continuing to provide training at different levels and across different sectors of society;
- Identifying opportunities of cooperation and collaboration with the media;
- Assess the potential and seek alternative technologies such as blogs and polls;
- Further establish formal/informal cooperation agreements with an array of key stakeholders such as NGOs, Trade Unions, Employers' Organisations and civil society.

The strategy identifies four main 'target audience' categories, namely the general public, public entities, private entities and victims of discrimination. This was carried out by embarking on a set of complimentary and dedicated actions, working towards the above-mentioned goals, bridging any gaps – real or imaginary – that may exist.

Moreover, the strategy aims to provide means for the audiences to reach out to NCPE, give their feedback and participate more actively in ensuring a Maltese society that is free from discrimination at all levels.

## 8. Glossary

English	Malti
Accommodation centre (referring to asylum seekers)	Ċentru ta' akkomodazzjoni (*)
Active inclusion	Inkluzjoni attiva
Adoption leave	Leave għall-adozzjoni
6 grounds of discrimination	Sitt oqsma ta' diskriminazzjoni
Allowance	Benefiċċju (*)
Ambassadors in charge of Diplomatic Missions	Ambaxxaturi għall-Missjonijiet Diplomatici
Asylum seeker	Persuna li tfittex asil
attachment	anness
Awareness	Kuxjenza/għarfien
Awareness-raising	Kampanja ta' għarfien
business	Negozju / kummerċ
Career Ambassador	Ambaxxatur
Career break	Waqfa fil-karriera
Career Diplomat	Diplomat
Child care	Kura għat-tfal (*)
Childcare centre(s)	Ċentri għall-kura tat-tfal
Cohesion	Koeżjoni (*)
commitment	Impenn / obligu / rabta
Court of First Instance	Prim Awla tal-Qorti
Decision-making	Teħid tad-deċiżjonijiet
Decision-making positions (1)	Pożizzjoni ta' teħid ta' deċiżjoni
Decision Making positions (2)	Il-qasam tat-teħid tad-deċiżjonijiet

Disability	Diżabilta'
Direct discrimination	Diskriminazzjoni diretta
discrimination	Diskriminazzjoni
discrimination on the basis of gender and family responsibility	Diskriminazzjoni abbażi ta' ġeneru u responsabbiltajiet familjari
discrimination on the basis of race/ethnic origin	Diskriminazzjoni fuq bażi ta' razza jew origini etnika
Discriminatory treatment	Trattament diskriminatorju
Displaced person	rifuġjat
Early exit from the labour market	Frug' bikri mis-suq tax-xogħol (*)
EC	KE
employability	Eliġibilita' għax-xogħol/ kapaċita' li wieħed jiġi impjegat (*)
Employment gender gap	Differenza bejn l-irġiel u n-nisa fil-qasam ta' l-impjieg (*)
empower	Jagħti s-setgħa (*)/Ta s-setgħa lil xi ħadd li jagħmel xi ħaġa (D)
empowerment	l-għoti ta' setgħa (saħħa) biex wieħed jaġixxi (*)
Empowerment Training	Empowerment Training
encourage	ħeġġeġ
enhance	Kabbar/ saħħaħ / għolla l-valur
Entrepreneur	imprenditur
Equal opportunities for women and men	Opportunitajiet indaqs/ugwali għan-nisa u l-irġiel
Equal pay legislation	Leġiżlazzjoni dwar pagi ugwali (*)
Equality between men and women	Ugwaljanza bejn l-irġiel u n-nisa
Equality Body	Korp ta' L-Ugwaljanza
Equal treatment	Trattament ugwali/ ugwaljanza ta' trattament (*)
Ethnic discrimination	Diskriminazzjoni etnika (*)
Ethnic minority	Minoranza etnika
European Employment Strategy (EES)	Strateġija Ewropea dwar l-impjieg (EES) (*)
European Social Fund	Fond Soċjali Ewropew (FSE)
exclusion	eskluzjoni
Family commitment	Impenn familjari
Family-friendly measures	Miżuri favur il-familja
Female employment rate	Rata ta' impjieg tan-nisa

Feminisation of poverty	Femminizzazzjoni tal-faqar
Flexible time arrangements	Arranġamenti ta' ħinijiet flessibbli (*)
Flexible working hours	Flessibbiltà fil-ħin tax-xogħol (*)
Foster	Trawwem il-kunċett / tħaddan
Full equality	Ugwaljanza intera
gender	ġeneru
Gender disaggregated data	Informazzjoni separata għall-ġeneru
Gender equality	Ugwaljanza bejn is-sessi
Gender mainstreaming	(l-integrazzjoni) tal-prinċipju ta' l-ugwaljanza bejn is-sessi
Gender pay gap	Diverġenza tal-ħlas (fil-paga) bejn is-sessi (*)
Gender sensitise	Issensibilizza dwar kwistjonijiet ta' ġeneru (*)
Gender sensitive	Sensittiv lejn l-oqsma differenti tal-ġeneri
Gender sensitivity	Sensittività lejn l-oqsma differenti tal-ġeneri
Ground (1)	Qasam
Ground (2)	Baži/Abbaži
harassment	fastidju
Headship positions	Pożizzjonijiet għolja
housing	akkomodazzjoni
Inactive (person)	(persuna) inattiv/a
Information pack	Ġabra ta' informazzjoni
integration	integrazzjoni
issue	qasam
Item	punt
Leave for fostering	Leave għall-fostering tat-tfal
Leave to accompany a spouse abroad	Leave speċjali biex takkumpanja l-mara jew ir-raġel barra minn Malta
Lifelong learning	Edukazzjoni ta' matul il-ħajja/ formazzjoni tul il-ħajja (*)
Lisbon Strategy	Strateġija ta' Liżbona
Maternity leave	Leave għall-maternità
Multiple discrimination	Diskriminazzjoni multipla
National Reform Programme (NRP)	Programm Nazzjonali ta' Riforma (NRP)
NGO	Għaqda mhux governattiva
obligation	Obbligazzjoni / dmir



Parental leave	Leave għall-ġenituri
parenthood	Maternita'/paternita'
policy	Politika/ Miżuri
Policy makers (1)	Policy makers
Policy making programme	Programm ta' politika
Politically appointed ambassadors	Ambaxxaturi Politikament Imlaħħqa
Positive action	Azzjoni pożittiva
Positive Discrimination	Diskriminazzjoni pożittiva
PROGRESS	Programm PROGRESS
Racial segregation	Segregazzjoni razzjali
Raise awareness	Fluqjen ta' l-għarfien
Rationale (1)	Raġuni fundamentali
Rationale (2)	Baži loġika
Rationale (3)	Principji ġustifikati
Reconciliation of work and family life	Rikonciltazzjoni tal-ħajja professjonali u dik familjari
Reduced hours	Xogħol fuq baži ta' sigħat imnaqqsa
Religious belief	Twemmin (reliġjuż)
Responsibility leave	Leave ta' responsabbiltà
segregation	segregazzjoni
sensitise	Toħloq kuxjenza / tagħti għarfien /Tissensibilizza
Sexual Harassment	Fastidju sesswali
similarities	Xebh
Social benefits	Vantaġġi soċjali
stakeholders	stakeholders
stereotype	Sterjotip/sterjotipar
support	Sostna / appoġġja
telework	telework
Toolkit	Pakkett ta' riżorsi
Trans-national	Lil hinn mill-fruntieri
User-friendly	faċli jintuża/ faċli biex wieħed jużah
variable	Fattur
welfare	Assistenza/għajnuna soċjali (D)
Work-life balance	Bilanċ b'responsabbiltà bejn ix-xogħol u l-ħajja privata

(\*) Grixti, C. (unpublished dissertation), 2008. Glossarju Inġliż-Malti, Malti-Inġliż, L-Impjeg fil-Qasam ta' l-Inkluzjoni Soċjali.

# **ANNEX I – TABLES AND FIGURES**

## ANNEX I - Tables and Figures

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**ANNEX II – GUIDELINES FOR PUBLISHERS**

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**December 2009**

## **Introduction**

Today we hear much and often on equality, on equal rights between people and the ugliness of prejudice and discrimination. So much so, that equality between persons, regardless of their sex, or ethnic origin, is a prerequisite for social inclusion. However, there are still occasions when, unaware, we find ourselves caught in discriminating practices that today's society does not accept.

Typical examples of this can be spotted in the language used in our daily lives where, either out of habit or simply because we really do not know better, we fall prey to discriminatory talk. Sometimes, words or expressions that we use do not deliver our intended message and can result in discrimination or misunderstanding.

These discriminating practices can be seen – more prominently than anywhere else perhaps – in adverts appearing in those publications which we find ourselves routinely face-to-face with. Hence, discriminatory language appearing in the media is a discriminatory practice that reaches wide audiences.

The publication of adverts, both those regarding job vacancies, as well as those related to training or vocational fields are a substantial and essential part of the publications that people encounter everyday. Therefore, it is very important that those involved in the authoring of adverts, along with anyone involved with the publishing of such announcements, are aware of the language they use to communicate their messages, to ensure that what we communicate is not discriminatory.

It is important that we realize that our language is one of the basic tools we use to communicate and like everything we are experiencing in today's world it is changing to reflect the reality that we live in, a reality where each person is equal and has equal rights. In fact, equality entails that everyone is given equal opportunities and that everyone is granted equal rights, and this applies to both women and men. Hence, eliminating discriminatory language, we will open the way for true equality!

## **Who should be reading these guidelines?**

These guidelines are drafted by the National Commission for the Promotion of Equality (NCPE), in order to raise awareness about the laws that deal with equality between men and women when it comes to advertising job vacancies, as well as advertising by educational establishments with regard to courses, training or vocational guidance.

The main objective of these guidelines is to inform and shed light on the provisions of these laws and how these can be properly adhered to in practice. These guidelines should be of assistance in the development of inclusive advertising and the use of gender-neutral and/or gender-inclusive communication, to overcome stereotypes and discrimination.

If your company or the company you work for is planning to advertise job vacancies and you are planning or are responsible of issuing the advert, then these guidelines are for you. If you work in the advertising department of any newspaper, magazine or other publication, and/or are responsible for publishing adverts then these guidelines also apply to you.

### **What is the role of the National Commission for the Promotion of Equality?**

The National Commission for the Promotion of Equality (NCPE) safeguards and promotes equality between men and women in employment and education, as well as on the grounds of gender and race in the access to and supply of goods and services. NCPE combats discrimination on these grounds, while raising awareness on equality and discrimination in our country. To this end, NCPE also raises awareness on the benefits of inclusion and diversity.

NCPE is an autonomous, Government-funded commission and its mandate originates, among others, from Chapter 456 - *Equality for Men and Women Act* of the laws of Malta. By virtue of this law, NCPE is also responsible of monitoring and identifying discriminatory advertising. NCPE believes besides drawing the attention of whoever writes or publishes discriminatory advertisements, it empowers authors and publishers responsible from advertisements to not only appreciate the reasons why their work is deemed discriminatory but also to understand clearly how and why they should avoid falling into the trap of discrimination.

### **What is "discrimination" and when does it occur?**

Article 2 of the *Equality for Men and Women Act* (Cap 456), defines discrimination. In fact:

*discrimination based on sex or because of family responsibilities is:*

- (a) the giving of less favourable treatment, directly or indirectly, to men and women on the basis of their sex or because of family responsibilities;*
- (b) treating a woman less favourably for reasons of actual or potential pregnancy or childbirth;*
- (c) treating men and women less favourably on the basis of parenthood, family responsibility or for some other reason related to sex;*

*(d) any treatment based on a provision, criterion or practice which would put persons of one sex at a particular disadvantage compared with persons of the other sex*

Hence, discrimination on the grounds of sex or family responsibilities is prohibited in employment, in banks and financial institutions, as well as in education and vocational guidance.

### **What is the difference between direct and indirect discrimination?**

Direct discrimination occurs when a person is treated less favourably than how another person is, has been or would be treated in a similar situation.

Indirect discrimination, on the other hand, occurs when a provision, criterion or practice appearing to be neutral in practice, puts persons of one sex at a particular disadvantage when they are compared with persons of the other sex.

### **Discrimination in advertising**

Besides, the *Equality for Men and Women Act* (Cap 456) also delineates that no advertisement relating to any job vacancy, course, training or vocational guidance, as well as the provision of financial services should be discriminatory. To this end, the law states that:

*“ ... it shall be unlawful for persons to publish or display or cause to be published or displayed any advertisement, or, otherwise to advertise a vacancy for employment which discriminates between job seekers or to request from job seekers information concerning their private life or family plans...*

*(2) It shall not be lawful for persons to publish or display or cause to be published or displayed any advertisement which promotes discrimination or which otherwise discriminate.*

*(3) Persons who act in breach of subarticle (1) or (2) shall be guilty of an offence against this article and shall, on conviction, be liable to the penalties established for contraventions.”*

In fact, this legislation is not limited to text in advertisements but also holds true for any pictures and/or illustrations used, which therefore must not be discriminatory in nature, and which shall not be understood as being discriminating between genders.



## **Utilising Gender-inclusive Language in Advertising**

When we speak of gender-inclusive language we are referring to the utilisation of words that simultaneously address both women and men. Thus, our communication will not only be non-discriminatory but will also be respectful towards every reader. Indeed, the use of gender-inclusive is a direct way of strengthening equality in our society.

Generally, when the mass media, particularly newspaper and magazines, introduce a “new word” or new expressions, these are quickly adopted by general public and soon become the norm. It is, therefore, very important that the practices and language used in the media, in all respects, is inclusive and promotes equality of opportunity

For equal opportunities to be truly offered to all men and women in society, it is important that advertisements published in newspapers and other media, use gender-inclusive language, that in no way indicates that the participation of either men or women will be excluded from employment, training or services advertised.

Hence, advertisers (both those who write the advertisement and those who are responsible for its publication) have to ensure that the advertisement in question is truly inclusive before it is published.

## **Towards Non-Discriminatory Adverts**

The following sections describe how we can avoid putting ourselves in situations whereby we would be discriminating between genders when writing or publishing advertisements. Some instances of discriminatory adverts are more obvious than others, which may be more subtle and thus require some more thought and perhaps a more detailed explanation.

Nonetheless, all forms of linguistic discrimination contribute to reinforce the obstacles that hinder us from achieving full and equal participation in society and in the world of work.

### **1. The heading/title of your advert**

The heading of an advert – which in the case of vacancies normally includes the title/designation of the position to be filled – is the first thing that catches the attention of the readers. By the same measure, the heading takes on more importance with regard to a reader who is looking for a job.

Thus, if the heading of the advert or the designation of the post advertised indicates only the male or only female gender, for example, *Vacancy for a Waiter*, readers may understand that this position is closed to persons of the opposite sex. To pre-empt this situation and any possible misunderstanding, the heading should in no way indicate that only women, or only men, will be accepted in the position advertised, or that the job offer, or the category of job offered is for one gender and not for another. Hence, headings, titles, designations and so on, should thus be inclusive and/or neutral when it comes to gender. Instead of opting for headings that point to only one gender, advertisers should opt for language that indicates that the position is open to male as well as the female candidates, for example: *Vacancy for Waiter/Waitress*.

Another solution might be the use of plurals because these do not exclude any gender. Alternatively, the whole heading can be reworded, such as *Waiters needed*.

The suffixes such as *man*, *girl*, *woman*, and/or *boy* are used frequently in occupational titles and related designations. When these are used generically, people other than men often feel excluded. Gender inclusive language is to be used for all genders.

Examples:

<b><i>Avoid Using</i></b>	<b><i>Use Inclusive Titles</i></b>
Air Hostess Air Steward	Flight Attendant Cabin Crew
Barman	Bar Personnel Bar attendants Bar Staff
Businessman	Business Executive Business Person
Cameraman	Cameraperson
Chambermaid	Cleaner
Chairman	Chair Chairperson President
Craftsman	Artisan Skilled/Specialised Person
Draughtsman	Draughts Person Drafter
Foreman	Supervisor Controller

	Chief Supervisor Lead Supervisor
Fireman	Fire Fighter
Handyman	Handyperson Maintenance Officer
Policeman	Police Officer
Pool/Beach Boy	Pool/Beach Attendants
Postman	Postal Carrier Letter Carrier
Middleman	Intermediary
Salesgirl Salesman	Sales person Shop Attendant Sales Representative
Spokesman	Spokesperson
Tradesman	Tradesperson Trader
Waiter	Waiter/ess Waiters Waiting Staff Waiting Personnel
Watchman	Security Guard Security Officer Security Personnel

Similarly a replacement for occupational title with *master* should be found.

Examples:

<b><i>Avoid Using</i></b>	<b><i>Use inclusive titles</i></b>
Webmaster	Web Manager
Headmaster	School Principal Principal

## 2. The text of your advert

Why should advert writers care about gender-neutral/gender-inclusive writing? Can't you just add a statement at the end say your company is an equal opportunities employer? The answers to these questions are simple. Starting with the second one, the answer is: No. You cannot just write an "equality disclaimer".

As for why you should care, well... The goal of an advert is to convey information to an audience, in a form that the audience can understand and use. We should avoid, if possible, anything that interferes with clear communication.

If part of our audience is misled or stumbles over the way an advert is presented, that reaction will interfere with the reception and understanding of the message. This may well impact the audience's perception of the company even!

### What not to do

If you've been thinking that you have to break grammar rules to use gender-neutral writing, you may be surprised at what not to do:

- Do not use "he" or "she" as a generic pronoun since adverts should not discriminate between sexes.
- Do not use the "man" to refer to both men and women. In the interest of clarity of expression as well as of equal representation of the sexes it should be replaced by, for example, humanity, humankind, individual(s), people(s), person(s).
- Wherever possible, it is preferable to avoid using man as a verb. An alternative verb should be. Thus instead of *to man the pumps* consider using *to work the pumps*; The verbs *attend*, *drive*, *operate* and *use* can sometimes also be used as alternatives to the verb *man*.
- Acceptable ways of avoiding the use of male only or female only pronouns and instead use *he and she*, *he/she*, *s/he*, or preferably the plural *they*, *their*, and thereafter altering the structure of your sentences.
- Information can be expressed in the passive voice, thus avoid the use of pronouns altogether. Therefore, rather than saying *each candidate must provide his cv*, consider saying *CV's must be provided by all candidates*.
- When writing adverts you are usually speaking directly to the reader, thus one way of avoiding the problem of gender is to use the imperative (send your applications), or the second person *you* (you should be a good team player).

- In some cases you may need to rewrite an entire passage, such that instead of *the successful applicant will use his skills to contribute to the firm's work in remote areas*, you will write *the successful applicant's skills will contribute to the firm's work in remote areas*.

### 3. Images

Just like the language used in an advertisement must be gender-inclusive, so do the images and illustrations which if showing people, should be representative of both genders. This is because, when readers see adverts, particularly job related adverts, they often associate the image (and thus the gender represented) with the opportunity.

Thus for example, advertising a vacancy for a driver and showing a picture of a man could be interpreted as an opportunity open only to male candidates, irrespective of what is said in the text.

Remember, readers would judge whether an advert is of interest to them or not simply upon their first impression/reaction. That is, their decision would be based on the heading and the image.

Although it might not be possible to use images in your advertisement where you always show an equal number of women and men, it is important that each picture used has a balanced gender representation. Thus, your images should always at least feature one man and one woman.

Furthermore, men and women in your images should be portrayed equal that is their roles in the images must not be indicative of positions of power, grade and so on. For example, if you advertise a vacancy for a Manager, despite publishing an image where both a man and a woman are featured, readers would still interpret the image as discriminatory if the man is wearing a suit and seems to be giving direction to the woman who is wearing a casual dress. The interpretation of this is: the male is the manager while the woman is the secretary or an underling, therefore the company wants managers to be male and the opportunity is for a male manager!

In a nutshell, the images used in your advertisements must clearly communicate that the post/opportunity advertised is open to everyone, women and men equally.

Most advertisers add to their publications photographs of the company owner or founder. If such is the case the advertiser must clearly state in the advert that the woman or man shown is the owner, founder, employee or client. A description of the person and their relationship to the company (name, role in the company, etc.) must be included in the advertisement so that to the reader it is immediately clear that the image is not representative of the opportunity or the

vacancy but rather is a testimonial to the firm/company's work. Another way to ensure that the graphics in your advertisement is not discriminatory is to not publish images which feature people. For example, if you advertise a vacancy for doctors, you could use some images featuring tools or other objects related to the profession, say a stethoscope, or doctors' overalls and the like.

Thus, readers will not only, not feel discriminated against, but can also recognise an opportunity at first glance, without even having started to read the text!

## **Exceptions**

There will, of course, be instances when because of the intrinsic nature of the job/vacancy advertised, the publisher or advertiser has no other choice but to specify that only a particular gender can be considered for the job. These instances might include calls for an actress or an actor, models, re-enactors or other where employing a male or female is crucial and unavoidable.

However, when publishing such discriminatory advert it will then be your duty, if called to do so, to prove beyond doubt that such discriminatory advert was published because of a genuine occupational requirement.

For this reason, when such a situation presents itself and you must publish an advert of this kind, you state clearly in the advert the reasons why necessarily, that particular job requires a particular gender. It is important, however, that the reasons given are not only valid but leave no doubt as to the intentions of the publisher, advertiser and/or employer.

### **It is unacceptable to:**

- Use an image of a woman in an advertisement one day and then use an image of a man for the same advertisement the next day. This is because readers who saw the advert in question the first time may not come across it again on the second day.
- Use discriminatory content of any sort and then write a disclaimer to the effect that the employer is an equal opportunities employer. This brief explanation at the end of the advertisement does not justify discriminatory content in advertisements.
- Use an image of one person (be it male or female) that is an employee or a client, and then state in writing the connection that the person has with the company. When an image, or a photograph, portrays only one gender, it excludes the opposite gender and prevents equality of opportunity. It would be ideal to use a photograph or an image, representing a group of persons, including persons of both genders.

## **For more information**

While these guidelines should aid you significantly with avoiding gender discrimination in your advertising endeavours, it is impossible for them to be exhaustive. Thus, if you still require help or are unsure about some issue, you are encouraged to contact NCPE. The Commission will gladly give you further guidance and help you with your adverts.

You can contact NCPE via email, to the address [equality@gov.mt](mailto:equality@gov.mt). Through email, you can specify your questions/problems and explain your needs/situation. Whether your problem concerns the text or the images to use in advert, remember to include them in your email.

Another way to get in contact with NCPE is over the phone, on this number: 2590 3850, or fax on: 2590 3851.

Alternatively you can write a letter and post it to:

National Commission for the Promotion of Equality  
Gattard House, National Road,  
Blata I-Bajda, HMR 9010.


NCPE also has a website, where you can find more information, copies of laws, and other documents the Commission issues regularly. NCPE's website is: [www.equality.gov.mt](http://www.equality.gov.mt)

## Photos




14<sup>th</sup> January 2009  
Living Equality  
Final Conference


 Project Coordinator.

 Il-Ko-ordinatur tal-proġett.



14<sup>th</sup> January 2009  
Living Equality  
Final Conference

 Participants at the Final  
Conference.

 Il-parteciċpanti fil-Konferenza tal-  
Għeluq tal-proġett.



23<sup>rd</sup> January 2009  
Voice For All Final Conference


 The Panel.


 Il-Kelliema.






23<sup>rd</sup> January 2009


 Transnational Partners attending the Final Conference.

 Imsieħba barranin waqt il-konferenza tal-Gheluq tal- proġett.




18<sup>th</sup> September 2009  
Network of Socio Economic Experts


 National Expert presenting the two National Reports

 Esperta lokali waqt il-preżentazzjoni taż-żewġ Rapport Nazzjonali.



18<sup>th</sup> September 2009  
Network of Socio Economic Experts

 Working Groups discussing issues related to equality.

 Grupp ta' Ħidma waqt diskussjoni dwar l-ugwaljanza.





**CONTACT US**



Name	
Contact Number/s	
Postal Address	
E-Mail	

I prefer to be contacted by:

Phone:

E-Mail:

Post:

Comments/ Questions

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*Kindly send this contact form to:  
NCPE, 4<sup>th</sup> Floor  
Gattard House,  
National Road  
Blata l-Bajda*

*Jekk jogħġbok ibgħat il-formola:  
NCFE, 4<sup>th</sup> Floor  
Gattard House,  
Triq Nazjonali  
Blata l-Bajda*

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Kummenti/ Mistogsijiet:

Bil - Posta:

Bil-Posta Elettronika:

Bit-Telefon:

Nippreferi niġi ikkuntattja/a:

Issem	Numru tat-Telefon	Indirizz	Posta Elettronika



**IKKUNTATTJANA**