



City of Oslo and the European Pillar of Social Rights

Oslo is to be a city for all. Equal opportunities builds trust and cohesion. Inclusive and diverse cities let everybody use their talents and resources. It enhances the effectiveness of city services. It makes city life more attractive and enjoyable for all.

Diversity and equality are about the right to meet other people as you are, without facing discrimination. The City of Oslo bases its work for diversity and equality on an intersectional perspective. Taking an intersectional perspective means considering how categories such as ethnicity, religion, sexual orientation, disability, gender and age can interact and negatively affect people's lives and living conditions.

Hatred, prejudice and discrimination cause harm. Intolerance and discrimination is harmful. It is harmful to individuals who are denied access to work, education, housing and social arenas. It is harmful to the municipality, because it lowers the reach and efficiency of public services. And it is harmful to society and a misuse of human resources.

Oslo is a diverse city. Ethnic minorities make up one third of Oslo's population. One in ten has a LGBT+ identity. One in five is disabled in varying degrees.

As a public authority, the municipality is responsible for promoting gender equality and preventing discrimination in urban society. It is in workplaces, educational institutions, in neighbourhoods and associations that inclusion takes place and diversity unfolds.

Intercultural diversity involves equality and being seen as citizens of Oslo, regardless of ethnic background, cultural traditions, religion and beliefs, or whether one has immigrated to Oslo or has parents and grandparents born in another country. Gender and sexual diversity involves equality and the freedom to decide for oneself how one wants to express one's identity, and to be able to freely fall in love and live with another person, regardless of gender expression, gender identity or sexual orientation. Ability diversity involves being seen as a human being of full value, where disability is not a trait, illness, injury or defect in the individual, but a result of a lack of facilitation.

City of Oslo and the principle of equal opportunities

The City Government's action plan *Words matter* against hateful speech and attitudes reflects the vision in the Municipal master plan that Oslo should be greener, friendlier, and more creative and have space for everyone, free from discrimination and prejudice. Oslo is to be a city open to a diversity of life stances, with room for people to practise their faith and beliefs.

The aim of the action plan is to prevent and limit harm caused by hate speech and hateful attitudes by creating awareness of the city's responsibility to counter hate speech and through non-discriminatory practice at the municipal level. The plan provides guidelines for managers and employees in the City of Oslo and for cooperation with civil society in the efforts against hatred, prejudice and discrimination.

The action plan has three focus areas: to respond to, to counteract the consequences of and to prevent hate speech and hateful attitudes.

The first focus area is responding to hate speech and hateful attitudes. The purpose is to create awareness of the city's special responsibility to counter hate speech and employ non-discriminatory practice and demonstrate that unacceptable behaviour will have consequences for those who cause harm.

The second focus area is counteracting the consequences of hate speech and hateful attitudes. The purpose is to restore trust among victims of hatred, prejudice and discrimination.

The third focus area is preventing hate speech and hateful attitudes. The purpose is to promote democratic and inclusive values, and prevent hatred, prejudice and discrimination from setting the norm.

To promote equal opportunities the City of Oslo pledge to enhance diversity and combat discrimination, through measures in the action plan *Words matter*:

- The municipality will provide practical advice and guidance on equal services and representative recruitment to managers and employees in the municipality.
- The municipality will enhance its procedures for protection against discrimination.
- The municipality will work for good conduct on municipal agencies and districts' digital surfaces and social media channels.
- Schools and youth clubs will be offered resources that can assist in awareness-raising work. All school pupils in Oslo shall learn about the recent history of right-wing extremism and its roots.
- The municipality will cooperate with the Council for Religious and Life Stance Communities in Oslo – to promote religious dialogue.
- The municipality welcome workers, international students and their families who plan their relocation to Oslo and make Oslo their home.

City of Oslo

Vice mayor for employment, integration and social services