



**European Expert Group Meeting
“Confronting family poverty and social exclusion;
ensuring work-family balance;
advancing social integration and intergenerational solidarity
in Europe”**

Convened as part of preparations for the
Twentieth Anniversary of the International Year of the Family, 2014
(Cfr. Report of the Secretary-General ,
Preparations for and observance of the twentieth anniversary of the
International Year of the Family in 2014,
A/67/61-E/2012/3)

6-8 June 2011

5. Audit

Official name of the Organization

Osservatorio Regionale Politiche Sociali (Regional Observatory for Social Policies - Veneto Region, Italy).

Website of the Organization

<http://www.osservatoriopolitichesociali.veneto.it>.

Name of the practice

Audit - Work and Family.

Aim of the practice

Defining actions to improve the promotion of a family friendly working environment (conciliation), through a specific process implemented directly by the companies and firms and to be evaluated in 3 years time. After the state of the art analysis, the definition of the actions to be implemented and the signature of the agreement, the certificate “Audit Family&Work” is awarded. After the 3 year time plan, the appropriate Committee “Auditrat” (based on Veneto Region) evaluates its development and, if correctly completed, confirms the certificate.

Target group of the practice

- Public Institution at National / Regional level (potential owner of the methodology).
- Private Companies and Firms (willing to test and follow the AUDIT label path).
- Training / Guidance centers (willing to train the auditors).
- Workers, both male and female (the final beneficiaries of the AUDIT process).

Name of the person who will make the presentation

Alberto Ferri.

Position in the Organization

Responsible for EU project planning and management.

Twentieth Anniversary of the International Year of the Family, 2014 Presentation

6, 7 and 8 June 2012
Bruxelles

AUDIT FAMILY & WORK
A system of certification for public and private
employers for a better sharing between professional
and family life

*Authors: Regional Observatory for Social Policies
Dott.ssa Antonella Masullo & Dott. Alberto Ferri*



Brussels, 6 – 7 – 8 June 2012

THE REGIONAL OBSERVATORY FOR SOCIAL POLICIES

The Regional Observatory for Social Policies is a technical-scientific body supporting the elaboration of the social & health policies of Veneto Region.

It pays attention in particular to the evolution of social & health phenomena by means of research, monitoring and evaluation activities able to support the strategical planning of regional & local authorities.

The activity of the Observatory includes:



Youth



People with disabilities



Minors



Inclusion



Families



Addictions



Seniors



Third Sector





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THE REGIONAL OBSERVATORY FOR SOCIAL POLICIES

The Regional Observatory for Social Policies operates at different levels with different tools:



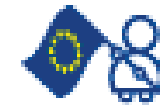
Networking at regional level between social stakeholders (contact database)



Publication of Calls for Proposal (Regional Funds)



Elaboration & publication of data and information



Project Planning and Management at EU level (EU funds)

<http://www.osservatoriopolitichesociali.veneto.it>





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What is the AUDIT family & work?

It is a tool for the company management able to activate a *realistic, well documented and systemic evaluation of the internal HR management policies in the light of a family friendly approach to work*, with significant benefit for both the employers and the employees.

The **aim** is to reach a **shared definition** of *measures able to improve the level of sharing between working & family life*.

... and how does it work?



Acquisition of the license, creation of the Auditrat and selection of the Auditors

Scheduling of the improvement measures jointly shared and planned

After 3 years, confirmation of the certification

First contact, creation of the Guide Group and drafting of a situation analysis

Starting of the 3 years implementation. Annual reporting & Evaluation





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HOW TO ACTIVATE THE PROCESS: OPERATIVE & TECHNICAL DUTIES

Acquisition of the License from **Berufundfamilie GmbH**;

1

Creation of the **AUDITRAT** (training of members, approval of the territorial guidelines) with regional law (DDR n.95 del 13 april2012);

3

Communication and **raising awareness** activities (depliant, seminars, etc...)

5

2

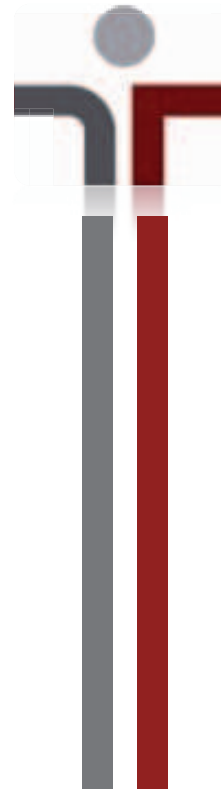
Acquisition of the **AUDIT tools** and European Guidelines

4

Selection of **AUDITOR** (activation of a training path divided in training units);

6

Contacts with **firms / employers** and creation of the Guide Group





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EXAMPLE OF AUDITRAT

Creation of the **AUDITRAT** (training of members, approval of the territorial guidelines) **with regional law** (DDR n.95 del 13 april2012);

3

COMPOSITION:

- President of the Direction Cabin (DDR n.389/11)
- Social Services Director of Veneto Region
- Family Director of Veneto Region
- Coordinator of the Regional Observatory for SP
- A representative of the Regional Observatory for SP
- President of the Equal Opportunities Regional Commission
- A representatives of the Poductive Bodies
- A representatives of the Chambers of Commerce
- A representatives of the Local Health Units
- A representatives of the Social Partners
- A representatives of the Job Consultants
- Various Experts (quality managers, experts in family oriented policies, etc...)





Acquisition of the license, creation of the Auditrat and selection of the Auditors

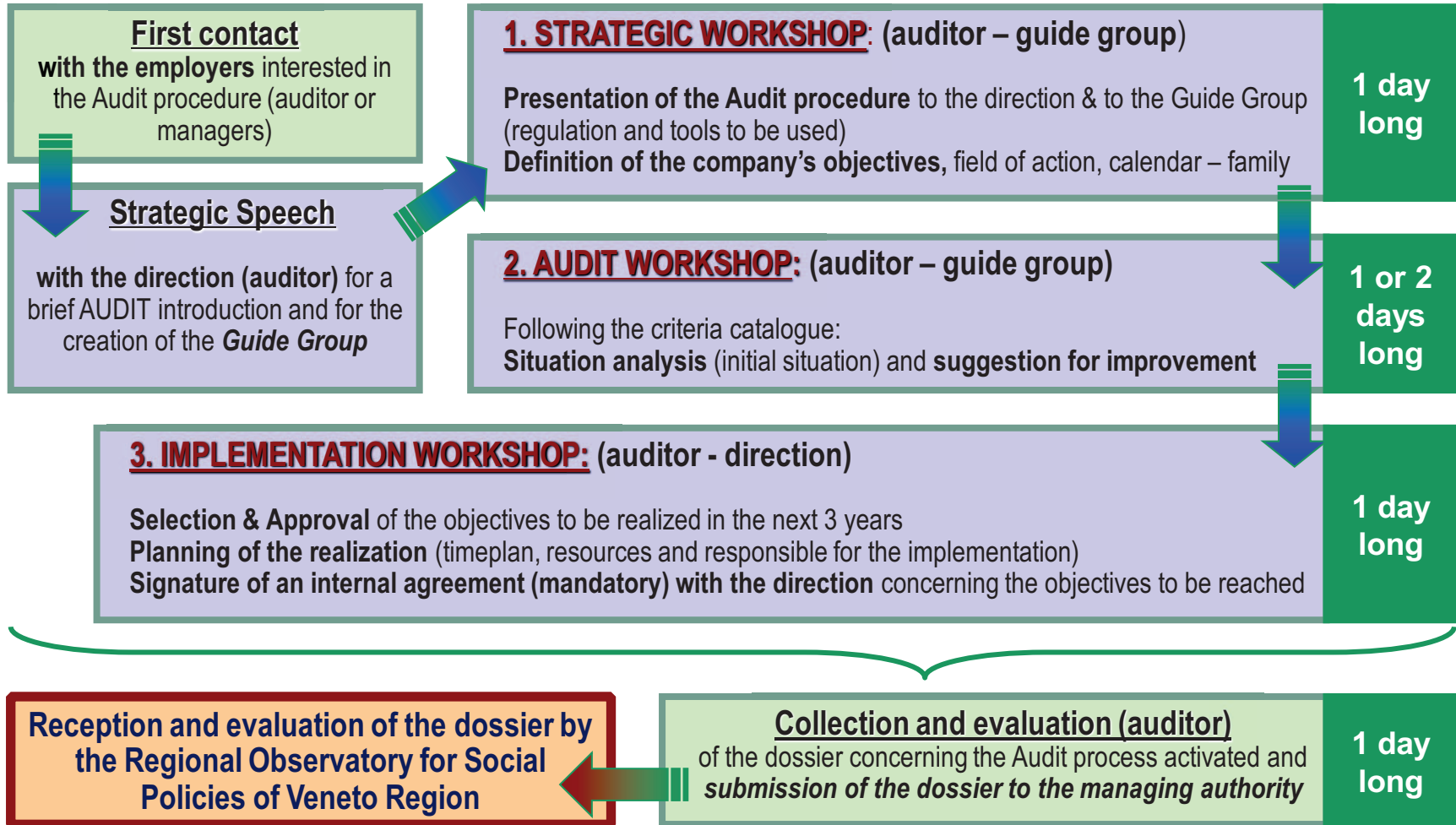
Scheduling of the improvement measures jointly shared and planned

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AUDITOR



REGIONAL OBSERVATORY FOR SOCIAL POLICIES

Tel: 041 2791738/1382
Fax: 041 2791369
E-mail: osservatorio.politichesociali@regione.veneto.it



REGIONE DEL VENETO



Acquisition of the license, creation of the Auditrat and selection of the Auditors

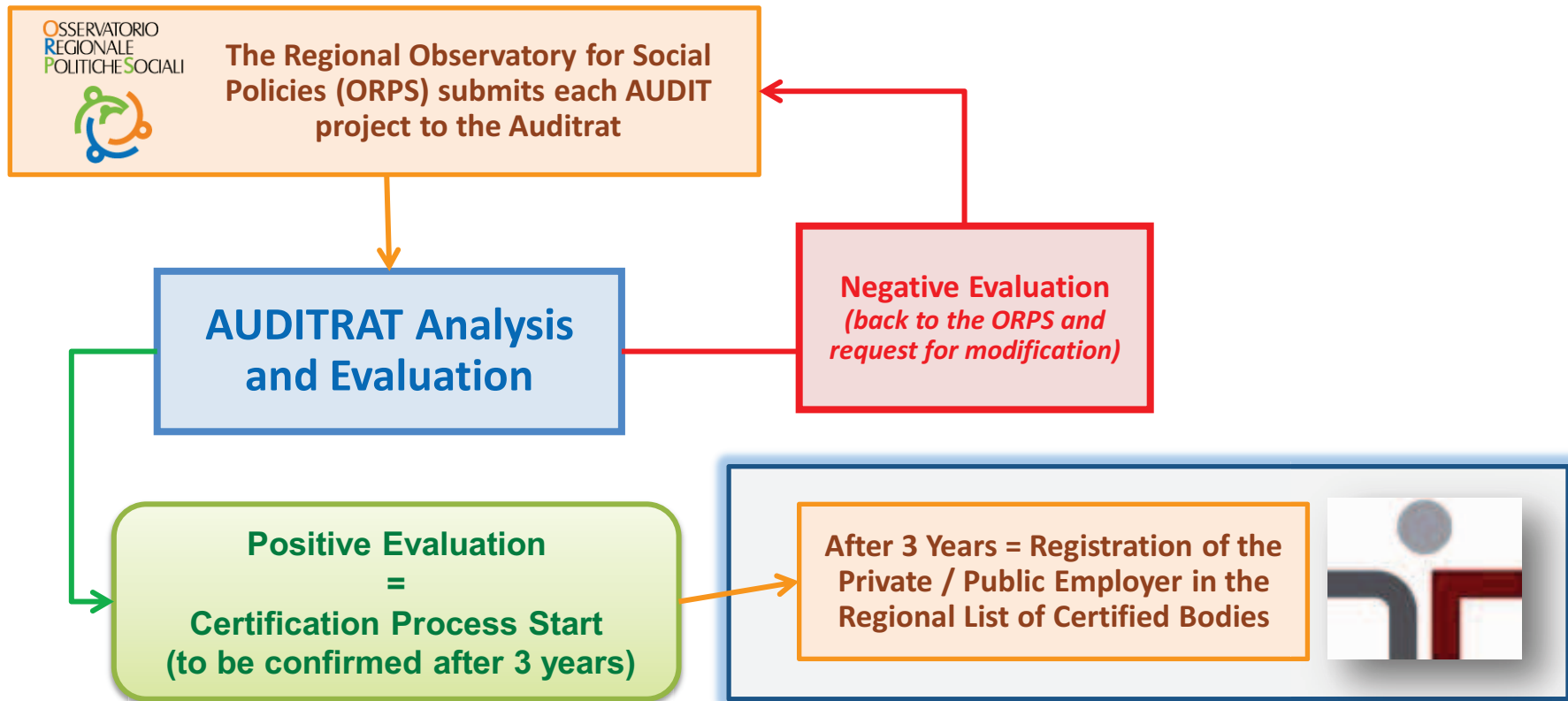
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Evaluation, quality check and coherence of the AUDIT implementation process





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The Implementation Phase (3 Years) THE CONFIRMATION of the CERTIFICATION

3 years for the realization of the scheduled measures, following the agreement on the objectives foreseen

Counselling & Support by the Auditor

Annual monitoring of the implementation of measures

Annual mid-term report for the Auditrat

FINAL AUDIT

To verify the effective realization of the expected results after 3 years
(within 6 months from the expiring of the certification)

**AUDITRAT Meeting for the Evaluation of the 3-Years path
&
CONFIRMATION of the CERTIFICATION**



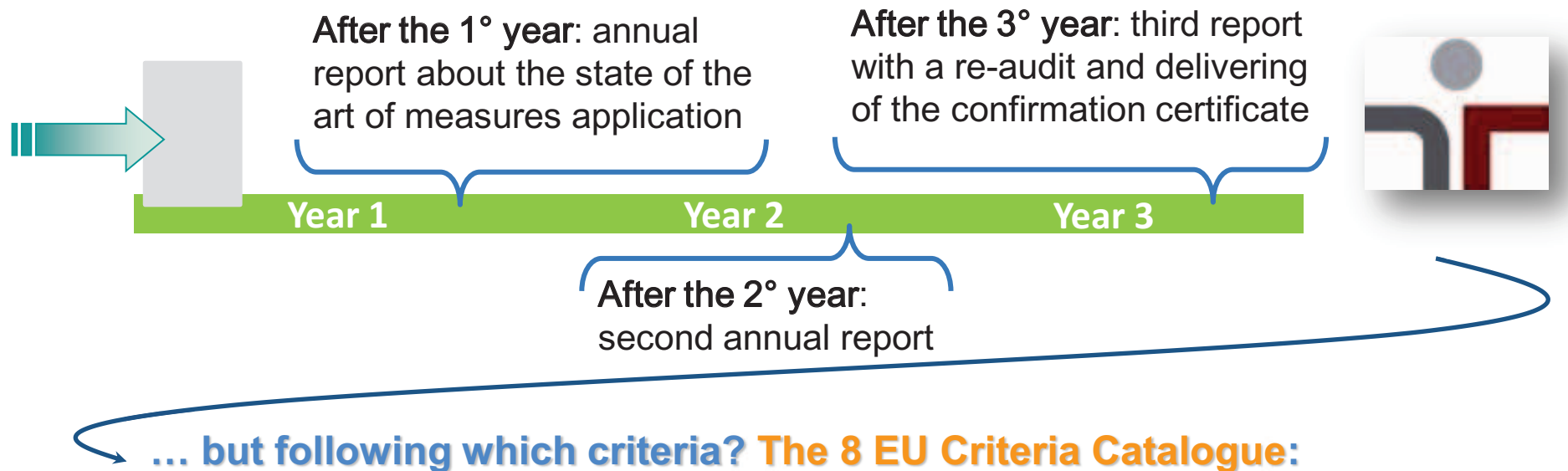
Start again with a new AUDIT





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Audit application is a 3 years process



1. Work timetable
2. Work contents & processes
3. Workplace
4. Information / Communication policy
5. Management expertise
6. Human Resources development
7. Salary components & fringe benefit
8. Support services for families





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The 8 EU Criteria: some details



WORKING TIMEPLAN

Flexibility and personalization of the work timeplan

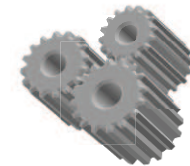
Use of rotation and «minimum presence» in the single work units to guarantee the job productivity

Possibility to cumulate & then to spend the working hours along a longer period

Innovative part-time (es. Job Sharing)

Use of extra-ordinary license and permission & shared planning of holidays

Transparency among employer and employee and among colleagues of flexibility measures (to better manage the emergency)



WORK PROCESSES

Knowledge of the processes and constant updating following the company needs and HR skills

Forecasting of the «substitution» when needed (with colleagues having the same expertise)

Introduction of new Technologies for support and training

Balanced distribution of the workloads





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HR DEVELOPMENT

Support / guidance for the choice of specific training in order to give value to ambition and competences

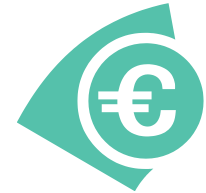
Planning and accompaniment of the return after the maternity leave

Organization of an info-system concerning the training available for who is in parental – leaving situation

Service of «baby sitting» in order to enable workers in parental leaving to participate the courses

Training for managers / directors in the field of family-work sharing

ECONOMIC INCENTIVES & FRINGE BENEFITS



Special access to funding lines and loans

Special insurance solution for workers and their not self sufficient family members (if any)

Special economic prize for extra-ordinary services or occasions

Discount for services able to support family life (transportation, shopping, food, gym, etc...)

Wellness initiatives





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The 8 EU Criteria: some details

WORKPLACE



Telework, fully agreed with workers: days of availability, meeting, contacts, tasks etc....

More attention to workers in the case of delocalization or transfer of address / location (travel expenditures, etc...)



SERVICES FOR FAMILIES

Realization of a company - child care for 0 to 4 children (also in cooperation with other firms) or rent of child-spaces in other structures close to the workplace

Spaces for school – age children for afternoon emergencies and/or summer initiatives

Organization of an information system concerning the social services locally available

Help for finding a home

Other services: access to the company's mess for worker's relatives or discounts with laundries





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The 8 EU Criteria: some details

MANAGEMENT SENSITIZATION



Objective – oriented management and discussion with colleagues focused on family – management problems;

Agreements on eventual flexibility tools needed to reach the planned objectives;

Request of feedback concerning the managers results in this field;

Be in the «front line» when dealing with family-friendly solutions (es: using the parental leaves)

Inclusion of specific criteria in the evaluation scheme for managers focused on «how good is the promotion of family friendly solutions»



INFORMATION / COMMUNICATION

Better information & accessibility with relation to «family friendly initiatives» activated by the firm:

- Creation of a brochure
- Realization of periodic internal meetings
- Identification of a person responsible for the «family oriented policies» able to detect needs;
- Promotion towards the «outside world».





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VENETO REGION signed the contract for the use of the AUDIT certification (label & documentation) with **Familie und Beruf GmbH-Frankfurt** (the owner of the methodology), following European guidelines. The contract enables Veneto Region to carry on the following tasks:

- Coordination at regional level and dissemination of the AUDIT among the employers ;
- Creation of the **AUDITRAT**, the specific body responsible for the approval of the local Guidelines and for the final evaluation of each Audit process, mandatory for the release of the certification;
- Collection and management of the **Auditors List**, as a guarantee for the quality, the professional level (training) and evaluation;
- Collection and management of the employers certificated or ready to be certificated;
- Promotion of the best practices exchange among the employers certificated or ready to be certificated;
- Improvement of the criteria catalogue and the local-european Guidelines in cooperation with Frankfurt.
- Dissemination of the information concernin the Audit Family & Work among the other territories





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Expected benefits for the companies / employers:



To promote a *better sharing between family & working life* by means of the elaboration and implementation of concrete measures able to create a *new enterprise culture*.



To activate a *constant improvement process in a framework of a “win-win” HR Management policy*. motivated, satisfied and affordable human resources lead to a bigger productivity & better profits for the company.



To *ensure transparency to each flexibility measure*, in order to keep everyone informed: a shared planning among colleagues pave the way for a stronger “team-building” and favour the reciprocal support for the emergency management.





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Advantages



For the employer

- increased productivity of the staff/employees
- strengthening of the sense of belonging
- turnover reduction
- promptly return from maternity permissions
- reduction in absences from work
- image enhancement
- increased competition
- reduction of recruitment costs



For collaborators

- strengthening of the team
- greater autonomy of action in space
- professional enrichment
- stress reduction due to better distribution of workload and flexible work hours agreed
- greater satisfaction and motivation





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Advantages



For the family

- more time to be together
- balanced distribution of tasks
- improved quality of life and more serenity in relations
- Better financial stability (more stable working environment)



For the society

- reduction of social costs due to conditions related to employment
- more active role of families
- “spontaneous” networking - collaboration between public and private stakeholders with the common goal of promoting “prevention and social welfare”





Brussels, 6 – 7 – 8 June 2012



For further information:

Regional Ministry for Social Affairs

Barbara Trentin - *Head of cabinet Regional Minister for social affairs Remo Sernagiotto and President of the Elisan Steering Committee*

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