

Adopted by the Reykjavík City Council on 18 October 2016

City of Reykjavík Human Rights Policy

1. Basis for the City of Reykjavík's Human Rights Policy

Human rights are guaranteed under the Icelandic Constitution, as well as by numerous human rights conventions and declarations to which Iceland is a party.

The City of Reykjavík's Human Rights Policy is based on the human rights provisions of the Icelandic Constitution and international conventions, such as the UN Convention on the Rights of the Child and the UN Declaration on the Rights of Disabled Persons. The policy is founded on the principle of equal treatment, aiming to enable all persons to enjoy basic human rights regardless of their origin, nationality, class, language, skin colour, religion, atheism or non-religious convictions, political opinions, gender, sexual orientation, gender identity, gender expression, sex characteristics, age, disability, body build or type, health, ability or other status.

In all its work the City of Reykjavík shall be guided by considerations of human rights and it is committed to leading the way in human rights issues with a special emphasis on the equal status of all genders. A comprehensive human rights policy also counters multiple discrimination, and the City emphasises the importance of an overall vision to benefit residents, many of whom belong to more than one of the groups it covers.

The Human Rights Policy is based on, among other things, the Act on Equal Status and Equal Rights for Males and Females, hereafter referred to as the Equal Rights Act. The emphasis on equal rights for women and men must be visible in all city operations and the gender situation should be examined specifically in all groups covered by the policy. That said, it must be borne

in mind that traditional definitions of male and female do not always apply and not everyone defines themselves as either male or female.

City authorities commit themselves to promoting human rights in four main areas, each of which reflects the multi-faceted role and responsibilities of the municipality as a public authority, an employer, a service provider and a partner of parties working to advance human rights and parties with whom the city interacts and does business.

The City of Reykjavík as a public authority

As a public authority, the City of Reykjavík emphasises equal treatment, human rights and co-operation with residents, and has determined to lead the way in this respect. Decisions taken by the City should be transparent and guided by the interests of its residents. As a public authority, the City of Reykjavík shall endeavour to consult with residents and encourage their democratic involvement in matters concerning them in one way or another, creating a forum and channels for such participation.

The City of Reykjavík as an employer

The City of Reykjavík promotes equality among its employees, for instance, as provided for in the Equal Rights Act, and ensures that its personnel reflect the diversity of the community. As an employer, the City of Reykjavík wishes to set an example in this regard and to utilise for this purpose its employee policy, employment policy, cultural policy, purchasing guidelines, information policy and preventive strategy, as well as other policies adopted.

The City of Reykjavík respects its employees' freedom of expression and encourages them to point out possible improvements at their workplace to benefit service users and their colleagues. All employees are obliged to show courtesy and tolerance in their work with vulnerable service users, avoiding any actions contrary to the City's human rights policy or which could discredit their work. No deviations will be made from the protection and respect provided for by international conventions and the human rights provisions of the Icelandic Constitution with regard to freedom of expression.

The City of Reykjavík as a service provider

The City of Reykjavík plays a key role in its residents' welfare. All of the City's policies should work effectively and systematically at shaping and developing services, cultural activities, education and information dissemination to benefit equal rights and diversity in the community, so that everyone will have equal access and can participate on their own premises. Service users are encouraged to express their views on the supply of and arrangements for activities with the City of Reykjavík.

The City of Reykjavík as a partner and purchaser

The City of Reykjavík emphasises collaboration with other public bodies, academia, the private sector and NGOs working to promote initiative, innovation and generation of knowledge in the field of equal rights and human rights. Furthermore, the City of Reykjavík emphasises that parties with whom it does business respect human rights.

2. Gender equality

Discrimination on the basis of gender is prohibited. Equal participation and influence of women, men, people of other genders and people who do not define their gender in the city community is encouraged. Concerted efforts shall be directed against all discrimination and the restrictive impact of gender stereotypes. The contribution of each individual, regardless of gender, shall be assessed on its merit.

2.1 The City of Reykjavík as a public authority

In structuring committees, boards of directors and councils, the aim should be to have representation of women and men as even as possible and the proportion of each gender at least 40% when there are more than three representatives, cf. Art. 15 of the Equal Rights Act. Gender equality must also be a guiding principle when selecting representatives for groups to prepare strategy and major decisions.

2.1.1 In preparations for decision-making and in allocating funds, e.g. in budgeting and operational planning, the needs and opinions of different genders must be considered and the effect of decisions on their respective situation analysed. The City of Reykjavík uses the methods and tools of gendered budgeting and planning for this purpose.

2.1.2 The City of Reykjavík resolves to combat gender-based violence, whether psychological, physical, or sexual. All City operations reflect this objective and the City of Reykjavík is preparing an action plan to this end.

2.1.3 The City of Reykjavík resolves to combat sexual abuse, prostitution and human trafficking. For this reason it is important to co-operate with the police in preventing the operation of strip clubs and other venues linked to prostitution.

2.1.4 The City of Reykjavík emphasises gender considerations in planning the city's appearance, e.g. in displaying outdoor works of visual art.

2.2 The City of Reykjavík as an employer

A systematic equal rights programme shall ensure that everyone, regardless of gender, enjoys equal rights to the utmost in the City's workplaces.

2.2.1 Gender equality shall be given equal consideration with other aspects in the City's hiring. An applicant whose gender is in the minority in a specific job sector shall, as a rule, have priority in hiring when the applicant is equally or more qualified than other applicants, cf. the Equal Rights Act. Gender discrimination on the basis of marital or family status, pregnancy, adoption, potential childbearing or other aspects possibly affected by gender-related circumstances, is prohibited.

2.2.2 All materials and advertisements of the City's institutions and corporations shall ensure equal treatment of all groups and equal respect for genders. Employment advertisements must state that the job is open to all genders. In a work sector where there are valid arguments for hiring one

gender rather than another for a specific job, this shall be stated in the advertisement and reference made to Art. 26 of the Equal Rights Act.

2.2.3 Persons of all genders shall enjoy comparable terms of employment and rights. Women and men shall be paid equal wages for the same work. Wages based on the individual (e.g. qualification- and performance-related pay) and other decisions affecting terms of employment shall be based on objective criteria, irrespective of gender. The City of Reykjavík regards arrangements providing wage secrecy as one source of gender-based wage inequality which should therefore be eliminated.

2.2.4 Working conditions shall reflect the needs of all genders. Gender equality shall be a guiding principle in assigning tasks, job transfers and lay-offs. Professional development and continuing education shall be used to increase gender equality and equal respect for genders in the workplace.

2.2.5 The City of Reykjavík wishes to take advantage of flexibility in workplaces to facilitate employees in balancing work and home life and management in meeting varying work requirements. Employees shall have the option of flextime, part-time positions and other adaptation of working hours or arrangements wherever possible. Strong emphasis is placed on countering stereotyped division of family responsibilities between males and females.

2.2.6 Sexual harassment and sexual violence can never be tolerated in City workplaces. Management shall take special measures to prevent employees, trainees and service users from being subject to sexual harassment, cf. Art. 22 of the Equal Rights Act. If a supervisor or union steward is informed of such behaviour, he/she must, in consultation with the director or, as the case may be, other administrative head, put an end to this without delay. If a supervisor is charged with alleged sexual harassment, cf. Art. 22 of the Equal Rights Act, he/she may not take any decisions which affect the complainant. The complainant shall not suffer damage as a result of measures taken to this end. Serious or repeated harassment may be liable to

dismissal. Procedures for responding to sexual harassment shall be available to employees.

2.3 The City of Reykjavík as a service provider

Perspectives of equal rights and a gender mainstreaming approach shall characterise all services of the City of Reykjavík. Such services shall also reflect positive relations and mutual respect for all genders.

2.3.1 Women, men, persons of other gender and persons who do not define their gender shall have equal access to the City's services. In determining arrangements for services consideration shall be given to needs regardless of gender and their impact on men and women shall be examined specifically. All statistical data should be gender-analysed as provided for in Art. 16 of the Equal Rights Act.

2.3.2 All childcare and recreational activities, education, information, and cultural activities under the auspices of the City of Reykjavík and its institutions shall have gender equality as a guiding principle. Children and youths shall be encouraged to develop their abilities and personality without the restrictive influence of traditional stereotypes. Positive relations and mutual respect between genders shall be reinforced in all activities involving children and youth. The City's educational authorities and management of social and leisure activities shall promote positive gender images and counter gender-based and sexual harassment encountered by children and youth.

3. Age

Discrimination based on age is prohibited and the contribution of each individual, regardless of age, shall be assessed on its merit.

Measures taken by social services or public authorities shall always be aimed at optimally benefiting children and youth. Children and youth shall enjoy care and protection and public authorities shall see that this is

enforced. The City of Reykjavík applies the provisions of the UN Convention on the Rights of the Child in all its work with children. This implies, among other things, the obligation to ensure children's rights to form their own opinions and to express them in matters of concern to them.

The City of Reykjavík shall safeguard the situation of persons facing difficulties with advancing age. Seniors, children and youth shall be consulted when decisions are taken affecting their interests. Care should be taken to avoid stereotyping people despite their belonging to a specific age group and special care given to examining gender status in the city at different ages.

3.1 The City of Reykjavík as a public authority

3.1.1 Regard must be given to residents' views and needs regardless of age.

3.1.2 In preparing decisions which can affect persons due to their age, consideration is given to the needs and views of persons at different stages in life. In this connection regard is had specifically for children, youth and seniors.

3.1.3 When preparing decisions which affect certain age groups their representatives are consulted wherever possible.

3.1.4 When measures are taken concerning children and youth their interests shall always be given priority.

3.2 The City of Reykjavík as an employer

3.2.1 There is no age-discrimination in hiring.

3.2.2 Employees of the City of Reykjavík shall be offered continuing education and professional development regardless of age, cf. the employment policy of the City of Reykjavík.

3.2.3 The City of Reykjavík shall take care to create a good, positive workplace atmosphere, free of prejudice, stereotypes and age-related clichés.

3.2.4 Wherever possible, employees shall be able to negotiate work suited to their capacity, reduce their working hours and/or negotiate a flexible retirement plan with increasing age.

3.2.5 In all the City's children and youth programmes qualified employees shall provide care and protection and ensure optimal security of children and youth. Care is taken to ensure that employee numbers are sufficient to ensure this.

3.2.6 The City of Reykjavík emphasises encouraging participation of all children and youth in accordance with their age and maturity and countering pupils' dropping out of school and organised sports and leisure activities, as provided for in the City's policy on preventive actions.

3.2.7 The City of Reykjavík emphasises hiring qualified persons for care services it provides.

3.3 The City of Reykjavík as a service provider

Provision of services takes into consideration the varying needs for services depending on a person's age and stage in life.

3.3.1 All residents shall have equal access to City services regardless of age, if the service is not aimed at specific groups, such as children and youth or social programmes for seniors. In decisions on arrangements for services consideration must be given to the needs of all age groups and an examination made of whether services may discriminate between genders.

3.3.2 All services for seniors, children and youth for which the City of Reykjavík is responsible shall have gender equality as their guiding principle. Age should not be a sensitive subject and education, information and promotional materials shall endeavour to portray human diversity.

3.3.3 Positive and constructive views of all age groups benefiting from the City's services, including children and seniors, shall be encouraged.

4. Disability

Discrimination on the basis of disability is prohibited. Disabled persons shall therefore be ensured circumstances enabling them to actively participate in the community. The contribution of each individual shall be assessed on its merit. The right of each individual to discuss or not to discuss a disability shall be respected. Care should be taken to avoid stereotyping persons as belonging to a specific group and special care given to examining the situation of disabled persons with respect to gender.

The City of Reykjavík is conscious that the concept of disability is subject to change and that disability can result from the interaction between individuals with limitations and attitudes regarding them which prevail in society and prevent their active participation in the community.

The City of Reykjavík regards the contribution of disabled persons to the prosperity and diversity of the urban community as valuable. Active participation of disabled persons in society is a basic human right and benefits everyone.

Disabled persons are at high risk of encountering abuse and neglect, with disabled children and women at greatest risk. The City commits itself to direct special efforts to combat the danger they face.

4.1 The City of Reykjavík as a public authority

Everyone is entitled to participate actively in the urban community and to fair and equal treatment regardless of disability, with special care taken to ensure gender equality. The needs and views of disabled residents shall be respected and they shall be consulted in drafting policy and taking decisions on their affairs.

4.2 The City of Reykjavík as an employer

Disabled persons shall be given sufficient time to adapt to a new job. The City of Reykjavík will also make an effort to give its employees who are

carers of disabled persons flexibility or time to adapt as necessary and wherever this is practicable.

4.2.1 The City of Reykjavík shall encourage the greater recognition of the talents and abilities of disabled persons and their contribution to their workplace and the labour market as a whole. Disabled applicants for jobs with the City shall be given priority if they are equally or more qualified than other applicants, cf. Art. 32 of Act No. 59/1992, on the Affairs of Disabled Persons. Disabled Persons shall enjoy the same terms of employment as others, cf. Art. 1 of Act No. 59/1992, on the Affairs of Disabled Persons. The City of Reykjavík is committed to hiring the same proportion of employees with restricted work capacity as exists in the community at large. Furthermore, the City is committed to offering part-time work.

4.2.2 When disabled persons are hired they must be ensured suitable introduction to their new work and enjoy continuing education and professional development equally with other employees.

4.2.3 Employees shall make every effort to create a working environment free of prejudice.

4.3 The City of Reykjavík as a service provider

4.3.1 Disabled persons shall have ready and equal access to services. Good access to information and services is an important premise for independent life for the disabled. Disabled persons must be ensured ready access to information. It is important to recognise their diverse needs for routes of communication and information on the City's website shall be provided with this in mind. Disabled persons shall be ensured active participation when decisions are taken on services for them.

4.3.2 Care shall be taken in organising services to have them show consideration for the needs of different disabled groups of all genders. Public buildings shall be accessible to all, regardless of disability, cf. Act No. 59/1992, on the Affairs of Disabled Persons.

4.3.3 All childcare and leisure activities, education, information and cultural activities operated by the City shall take the needs of disabled persons of all genders into consideration and provide special support to enable them to enjoy these equally with others. Disability should not be a sensitive subject and instructional materials shall always portray the diversity of the human condition. The variety and diversity of the community shall be reflected in activities for children and youth at all educational levels. Efforts shall be directed at eliminating prejudice towards disabled persons.

5. Health and physical ability

City residents and employees may not be discriminated against due to constraints of health or physical ability. The contribution of each individual shall be assessed on its merit.

5.1 The City of Reykjavík as a public authority

Everyone is entitled to participate actively in the urban community and to fair and equal treatment regardless of health, appearance or physical ability, with special care taken to ensure gender equality.

5.2 The City of Reykjavík as an employer

5.2.1 The right of employees to discuss or not to discuss their health or physical ability shall be respected.

5.2.2 A person's health or medical history may not, without due cause, affect his/her hiring, terms of employment or dismissal. If reference is made to objective causes they must be incontrovertibly related to the nature of the work.

5.2.3 If changes must be made to an employee's work duties, the employee and City authorities shall consult fully regarding such.

5.2.4 Illness alone is not sufficient cause for dismissal unless this has a lasting and substantial impact preventing the person concerned from performing his/her duties. The City of Reykjavík will make an effort to ensure that employees who have been ill shall have the possibility of returning to work, provide for adaptation as necessary and determine their working arrangements in consultation with the employees.

5.2.5 Employees shall be ensured the option of continuing education and professional development regardless of their health or physical ability.

5.2.6 Every employee is entitled to a work environment free of prejudice and discrimination. Employees shall endeavour to create a working environment free of prejudice in all respects and work determinedly at eliminating prejudice based on a person's health or physical ability.

5.3 The City of Reykjavík as a service provider

Access to services irrespective of a person's health or physical ability shall be ensured.

5.3.1 The attitude towards all persons benefiting from the City's services shall be positive and based on respect for the individual and human diversity.

6. Body build and type

Persons may not be discriminated against due to their build, appearance or body type. The contribution of each individual, regardless of height, weight or appearance, shall be assessed on its merit.

The City of Reykjavík regards prejudice and discrimination in connection with body build to be a social injustice which should be combated. Teasing, hostility and mobbing in connection with body build among children and youth comprises such injustice and school should take effective action against such. This applies also to recreational and cultural activities organised by the City.

6.1 The City of Reykjavík as a public authority

Everyone is entitled to actively participate in the urban community and to fair and just treatment, regardless of build, height, appearance or body type.

6.1.1 NGOs concerned with body respect shall be consulted when decisions are taken which could affect persons due to their body build, appearance or body type.

6.1.2 Care shall be taken to prevent the City's activities from encouraging negative attitudes, stereotypes, prejudices or discrimination in connection with build, appearance or body type.

6.2 The City of Reykjavík as an employer

Respect shall be shown for the fact that people differ in their physical size and appearance.

6.2.1 Persons may not be dismissed or refused work, career advancement, wage increases or rewards in their work due to their body build, appearance or body type.

6.2.2. The City of Reykjavík shall make an effort to create a constructive atmosphere in City workplaces, free of stereotypes, prejudice and discrimination in connection with body build, appearance and body type.

6.2.3 Employees shall endeavour to create a good working environment in every respect, showing respect for colleagues regardless of their build, height, appearance or body type, both within and outside the workplace.

6.2.4 City efforts in health promotion should not focus directly on employees' body build but rather on creating better opportunities for healthy lifestyles and encouraging social inclusion.

6.3 The City of Reykjavík as a service provider

All residents shall have equal access to the City's services regardless of body build or type. Decisions on arrangements for services shall take the needs of all person into consideration regardless of body size.

6.3.1 All childcare and recreational activities, education and cultural events shall take into consideration that participants differ in their physical size and type. Different body types and appearances should be discussed in a positive and unprejudiced manner. Teachers and personnel in schools, recreational centres and other activities involving children and youth shall make human diversity visible in their work, e.g. in the selection of instructional and leisure materials. Instructional or leisure materials presenting negative stereotypes with regard to body build, height or appearance shall be avoided.

6.3.2 School administrators and other persons responsible for school and recreational activities under the City's auspices shall see to it that health promotion efforts are free of negative messages regarding build, appearance or body type, as it is important for children and youth to feel they are welcome and respected on their own premises.

7. Sexual orientation, gender identity, gender expression and sex characteristics

Persons may not be discriminated against based on gender identity, gender expression or sex characteristics. The contribution of each individual, regardless of sexual orientation, gender identity, gender expression or sexual characteristics, shall be assessed on its merit. It must not be assumed that all persons are heterosexual and cisgender. The situation of LGBTQI+ persons in Reykjavík needs to be analysed specifically.

7.1 The City of Reykjavík as a public authority

Everyone is entitled to participate actively in the urban community and to fair and equal treatment regardless of sexual orientation, gender identity, gender expression or sexual characteristics, with special care taken to ensure gender equality in all respects.

7.1.2 Decisions concerning LGBTQI+ persons must be taken with active consultations with their respective NGOs.

7.2 The City of Reykjavík as an employer

Care shall be taken in hiring, dismissing and taking decisions on the terms of employment of City employees that irrelevant reasons are not used as arguments against employees.

7.2.1 The right of persons to discuss or not to discuss their sexual orientation, gender identity, gender expression or sexual characteristics shall be respected.

7.2.2 Employees shall create an atmosphere free of prejudice towards LGBTQI+ colleagues, both in work and recreational workplace activities.

7.3 The City of Reykjavík as a service provider

Employees shall not automatically assume that everyone benefiting from the City's services is heterosexual or cisgender or has parents who are heterosexual or cisgender. Nor shall employees automatically assume that everyone has two parents, as some children have a single parent and others more than two parents. Communications between employees and service users shall be based on mutual respect.

7.3.1 All childcare and recreational activities, education and cultural events shall take into consideration that participants may be LGBTQI+ persons. Different family types should be discussed in an open and unprejudiced manner. Teachers and personnel in schools, recreational centres and other activities involving children and youth shall make human diversity visible in their work, e.g. in the selection of instructional and leisure materials used at all educational levels. School administrators and other persons responsible for school and recreational activities under the City's auspices shall see to it that pupils receive education on LGBTQI+ issues, as it is the City's policy that such persons shall be respected and discussed as provided for in the general section of the National Curriculum Guide of 2011.

8. Religion, atheism, non-religious convictions and political opinions

Persons may not be discriminated against based on religion, atheism or non-religious convictions, or political opinions. The contribution of each individual, regardless of religion, atheism or non-religious convictions, or political opinions, shall be assessed on its merit. Care shall be taken not to assume that all persons professing a specific religion, atheism or non-religious convictions, or political opinions are the same.

8.1 The City of Reykjavík as a public authority

The City of Reykjavík shall show respect for persons regardless of religion, atheism or non-religious convictions, or political opinions. Everyone is entitled to participate actively in the urban community and to fair and equal treatment regardless of religion, atheism or non-religious convictions, or political opinions, with special care taken to ensure gender equality in all respects.

8.1.2 In preparing decisions affecting religious organisations or organisations with non-religious convictions these groups shall be consulted.

8.2 The City of Reykjavík as an employer

The City of Reykjavík treats its employees with respect and non-discrimination. Employees shall comply with the City's human rights policy and other policies adopted in their work.

8.2.1 The City of Reykjavík shall not discriminate between the terms of employment of its employees based on religion, atheism or non-religious convictions, political opinions or other irrelevant reasons.

8.2.2. All employees shall enjoy the same opportunities for professional development and continuing education regardless of their religion, atheism or non-religious convictions, or political opinions.

8.2.3 All City employees shall be responsible for creating a working environment free of prejudice.

8.2.4 The right of persons to discuss or not to discuss their religion, atheism or non-religious convictions, or political opinions shall be respected. Religious observance or expression of political views may not disrupt workplace activities.

8.3 The City of Reykjavík as a service provider

Diverse political opinions, religion or non-religious convictions at any given time shall not affect treatment of persons benefiting from the City's services.

8.3.1 Everyone shall have equal access to the City's services regardless of religion, atheism or non-religious convictions, or political opinions.

8.3.2 All childcare and leisure activities, education, information and cultural activities operated by the City shall take into consideration diverse customs in connection with religion or non-religious convictions. It is important to avoid the assumption that everyone is of the same religion or is religious even though the religious holidays of the Evangelical Lutheran church are celebrated in accordance with Icelandic law. Religion, atheism or non-religious convictions shall be presented in connection with pupil's studies and human diversity described. No one religion or non-religious conviction shall be favoured above others and care shall be taken to show impartiality in children's study materials and instruction.

8.3.3 The City's services shall be characterised by constructive communications and mutual respect, regardless of a person's religion, atheism or non-religious convictions, or political opinions. Efforts shall be made to eliminate prejudice towards religion, atheism or non-religious convictions, or political opinions.

9. Origin and nationality

Discrimination among residents based on their origin, skin colour, nationality, cultural background or any racist classification is prohibited. The contribution of each individual, regardless of origin or nationality, shall be assessed on its merit and all persons shall be entitled to equal reception and treatment. Care shall be taken not to stereotype all persons falling into this category. Special care shall be taken in analysing the situation of women, men, LGBTQI+ persons and disabled persons of foreign origin in Reykjavík and to respond if any of these groups face difficulties.

9.1 The City of Reykjavík as a public authority

Everyone is entitled to participate actively in the urban community and to fair and equal treatment regardless of origin, with special care taken to ensure gender equality in all respects. The views of NGOs and experts shall be sought in drafting policy and taking decisions. The City of Reykjavík shall encourage increased participation by persons of foreign origin in the democratic process in general. The City of Reykjavík shall also effectively encourage participation by persons of foreign origin in the City's affairs and in its committees, councils and boards of directors.

9.2 The City of Reykjavík as an employer

In order to serve a multicultural society the City of Reykjavík needs to have people of diverse origin among its employees. The knowledge and qualifications of immigrants and persons of foreign origin shall be assessed on its own merit and the City of Reykjavík shall emphasise increasing the number of immigrants in its employ and in positions of influence in City workplaces.

9.2.1 Advertisements by the City shall draw attention to the policy of the City of Reykjavík to promote gender equality in the workplace and that the City endeavours to counter workplace discrimination, and shall encourage immigrants and other groups covered by the policy to apply for jobs.

9.2.2 Persons of foreign origin shall enjoy equal treatment in all aspects of the recruitment process and in all terms of employment and rights. They shall benefit from their capabilities and be assigned duties in accordance with them. Persons of foreign origin applying to work for or already employed by the City shall benefit from guidance for recognition of the educational qualifications which they possess.

9.2.3 The City of Reykjavík shall prevent discrimination with regard to the working conditions, professional development and continuing education of persons of foreign origin. Persons of foreign origin shall enjoy equal opportunities for career advancement and professional development. Persons of foreign origin shall be given the option of work-related instruction in Icelandic and be instructed on the work programme and service objectives of their workplace. It must be ensured that employees are aware of this study option.

9.2.4 In the City's workplaces efforts shall be directed to counter prejudice based on origin, skin colour, nationality or cultural background. They shall also offer instruction on diversity as necessary or as requested.

9.3 The City of Reykjavík as a service provider

Immigrants and persons of foreign origin shall be ensured ready access to the City's services. Special consideration shall be given to the needs of immigrants in organising its services. Interpreting services are provided for interviews, e.g. with service consultants, and in parent-teacher meetings. Increased legal security and equal treatment of residents of foreign origin shall be encouraged in connection with the services of the City of Reykjavík and these persons given an opportunity to communicate their comments to the authorities.

9.3.1 All childcare, educational, recreational and cultural activities under the City's auspices shall show consideration for the needs of children of foreign origin. They shall be provided with special support and instruction in

Icelandic in order to enjoy the same opportunities as other children. Care shall also be taken to ensure Icelandic children receive instruction on other cultures to encourage mutual integration. It is also important to ensure participation by parents of foreign origin in the school and recreational activities of their children and their access to information. Variety and diversity in the community is reflected in daily activities with children and youth. They shall be given opportunities to maintain their mother tongue and present their cultural heritage.

9.3.2 City institutions shall prepare accessible and easy-to-understand information on the City's services in the languages of those groups which are most numerous in Reykjavík. This includes online information, pamphlets and advertisements as appropriate, cf. the City's information policy.

9.3.3 Employees shall create an environment which is free of prejudice towards individuals based on their origin, skin colour, nationality or cultural background. Employees shall strive to have friendly relations in spite of the obstacles presented by different language abilities. Employees need to be ensured the knowledge they need to work in a multicultural and diverse urban community.

10. The environment

The City of Reykjavík recognises the right of every person to live in a healthy environment which does not endanger human life or the biosphere. This right is an integral aspect of the right to life, freedom and security of person. A healthy environment means an environment free of contaminated air, water or land detrimental to the health of humans or the biosphere. The concept of environment includes the urban environment and natural environment within city limits. All residents should be able to enjoy the qualities of life inherent in a healthy and accessible natural environment. They should furthermore be able to obtain information and be involved in decisions concerning their environment. The diverse situation of genders and the effects of various forms of discrimination shall always be borne in mind.

Due to their gender, origin, disability, age or other status persons can have different needs with regard to access to information and participation in decisions affecting their environment. High demands should also be made of residents to reduce their ecological footprint and public authorities should encourage them to this end.

10.1. The City of Reykjavík as a public authority

10.1.1 The City of Reykjavík shall protect its residents' rights to healthy living conditions. The City's environmental and resource policy is aimed at ensuring the quality of life of current and future generations, e.g. through extensive environmental protection, education for sustainability, sustainable resource utilisation, effective climate change actions, access of residents to outdoor recreational areas, increased recycling and minimising of waste. By introducing green actions aimed at ecologically friendly operations at each of its workplaces, the City of Reykjavík promotes human rights.

10.2 The City of Reykjavík as an employer

10.2.1 The City of Reykjavík recognises the right of employees to a healthy work environment and working conditions. Discrimination between workers with regard to environmental aspects is prohibited. The City of Reykjavík is an ecologically friendly workplace, which accepts its social responsibility and requires its employees to reduce their ecological footprint.

10.3 The City of Reykjavík as a service provider

10.3.1 The City of Reykjavík ensures that all residents have access to the City's diverse man-made and natural environment.

10.2.3 The City of Reykjavík is committed to providing its residents with a healthy environment which is not detrimental to their health. This entails the obligation to ensure a high level of environmental protection and environment quality, including a special policy regarding waste, noise, air quality and biological diversity, to counteract the impact of climate change.

11. Security

The City of Reykjavík recognises the right of every person to live in peace and security. A peaceful environment is one in which people live in security, free from war, restriction of liberty, threats or harassment of any kind. All residents should be able to travel throughout the City without any threat to their security.

11.1.1 The City of Reykjavík as a public authority

11.1.2 The City of Reykjavík wishes to do its part in ensuring the peace and security of residents through positive co-operation with the parties concerned in each case.

11.1.3 The City of Reykjavík safeguards peace and security in its dealings with local authorities and international exchanges. The City emphasises in every respect its role in preventing violence and encouraging peaceful and constructive relations, whether between individuals, states or international institutions.

11.1.4 The City of Reykjavík works to ensure that the urban environment is as safe as possible, bearing in mind especially groups which are more vulnerable than others to systematic abuse.

11.2 The City of Reykjavík as an employer

11.2.1 The City of Reykjavík recognises the right of employees to a safe working environment which does not endanger their health. The City of Reykjavík promotes safety and well-being in the workplace and adopts measures to ensure that City employees are not subject to mobbing, harassment, sexual harassment, or any other form of abuse. This entails, among other things, that the City of Reykjavík will not tolerate abusive or provocative material in the work environment, such as sexually offensive material or material expressing prejudice towards a certain group, as this can have a negative impact on well-being in the workplace.

11.2.2. The City of Reykjavík shall instruct employees on mobbing, harassment, sexual harassment and violence in the workplace, including towards users of the City's services. Response plans must be available. Special attention shall be given to mobbing which can appear in the form of racism, prejudice against disabled persons, age prejudice and prejudice towards LGBTQI persons. The differing situations of various genders and multiple discrimination must also be given attention.

11.3 The City of Reykjavík as a service provider

The City of Reykjavík is committed to providing a safe and peaceful environment for its residents. This entails actions to reduce or eliminate risks in the environment, for instance by ensuring the safety of buildings and proper lighting. Special attention needs to be given to the different difficulties faced by people with regard to security. Consideration needs to be given to differing situations with regard to gender, age, origin, disability and other aspects covered by the human rights policy. Special attention needs to be given to the impact of multiple discrimination.

12. The City of Reykjavík as a partner and purchaser

The City of Reykjavík co-operates with various parties in its human rights efforts.

The purchasing policy of the City of Reykjavík states that in its procurement consideration must be given to quality, the environment and human rights.

12.1 The City of Reykjavík collaborates with state authorities, other local authorities, grassroots organisations, NGOs and educational institutions to promote initiative, innovation, generation of knowledge, advice, instruction and voluntary efforts to promote human rights.

12.2 All the City's committees and councils which award grants are to follow its human rights policy and be guided by human rights considerations.

12.3 Grants awarded by the City of Reykjavík are subject to the condition that the work counteracts discrimination and supports equal rights. The City's Human Rights Council can request a report on the use of a grant in order to monitor that it is used on an equal rights basis, if applicable.

12.4 The City of Reykjavík reserves the right to request that partners receiving grants from the City compile a human rights plan with measurable targets.

12.5 The City of Reykjavík requires those private companies from which it purchases services to respect the human rights of those persons to whom they provide services on the City's behalf and avoid discrimination among their employees.

12.6 The City of Reykjavík encourages private companies from whom it purchases services to adopt a human rights plan with measurable targets.

13. Gathering and dissemination of information

The City of Reykjavík will gather and disseminate information on the situation and circumstances of all groups covered by this policy. The City of Reykjavík has an information policy which states that the City will disseminate accessible and easily understandable information material in the languages of those foreign residents who are most numerous in the City.

13.1 Attitudes towards the City's services are examined, both through opinion surveys and other routes, to determine whether residents are discriminated against with regard to services.

13.2 The City of Reykjavík shall follow up on its policy and examine the situation of City employees with a gender analysis.

13.3 All gathering and analysis of data by the City of Reykjavík shall include a gender breakdown, cf. Art. 16 of the Equal Rights Act, and

furthermore with a breakdown by those groups covered by the policy wherever practicable.

13.4 All knowledge gathered by the City of Reykjavík shall be disseminated systematically within the City and used to improve services, counter prejudice, promote human rights in City workplaces and inform residents.

13.5 All of the City's information material shall reflect and show consideration for the diversity of the urban community to the utmost extent possible.

14. Responsibility and procedures

14.1 The City's managers and employees are responsible for ensuring human rights and respect for them in the City's administration, in its workplaces and in its services, and provided with the funding and instruction to enable them to do so.

Management is responsible for:

- a) working in accordance with the policy;
- b) appointing human rights representatives in all divisions of City operations;
- c) presenting the policy.

14.2 School and recreational centre administrators are responsible for ensuring:

- a) information and discussion of human rights as part of school and recreational activities, cf. the National Curriculum Guide for Preschools and Compulsory Schools and Operational Guide for Recreation Centres;
- b) that study materials and activities do not discriminate between genders, counteract prejudice and gender stereotypes and are based on principles of human rights;

- c) instruction and working practices show consideration for the diverse community in which we live;
- d) study and work counselling place emphasis on presenting to all pupils work which has previously been regarded as traditional male or female work.

14.3 Directors of sport, leisure, youth and cultural activities are especially responsible for:

- a) organising social, cultural and recreational activities based on principles of equal rights;
- b) ensuring that NGOs benefiting from premises, grants or other assistance provided by the City of Reykjavík, for instance, for sports, promote equal rights in all respects.

14.4 Directors of service institutions are especially responsible for:

- a) ensuring the utmost equal treatment in provision of City services;
- b) working effectively against prejudice in the service institutions and towards service users.

14.5 The Human Rights Council shall:

- a) ensure that this policy is implemented;
- b) present the policy and encourage gathering of knowledge and dissemination of information in consultation with residents and the parties involved.

14.6 The Human Rights Office shall:

- a) prepare, in collaboration with the Human Rights Council, an operating plan and budget for human rights issues;
- b) follow up on decisions of the Human Rights Council;
- c) draft a Human Rights action plan in co-operation with the relevant parties;
- d) encourage consultation within the City in those areas covered by the policy;
- e) encourage discussion in those areas covered by the policy;

- f) collaborate with NGOs and other local authorities in matters covered by the policy;
- g) consult with those human rights representatives appointed by various divisions;
- h) take the initiative for projects;
- i) endeavour to ensure that residents are not discriminated against on the basis of their origin, nationality, language, skin colour, religion, atheism or non-religious convictions, political opinions, gender, sexual orientation, gender identity, gender expression, sexual characteristics, age, disability, body build or type, health, ability or other status.