



# **Reykjavík City**

## **Human Resources Policy**

### **2026 to 2035**



# Scope of the Human Resources Policy

The Human Resources Policy establishes workplace priorities that reflect the City's broader community goal – **to be a city for people.**

The Human Resources Policy **applies to all employees and managers across all departments and workplaces of Reykjavík City.**

The Human Resources Policy remains in effect through 2035.

## Connection to other policies and commitments

### Sub-policies of the Reykjavík City Human Resources Policy

The following policies fall under the Human Resources Policy and offer detailed guidance for specific areas of human resources:

- Employee Training Policy
- Management Policy
- Bullying and Harassment Policy
- Attendance Policy
- Health and Safety Policy
- Wellbeing Policy
- Equal Pay Policy

### Code of ethics of Reykjavík City employees

This document outlines the conduct standards all Reykjavík City employees must follow.

### Reykjavík City Human Rights Policy

The Human Rights Policy emphasizes equality, equity, respect, diversity, and freedom of expression for employees, ensuring that bullying, harassment, and violence are never tolerated in the City's workplaces.

### Reykjavík City Intercultural Policy

It states that employees can leverage their strengths regardless of origin and receive the support they need to fully utilize their abilities.

### Reykjavík City's Service Policy

The Service Policy establishes that Reykjavík City acts as a service provider, both to external parties and in internal employees' collaborations.

### The Green Deal

The Human Resources Policy aligns well with the Green Deal's focus on human rights and public health.



## **Purpose** of the Human Resources Policy

The purpose of the human resources policy is to enhance Reykjavík City's reputation as a **desirable workplace**, where **capable employees** ensure exemplary operations and services for residents, visitors, and legal entities.





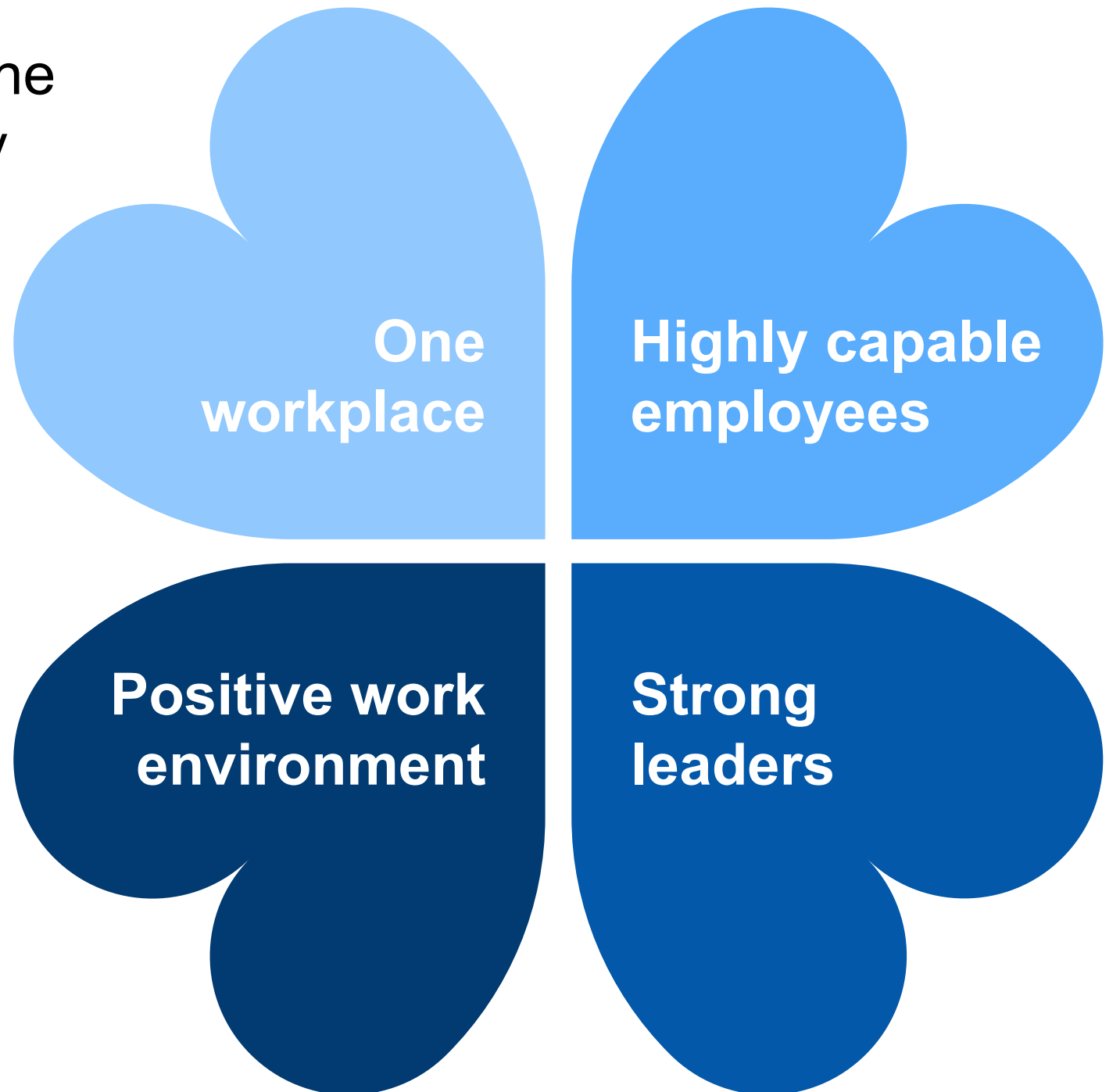
# Future vision

Reykjavík City is **one workplace** where highly capable **employees** enjoy a **positive work environment** and opportunities to flourish alongside **strong managers**.



## Guiding principles of the Human Resource Policy

There are four guiding principles focused on **targeted, positive improvements** designed to realize the policy's vision.





# Guiding principles of the Human Resource Policy

One  
workplace

**Unified processes** and **digital solutions** for all workplaces, applicants, employees and managers.

Highly capable people choose to **work and develop** in a workplace of **collaboration** and **diversity**.

Highly capable  
employees

Positive work  
environment

Everyone has a **positive, safe and health-promoting** work environment that supports well-being and job satisfaction.

Managers have clear **responsibilities, leadership skills** and the **support** they need to succeed.

Strong  
leaders



# Human Resources Policy Priorities

These priorities guide **targeted actions and updates to sub-policies** during the Human Resources Policy's term.

1. **Digital processes and tools for employees**  
regardless of workplace and position
2. **Shared and standardized tools for managers** regardless of position and workplace
3. **Positive experience for applicants** regardless of position

**One  
workplace**

**Highly  
capable  
employees**

1. **Highly capable people choose to work** for the City
2. **Employees develop and grow** with the City
3. **Diverse people work together** across the city

1. **Good work environment**  
regardless of workplace and position
2. **Safe work environment**  
regardless of workplace and position
3. **Health-promoting work environment**  
regardless of workplace and position

**Positive work  
environment**

**Strong  
leaders**

1. **Managerial responsibility is threefold, covering** professional operations, human resources, and finances
2. Managers have opportunities to **develop their competence**
3. Managers receive **support**



Human Resources Policy  
priorities

# One workplace

Standardized human  
resources processes and  
digital solutions for all  
workplaces, applicants,  
employees and managers.

1

## **Digital processes and tools for regardless of workplace and position**

Reykjavík City is committed to developing digital solutions and processes that improve and equalize access to information and resources for all employees. Through this, the City promotes efficiency, consistency, and equal staff access to human resources processes and support, regardless of workplace, employment arrangement, or position.

2

## **Shared and standardized tools for managers regardless of position and workplace**

Reykjavík City prioritizes developing and standardizing processes and tools to help managers effectively carry out their duties and responsibilities while providing staff with strong leadership and support.

3

## **Positive experience for applicants regardless of position**

The City also strives for a positive applicant experience based on reliable information, equal opportunities, professional communication, and efficient hiring processes. A positive experience attracts capable people to the workplace who reflect the diversity of our community.



Human Resources Policy  
priorities

# Capable employees

People choose to work and  
develop in a workplace of  
collaboration and diversity.

1

## Capable people choose to work for the City

Reykjavík City is committed to developing as a workplace that highly capable people choose because it offers desirable and diverse job opportunities in a positive work environment, allowing people to thrive in work that makes a difference for the community.

2

## Employees develop and grow with the City

Reykjavík City reaffirms that training and education are integral to everyone's work, ensuring all employees have opportunities to fully utilize their knowledge and abilities through diverse career development within the City.

3

## Diverse people work together across the city

The City focuses on developing a strong culture where diverse teams work together across departments to provide exemplary services and achieve shared results. The policy places a strong emphasis on equality, empowerment, inclusion, and equity, ensuring all employees feel valued and that their contributions matter.



Human Resources Policy  
priorities

# Strong leaders

Managers have clear responsibilities, leadership skills and the support they need to succeed.

These priorities are detailed further in the Reykjavík City Management Policy.

1

## **Manager responsibility is threefold**

Reykjavík City aims to clarify and increase the transparency of managers' responsibilities for professional operations, human resources, and finances to strengthen management and performance across all City operations.

2

## **Managers have opportunities to develop their competence**

Reykjavík City provides access to relevant education covering leadership roles and all areas of managerial responsibility through both digital and in-person courses.

3

## **Managers receive support**

The City ensures that managers receive the necessary support and tools to fulfill their leadership roles and management responsibilities, especially in human resources and financial matters.



Human Resources Policy  
priorities

# Good work environment

A positive, safe, and health-promoting work environment for all, which drives performance and enhances job satisfaction.

1

## **Good work environment regardless of workplace and position**

Reykjavík City is committed to creating a positive work environment built on respect and open communication, supportive collaboration, a reasonable workload, and flexibility that promotes work-life balance. Employees receive support to develop and thrive in their work.

2

## **Safe work environment under all circumstances**

The City is dedicated to ensuring a safe work environment under all circumstances, protecting employees from physical and mental workplace risks.

3

## **Health-promoting work environment regardless of workplace and position**

Reykjavík City fosters a health-promoting work environment with quality facilities, providing employees with the resources and conditions to maintain and improve their physical and mental health and well-being.



# Human Resources Policy Action Plan

**The Human Resources Policy action plan** gets updated annually or more frequently, under the direction of the Department of Human Resources and Work Environment managers and presented to the City Executive Council for approval.

To ensure alignment with the guiding principles, priorities, and actions of the Human Resources Policy, action plans for all sub-policies are also reviewed annually or more frequently.

Actions in the Human Resources Policy action plan and sub-policies should connect to relevant guiding principles and priorities of the Human Resources Policy for context and accountability.





# Policy Responsibility and Implementation

**The Director** of the Department of Human Resources and Work Environment is responsible for the Human Resources Policy.

**Departmental Human Resources managers** implement the policy within their respective departments and collaborate on shared elements and actions.

**All managers** are responsible for implementing the policy within their work unit.