

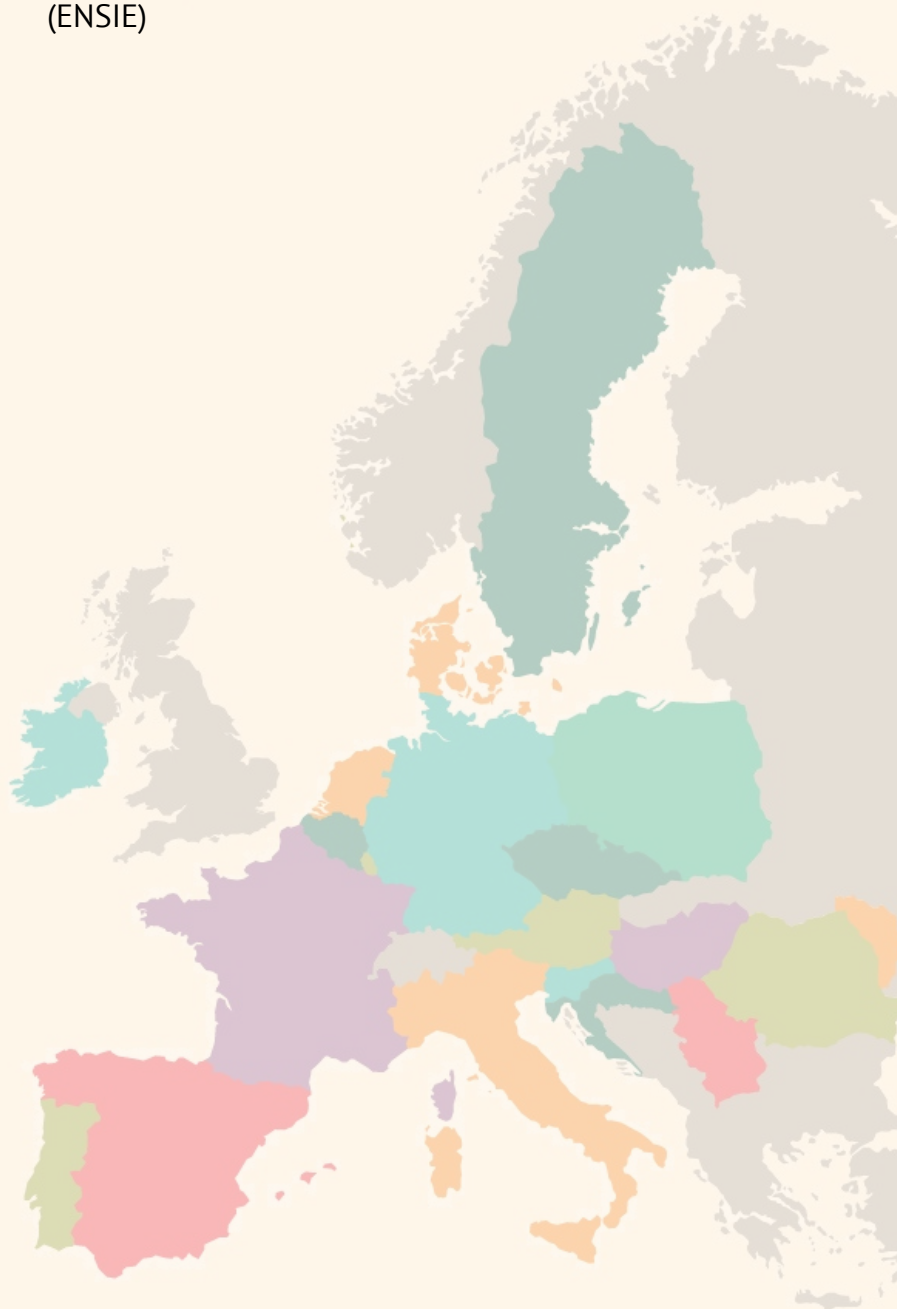
# ENSIE BOOKLET

**WISEs contribution & ENSIE's  
recommendations for a better  
implementation of the  
European Pillar of Social  
Rights principles**



**November 2020**

This is a publication drafted by the European Network of Social Integration Enterprises  
(ENSIE)



Brussels, November 2020

Copyright © ENSIE 2020

All rights reserved. No part of this publication may be reproduced, stored in or introduced into a retrieval system without the prior permission of the copyright.



This publication has been produced with the financial support of the European Union Programme for Employment and Social Innovation “EaSI” (2014-2020). The information contained in this publication does not necessarily reflect the official position of the European Commission

# Introduction

The European Network of Social Integration Enterprises, ENSIE, represents the interests of 29 national, regional and local networks of 'Work Integration Social Enterprises' (WISEs) from 21 European countries striving for more inclusive and integrated forms of employment at the European level. WISEs are defined by three identifying principles: they are enterprises that **operate at the core of the economic system** and have a **strong pedagogical dimension** that allows them to reach their main objective which is the **social and professional integration of disadvantaged people**. On ENSIE's official website, you can find a detailed mapping of European WISEs which are sorted by country.

This booklet particularly focuses on WISEs' contribution to the implementation of the European Pillar of Social Rights (EPSR) principles, introduces their good practices and finally, presents ENSIE's recommendations for a better implementation of the EPSR. In fact, through diversified and innovative activities, WISEs do directly and indirectly contribute to the implementation of 15 out of 20 European Pillar of Social Rights principles[1]. This paper especially focuses on the 9 main principles WISEs mostly contribute to through their daily functioning.

The recommendations presented in this paper are based on the network's analysis and expertise related to the relevant policy areas in which WISEs operate as well as on ENSIE's Member Organisations' field experience related to the social and professional inclusion of disadvantaged people.

This analysis will also feed ENSIE's recommendations for the European Commission's EPSR Action plan which is scheduled to be published in 2021.

The EPSR was proclaimed in November 2017 and aims to deliver new and more effective rights for citizens. It builds upon 20 key principles, structured in three categories:

- Equal opportunities and access to the labour market
- Fair working conditions
- Social protection and inclusion

[1] Principles: 1, 2, 3, 4, 5, 6, 8, 9, 10, 12, 14, 15, 16, 17, 20.

# CHAPTER I: EQUAL OPPORTUNITIES & ACCESS TO THE LABOUR MARKET

## PRINCIPLE 1: EDUCATION, TRAINING AND LIFE-LONG LEARNING

WISEs promote and use the work-base learning methodology[2] in continuing vocational education and training (CVET[3]), addressing mainly people in disadvantaged situations and socially excluded, improving their employability by providing, depending on the situation and on the countries' traditions, the necessary basic, soft or transversal skills, thanks to work placement accompanied by job coaching, mentoring, the balance of skills, identification of an individual career path, job shadowing, on-the-job training, up to inclusion in conventional companies of the labour market.

Skills (formal and non-formal) acquisition and recognition are essential to improve and modernise labour markets to provide new forms of flexibility and security for disadvantaged groups - job seekers and employees.

### ENSIE's RECOMMENDATIONS

Today, Europe is facing digital and green transitions. As WISEs' target groups are often the ones with the lowest level of skills, they risk being impacted the most by the transitions. Therefore, there is a need to target the most disadvantaged people with specific programmes to help them to develop digital and green skills. The latest European Commission's publications on the Digital Education Agenda, the European Skills Agenda as well as on the European Education Area, are first steps in the right direction as they acknowledge the role of CVET, encourage life-long learning and work-based learning. The Commission even developed specific targets for 2025 regarding "low qualified adults" and "unemployed adults", which are very encouraging if they are combined with concrete actions. The Pact for Skills proposal, especially the fact that the Proximity and Social Economy sector is one of the sector concerned, is also good news for WISEs. However, what is lacking in those proposals are concrete actions towards the most disadvantaged to develop basic and digital skills. They may be proposed afterwards, this is why ENSIE will closely monitor the next developments both at the EU and at the Member State levels.



In addition, ENSIE promotes the recognition of informal and non-formal learning to favour a better matching of workers' skills on the labour market and supports the 2012 Council Recommendation and the initiatives of Member States offering citizens more possibilities to validate the skills acquired outside the institutional education and training systems.

Finally, to improve the employment opportunities of low-skilled adults in Europe, Member States should continue to put in place pathways for upskilling through programs established in co-operation with social partners and education and training providers –WISEs included-, as well as local, regional and national authorities.

[2] Work-based learning (WBL) is a powerful way to support adult learning and human resource development in enterprises.

[3] CVET is education or training after initial education and training – or after entry into working life aimed at helping individuals to improve or update their knowledge and/or skills, acquire new skills for a career move or retraining and/or continue their personal or professional development.

## WISEs GOOD PRACTICES

1

### KEBUONO PASTIÇERI SOCIALE, ALBANIA

#### *PRINCIPLE 1 : EDUCATION, TRAINING AND LIFE-LONG LEARNING*



KeBuono is a social pastry, located in Fier (Albania), that started its activity in October 2018 and is the result of the implementation of the C.A.U.S.E. project (Confiscated Assets Used for Social Experimentations) financed by Partners Albania.

KeBuono, besides being a pastry that produces typical Italian sweets, also gives importance to **community empowerment through the organisation of activities and initiatives addressed to children and youngsters as the pastry is conceived to be a social space to host cultural events, informative or awareness meetings about social topics as legality, social inclusion and human rights, in collaboration with local artists and organisations.** All that in a property confiscated from the organised crime.

In addition, **KeBuono gives special attention to women in vulnerable situations by offering them vocational training and supporting them during the process of self-improvement.** The enterprise thus contributes to fighting criminal activities through an innovative model of social business based on professional training, social inclusion and community building. Moreover, it improves the active participation of people endangered by or victims of crime in the socio-economic life of the community of Fier.

By the end of 2019, 20 women have been trained during a 4 months training course and 50% of them are doing an internship in an external company. They are always monitored by social workers as the objective is not only to increase the professional competences but also to recover self-esteem.

Ke Bueno was also among the finalists of the last years' ENSIE WISE Manager Award.

## FRANCESCO D'ASSISI SOCIETÀ COOP SOCIALE, ITALY

### PRINCIPLE 1: EDUCATION, TRAINING AND LIFE-LONG LEARNING



The Cooperative "Francesco d' Assisi" manages a Vocational Training Centre accredited by the Veneto Region, aimed at young people with disabilities in compulsory training (14-20 years old) and/or in conditions of school disadvantage due to various learning difficulties.

The Centre is characterised by the use of an **active methodology, based on the carrying out of practical activities, aimed at the transmission of professional and transversal knowledge and skills**. It allows offering an ideal context for all those young people who, in a traditional training context, would experience situations of social exclusion, school dropout and subsequently the impossibility of a positive work placement.

The project "**L'ORTO DI FRANCESCO**" was born in 2012 from the collaboration of the Cooperative "Francesco d'Assisi" and a farm in Padua. The aim was to **promote the social and work integration of migrants and disadvantaged people through the development of transversal and professional skills in the production of organic fruit and vegetables and direct marketing** at a point of sale near the field and weekly markets through the Agricultural Cooperative "El Tamiso".

Starting from the Orto di Francesco's products grown with the organic method, the project has expanded its objectives thanks to the very recent creation of the agro-food processing laboratory.

**Moreover, courses, events and initiatives have been held in collaboration with the Association "La salute in pentola", to educate and inform the young people, their families and the community about a healthy and correct diet.**

Currently, the Cooperative Francesco d'Assisi collaborates with another organisation in the territory of Cadoneghe, where our structure is located, for the processing of fruits and vegetables.





## PRINCIPLE 2: GENDER EQUALITY

Today, gender gaps in employment, pay, care, power and pensions persist. Women are a vital part of the economic and social fabric that hold their communities together, yet that work is rarely valued at the same level as is men's work. In this regard, WISEs' core objective is the integration through the work of the most disadvantaged groups in our society with developed specific attention to women's needs and bridging the gender gap. By offering a practical person-centred approach, adapted to local constraints, the general WISE model provides an alternative pathway and a real opportunity for women to be professionally and socially integrated, and therefore to move into work and life sustainably. In addition, the WISE model allows for a real accompaniment, which can be tailored to the woman's needs, addressing increasingly demanded skills like digital and green but also providing spaces for awareness-raising on discrimination and gender stereotypes for instance.

### ENSIE's RECOMMENDATIONS

➡ To improve and ensure women to enjoy their full social and economic rights, more binding policies rather than suggestions and directives are necessary to work towards gender equality and equal opportunities on the labour market. There should be, at the EU and the national levels, legislative measures that include, for example, entitlements to facilitate working-time arrangements to reconcile work and family life and or to improve the protection of part-time workers.

➡ In addition, proactive actions at the EU and national levels are required to address the causes of gender discrimination and inequalities. For instance, they may include but not be limited to socially responsible public procurement with social clauses and reserved contracts, plans and strategies, awareness-raising and public information campaigns, gender audits, gender-responsive budgeting, gender equality in collective bargaining bodies and tools. Regarding all these objectives, ENSIE stands ready to contribute to achieving its goals with its members.



# WISEs GOOD PRACTICES

1

## **ABZ\* AUSTRIA, AUSTRIA**

### *PRINCIPLE 2: GENDER EQUALITY*



ABZ\*AUSTRIA is a non-profit women's organisation that has been **devoted to the equality between men and women on the Austrian labour market** since its foundation in 1992. **Its aim is to create equal opportunities in the labour market and in organisations, as well as to provide know-how regarding topics such as gender mainstreaming and diversity management.**

ABZ\*AUSTRIA proposes **various activities: professional orientation, vocational training, coaching, and counselling for women; consulting and training for organisation executives regarding gender equality or the reconciliation of work and family life for employees.** Offerings include technical training for women as well as counselling and support for migrants, providing strategies for successfully re-entering the labour market after periods of leave of absence, as well as projects related to digitalisation and the future of work. Target groups are not only female job-seekers but also managers and executives in organisations and political decision-makers.

**ABZ\*AUSTRIA as an employer is committed to gender equality and to propose innovative work models.** It offers its employees flexible working hours and encourages them to take leave of absence for care-work as well as for educational purposes. The management is shared by two female leaders, who have been practicing “top job sharing” already for more than 15 years.



## SPRUNGBRETT FÜR MÄDCHEN, AUSTRIA

### PRINCIPLE 2 : GENDER EQUALITY



**Sprungbrett's main objective is to empower girls and young women to enable them to independently create their future.** To do so, the organisation offers support and counselling regarding education, employment and life-long learning, career coaching and assistance in different life situations. Sprungbrett is explicitly partial towards girls and women and follows a feminist approach towards its work

Up to 5.000 girls and young women find support at Sprungbrett on an annual basis. They are not only informed about the entire spectrum of educational and employment opportunities but are first and foremost encouraged to find their paths in a complex society. Based on an intersectional, holistic approach, multiple social exclusion mechanisms are tackled. **Through raising self-awareness, widening the horizons, encountering role-models and receiving support in finding apprenticeship-, education-, or employment opportunities, girls and young women are empowered and may use the WISE's offer as an actual "Sprungbrett", standing for "jumping base" in German.**

### PRINCIPLE 3: EQUAL OPPORTUNITIES

Non-discrimination is an essential principle of the inclusiveness of societies and labour markets. WISEs do provide specific target groups with employment opportunities regardless of their gender or gender identity, racial or ethnic origin, religion or belief, disability, age, sexual orientation, or socio-economic background to upskill and help these people better integrate into the society and the labour market.

### ENSIE's RECOMMENDATIONS

Alongside discrimination based on gender or gender identity, racial or ethnic origin, religion or belief, disability, age, sexual orientation, discrimination based on socio-economic background also deserves specific attention. ENSIE calls the EU to recognise more widely this type of discrimination. Barriers to equal opportunities extend well beyond discrimination in the workplace and include systems of structural inequality and racism in European societies.

Migrants, ethnic, racial and religious minorities are not only restricted in access to the workplace but are overrepresented in low-skill, low-pay and flexible work and face barriers in access to education and other services. This should be taken into account and addressed across all EU policies. Finally, migrants who are not legally residing in an EU country currently fall outside the scope of the EPSR, putting them at risk of exploitation in employment and discrimination as well as of unequal access to goods, justice and services. Thus, we call the European Union to ensure that all people, regardless of their status and on the EU territory, are covered by the EPSR Principles.

## WISE GOOD PRACTICE

1

### MANIFESTO INSERIMENTO LAVORATIVO, ITALY

#### *PRINCIPLE 3: EQUAL OPPORTUNITIES*



The so-called “Manifesto on work integration” results from the collaboration of three relevant Italian non-profit organisations: Consorzio Abele Lavoro, Cordinamento Nazionale Comunità Accoglienza (CNCA) and Consorzio Nazionale Idee in Rete. Signed by them, along with other 120 social national organisations, the document develops a reflection entailing a cultural and political proposal.

It grounds on three key topics: **1) the role of the training enterprise to address vulnerable unemployed people, not acknowledged as disadvantaged under the law; 2) a program of inclusion, training and accompaniment of disadvantaged people into work; 3) the provision of opportunities of social integration through basic jobs, valuable for the community as a whole.**



## PRINCIPLE 4: ACTIVE SUPPORT TO EMPLOYMENT

Active labour market measures for WISEs are effective in supporting the employment of disadvantaged (especially long-term unemployed) people. In Belgium for instance, the measure ‘Economie d’insertion sociale’ (also called SINE), favours the integration of very difficult to place unemployed people into work integration social enterprises through the use of active unemployment benefits[4]. The employers that hire ‘SINE workers’ can benefit from reduced social contribution (managed through the National Office of Social Security – ONSS) and a wage subsidy.

This example shows that the governments can choose to support WISEs and thus to favour the integration of disadvantaged people in the traditional labour market through active labour market measures.

By choosing the WISEs model, public authorities can transform the costs[5] associated with disadvantaged people into a real investment generating both economic and social return as money put in these measures is more than balanced by the financial revenues produced by the disadvantaged people’s professional integration. This is the case in France for instance where in 2018, the State decided to fight poverty and social exclusion by investments in integration through an economic activity that develops almost 4,5€ of turnover for 1€ of subsidy[6].

Finally, according to the latest results of the ENSIE’s “Impact-WISEs” study realised in 2019 (2018 data)[7], 64.57% of disadvantaged workers have managed to find a job in the same WISE, in another WISE, in the traditional labour market, became entrepreneurs or found qualifying training. This study measures the social impact of WISEs and demonstrates the positive impact they bring to society.

## ENSIE’S RECOMMENDATIONS

WISEs are key tools for the social and professional integration of individuals. To encourage the development of these types of enterprises, some Member States (e.g. France and Belgium) have put in place active employment measures intended to support social economy initiatives and, in particular, WISEs which provide an appropriate response to the fight against unemployment for those furthest from the labour market. We call the Member States to take these good practices as examples to develop their policies, adapted to their local specificities, to support the integration of disadvantaged groups and create more sustainable and quality jobs. We call the European Union, and especially the European Commission, to publish recommendations for Member States so they develop such policies. This could be done, for example, in the Action Plan for Social Economy that will be published next year.

[4] ENSIE position paper on “Active labour market measures and Work Integration Social Enterprises”.

[5] The costs linked to the disadvantaged person can be: minimum income, unemployment benefits, health costs, etc.

[6] On the economic return, please consult the article “Efficacité économique et efficacité sociale... en même temps !”, Fédération des Entreprises d’Insertion, 2018.

[7] 719 WISEs participated in the study representing 10 European countries and 50,730 workers (38,022 disadvantaged workers). The results of the study vary each year depending on the participating member networks.

## WISE GOOD PRACTICE

1

### MIGRARE, AUSTRIA

#### *PRINCIPLE 4 : ACTIVE SUPPORT TO EMPLOYMENT*



“Migrare” envisions a society in which equality of opportunities and rights are guiding principles. In particular, **the organisation aims to achieve equal participation and social inclusion for migrants in the Austrian federal state of Upper Austria.**

Migrare’s activities are organized in three different branches: (1) multilingual counselling for migrants regarding social, legal, administrative as well as labour-market related issues (2) initiating and implementing projects fostering inclusion and participation (3) counselling and training for migrants in order to find adequate work on the Austrian labour market, e.g. by providing competence checks, supporting recognition of degrees acquired in other countries, or vocational guidance.

In 2019, Migrare supported almost 11.000 people on their pathway to the Austrian labour market by providing counselling, coaching and training. Almost 30.000 appointments for counselling regarding legal, social or labour-market related issues have been made in 2019, as well as 2.000 for psychosocial counselling. More than 60 families with preschool youngsters received support to be able to prepare their kids for school, and more than 100 female migrants benefited from the outreach family-work of the project (“NACHBARINNEN” – neighbours).

**Overall, Migrare contributes to improving health and education outcomes as well as labour market opportunities for migrants in the region.**

## CHAPTER II: FAIR WORKING CONDITIONS

### PRINCIPLE 5: SECURE AND ADAPTABLE EMPLOYMENT

Regardless of the type and duration of the employment relationship, workers have the right to fair and equal treatment regarding working conditions, access to social protection and training.

WISEs are offering decent jobs and salaries to the most vulnerable people. Getting a job is usually the first step for those people in their pathway to reintegrate the society as it provides them access to basic services and social protection. WISEs have a holistic approach, providing tailored solutions for workers, working on the skills and abilities of the people together with looking at their situations. The solutions to support the person are diverse from on the job training, to adapted working time or training.

### ENSIE's RECOMMENDATIONS

To ensure secure and adaptable employment it is essential to foster the transition towards open-ended forms of employment as well as to ensure innovative forms of work that guarantee quality working conditions. In addition, entrepreneurship and self-employment shall be encouraged. Employment relationships that lead to precarious working conditions shall be prevented, including by prohibiting abuse of atypical contracts. In this context, support WISEs development is crucial as they do provide their workers with quality working conditions and, depending on their financial capacity, try to always ensure open-ended contracts for its employees and adapt to their situation and competences. Support to WISEs can be both through funding, with financial opportunities dedicated to them, either as support to their entrepreneurial model or as support for their workers. It could also be done through legislative changes, sometimes as small as the acknowledgment of WISEs as SMEs.



# WISEs GOOD PRACTICES

1

## FORMACIÓ I TREBALL EMPRESA D'INSERCIÓ (FITEI), SPAIN

### *PRINCIPLE 5: SECURE AND ADAPTABLE EMPLOYMENT*



“Fundació Formació i Treball” is a non-profit organisation **dedicated to the professional integration of people at risk of social exclusion and who have difficulties entering the labour market.** They work on the basis of a commitment based on social justice, placing people and their needs at the centre of their activity to give them the necessary means to integrate the mainstream labour market. With a circular economy model, they prioritise economic viability and respect for the environment before occupation.

Thanks to the development of their economic activities, **they can create secure workplaces in various fields of activity** as clothing recovery and recycling, furniture, waste management, cleaning, forestry services, laundry, maintenance and construction, school-restaurant and its catering services, etc. Disadvantaged people are accompanied in each WISE until they are ready to enter the traditional company. They also receive trainings opportunities that help them to adapt to the real demand of the labour market. It is important to discover the person's hidden resume, help them to define their career path and empower them to be able then to get a job interview.

2

## NAZARENO WORK SOCIETA' COOPERATIVA SOCIALE, ITALY

### *PRINCIPLE 5: SECURE AND ADAPTABLE EMPLOYMENT*



Nazareno is a group of 4 different Cooperatives **offering, since 1990, people with disabilities and disadvantaged groups multiple services and activities while keeping as a shared goal the welcome and well-being of every single person.**

Each cooperative is involved and proposes numerous projects and activities starting from people's needs and requests.



Buccia (Peel) is one of these. It is a biodynamic garden created by Nazareno which offers a working, rehabilitating, and training context for people with disabilities and difficulties. The biodynamic garden was created to regain possession of the possibility of cultivating a product with attention and care and to preserve its properties. The biodynamic farmer has the task of safeguarding the fertility of the soil, to then be able to entrust it to future generations. It also enables people to have a better knowledge of the territory and seasonality, cultivate vegetables and share them with other people especially the ones in need.

This is a network project among Nazareno's four Cooperatives and the biodynamic farm Terre vive.

**The biodynamic approach aims at creating a harmonious and balanced context where everyone can participate in multiple activities based on its specific capabilities.**

Buccia is not only a job opportunity but also a socio-occupational one, a training and awareness-raising path towards nutrition, inclusion, and territoriality.

"Buccia" (Peel) as the name of this project was intentionally chosen to remember not to discard anything, to understand the value of what we have and surrounds us; like the peel, which allows the fruit to grow.

3

### **COOPERATIVA SOCIALE IT2, ITALY**

#### *PRINCIPLE 5: SECURE AND ADAPTABLE EMPLOYMENT*



Società Cooperativa Sociale It2 is a "transition enterprise" established in 1998. It combines a productive sector and a social one. The two sectors are in constant relationship with each other and share the aim of the cooperative: the social and professional inclusion of disadvantaged people. **It does not aim to be a point of arrival, but rather a significant step towards access to the "protected" job for all people in difficulty who "transit" within the cooperative.**

The social Tavern “La Tiz”, in the local dialect of Bologna “The Barn”, was born from an educational project to combine the professional quality of catering service with a social investment by creating **a place where inclusion can be built and enhanced**.

Inclusion is also built together with the local community. Without the community La Tiz could not exist, it would not be inclusive, it would have no customers. The community without La Tiz would have one less tool to fight exclusion and loneliness.



## PRINCIPLE 8: SOCIAL DIALOGUE AND INVOLVEMENT OF WORKERS

There is a need to promote the social economy enterprises model and their participative and democratic principles as alternative forms of business governance that promote the full involvement of workers who actively participate in setting their policies and decision-making.

### ENSIE's RECOMMENDATIONS

ENSIE supports the reinforcement of participative and democratic governance in all organisations, including enterprises, based on the Social Economy model. This governance model is a proven instrument to ensure successful and inclusive measures, as showcased in the Rights to Grow project. Furthermore, the participation of interested stakeholders as civil society organisations in the shaping of national and European policies is crucial and should be developed as it reinforces the feeling of justice, citizenship but also empowerment of citizens. ENSIE calls the EU and the Member States to encourage all organisations to use these principles and practices in their environment.



# WISEs GOOD PRACTICES

1

## GROUPE TERRE, BELGIUM

### PRINCIPLE 8: SOCIAL DIALOGUE AND INVOLVEMENT OF WORKERS



Since 1949, generations of workers of the “**Groupe Terre**” have created and developed the organisation around three pillars: dialogue, responsibility and solidarity. Among its missions, the organisation aims to strengthen social dialogue within the “Groupe Terre”, to obtain legal recognition of the participative management in direct democracy, to develop solidarity actions in Belgium and internationally and finally to develop social, environmental and ethic responsibility.

Social responsibility: within the “Groupe Terre”, the main mission of human resources management is to support each worker in their professional career. It includes everything related to the job description, recruitment, training, evaluation and salary. It aims to improve workers’ well-being, the sustainability of the company and the development of workers. They ensure the training of workers in the framework of stable employment.

Environmental responsibility: The group's companies are mainly active in the environmental sector. Among the activities you can find: the collection of used textiles, collection of everyday goods, collection of paper and cardboard, transport and collection of waste, reconditioning of ink cartridges, production of sound insulation panels from recycled paper, agro-ecology.

Ethic responsibility: The reuse of materials or objects was initiated on a large scale in the 1950s by social economy organisations pursuing humanitarian and / or social goals. Recovery, sorting, repair within a framework of solidarity economy thus make it possible to offer rewarding employment to many low-skilled workers and to fully reinject the margins generated into social objectives.



The “Fédération RESOURCES” has set up the “**Solid'R**” label to distinguish companies that commit to voluntary compliance with ethical and solidarity rules and their control by an independent body. Thus, citizens who wish to dispose of property for the benefit of a solidarity project, have the certainty that these assets will be revalued for this purpose. Within the Groupe Terre, “Terre asbl” and “Fleur Service Social asbl” are labeled Solid'R.

## **CONSORZIO SOCIALE ABELE LAVORO (CSAL), ITALY**

### *PRINCIPLE 8: SOCIAL DIALOGUE AND INVOLVEMENT OF WORKERS*



CSAL, an Italian WISEs network was part of an enriching project called “Biennale della prossimità”. **This national project’s aim was to highlight the social proximity experiences put in place by citizens, volunteer organisations, municipalities and social enterprises.**

**The key focus was to listen to each other and make people feel important. It was a collective participative approach where people and the contact were at the centre.**

Operators of third sector organisations, volunteers, citizens, local administrators, therefore had the opportunity to meet in a city and to talk about their local initiatives, the results they have achieved, to train, to compare their models, to build networks and relationships, etc. It contributed to reinforce synergies between the third sector, the public administration and the citizens.

# CHAPTER III: SOCIAL PROTECTION AND INCLUSION

## PRINCIPLE 14: MINIMUM INCOME

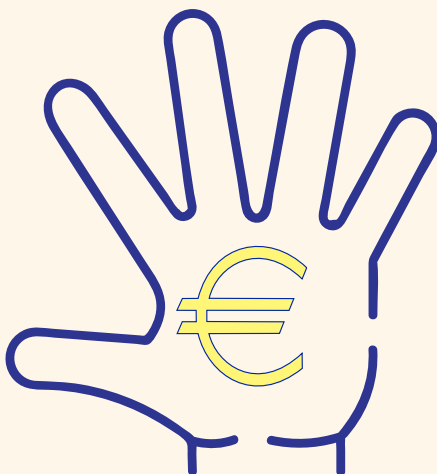
Adequate minimum income should be ensured, in a way that provides the satisfaction of the needs of the worker and his / her family in the light of national economic and social conditions, whilst safeguarding access to employment and incentives to seek work.

For individuals with insufficient means of financial support, minimum income schemes are a last resort safety net aimed at guaranteeing their minimum standard of living and their right to dignity throughout the life cycle. Minimum income schemes are targeted towards people who are unable to work or access a decent job, people not gaining enough from employment and people no longer entitled to or excluded from other types of social benefits (such as unemployment benefits and pensions for example)[8].

WISEs offer decent salaries to disadvantaged people but also contribute to the fight against in-work poverty. Some people targeted by minimum income schemes are far from the labour market and in need of a helping hand to get back into an active life. WISEs, can intervene in these cases by providing a job and thus a salary which is an opportunity for the most disadvantaged ones to get back into society through adequate living conditions.

### ENSIE RECOMMENDATIONS

Together with Social Platform, ENSIE calls for the adoption of an EU Framework Directive on Adequate Minimum Income to set minimum standards across the EU for calculating adequate income support schemes and ensuring their non-discriminatory access, and to raise the living and working conditions of millions of people currently experiencing poverty and social exclusion. In addition, in-work poverty shall be prevented. All wages should be set transparently and predictably according to national practices and respecting the autonomy of the social partners.



[8] "An EU Framework Directive on Adequate Minimum Income", Social Platform, September 2020

## WISE GOOD PRACTICE

1

### SONIDO, LATVIA

#### PRINCIPLE 14 : MINIMUM INCOME



Sonido is a company that provides professional call centre services, focusing on both incoming and outgoing calls for clients of various industries. The company is operating as socially responsible entrepreneurship by letting its clients receive services with added value - a significant part of Sonido's profit goes to a social project "Parunāsim?" ("Let's talk") which has been created in 2018 and is a helpline for anyone in need of a conversation. **Employees of this project are people with disabilities.**

Conversations are important because when people can talk about something that is on their mind, they feel needed. Thus the idea of a social project "Parunāsim?" (or "Let's talk") as a call centre line was realised. The phone line is intended to be available for anyone who is in search of a communication partner and listener. They do not provide psychological counseling, but they aim to make anyone feel listened and understood. And as a fully-established socially responsible company, Sonido has ensured a fit working environment for each of its employees, providing them with easy access and comfortable surroundings whilst they work.

Sonido has managed to create a union between two social groups – people with disabilities and people who feel lonely – and get them both the welfare they need. **Sonido has, first of all, created a project for people who are challenged within the overall job market. And they, in turn, return the benefit to people who feel lonely and are in a need of conversation.** This is the Sonido entrepreneurship form to get the most benefits possible - while most of the enterprises have created projects for giving out help, the company has done so through the means of a conversation. Sonido touches upon and changes three main cornerstones – employment, loneliness and social responsibility.



In 2019, Sonido won the ENSIE's WISE manager award!



## PRINCIPLE 17: INCLUSION OF PEOPLE WITH DISABILITIES

People with disabilities have the right to have an income that ensures them to live in dignity, services that enable them to participate fully and equally in society and the economy, and a work environment adapted to their needs. In some countries, WISEs target groups include people with disabilities. These WISEs do provide an individual approach and develop existing competences of people with disabilities through training opportunities.



## ENSIE RECOMMENDATIONS

The new European Disability Strategy 2021-2030 should be linked to the European Pillar of Social Rights and be aligned with the Agenda 2030 for Sustainable Development and the Sustainable Development Goals (SDGs). A strong Social Pillar will contribute to the development of the SDGs, which set an agenda for transformational change at the global level to end poverty, protect the planet and ensure the protection of human rights[9].

In addition, ENSIE calls public authorities, especially national ones, to create a favourable ecosystem for the maintenance and development of the social enterprises that help in particular people with disabilities. More generally, measures should be taken to ensure that people with disabilities have the opportunity to access services and to participate in society as any other person.

## WISEs GOOD PRACTICES

1

### UTILDECO, ROMANIA

*PRINCIPLE 17: INCLUSION OF PEOPLE WITH DISABILITIES*



UtilDeco aims to turn disability into ability. It provides a sustainable and efficient platform for employment and maintenance of jobs for people with disabilities. UtilDeco comprises a collection of production workshops and creative studios where people with disabilities and other disadvantaged categories benefit from a secure job, fair wages, an adaptable employment environment. UtilDeco fosters an environment for personal and professional development, empowering each employee to flourish and to live in dignity.

[9] “Social Economy for the Full Inclusion of People with Disabilities”, Social Economy Europe

UtilDeco enables a platform to integrate and aggregate efforts to address social protection and inclusion and to generate income streams to finance social support services. They use 100% of the generated income to finance social inclusion projects for young adults from vulnerable environments, to sustain services that offer socio-professional integration, counselling and career guidance, and continuous assistance in the individual development of the potential of each employee. **Moreover, 50% of UtilDeco employees are adults with disabilities.**

To fulfil its main function - integrated support for vulnerable people and people with disabilities, UtilDeco performs the following key activities:

- Manages a small textile factory where they make working clothes and other textile items for B2B clients from Romania.
- Manages a creative studio where they make custom packaging products, cardboard and polystyrene decorations, provide printing, design and marketing services for B2B clients.
- Provides professional services:
  - Document archiving and storage services;
  - Labour protection compliance assistance.

**Between 2008 and 2020 they have supported projects that had a positive impact on the lives of people with disabilities and from vulnerable backgrounds, in terms of social and economic independence.** They have enabled opportunities for community engagement and wellbeing.

2

### **ACT KONTO, CROATIA**

#### *PRINCIPLE 17: INCLUSION OF PEOPLE WITH DISABILITIES*



“ACT Konto Llc.” is a nonprofit social enterprise founded in 2009, specialised in providing expert accounting services, education and financial consulting to non-profit organisations and social enterprises in Croatia. **75% of their workforce consists of people with disabilities.**

**Any profit made is redistributed back into educational programmes and the work integration of people with disabilities.**

The enterprise bases itself on the fundamental principles of good governance, participation and equality, and as such employees who have been with ACT Konto for more than two years are free to enter company ownership.

## CEFF – SOCIETÀ COOPERATIVA SOCIALE, ITALY

### PRINCIPLE 17: INCLUSION OF PEOPLE WITH DISABILITIES



CEFF was born in Faenza (Ravenna, Italy) in 1977, it is a type A & B cooperative, with a € 2,600,000 turnover and 76 workers, 36 of them belongs to protected categories.

**CEFF offers personalised socio-enabling, educational, rehabilitative and welfare services to people with disabilities, conditions of fragility, or socially disadvantaged.** It also supports services for autonomy and training in a real context aimed at assisted professional placement.

The activities of the Cooperative developed over the years within a network of relations with the local reference system, both with the public institutional system and the business system.

A Bio-psycho-social approach to the person and his/her reference context is the base of CEFF's method.

The possibility of having experiences is based on learning by operating in a real work situation. The activities and the services provided by CEFF are developed through 3 different areas:

- **PERCORSI DI AUTONOMIA (AUTONOMY PATHS).** It offers educational, observational, welfare, rehabilitative, training and employment services. These are the main services of an Italian type A Cooperative.
- **FORMAZIONE E LAVORO (TRAINING & WORK).** It is organised in different production departments, mainly working with mechanical processing, goods assembly and numerical control machines. This branch is formed by the Social Workshop/Integrated Lab and CNC Workshop. Part of a mechanical assembly department is located in a Daytime Occupational Center (Integrated Lab) specialised in work training for disadvantaged people. These kinds of activities are important to develop a working role, and to be integrated into local companies. The Social Workshop is where disadvantaged persons are employees. They work with integrated lab users, educators and professional figures, sharing the same space and part of the same work processes. Here is where Type A and B cooperatives are mixed together. Professional training is completed by socialisation, educational and socio-enabling activities to support personal skills and autonomy (for example: Theatre Lab and Ceramic Lab). CNC Workshop is a highly specialised mechanical workshop that produces mechanical parts.
- **PRODUZIONE E SERVIZI (PRODUCTION AND SERVICES).** It is a work placement cooperative (type B) where people with disabilities, in a disadvantaged situation and fragility, are employed. Observational training internships are made in Digital Print, Civil and Industrial cleaning and Green Services operating units.



CEFF has developed a structural synergy between educational services (working for) and productive services (working with). The evolution and innovation of this service is the inclusion of a figure dedicated both to the design of job training services (internships, school-work alternation, public utility works) and to the support of disadvantaged employees. The Work Paths Manager interacts with all CEFF's Operating Units and other figures in the Service Network.

## 4

### KLIMAX PLUS, GREECE

#### *PRINCIPLE 17: INCLUSION OF PEOPLE WITH DISABILITIES*



**Klimax Plus was established in 2005 as the continuation of “Klimax” cooperative (established in 1996) already engaged in work integration for people with mental disorders and psychosocial problems.**

Klimax Plus is a social enterprise that:

- **has an explicit and primary social aim, a mission that benefits the society: to improve the quality of life and socio-economic rehabilitation of persons with mental health problems and of socially excluded persons** (homeless, Roma, ex-prisoners, etc.) through tailored work integration.
- is engaged in economic activity - it generates income, mainly, from sources by:
  - recycling and reuse services
  - catering services
  - consulting services
- contributes to the capacity building of the social enterprise eco-system, through interventions, mentoring and expertise in national and European level and the promotion of a simple and robust social impact reporting system for social enterprises, to demonstrate the benefits to society and their economic value added in a transparent way to stakeholders and the general public.

Klimax Plus staff and management, volunteers and supporters, adhere to a clear set of values on social entrepreneurship, based on the principles of solidarity, sustainable and inclusive growth, social justice, gender equality and the empowerment of socially excluded persons.

In addition, the enterprise has a participative governance model and is independent from the public sector. As a cooperative, decisions are taken based on one person one vote, and as a social initiative and actor in civil society, they are closely linked with Klimaka, an associated NGO, represented in our decision-making processes.

Finally, the cooperative law under which Klimax Plus was established has limits to the redistribution of profits and assets. Klimax Plus, therefore, reinvests a substantial part of its revenues in activities that are in line with our work integration mission.

## PRINCIPLE 20: ACCESS TO ESSENTIAL SERVICES

Access to quality, affordable and accessible services is crucial for citizens. Care, social, health, housing, education, employment and life-long learning services all contribute to decent living conditions and well-being for people in the EU. The WISE model offers disadvantaged people, who are the most affected by social inequalities, employment opportunities so they can access/reintegrate decent work conditions and social protection through a job. These opportunities provide them with a decent salary, necessary qualifications (that are going hand in hand with the digitalisation of our societies), upskilling and reskilling occasions and allow them to be better integrated into the labour market especially in the current context of the green and digital transitions.

### ENSIE RECOMMENDATIONS

Everyone has the right to access essential services of good quality, including old people's homes, long-term care, adult education and child care services, as well as services for homeless people and migrants. The recognition and support, by all Member States, for economic actors such as WISEs should be ensured to allow vulnerable groups of people to access such services. While recognising WISEs as essential intermediates for the provision of the social services and actors fostering the reintegration into the labour market, it is also crucial to include them in support measures for traditional enterprises as it was highlighted by the European Commissioner for Jobs and Social Rights Mr. Nicolas Schmit in his [Letter to the Member States Labour Ministries](#).



## WISE GOOD PRACTICE

1

### **"FOOD VALUE" PROJECT - ISNET, ITALY**

*PRINCIPLE 20 : ACCESS TO ESSENTIAL SERVICES*



the “Food Value” project was developed by the Italian association, Isnet. **It is an application that aims to recover meals unsold in catering. The goal is to establish links between catering (restaurants, pizzerias, bakeries,...) and people in need through social enterprises and social services.** These enterprises are in charge of coordinating the system and identifying the beneficiaries and then following them within the path proposed by Food Value.

The beneficiaries can collect up to two dinners a day at the donor’s place. Everyone can help, by ordering unsold meals at a low price or by making small donations in Food Value restaurants.

The application also proposes the concept of “suspended dinners”, inspired by the “suspended coffee” tradition in Neapolitan café: when someone decides to pay for a coffee in a bar that will then be consumed by another person who cannot pay for it. **In Food Value, the suspended dinners are paid by people who decide to donate a few euros more which can help beneficiaries to have dinner at the restaurant. The interest of this project is that it could help reducing waste in catering and at the same time it provides meals to people in need.**

Food value was one of the three finalists in the 2019 ENSIE WISE Manager Award!



**For more information, please contact ENSIE:**

**Yussupova Aziza** - ENSIE Policy Officer  
[azizam.yussupova@ensie.org](mailto:azizam.yussupova@ensie.org)

**ENSIE asbl**  
**Rue Botanique, 75B**  
**1210 Bruxelles**

