



# Reykjavík City's Action Plan for Equality and Human Rights

## 2023–2026

Based on the Act on Equal  
Status and Equal Rights  
Irrespective of Gender,  
Article 13 of the Act on the  
Administration of Matters  
Concerning Equality and the  
Reykjavík City Human Rights  
Policy.



Reykjavík



MSS23010102

Human Rights & Violence Prevention Council

Approved by City Council on June 20, 2023



**Reykjavík**



## Human Rights & Violence Prevention Council

The Human Rights and Violence Prevention Council works on behalf of the City Council. The council is responsible for strategic planning in the field of human rights and violence prevention initiatives, ensures that the City's human rights policy is enforced, and addresses equality issues as outlined in Article 13 of Act no. 151/2020 on the administration of equality issues.

The council has seven representatives appointed by the City Council and an equal number of alternates. Their term of office is the same as the City Council.

The council is responsible for making decisions and proposing ideas to the City Council regarding matters under their jurisdiction. The Human Rights and Violence Prevention Council disseminates information and consults with residents, non-governmental organizations, and other stakeholders regarding the council's projects.

Representatives and their alternates for the election period of 2022-2026:

### Representatives

Magnús Davíð Norðdahl, Chairperson  
Árelía Eydís Guðmundsdóttir  
Sabine Leskopf  
Þorvaldur Daníelsson  
Sandra Hlíf Ocares  
Helga Þórðardóttir  
Trausti Breiðfjörð Magnússon

### Alternates

Rannveig Ernudóttir  
Unnur Þöll Benediktsdóttir  
Ellen Jacqueline Calmon  
Ásta Björg Björgvinsdóttir  
Helga Margrét Marzellíusardóttir  
Kolbrún Baldursdóttir  
Ásta Þ. Skjalddal Guðjónsdóttir

## Equality & Human Rights in Reykjavík

Reykjavík City aims to be a city for people built on justice, fairness, and citizen participation, with no person left behind. The city has dedicated itself to working systematically towards equality and human rights for its residents, and this is reflected in the city's human rights policy.

The Human Rights Policy is based on the principle of equality. It aims to ensure that all people enjoy human rights regardless of origin, nationality, class, language, colour, religion, beliefs, political views, atheism, gender, sexual orientation, gender identity, gender expression, gender characteristics, age, disability, body type, body shape, intelligence or other status. The policy aims to combat multiple discrimination and emphasizes a holistic vision for the city's residents, as many belong to more than one of the groups it covers.

The Reykjavík Human Rights Policy is based on the human rights provisions of the constitution and international treaties, such as the European Charter of Equality of Women and Men in Local Life, the Convention on the Rights of the Child, the United Nations Convention on the Rights of Persons with Disabilities, and the Istanbul Convention.



## Action Plan on Equality and Human Rights 2023-2026

According to the Reykjavík Human Rights Policy, the Human Rights and Violence Prevention Council and the Human Rights and Democracy Office must prepare an action plan for human rights concerns. The Human Rights and Violence Prevention Council receives a budget for its projects, and the plan must reflect the priorities set by the council.

This action plan is also Reykjavík's equality plan, as in Article 13 of Act No. 151/2020 on the administration of equality issues. The basis of the plan, in addition to the Human Rights Policy, is the Act on Equal Status and Equal Rights Irrespective of Gender No. 150/2020, Act on the Administration of Matters Concerning Equality No. 151/2020, Act on Equal Treatment Outside the Labour Market No. 85/2018 and Act on Equal Treatment in the Labour Market No. 86/2018.

This action plan replaces the previous plan on human rights and democracy matters from 2019 until and including 2022. The plan sets out goals and measures to prevent discrimination and promote equal treatment in the allocation of funds, in the provision of services, and in human resources matters. The plan therefore covers all the city's activities and is related to other policies and plans that the city has approved, such as the green plan, accessibility policy, action plan against violence, human resources policy, equal pay policy, welfare policy, sports policy, culture policy, etc.

During a meeting of the Human Rights and Violence Prevention Council on January 10, 2023, it was decided to appoint a working group tasked with preparing a draft of the action plan on equality issues.

The working group operated from January until May 2023. In addition to meeting regularly, they also organized working meetings with the Human Rights and Violence Prevention Council, the Department of Welfare, the Department of Education and

Youth, the Department of Culture and Sport, and the Department of Human Resources and Working Environment.

### Implementation & Follow-up

The action plan outlines who is responsible for executing the actions, the time frame within which they must be completed, and specific equality issues and pillars they pertain to. The Reykjavík City's Human Rights and Violence Prevention Council is responsible for implementing the plan and following up on presented actions. The staff of the Human Rights and Democracy Office manages the program's progress during the validity period.

The City Council will review the action plan annually which will be revised as needed while it is valid. In this way, it is possible to monitor actions and promote continuous improvement. Residents will be able to follow the status of actions in the plan on the city's website.

**In the City's Human Rights Policy, authorities commit to work on human rights in four main areas, with each area reflecting the city's multiple roles and responsibilities: as a governing body, as an employer, as a service provider and as a partner. This plan sets out goals and actions in these four areas to promote equality and human rights.**



## 1. Reykjavík as a Governing Body

The City of Reykjavík has set itself the goal of being at the forefront regarding equality, human rights, and cooperation with residents. Decisions made by the city should be transparent and have the interests of the city's residents as a guide.

### 1.1 Participation in committees, councils, and boards

Goal	Action	Responsible	Time frame	Support
The gender ratio in committees, councils, and boards is as per the provisions of the Act on Equal Status and Equal Rights of the Sexes.	<b>1.1.1</b> Look at gender ratios and diversity when making appointments to committees, councils, and boards.	City Council	Ongoing	Art.28 of the Act of Equal Status & Equal Rights Irrespective of Gender <sup>1</sup> , Art.2.1 of the Reykjavík Human Rights Policy and Art. 2 of the European Convention on the Equal Status of Women & Men in Municipalities & Regions <sup>2</sup> .
	<b>1.1.2</b> Compile annual statistics on gender ratios in committees, councils, and boards.	MAR	Annually	Art.28 of the Equality Act, Art.2.1 of the Reykjavík Human Rights Policy and Art. 2 of the European Convention.
	<b>1.1.3</b> In the run-up to elections, encourage parties to make their candidate lists reflect the diversity of city society.	MO, MAR	Before local elections	Art.28 of the Equality Act, Art.2.1 of the Reykjavík Human Rights Policy, and Part 1.3 of the European Convention.
The society's diversity should be reflected in the city's councils, committees, and boards.				

**Abbreviations in table:** MAR= Human Rights & Democracy Office, MO= Human Rights and Violence Prevention Council, SBB= Office of the Mayor & Chief Executive Officer, MOS= Department of Human Resources & Work Environment, FÁST= Department of Finance & Risk Management, þON= Department of Services & Innovation, VEL= Department of Welfare, USK= Department of Environment & Planning, UTR= Information Technology, SFS= Department of Education & Youth, MÍR= Department of Culture & Sports, MÍT= Culture, Sports & Leisure Council.

<sup>1</sup> Hereafter called the Equality Act

<sup>2</sup> Hereafter called the European Convention



## 1.2 Integration of gender and equality perspectives

Goal	Action	Responsible	Time frame	Support
Integrating gender and equality perspectives is a part of all policy-making and planning.	<b>1.2.1</b> Launch a development project where the integration of gender and equality perspectives in strategy and planning is improved.	MAR, SBB	2024-2025	Art.30 of the Equality Act, Art.2.1.1. & 2.3.1. of the Reykjavík Human Rights Policy, & Art.9 of the European Convention.
Information on the status of the sexes and people of foreign origin within the municipality is accessible.	<b>1.2.2.</b> Present statistical information on the status of the sexes and people of foreign origin in the city and publish it on the city's website (Gender statistics and statistics on multiculturalism).	MAR	Annually	Art.29 of the Equality Act, Ch. 9. & Art. 2.3.1. & 13.3. of the Reykjavík Human Rights Policy, & Art.9 of the European Convention.
Integrate equality and human rights principles into the city's activities and further develop the practice.	<b>1.2.3</b> Create tools for assessing equality and human rights issues within the City of Reykjavík.	MO, MAR	2023-2024	The Reykjavík Human Rights Policy & the Act of Equality.
	<b>1.2.4</b> Hold annual joint meetings of the Human Rights and Violence Prevention Council and the Access and Consultation Committee.	MO	Annually	Ch.4 of the Reykjavík Human Rights Policy.
	<b>1.2.5</b> Introduce the City's Human Rights Policy on the employee intranet and during leadership training.	MO, MAR	Ongoing	Ch.14 of the Reykjavík Human Rights Policy.



### 1.3 Allocating finances

Goal	Action	Responsible	Time frame	Support
Work towards fair distribution of resources.	<b>1.3.1</b> Educate elected representatives, managers, and staff on gender budgeting and operational planning methodology.	MAR, MOS	Ongoing	Art.30 of the Equality Act, Art. 2.1.1. of the Reykjavík Human Rights Policy, Art.9 of the European Convention.
	<b>1.3.2</b> Work on implementing a gendered financial and work plan through education, feedback, monitoring, and updating processes and procedures.	MAR, FÁST	Ongoing	Art.30 of the Equality Act, Art.13 of the Act on the Administration of Matters Concerning Equality, Art.2.1.1. of the Reykjavík Human Rights Policy & Art.9 of the European Convention.
The status of citizens is equal regardless of gender, sexuality, origin, and other factors where applicable.	<b>1.3.3</b> Improve access to gender-disaggregated data with the city's new data service interface to facilitate analysis and response.	PON, MAR	Ongoing	At.29 of the Equality Act, Art.2.3.1. & 13.3 of the Reykjavík Human Rights Policy, Art.9 of the European Convention.
City services should consider the different situations and needs of its people.	<b>1.3.4</b> Analyse elements of city services based on gender and equality perspectives and respond to the results of the analyses.	MAR, FÁST, City departments	Ongoing	Art.16, 17 & 30 of the Equality Act, Art.3.1 of the Reykjavík Human Rights Policy, and Art.9 of the European Convention.
Equality and human rights are guaranteed by taking gender and equality perspectives into account when making decisions.	<b>1.3.5</b> City councils must implement a procedure to conduct equality screenings and assessments.	MAR, FÁST	Ongoing	Art.30 of the Equality Act, Art. 2.1.1. of the Reykjavík Human Rights Policy, Art.9 of the European Convention.
City grants should promote equality, human rights, and equal opportunities.	<b>1.3.6</b> Develop grant rules and a grant portal so that grants promote equality and human rights in line with the city's human rights policy. Grants are analysed regularly based on gender and equality perspectives.	PON, MAR, FÁST, departments and professional councils	Ongoing	The Reykjavík Human Rights Policy, Art.10 of the rules on grant allocation.



## 1.4 Inclusion and safety of citizens

Goal	Action	Responsible	Time frame	Support
The city ensures residents' safety through targeted efforts against violence in Reykjavík.	<b>1.4.1</b> Follow Reykjavík City's action plan to combat gender-based violence, extremism, and prejudice. It also includes actions that are part of the projects <i>Together Against Violence</i> , <i>the Agreement on Safe &amp; Abuse-free Nightclubs</i> , and <i>Nordic Safe Cities</i> .	MO, MAR	Ongoing	Art.14 of the Equality Act, Art.2.1.2 of the Reykjavík Human Rights Policy, Art.22 of the European Convention and the Istanbul Convention.
Ensure that residents trust cooperation and collaboration and that awareness of human rights issues is strengthened.	<b>1.4.2</b> Organize an annual Human Rights Day event and present the city's Human Rights Award.	MO	May 16th annually	Approved by the Human Rights and Violence Prevention Council.
	<b>1.4.3</b> Hold an open meeting of the Human Rights and Violence Prevention Council.	MO	Annually, around December 10th	Approved by the Human Rights and Violence Prevention Council.
	<b>1.4.4</b> Provide grants for initiatives related to human rights and anti-violence causes.	MO	Annually	City regulations for the allocation of grants.
	<b>1.4.5</b> Participate in <i>Rainbow Cities Network</i> , <i>ICORN</i> , <i>Intercultural Cities Network</i> , and <i>Nordic Safe Cities</i> .	MO, MAR	Ongoing	The City's Human Rights Policy
An urban society free from prejudice built on principles of inclusion.	<b>1.4.6</b> Organize and hold an intercultural assembly for the city of Reykjavík.	MAR	Every other year	Ch. 9 of the City's Human Rights Policy.
	<b>1.4.7</b> Work with the City of Reykjavík's Consultation Platform for Religious and Secular Communities.	MAR	Twice a year	Ch. 8 of the City's Human Rights Policy.
	<b>1.4.8</b> Formulate an intercultural policy for Reykjavík in cooperation with all city departments, residents, & other stakeholders, using the methodology of Intercultural Cities as the guiding principle.	MAR, City Departments	2023-2024	Art.30 of the Equality Act, ch.9 of the City's Human Rights Policy.
	<b>1.4.9</b> Provide education and training for city staff on intercultural skills and any form of discrimination.	MAR	2023-2025	Ch.9 and Art.9.3.3. of the City's Human Rights Policy.
	<b>1.4.10</b> Follow Reykjavík City's Action Plan Against Violence, which includes actions against gender-based violence, extremism, and prejudice. It also includes actions that are part of the work <i>Together Against Violence</i> , <i>Agreement for Non-violent and Safe Entertainment Venues</i> and <i>Nordic Safe Cities</i> .	MO, MAR	Ongoing	Art. 14 of the Equality Act, Art. 2.1.2 of the City's Human Rights Policy, Art. 22 of the European Convention, and the Istanbul Convention.





## 1.5 Follow-up & review the plan for equality & human rights

Goal	Action	Responsible	Time frame	Support
The action plan for promoting human rights and equality is continually reviewed and implemented.	<b>1.5.1</b> Review action statuses regularly with responsible parties and report to the Human Rights and Violence Prevention Council.	MAR	Twice a year	Art.13 of the Act of the Administration of Matters Concerning Equality, Art.14.6 of the Reykjavík Human Rights Policy.
	<b>1.5.2</b> Publish updates regarding the progress of the action plan on the city's website.	MAR	Twice a year	Art.13 of the Act of the Administration of Matters Concerning Equality, Art.14.6 of the Reykjavík Human Rights Policy.
	<b>1.5.3</b> Provide an update on the status and progress of the plan to the city council.	MO	Annually, in the spring	Art.13 of the Act of the Administration of Matters Concerning Equality, Art.14.6 of the Reykjavík Human Rights Policy.



## 2. Reykjavík as an Employer

Our city is dedicated to promoting equality in all HR matters as per the Equality Act. We work proactively to ensure everyone receives equal treatment at all city establishments.

### 2.1 Equal pay

Goal	Action	Responsible	Time frame	Support
Employees must receive equal pay and enjoy the same benefits for the same or equally valuable work, regardless of race, origin, religion, beliefs, disability, reduced work capacity, age, sexuality, gender identity, gender characteristics & gender expression.	<b>2.1.1</b> Collaborate with the Equal Employment Opportunity Office to evaluate methods that will identify wage discrimination among city staff based on factors other than gender or nationality and make recommendations for actions that can be taken, for instance, conducting surveys to gather relevant information.	MOS	31.12.2024	Art.6 & 18 of the Equality Act, Art.9 of the Act on Equal Treatment on the Labour Market, Art.2.2.3 of the Reykjavík Human Rights Policy, and Art.11 of the European Convention.
	<b>2.1.2</b> Translate Reykjavík's equal pay policy into English & Polish and publish it on internal and external websites.	MOS	31.12.2023	Art.6 & 18 of the Equality Act, Art.9 of the Act on Equal Treatment on the Labour Market, Art.2.2.3 of the Reykjavík Human Rights Policy, the City Equal Pay Policy, & Art.11 of the European Convention.
	<b>2.1.3</b> Assess and address the gender pay gap.	MOS	Ongoing	Art.6 & 18 of the Equality Act, Art.9 of the Act on Equal Treatment on the Labour Market, Art.2.2.3 of the Reykjavík Human Rights Policy, the City Equal Pay Policy & Art.11 of the European Convention.
	<b>2.1.5</b> Seek ways to improve the city's job evaluation system to ensure equal pay for the same or equally valuable jobs.	MOS	Annually	Art.7 of the Equality Act, Art. 2.2.3. í of the Reykjavík Human Rights Policy, City Equal Pay Policy & Art. 11 of the European Convention.

## 2.2 Jobs and lifelong learning

Goal	Action	Responsible	Time frame	Support
Ensure that job opportunities are open to all, regardless of gender, race, ethnic origin, religion, beliefs, disability, reduced work capacity, age, sexuality, gender identity, gender expression.	<b>2.2.1</b> Revise text and layout in job ads for increased inclusivity and appeal to diverse groups of job applicants in Reykjavík.	MOS	31.12.2024	Art.12 of the Equality Act, Art. 8 & 9 of the Act on Equal Treatment on the Labour Market & Ch.9 of the Reykjavík Human Rights Policy.
	<b>2.2.2</b> Implement a policy of evaluating equality considerations equally with other considerations when hiring. The city's management has been made aware that during recruitment, applicants belonging to the minority gender in the relevant profession should be given equal consideration for employment, provided that they are equally or more qualified than other applicants.	MOS	Ongoing	Art.19 of the Equality Act & Art.2.1. of the Reykjavík Human Rights Policy.
	<b>2.2.3</b> Make it known that when recruiting, disabled individuals with equal or greater skills should be given priority over other candidates.	MOS	Ongoing	Art.22 of the Act of Services for Disabled People with Long-term Support Needs, & Art. 4.2.1 of the Reykjavík Human Rights Policy.
	<b>2.2.4</b> Increase support and education for managers to increase the number of opportunities for people with reduced working capacity to get suitable jobs.	MOS, MAR	31.12.2024	Art. 12 of the Equality Act, Art. 8 & 9 of the Act on Equal Treatment on the Labour Market & Ch. 9 of the Reykjavík Human Rights Policy.
Provide all employees access to vocational training, continuing education, and lifelong learning which will increase work competence and prepare them for future or different jobs.	<b>2.2.5</b> Implement <i>Torgið</i> educational system citywide, ensure staff has the email addresses and passwords needed for access, and minimize obstacles to the 2023 education policy.	MOS	31.12.2023	Art. 12 & 19 of the Equality Act, Art.8 &9 of the Act on Equal Treatment on the Labour Market, & Art. 2.2.4 & 9 of the Reykjavík Human Rights Policy & the City's Education Policy.
	<b>2.2.6</b> Work together across departments to share knowledge and skills among managers and staff using <i>Torgið</i> , as outlined in the 2023 education policy action plan.	MOS	31.12.2023	Art. 12 & 19 of the Equality Act, Art.8 of the Act of Equal Treatment on the Labour Market, Art. 2.2.4 of the Reykjavík Human Rights Policy & the City's Education Policy.
	<b>2.2.7</b> Conduct a survey among staff to assess whether equal opportunities are available for career development and lifelong learning and examine the impact of digital transformation on women, men, and non-binary employees. If the assessment shows that equal opportunities are not available, an analysis of what is required will be done, and suggestions for improvement will be provided as appropriate.	MOS	Annually	Art. 12 & 19 of the Equality Act, Art.8 of the Act of Equal Treatment on the Labour Market & Art. 2.2.4 of the Reykjavík Human Rights Policy.
Managers and leaders will be informed about gender and equality considerations.	<b>2.2.8</b> Make equality education a part of the City's leadership training programs.	MOS, MAR	Ongoing	Art.1 of the Equality Act, Art.2.2.3 of the Reykjavík Human Rights Policy & Art. 11 of the European Convention.
Increase employment participation of disabled people with long-term support needs, thus ensuring diverse job opportunities.	<b>2.2.9</b> Create a working group with representatives from MAR, MOS, and VEL to analyse the employment of disabled people with long-term support needs and offer recommendations.	MAR, MOS, VEL	2023-2024	Act on Services for Disabled People with Long-Term Support Needs nr. 38/2018, Ch.4 & Art. 4.2.1 of the Reykjavík Human Rights Policy.



## 2.3 Balancing family and work

Goal	Action	Responsible	Time frame	Support
Enable employees to balance their work responsibilities and family obligations effectively.	<b>2.3.1</b> Survey staff to gather information on work-life balance. Analyse the responses based on relevant variables such as gender and occupation. In case of any difficulties in managing private life, family responsibilities, and work in certain positions, attempt to identify the cause and take appropriate action if necessary.	MOS	Annually	Art.13 of the Equality Act, Art.2.2.5 of the Reykjavik Human Rights Policy & Art. 11 of the European Convention.
	<b>2.3.2</b> Continue implementing <i>Better Working Hours</i> and evaluate if shorter work weeks improve work-life balance.	MOS	31.12.2024	Art.13 of the Equality Act, Art. 2.2.5 of the Reykjavik Human Rights Policy & Art.11 of the European Convention.
Employees enjoy flexibility in work as conditions allow.	<b>2.3.3</b> Work towards implementing measures to accommodate flexibility at retirement due to age.	MOS	31.12.2024	Art.13 of the Equality Act, Art. 2.2.5 of the Reykjavik Human Rights Policy & Art.11 of the European Convention.
	<b>2.3.4</b> Assist management in exploring ways to increase flexibility and part-time jobs for employees with reduced work capacity or other personal circumstances.	MOS	31.12.2024	Art.13 of the Equality Act, Art. 2.2.5 of the Reykjavik Human Rights Policy & Art.11 of the European Convention.
Parents, regardless of gender, use their parental and maternity leave and may take care of their sick children.	<b>2.3.5</b> Collect data regarding parental and maternity leave utilisation and analyse it based on gender.	MOS	31.12.2025	Art.13 of the Equality Act, Art. 8 of the Act on Maternity & Parental Leave, Art. 2.2.5 of the Reykjavik Human Rights Policy & Art.11 of the European Convention.
	<b>2.3.6</b> Give employees the option of flexibility in their work where possible. Enable employees to reduce their work temporarily due to family responsibilities. Employees may opt for part-time jobs and flexible working hours as circumstances permit. Managers should encourage fathers to take advantage of their right to paternity leave. Furthermore, men should be encouraged to stay at home with sick children on an equal basis with women.	MOS	Ongoing	Art.13 of the Equality Act, Art. 8 of the Act on Maternity & Parental Leave, Art. 2.2.5 of the Reykjavik Human Rights Policy & Art.11 of the European Convention.
Due to urgent family circumstances, employees are guaranteed flexibility and/or leave from work.	<b>2.3.7</b> Implement the updated off-site work policy and ensure staff and managers know the City's priorities.	MOS	31.12.2024	Art.13 of the Equality Act, Art. 2.2.5 of the Reykjavik Human Rights Policy & Art.11 of the European Convention.



## 2.4 Gender-based violence, gender-based harassment and sexual harassment

Goal	Action	Responsible	Time frame	Support
Prevent gender-based harassment, sexual harassment, or gender-based violence in City workplaces.	<b>2.4.1</b> Conduct a sample survey among staff to determine experiences of sexual harassment, gender-based harassment or gender-based violence in connection with their work. Analyse results by origin, gender, and queerness.	MOS	Annually	Art.14 of the Equality Act, Art.2.2.6& & Art. 11.2.1 of the Reykjavík Human Rights Policy, Art.11 of the European Convention, Reykjavík's Policy Against Bullying, Harassment and Violence in the Workplace & The Istanbul Convention.
	<b>2.4.2</b> Create digital educational material that will be shared via <i>Torgið</i> .	MOS	31.12.2024	Art.14 of the Equality Act, Art.2.2.6& & Art. 11.2.1 of the Reykjavík Human Rights Policy, Art.11 of the European Convention, Reykjavík's Policy Against Bullying, Harassment and Violence in the Workplace & The Istanbul Convention.
	<b>2.4.3</b> Update and implement policies and procedures for EKKO in all City workplaces.	MOS	31.12.2024	Art.14 of the Equality Act, Art.2.2.6& & Art. 11.2.1 of the Reykjavík Human Rights Policy, Art.11 of the European Convention, Reykjavík's Policy Against Bullying, Harassment and Violence in the Workplace & The Istanbul Convention.
Employees at risk of gender-based violence receive support from the workplace.	<b>2.4.4</b> Provide management with guidance on how to support staff when domestic violence is suspected.	MOS, MAR	31.12.2023	Art.14 of the Equality Act, Art.2.2.6 & & Art. 11.2.1 of the Reykjavík Human Rights Policy, Art.11 of the European Convention & Reykjavík's Policy Against Bullying, Harassment and Violence in the Workplace.

<sup>3</sup> EKKO (bullying, sexual harassment, gender-based harassment and violence)



### 3. Reykjavík as a Service Provider

All City institutions should work purposefully and systematically to shape and build services, cultural activities, educational programs, and information dissemination that promote equality and celebrate diversity. Access to services should be available to everyone regardless of their different needs. Positive communication and mutual respect should be reflected in all city services.

#### 3.1 Services for the Elderly

Goal	Action	Responsible	Time Frame	Support
Elderly people receive services tailored to their needs.	<b>3.1.1</b> Check if services for the elderly consider diverse needs based on gender, ethnicity, and sexual orientation.	VEL	2023	Art 3 & 3.3 of the Reykjavík Human Rights Policy & Art.1.3 of the City’s Welfare Policy.
	<b>3.1.2</b> Examine whether unconscious biases may affect the evaluation of service requirements.	VEL	2023	Art 3 & 3.3 of the Reykjavík Human Rights Policy.
Draw attention to and discuss the importance of gender equality in caring for elderly relatives.	<b>3.1.3</b> Survey family members to determine who bears the burden of care and whether more support is needed to meet individual needs.	VEL	2024	Action 6.4.3 of the Welfare Policy’s action plan.
Senior citizens and their relatives in Reykjavík are informed about available services.	<b>3.1.4</b> Create educational materials in multiple languages with information about available services for the elderly in Reykjavík.	VEL	2024	Action 6.2.1 & 6.2.3 of the Welfare Policy’s action plan.
Older adults experiencing domestic violence receive adequate support and guidance. Combat violence and abuse against senior citizens.	<b>3.1.5</b> Create online training modules for staff working in welfare services about violence against older people.	VEL, MAR	2024	Action 21 of the Welfare Policy’s action plan.



### 3.2 Services for people with disabilities

Goal	Action	Responsible	Time Frame	Support
People with disabilities receive customised services that meet their specific needs.	<b>3.2.1</b> Check if disability services consider diverse needs based on gender, origin, and sexual orientation.	VEL	2023	Act on Services for Disabled People with Long-Term Support Needs nr.39/2018, the City's Welfare Policy & Art. 4.3.2 of the Reykjavík Human Rights Policy.
	<b>3.2.2</b> Examine whether unconscious biases may influence the assessment of service needs.	VEL	2023	Act on Services for Disabled People with Long-Term Support Needs nr.39/2018, the City's Welfare Policy & Art. 4.3.1 of the Reykjavík Human Rights Policy.
Draw attention to and discuss the importance of gender equality in caring for disabled relatives.	<b>3.2.3</b> Survey family members to determine who bears the burden of care and whether more support is needed to meet individual needs.	VEL	2024	Action nr.6.4.3 of Reykjavík's Welfare Policy.
Disabled people experiencing domestic violence receive adequate support and guidance. Combat violence and abuse against the disabled. Ensure that there is knowledge about the status of disabled people who use City services.	<b>3.2.4</b> Create online training modules for staff working in welfare services about violence against disabled people.	VEL MAR	2024	Action 17 of the action for the City's <i>Together Against Violence</i> campaign.
	<b>3.2.5</b> Consult regularly with the Disability Rights Protection Office of Iceland.	MAR	Annually	Action 17 of the action for the City's <i>Together Against Violence</i> campaign and the Reykjavík Human Rights Policy.
	<b>3.2.6</b> Prepare education about multiple discrimination, e.g. for disabled service users of foreign origin and queer disabled people.	MAR	2023-2024	The Reykjavík Human Rights Policy.
	<b>3.2.7</b> Offer disability awareness training to City staff by disabled individuals. This training could take place at <i>Torgið</i> , for example.	MAR, MOS	Annually	Art.4 of the Reykjavík Human Rights Policy.
Disabled people and their families have easy access to information and services.	<b>3.2.8</b> Create educational and informational materials about available services in Icelandic and other languages for people with disabilities and their families.	VEL	2024	Action 4.2 & 4.3 of the Reykjavík's Welfare Policy.
	<b>3.2.9</b> Summarize and communicate important accessibility issues relating to various City services to users.	MAR	Annually	Action 3.1. & 3.2 of Reykjavík's Accessibility Policy.
	<b>3.2.10</b> Encourage the bus company to publish information about the accessibility of buses and bus stops in the City.	MAR	2022-2024	Action 2.5 & 3.1 of Reykjavík's Accessibility Policy & Art. 4.3 Reykjavík's Human Rights Policy.
	<b>3.2.11</b> Work on digital solutions for City services in consultation with the Accessibility and Consultative Committee for People with Disabilities.	MAR, PON	Ongoing	Action 3.1 & 3.4 of Reykjavík's Accessibility Policy & goal nr. 2.2 of Reykjavík's Service Policy.
All City workplaces and properties should be accessible to all residents regardless of accessibility needs.	<b>3.2.12</b> Secure funding for an accessibility representative to monitor urban design and contractors for accessibility.	MAR, USK	2024	Action 4.2 of the Accessibility Policy & Art.4 of the Reykjavík Human Rights Policy.
	<b>3.2.13</b> Ensure that the Accessibility and Consultation Committee receives cases related to disabled people approved by the committee with increased education about its work.	MAR	Ongoing	Art.4 of the Reykjavík Human Rights Policy, Art 10 of the European Convention, & Art.9 of the Convention on the Rights of Persons with Disabilities.



### 3.3 Services for the homeless

Goal	Action	Responsible	Time frame	Support
City services should meet the specific needs of homeless people based on their gender, origin, and queerness.	<b>3.3.1</b> Continue working with the philosophy of Housing First.	VEL	Ongoing	Reykjavík's Policy for Homeless People with Many and Complex Service Needs.
	<b>3.3.2</b> Increase the range of options and solutions available to individuals receiving welfare rehabilitation services in the City.	VEL	Ongoing	Action 4.1.1 of Reykjavík's Welfare Policy.
	<b>3.3.3</b> Analyse homelessness among women who benefit from welfare services and examine how to meet their needs better.	VEL	2024	Action H1-2 of Reykjavík's Policy for Homeless People with Many Complex Service Needs.





### 3.4 Services for immigrants

Goal	Action	Responsible	Time frame	Support
Reykjavik is an intercultural city.	<b>3.4.1</b> Create digital training for City staff on effective communication with immigrants and using interpreters.	MAR	2024	Art. 9.3 of the Reykjavik Human Rights Policy.
	<b>3.4.2</b> Work with city staff who specialize in immigrant issues to improve meeting their needs.	MAR	Quarterly	Art. 9 of the Reykjavik Human Rights Policy.
	<b>3.4.3</b> Develop procedures to handle hate speech or discrimination and provide digital training for Reykjavik City staff.	MAR	Ongoing	Art. 9.2.4 of the Reykjavik Human Rights Policy.
	<b>3.4.4</b> Provide education to immigrant NGOs and ethnic groups about the City of Reykjavik's services and their rights and obligations.	MAR	Ongoing	Art. 9 & 9.3 of the Reykjavik Human Rights Policy.
	<b>3.4.5</b> Local service centres should provide education and distribute the Welcome to Reykjavik brochure to residents of foreign origin.	VEL, MAR	Ongoing	Art. 9 & 9.3.2 of the Reykjavik Human Rights Policy.
	<b>3.4.6</b> Use both English and Polish social media platforms to communicate information to residents of foreign origin who do not speak Icelandic.	MAR, UTR	Ongoing	Art. 9 & 9.3 of the Reykjavik Human Rights Policy.
	<b>3.4.7</b> Create digital diversity training on intercultural competencies for managers and staff of the City of Reykjavik.	MAR	Ongoing	Art. 9.3.3 of the Reykjavik Human Rights Policy.
	<b>3.4.8</b> Gather information about successful intercultural projects in Reykjavik and increase their visibility.	MAR	Ongoing	Art. 9 & 9.3 of the Reykjavik Human Rights Policy & Intercultural Cities.
Support refugees and immigrants.	<b>3.4.9</b> Provide education and educational materials about raising children in Iceland for families moving to Reykjavik.	VEL, MAR	Ongoing	Art. 9.3 of the Reykjavik Human Rights Policy.
	<b>3.4.10</b> Conduct a detailed gender and equality analysis of refugee services in Reykjavik.	VEL	2024	Art. 9.3 of the Reykjavik Human Rights Policy & action 1.2.1 of Reykjavik's Welfare Policy.



### 3.5 LGBT+ friendly services

Goal	Action	Responsible	Time frame	Support
Reykjavik is an LGBT+ friendly city.	<b>3.5.1</b> Offer Rainbow Certification to City workplaces, which includes education, training, and follow-up.	MAR	Ongoing	Art.15 of the Equality Act, Act of Equal Treatment on the Labour Market, Law on Sexual Autonomy, Ch. 2.1.4 of the Icelandic National Curriculum for Preschools and Primary Schools & Art. 7, 7.1 & 7.3 of the Reykjavik Human Rights Policy.
	<b>3.5.2.</b> Offer counselling to LGBT+ citizens and their relatives through a service contract with Samtök '78.	MAR	Ongoing	Art.7.3. of the Reykjavik Human Rights Policy.
	<b>3.5.3</b> Prepare digital training materials on LGBT+ issues for staff.	MAR	Ongoing	Art.7.3. of the Reykjavik Human Rights Policy.



### 3.6 School and after-school programmes

Goal	Action	Responsible	Time frame	Support
Integrate essential concepts of gender and equality considerations into all school policy-making and planning.	<b>3.6.1</b> Update the equality plan for all SFS positions every three years following current law. The plans must be submitted simultaneously with work plans.	SFS	Autumn 2023	Art.14 of the Equality Act, Art 2.2 of the Reykjavík Human Rights Policy.
	<b>3.6.2</b> Hold distance courses for SFS managers to learn how to create equality plans.	SFS	Autumn 2023	Art.15 of the Equality Act, Art. 2.2 of the Reykjavík Human Rights Policy.
Equality education and human rights are held in high regard. All students receive equality and gender education.	<b>3.6.3</b> It is important to inform all SFS staff about the gender equality and LGBT+ education toolkit and educational policy toolkit, which are relevant for all school levels.	SFS	Ongoing	Art.15 of the Equality Act & the Icelandic National Curriculum for Preschools and Primary Schools, Art. 2.3.2, 4.3.3, 6.3.1, 7.3.1, 8.3.2 & 9.3.1 of the Reykjavík Human Rights Policy.
	<b>3.6.4</b> Maintain and update The Reykjavík Gender Equality Academy's website, which deals with equality in school and leisure activities.	SFS	Ongoing	Art.15 of the Equality Act, Art.3.2 of the Reykjavík Human Rights Policy, & Art. 13 of the European Convention.
	<b>3.6.5</b> Ensure that education about LGBT+ issues is available to all students in elementary school and after-school activities. Ensure administrators know the training and understand its importance to students.	SFS, MAR	Ongoing	Art.15 of the Equality Act, Art. 7.3.1 of the Reykjavík Human Rights Policy & Ch. 2.1.4 of the Icelandic National Curriculum for Preschools & Primary Schools.
	<b>3.6.6</b> Organise and encourage SFS workplaces to participate in equality and human rights days, usually around November 20th.	SFS	Autumn 2023	Art. 15 of the Equality Act & the Icelandic National Curriculum for Preschools & Primary Schools & Art. 2.3.2, 4.3.3, 6.3.1, 7.3.1, 8.3.2 & 9.3.1 of the Reykjavík Human Rights Policy.
Students receive academic and vocational training and counselling in schools regardless of gender.	<b>3.6.7</b> Ensure that all elementary schools and youth centres participate in the planning and activities for Week 6.	SFS	Autumn 2023	Art. 15 of the Equality Act & the Icelandic National Curriculum for Preschools & Primary Schools & Art. 2.3.2, 4.3.3, 6.3.1, 7.3.1, 8.3.2 & 9.3.1 of the Reykjavík Human Rights Policy.
	<b>3.6.8</b> Prepare a checklist for career and guidance counsellors concerning the project <i>Professionalism and Collaboration at the Forefront</i> .	SFS	Spring 2024	Art. 15 of the Equality Act & the Icelandic National Curriculum for Preschools & Primary Schools & Art. 2.3.2, 4.3.3, 6.3.1, 7.3.1, 8.3.2 & 9.3.1 of the Reykjavík Human Rights Policy.
Preventive work is active in primary schools.	<b>3.6.9</b> Ensure that all staff and students receive prevention education from the prevention teams.	SFS	Autumn 2023	Parliamentary resolution on the prevention of sexual and gender-based violence and harassment among children and young people, together with a plan of action for the years 2021–2025.
	<b>3.6.10</b> Strengthen the collaboration between the consulting and solution teams by scheduling meetings to explore synergies.	SFS	Autumn 2023	Parliamentary resolution on the prevention of sexual and gender-based violence and harassment among children and young people, together with a plan of action for the years 2021–2025.
	<b>3.6.11</b> Increase the number of jobs in sex education projects to strengthen preventive sex education.	SFS	Spring 2024	Parliamentary resolution on the prevention of sexual and gender-based violence and harassment among children and young people, together with a plan of action for the years 2021–2025.
Every individual has the right to define their gender and have it acknowledged in school and leisure activities.	<b>3.6.12</b> Ensure that managers and staff are aware of children's rights to define their gender and receive recognition of their gender identity through transparent procedures and training.	SFS, MÍT, MAR	Autumn 2023	Art.3 of the Law on Sexual Autonomy, Art. 15 of the Equality Act & Art. 7.3 & 7.3.1 of the Reykjavík Human Rights Policy.



Goal	Action	Responsible	Time frame	Support
Resources for young people not in school or work (NEET <sup>4*</sup> ) reflect the diverse needs of young people, which may vary based on gender and origin.	<b>3.6.13</b> Map available resources for young people not at work or school, analysing them from gender and equality perspectives.	VEL	2024	Art.3.3 of the Reykjavík Human Rights Policy & action 3.1.5 of the Welfare Policy Action Plan.

---

<sup>4</sup> NEET- Not in Employment, Education or Training

### 3.7 Sports and cultural activities

Goal	Action	Responsible	Time frame	Support
All children and young people deserve equal and inclusive access to all sports, regardless of their gender, origin, disability, or sexual orientation, as outlined in the City's Human Rights Policy.	<b>3.7.1</b> Aim to hire a quality representative for neighbourhood sports clubs who will, among other things, monitor equality policy, human rights policy, code of conduct, work processes, and anti-bullying plans.	MÍR,	2024-2025	Art.15 of the Equality Act, Reykjavík Policy on Sports Until 2030, Reykjavík Human Rights Policy and the European Convention.
	<b>3.7.2</b> Regularly reviewing gender and other variables when assessing leisure allowances is crucial. Art education opportunities require special attention.	MÍR	Ongoing	Policy focus nr.2 of Reykjavík's Policy on Sports Until 2030, Art.20 of the European Convention, Art.14.3 & 3.2.6 of the Reykjavík Human Rights Policy.
All residents can enjoy art and culture.	<b>3.7.3</b> Examine participation and how well children and young people are accommodated in the city's cultural institutions, i.e. in terms of access, age, and residence.	MÍR	End of 2024	Reykjavík's Policy and Action Plan on Arts & Culture Until 2030, Art. 2.3.2, 4.3.3, 6.3.1, 7.3.1, 8.3.2, 9.3.1 & 14.3 of the Reykjavík Human Rights Policy, UN Convention on the Rights of the Child.
Reykjavík's cultural scene should mirror the wide range of human experiences and perspectives.	<b>3.7.4</b> Assess the space and visibility of disabled artists and marginalized and vulnerable groups in the cultural institutions and events programs in Reykjavík and create an action plan to promote diversity in the arts.	MÍR, MAR	End of 2024	Art.3.3 of Reykjavík's Policy on Culture, Art. 4.3.3 & 14.3 of the Reykjavík Human Rights Policy.
Culture, arts, and sports in Reykjavík are validating and accessible to everyone.	<b>3.7.5</b> Map the status of accessibility issues at MÍR and address accessibility issues in all organizations in a broad sense. Collaborate with MAR and various groups and organizations to reduce access barriers such as cultural, economic, linguistic, mental, and physical. Ensure that accessibility information is always available on the service units' websites.	MÍR	End of 2024	Reykjavík's Policy on Culture, Policy on Sports Art. 2.3.2, 4.3.3, 6.3.1, 7.3.1, 8.3.2, 9.3.1 & Art. 14.3 of the Reykjavík Human Rights Policy.
	<b>3.7.6</b> Ensure that current and new staff working at the city's swimming pools are aware of the procedures for marking toilets/changing rooms, special rooms, and the rights of trans people in gender-segregated spaces.	MÍR, MAR	End of 2023	Law on Sexual Autonomy, Art. 7.3 & 7.3.1 of the Reykjavík Human Rights Policy.
	<b>3.7.7</b> Produce videos on how to access the private changing areas and showers at the swimming pool for service users, considering the needs of trans individuals and those with disabilities.	MÍR, MAR	End of 2023	Law on Sexual Autonomy, Ch.4 & Art.7.3. & 7.3.1 of the Reykjavík Human Rights Policy.

## 4. Reykjavík as a Partner and Purchaser

Emphasize cooperation with other public entities, the university community, private entities, and organizations that work on equality and human rights. Also, emphasize that all parties with whom the city does business respect human rights.

### 4.1 Partner and purchaser

Goal	Action	Responsible	Time frame	Support
Human rights are the focus of cooperation with public entities, the university community, private entities, and non-governmental organizations.	<b>4.1.1</b> Develop proposals in consultation with the procurement council on ways to ensure that the city's contractors comply with human rights and sanctions for non-compliance.	MAR, Procurement Council	2023-2024	Art. 17 of the Equality Act.
	<b>4.1.2</b> Review service and partnership agreements regularly to promote diverse sports activities for children and youth. All clubs should have active codes of conduct, bullying and equality plans, and plans for responding to all forms of violence. Assess the Reykjavík Human Rights Policy and consult with experts from MAR and ÍBR - The Reykjavík Sports Association.	MÍR	Ongoing	Focus nr.5 of the Policy on Sports Until 2030, Art.14 of the Equality Act, Parliamentary resolution on the prevention of sexual and gender-based violence and harassment among children and young people, together with a plan of actions for the years 2021–2025, & Art.13 of The Reykjavík Sports Association, on behalf of member associations, and the City of Reykjavík's <i>Cooperation Agreement</i> & Art.16 of law nr. 64/1998 & Art. 2.1.1, 2.1.3, 2.2.6, 3.2.6, 9.3, 9.3.1, 9.3.2, 9.3.3, 11.1.4, 11.2.2 & 14.3 of the Reykjavík Human Rights Policy.
	<b>4.1.3</b> Maintain and develop cooperation agreements with Kvennaathvarf - the Women's Shelter, Stígamót - Center for Survivors of Sexual Violence, Samtökin '78, RIKK - Institute for Gender, Equality and Difference, School of Social Sciences of the University of Iceland and Bjarkarhlíð - Family Justice Center.	MAR, VEL	Ongoing	Ch.12 of the Reykjavík Human Rights Policy.

