



ESF project Number 4.255 EQUIP - Equipping Employers for a more Equal and Inclusive Labour Market.

# PROJECT REPORT



**GODFREY KENELY** 



Operational Programme II - Cohesion Policy 2007-2013

Empowering People for More Jobs and a Better Quality of Life
Project part-financed by the European Union
European Social Fund (ESF)

Co-financing rate: 72.25% EU, 12.75% MT, 15% Private Funds



Investing in your future

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## RESEARCH STUDY

Diversity, inclusion and equality at the work place have been increasingly promoted by various Government entities such as NCPE and KNPD and various NGOs operating in the social sector. A number of major employers have taken initiatives to put this into place. For example a number of companies have obtained the NCPE Equality mark and have a corporate social responsibility policy. However, one needs to ask, are such measures leading to better business, are they working out for all employers including for employers of medium, small and micro enterprises? How can employers create a business environment where everyone is treated with dignity and respect, where the talents and skills of different groups are valued, and where productivity and customer service improves because the workforce is happier, more motivated and more aware of the benefits that inclusion and diversity can bring?

Through the ESF 4.255EQUIP Project 'Equipping employers for a more equal & inclusive labour market' MEA sought to find out what is the real situation among Maltese employers, what are the key challenges to running a business that has diversity, equality and inclusion at its core. MEA wants to equip and educate the Maltese employers and wants to be equipped for social dialogue on making the labour market more inclusive and open to equal opportunities.

MEA contracted Business Leaders Malta to conduct a research study among employers on the reality and challenges to making their business open to diversity, inclusion and equal opportunities.

The following were carried out

- Desk research
- Observation of the conference
- Observations of the stakeholders' workshop
- Online survey among 140 companies
- 10 one to one interviews with employers

### RESEARCH REPORT

The research Report submitted by Business Leaders Malta includes the followings sections:

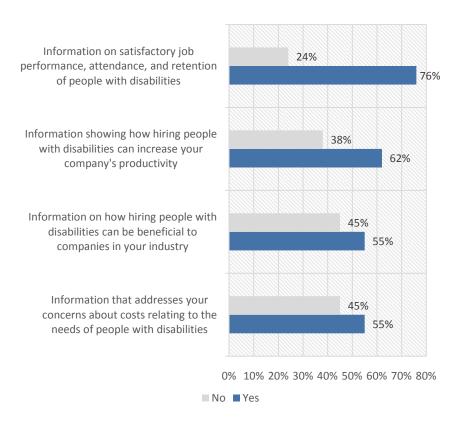
- 1. Executive summary,
- 2. Literature Review,
- 3. Analyses of the data,
- 4. Observations and information (conference and workshop)
- 5. Recommendations for policy development and action

Copy of report in the project file

### Summary of the key research findings:

The survey conducted amongst 100 employers (planned among 60) shows that 55% of participating organisations employ persons with a physical or mental disability most of who are registered with the Employment and Training Corporation.

Employers feel they need more information when it comes to recruiting people with disabilities. This is especially the case with reference to gauging elements relating to satisfactory job performance, attendance and retention of people with disabilities (76%) as well as information about how companies can increase their productivity by employing people with disabilities (62%). More than half of the respondents (55%)



claimed they require further information about the benefits of employing people with disabilities in their industry. Similarly, employers require further information about the costs relating to the needs of people with disabilities.

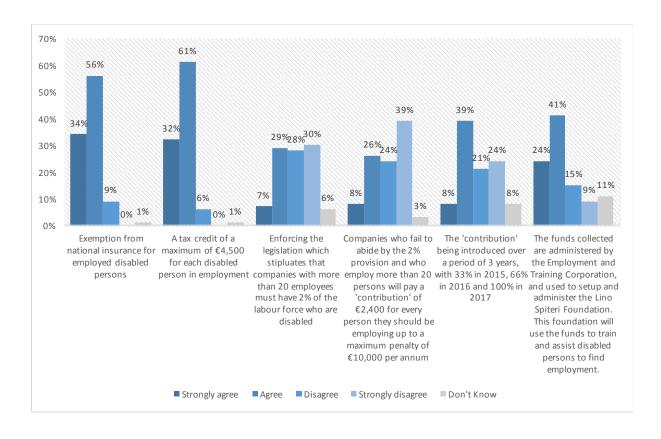
More than 3 out of every 4 employers do not have a specific policy relating to the recruitment of people with disabilities. The table below indicates that employers find it particularly difficult to recruit people with disabilities who have the right skills/qualifications for the job (64%) followed by issues relating to effective execution of work (41%).

	A significa nt challeng e	Somew hat of a challen ge	Not a challen ge at all	Don't Know
Lack of knowledge or information about people with disabilities	<b>27.0</b> % 27	<b>44.0</b> % 44	<b>26.0</b> % 26	<b>3.0 %</b> 3
Attitudes of co-workers	<b>5.0</b> %	<b>47.0</b> %	<b>46.0 %</b> 46	<b>2.0</b> %
Attitudes of customers	<b>14.0 %</b> 14	<b>38.0 %</b> 38	<b>40.0 %</b> 40	<b>8.0</b> %
Attitudes of managers/supervisors	<b>2.0 %</b> 2	<b>37.0 %</b> 37	<b>59.0 %</b> 59	<b>2.0</b> % 2
Costs associated to accommodate disability	<b>19.0 %</b> 19	<b>40.0 %</b> 40	<b>37.0 %</b> 37	<b>4.0</b> % 4
Finding people with disabilities who have the right skills/qualifications	<b>64.0 %</b> 64	<b>29.0 %</b> 29	<b>5.0 %</b> 5	<b>2.0</b> % 2
The work required by the organisation cannot be carried out effectively by people with disabilities	<b>41.0</b> % 41	<b>32.0 %</b> 32	<b>24.0 %</b> 24	<b>3.0 %</b> 3

59% of respondents agree or strongly agree that it is society which disables people by creating barriers. Less than half of the respondents (45%) believe that people with disabilities are treated fairly in Maltese society. A staggering 72% of employers think that people with disabilities do not receive equal opportunities in terms of employment.

People with physical disabilities are generally perceived to be in a better position to fully participate in the workforce whilst it is perceived to be a greater challenge to fully integrate people with intellectual disabilities/autism and mental health disabilities.

Finally respondents were asked to rate their level of agreement on a number of measures announced in the National Budget of 2015 that were aimed to increase the rate of employment amongst people with disabilities.



## CONFERENCE

MEA organise a conference to discuss with other social partners how employers can make diversity, inclusion and equal opportunities a business opportunity rather than just a legal obligation.

MEA had set a target of 100 participants. 160 registered but 96 actually attended the conference. 12 speakers and MEA officials also participated. Total participants 108

A certificate of attendance was given to each participant.

A copy of each signed certificate has been recorded and filed in the project file.

A registration form has been designed and filled in by the participants.

The conference programme has been designed and promoted via email.

The data protection form has been filled in for each participant and kept in the project file.

A sealed call for quotes was published regarding the venue and catering. The quote selected was Baypoint Hotel Ltd. The venue of the conference was Radisson St Julian's.

### **CONFERENCE REGISTRATION FORM**









Operational Programme II - Coheston Policy 2007-2013 spowering People for More Jobs and a Better Quality of Life Project part-financed by the European Union European Social Fund (SP) o-financing rate: 72.25% EU, 12.75 MT, 15% Private Punds



#### **CONFERENCE PROGRAMME**







#### CONFERENCE:

# The Future Labour Market IN MALTA

# Friday, 13th November 2015 | Radisson Blu St Julians

8:15 - 8:45	Registration & coffee		
8:45 - 9:00	Address: 50 years of Histo Mr Arthur Muscat President Malta Employers' Associati	ory: MEA's contribution to Labour Market issue	
g:00 - g:20	The changing Compositio Mr Clyde Caruana Chairperson Employment & Training Cor	n of the Maltese Labour Market poration	
9:20 - 9:40	The State of Social Dialog Future Challenges Mr Joseph Farrugia Director General Molta Employers' Associati	ue & Industrial Relations in Malta:	
9:40 - 9:55	Question Time		
9:55 - 10:20	Coffee break		
10:20 - 10:40	Education & Employment Hon. Evarist Bartolo Minister of Education and E	-The two sides of the HR Coin imployment	
10:40 - 11:30	Panel discussion: Maximi in a Socially Inclusive Env Mr Arthur Muscat	sing the Potential of the Maitese Labour Force ironment President Maita Employers' Association	
	Ms Ruth Famugla	Executive Director Admin. H.R C Fino and Sons Ltd	
	Ms Doris Sammut Bonnici	Joint Managing Director Green Skip Services Ltd	
	Ms Rhoda Garland	Executive Director National Commission for Persons with Disability	
	Mr Morgan Pamis	CEO Business Leaders Malta	
	MrJosefVella	Secretary General Union Haddiema Maghqudin	
	Mr Josef Bugeja	Secretary General General Workers' Union	
		Moderator: Mr Pierre Portelli	









Mr Chyde Carpena



Mr Joseph Ferrugia



The Hon Everist Bartolo



Ms Ruth Ferragio



Ms Dork Sammut Bornio



Ms Rhode Garland



Mr Morpan Pamir



Mr Josef Viella



Mr Josef Bugeje



Mr Aurélio Cecilio



The Hon Dr. Simon Busuttil



The High Dr Joseph Muscat.



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### **CERTIFICATES OF ATTENDANCE**



### PHOTOS OF CONFERENCE





### **ROLL UP BANNER**

The roll up banner included the ESF and co-financing text

Design of roll up Banner and photo of the roll up banner:





# The Future Labour Market IN MALTA



maltaemployers.com





### **CONFERENCE FOLDER**

The folder included the ESF and co-financing text

Sample of folder in file

MEA printed the planned 100 folders and 50 extra folders were produced free of charge by Outlook Coop due to additional registrations received.



### PHOTO OF CONFERENCE FOLDERS:



# SOCIAL DIALOGUE STAKEHOLDERS MEETING (WORKSHOP)

Venue: Radisson Hotel St Julian's

Date: 23<sup>rd</sup> November 2015

The following Stakeholders were invited and participated in the workshop:

1. Moderator Morgan Parnis

2. MEA Arthur Muscat

3. MEA Anton Vella

4. MEA Dr Charlotte Camilleri

5. MEA Joseph Farrugia

6. MEA Doris Sammut

7. ETC Olivia Farrugia

8. Lino Spiteri foundation Esmeralda Micallef Zerafa

9. Lino Spiteri Foundation Arianne Attard

10. KNPD Oliver Scicluna

11. Agenzija Sapport Mauro Farrugia

12. Malta Fed. of Org. Persons with disability Marthese Mugliette

13. Malta Ass. Of Supported Employment Dr. Massimo Ellul

14. Dar tal-Providenza Nadine Camilleri Cassano

15. Commissioner of Mental Health Dr. John M Cachia

16. Inspire Paola Doumanov

17. Richmond Foundation Dragan Donkov

18. Disabled person invited Kevin Vella

19. Disabled person invited Rita Vella Borg

The Research Study contractor attended the workshop to observe and consolidate the recommendations in the research report (as set in the Grant agreement and in the related contract) the contractor was also assigned the moderation of the meeting.

MEA organised the stakeholders' meeting to discuss potential actions and policy development related to how employers can create a business environment open to diversity, inclusion and equal opportunities. The stakeholders in attendance discussed current policies and potential policy recommendations.

MEA and the stakeholders recognise that each person has unique strengths and by embracing those strengths, employees can all contribute to making the business more successful. More than writing and setting policies, employers need to create a culture of inclusion and diversity as their way of doing business. Such culture and climate can evolve through ensuring respect for the individual employees, seeking to help them develop and grow in their abilities and strengths. In return, employees will be motivated and able to give their best, ultimately leading to better services and returns for the business.

The project roll up banner was place on site to show co-financing of project



### PHOTO OF WORKSHOP

# LOGO AND IMAGE FOR THE PROJECT

A logo and corporate image were designed by Outlook Coop for the project to ensure a uniform approach for all the items to be produced



The logo and image were used in the following items:

- Mobile App
- News paper advert (Times wrap)
- Conference folder
- TV adverts (A caption card was designed and sent to the TV production company)
- Conference programme (designed as an additional item free of charge)
- USB pen drives branding (art work sent to pen drive producer through MEA)
- Attendance certificates (design and printed as an additional item free of charge)
- HR Manual (printed version)
- One page 'Useful links' for insertion in the pen drives (designed as an additional item free of charge)

# HR MANUAL

The HR manual was updated by MEA. The manual is a mainly targeted for SMEs and is a simplified version of the MEA HR Handbook. The HR manual is a 100 page manual which is easy to use by small companies like retail or servicing outlets.

The HR Manual was designed and printed (1000 copies)

Copy of HR Manual in the file

A soft copy of the HR Manual was inserted in the USBs (as committed to in the Grant Agreement)

Some of the manuals were distributed at the conference.



# MOBILE APP FOR THE HR HANDBOOK

The mobile app was designed for IOs and Android

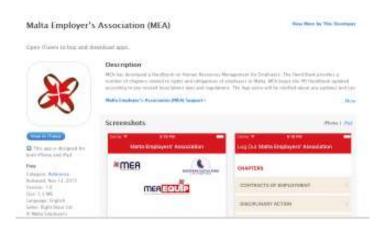
The app retained the password protection assigned to registered employers.

Employers will be in a better position to ensure their businesses truly offer equal opportunities for everyone. They will be kept updated of developments in the field through the updates to the HR Handbook (through the mobile app that has been developed).

The HR handbook which has been updated in the MEA website will now be complemented by the mobile application through which users can be informed of updated versions of the manual.

The app is free of charge.





IOs version for apple: <a href="https://itunes.apple.com/ca/app/malta-employers-association/id1053094698?mt=8">https://itunes.apple.com/ca/app/malta-employers-association/id1053094698?mt=8</a>

Andriod version: <a href="https://www.androidpit.com/app/mt.rightbrain.mea">https://www.androidpit.com/app/mt.rightbrain.mea</a>

# USB PEN DRIVES WITH THE HR MANUAL

600 USB PEND DRIVES HAVE BEEN produced to be distributed among employers.

The HR redesigned manual has been inserted in the pen drives. A one page document including various useful links for employers was also produced and inserted in the pen drives.





# MEDIA EDUCATIONAL MESSAGES - NEWSPAPER ADVERT (TIMES WRAP)

The news paper Times wrap was designed and published on 29th November 2015

Original copy of the advert in file

The wrap included the ESF and co-financing text

The following aspects as committed to in the Grant Agreement have been included in the Times Wrap:

- The stakeholders' meeting to discuss potential actions and policy development related to how employers can create a business environment open to diversity, inclusion and equal opportunities.
- Promotion of diversity, inclusion and equal opportunities.
- Research study results



# EIGHT SOCIAL DIALOGUE TV PROGRAMMES

MEA produced eight (8) social dialogue TV programmes related employment issues including inclusion and equal opportunities in employment.

MEA also managed to get the 8 TV programmes on the national TV station (TVM)

MEA has a copy of each TV programme on DVD in the project file.



TV STATION CONFIRMATION OF AIRING OF TV PROGRAMMES Copy of email in the file

BROADCASTING AUTHORITY CONFIRMATION OF AIRING OF TV PROGRAMMES Copy of letter in the file

## PROJECT RESULTS SUMMARY

### **PLANNED:**

1. **60** employers (companies) taking part in a research study, with 10 of them participating in a one on one interview. The study will consist of an online survey as well as 10 one to one interviews with employers.

The results of the survey will be displayed in a graphic on a newspaper wrap on the Sunday Times, which is the local newspaper which offers the highest readership.

- 100 conference participants, including employers, stakeholders (such as workers' unions)
  and NGOs becoming more aware of and discussing the challenges and success stories of
  diversity, equality and inclusion in the business world.
- 3. 10 key stakeholders participating in a stakeholder's meeting (directly after the conference) to discuss potential actions and policy development related to how employers can create a business environment open to diversity, inclusion and equal opportunities. The recommendations resulting from this meeting will also be included in the HR manual that will be revised and printed (1,000 copies), and also be included in the spread that will be published in the Sunday Times (4 pages in total). This will increase the exposure of the project as well as provide an additional educational and informational output.
- 4. Employers and other stakeholders benefitting from 1,000 printed copies of MEA's HR manual revised to include enhancement of sections related to diversity, equality and inclusion.

Employers and other stakeholders will be informed of any updates to the manual electronically - through the **mobile application** which will be developed as part of this project and which will be free to download and thus more accessible. Such updates can include for instance new or changes to existing EU legislation.

The HR manual will also be distributed among employers through 600 USBs. The manual will improve employers' administrative capacity to foster a truly equal and inclusive work place.

5. Employers, key stakeholders and the general public will benefit from media messages through a local news paper as an educational tool to promote good HR and employment practice. A newspaper wrap (the outer pages of the newspaper – covering four A3 pages in total) with messages targeted towards employers addressing equality and inclusion issues. The newspaper wrap will be published in the Sunday Times

6. Employers, key stakeholders and the general public will also benefit from the production of eight (8) social dialogue TV programmes to discuss the challenges and success stories of equality and inclusion in the business world. The TV programmes will be aired during and after the lifetime of the project.

### **ACTUAL:**

All results were achieved and mostly surpassed.

- 1. 100 (40 more than planned) employers (companies) taking part in a research study, with 10 of them participating in a one on one interview.
  - The results of the survey displayed in a graphic on a newspaper wrap on the Sunday Times,
- 2. 108 conference participants (including speakers)
- 3. 19 (9 more than planned) key stakeholders participating in a stakeholder's meeting
- 4. MEA's HR manual revised to include enhancement of sections related to diversity, equality and inclusion.
  - Mobile application developed and launched
  - The HR manual distributed among employers through 600 USBs
- 5. Media messages through a local news paper as an educational tool to promote good HR and employment practice. A newspaper wrap (the outer pages of the newspaper covering four A3 pages in total) with messages targeted towards employers addressing equality and inclusion issues was published with the Sunday Times on 29<sup>th</sup> November 2015.
- 6. The production of eight (8) social dialogue TV programmes to discuss the challenges and success stories of equality and inclusion in the business world completed. All the TV programmes were aired during the lifetime of the project.

# EXTENSIVE MEDIA COVERAGE OF THE PROJECT

Through the project conference, the project benefited from wide media coverage:

### Online media news portals:

http://www.independent.com.mt/articles/2015-11-13/local-news/Education-Minister-troubled-by-number-of-5th-Form-students-not-working-or-training-6736145175

http://www.maltatoday.com.mt/news/national/59229/create careers not jobs muscat tells employers

http://www.timesofmalta.com/articles/view/20151113/local/working-week-four-hours-shorter.591989

http://www.timesofmalta.com/articles/view/20151113/local/only-5-of-disabled-have-job.591998

### **National TV station - TVM:**

http://www.tvm.com.mt/mt/bulletins/l-ahbarijiet-ta-televixin-malta/ondemand/54230/



PROGRAMMES L-AHBARIJIET T

L-AHBARIJIET TA' TELEVIXIN MALTA ON DEMAND





**NET TV and One TV also covered the project conference** 

# **PROCUREMENT**

MEA issued the following sealed call for quotes

Component	Contract reference
Project Management	ESF/MEA/2015/03 Project Administration
Studies and R&D	ESF/MEA/2015/01 Research Study
Conference and Workshop - Venue, Equipment and catering	ESF/MEA/2015/02 Conference and Workshop
TV Programmes Production	ESF/MEA/2015/05 Production of TV programmes
Folders, Roll up banner, HR manual, Educational media messages	ESF/MEA/2015/04 Mobile App, News paper Advert, Roll up banner, Folders, Manual

### PUBLICATION OF THE CALL FOR QUOTES

An advert was published on the Times of Malta





EQUIP - Equipping Employers for a more Equal and Inclusive Labour Market

#### Sealed Call for Quotes:

- ESF/MEA/2015/ 01 Research Study
- ESF/MEA/2015/02 Conference and Workshop
- ESF/MEA/2015/03 Project Administration
- ESF/MEA/2015/04 Mobile App, News paper Advert, Roll up banner, Folders, Manual
- ESF/MEA/2015/05 Production of TV programmes

To request details about the quotes write to: admin@maltaemployers.com

Sealed Quotes bearing the code and title of the call for quotes are to be submitted by hand by 10am on 23<sup>rd</sup> September 2015 at MEA 35/1, South Street, Valletta VLT 1100. The awarding of all related contracts is subject to the ESF grant requested for the project being approved by the Planning and Priorities Co-ordination Division (PPCD).



Operational Programme II - Cohesion Policy 2007-2019
Enspowering People for More Jobs and a Setter Quality of Life
Project park-financed by the (Iuropean Union
European Social Fund ESP)
Go-financing rate: 85 N; Public Funds
(85%EU 15% MT 15% NGO)

Investing in your future



Cutting of advert in File

The sealed call for quotes was also published in the MEA website:

http://www.maltaemployers.com/en/equip

A call for three (3) quotes via email wa made for the following:

Provision of 600 credit	ESF/MEA/2015/06 Provision of 600 credit card pen drives
card pen drives	

### **EVALUATION OF QUOTES SUBMITTED**

The cheapest compliant system was used.

An ad hoc evaluation board was set up to evaluate the bids received.

A report for each call for quotes was compiled and communicated to the bidders via email.

### ESF/MEA/2015/01 Research Study

MEA received 3 compliant bids from the following companies:

- 1) Business Leaders Malta
- 2) Informa Consultants
- 3) Grant Thornton Services Ltd

### ESF/MEA/2015/02 Conference and Workshop

MEA received 1 compliant bid from the following company:

1	Baypoint Hotel Ltd
- 1	Davooini noierrio

### ESF/MEA/2015/03 Project Administration

MEA received 2 bids from the following companies:

Gabby Mallia
 Outlook Coop

The bid submitted by Gabby Mallia was disqualified for the following reason:

1) Ms Gabby Mallia did not include the requested Reference letter from a contracting authority re an ESF or ERDF funded project. The call for quotes included a note to bidders 'The bidders are to include a description of the project/s managed included in the offer as part of the selection criteria. A reference letter from the contracting organisation is to be included.'

#### ESF/MEA/2015/04

### Mobile App, News paper Advert, Roll up banner, Folders, Manual

MEA received 2 bids from the following companies:

Outlook Coop	
Keen Ltd	

Keen Ltd was disqualified for the following reasons:

The call for quotes, including the Form for 'ESF/MEA/2015/04 Mobile App, News paper Advert, Roll up banner, Folders, Manual', was corrected by MEA during the bidding period. A corrected form was sent out by MEA to all the interested bidders, including to Keen Ltd. MEA highlighted that the corrected form needed to be used instead. The non corrected version of the form referred to another call for quotes [ESF/MEA/2015/05 Production of TV programmes]. Keen Ltd used the non corrected version of the form. The call for quotes included a note to bidders, explaining that 'Quotes not using this form will not be considered.'

Keen Ltd did not submit the printed manuals as requested. These were only submitted electronically on a CD.

### ESF/MEA/2015/05 Production of TV programmes

MEA received 2 bids from the following companies:

- 1) MPS Ltd PictureBox
- 2) Tree house Entertainment

Tree house Entertainment was disqualified for the following reasons:

- 1) Tree house Entertainment did not submit five (5) TV programmes or documentaries produced for other projects related to employment. Tree House submitted a sample of TV programmes but not related to employment
- 2) The qualification of the expert at Level 7 submitted by Tree house Entertainment was not in one of the areas specified (i.e.: Media, Communication or Marketing) but in European Studies.

### ESF/MEA/2015/06 Provision of 600 credit card pen drives

MEA received 3 quotations via email

Outlook Coop
 Five Star Printing Ltd
 Vibeca Ltd

The cheapest quote submitted was by Vibeca Ltd

# **AWARDING OF CONTRACTS**

The contracts were awarded as follows:

Contract reference	Contractor	Price including VAT
ESF/MEA/2015/03 Project Administration	Outlook Coop	€7,080.00
ESF/MEA/2015/01 Research Study	Business Leaders Malta	€10,148.00
ESF/MEA/2015/02 Conference and Workshop	Baypoint Hotel Ltd	€4,359.00
ESF/MEA/2015/05 Production of TV programmes	MPS Ltd - PictureBox	€24,000.00
ESF/MEA/2015/04 Mobile App, News paper Advert, Roll up banner, Folders, Manual	Outlook Coop	€36,522.00
ESF/MEA/2015/06 Provision of 600 credit card pen drives	Vibeca Ltd	€6,655.20