

CONSULTATION ON ANTI-DISCRIMINATION

12/07/2007 - 31/08/2007

Participation

Country		
DA - Denmark	66	(12.9%)
PL - Poland	60	(11.7%)
DE - Germany	59	(11.5%)
NL - The Netherlands	51	(10%)
CZ - Czech Republic	42	(8.2%)
RO - Romania	31	(6.1%)
FI - Finland	29	(5.7%)
AT - Austria	22	(4.3%)
UK - United Kingdom	20	(3.9%)
HU - Hungary	16	(3.1%)
ES - Spain	15	(2.9%)
FR - France	15	(2.9%)
SV - Sweden	15	(2.9%)
LT - Lithuania	11	(2.1%)
IE - Ireland	10	(2%)
PT - Portugal	9	(1.8%)
NO - Norway	8	(1.6%)
IT - Italy	7	(1.4%)
BE - Belgium	6	(1.2%)
SI - Slovenia	6	(1.2%)
EL - Greece	4	(0.8%)
EE - Estonia	3	(0.6%)
MT - Malta	3	(0.6%)
CY - Cyprus	2	(0.4%)
SK - Slovak Republic	1	(0.2%)
IS - Island	1	(0.2%)
BG - Bulgaria	0	(0%)
LU - Luxembourg	0	(0%)
LV - Latvia	0	(0%)

Number of employees in your company		
0	29	(5.7%)
1-9	93	(18.2%)
10-49	102	(19.9%)
50-249	129	(25.2%)
250-499	54	(10.5%)
500 +	105	(20.5%)

Indicate your main sector of activity		
C - Mining/Quarrying	6	(1.2%)
D - Manufacturing	105	(20.5%)
E - Electricity, gas and water supply	19	(3.7%)
F - Construction	52	(10.2%)
G - Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods	72	(14.1%)
H - Hotels, restaurants and bars	16	(3.1%)
I - Transport, storage and communication	56	(10.9%)
J - Financial intermediation	60	(11.7%)
K - Real estate, renting and business activities	82	(16%)
N - Health and social work	10	(2%)
O - Other community, social and personal service activities	34	(6.6%)

Apart from your country, in how many countries of the European Union do you regularly sell products and services?		
none	194	(37.9%)
1	51	(10%)
2-3	59	(11.5%)
4-5	38	(7.4%)
more than 5	109	(21.3%)

Would you like to fill out the questionnaire?		
Yes	478	(93.4%)
No	34	(6.6%)

Questionnaire

1. Were you aware that there are European Union rules which ban discrimination on grounds of racial or ethnic origin in buying goods and paying for goods & services, as well as in housing?		
Yes	362	(75.7%)
No	116	(24.3%)

2. Do you think consumers should also be protected by European law from discrimination on grounds of age, disability, religion and sexual orientation when they buy things or pay for services, as well as in housing?		
Yes	355	(74.3%)
No	93	(19.5%)
Don't know	30	(6.3%)

3. What is your opinion about the current rules in your country about non-discrimination on access to goods, services and housing based on the listed grounds?

Disability		
rules are too much	38	(7.9%)
rules are about right	234	(49%)
rules are insufficient	134	(28%)
rules do not exist in my country	11	(2.3%)
don't know	61	(12.8%)

Age		
rules are too much	44	(9.2%)
rules are about right	231	(48.3%)
rules are insufficient	109	(22.8%)
rules do not exist in my country	22	(4.6%)
don't know	72	(15.1%)

Religion		
rules are too much	61	(12.8%)
rules are about right	277	(57.9%)
rules are insufficient	51	(10.7%)
rules do not exist in my country	19	(4%)
don't know	70	(14.6%)

Belief		
rules are too much	51	(10.7%)
rules are about right	242	(50.6%)
rules are insufficient	61	(12.8%)
rules do not exist in my country	31	(6.5%)
don't know	93	(19.5%)

Sexual orientation		
rules are too much	49	(10.3%)
rules are about right	228	(47.7%)
rules are insufficient	76	(15.9%)
rules do not exist in my country	35	(7.3%)
don't know	90	(18.8%)

4. Do you think that it matters if the protection against discrimination on grounds of age, disability, religion and sexual orientation, in terms of access to goods and services, as well as housing, is of a different level across European Member States?

Yes	293	(61.3%)
No	125	(26.2%)
Don't know	60	(12.6%)

4a. Would the level of legal protection offered by another Member State against discrimination on grounds of age, disability, religion and sexual orientation, in terms of access to goods and services, as well as housing, affect your ability to do business there?

Yes	77	(26.3%)
No	156	(53.2%)
Don't know	60	(20.5%)

4b. Do you think the European Commission should legislate in this area to guarantee the same level of protection against discrimination all over Europe?

Yes	263	(89.8%)
No	30	(10.2%)

5. Does your company provide goods or services, or deal in property?

Yes	349	(73%)
No	129	(27%)

5a. Do you have (or are you in the process of developing) any sort of policy to ensure that your customers are not discriminated against on grounds of disability, age, religion or belief and sexual orientation?

Yes, such policies or practices have been implemented / are being developed	122	(35%)
No, we don't have such policies or practices in place	207	(59.3%)
Don't know	20	(5.7%)

5b. Could you tell us why no such policies are in place? (Select all that apply)		
We believe there is no discrimination to address	156	(75.4%)
We have not given particular thought to discrimination issues	37	(17.9%)
Other	23	(11.1%)
We have no expertise in this field	22	(10.6%)
We would need more information about it	13	(6.3%)
We are concerned, but do not see particular competitive advantages	12	(5.8%)
We are under no legal obligation to do so	11	(5.3%)
We are not sure what discrimination really means	7	(3.4%)
We have no budget available	4	(1.9%)
Don't know	1	(0.5%)

5b. What is the current status of your initiatives on non-discrimination on grounds of disability, age, religion or belief and sexual orientation? (Select one)		
Policies and practices have been well embedded for some time (more than three years) and are constantly updated/improved	64	(52.5%)
Policies and practices have recently been implemented (within the last three years)	15	(12.3%)
Policies and practices have been embedded for some time but need improvement or updating	15	(12.3%)
We are implementing policies but more needs to be done	13	(10.7%)
We are in the process of developing an equality and diversity approach	12	(9.8%)
Don't know	3	(2.5%)

5c. Which of the following grounds of discrimination do these initiatives address? (Select all that apply)		
Disability	112	(91.8%)
Age	104	(85.2%)
Religion or belief	88	(72.1%)
Sexual orientation	79	(64.8%)

5d. Which of the following areas do your initiatives on non-discrimination on grounds of disability, age, religion or belief and/or sexual orientation cover in practice? (Select all that apply)		
Sales and customer services	91	(74.6%)
Accessibility of goods and services	90	(73.8%)
Terms on which goods and services are offered	70	(57.4%)
Marketing and communications	63	(51.6%)
Housing/accommodation	23	(18.9%)
Other	15	(12.3%)
Don't know	3	(2.5%)

5e. Are financial resources/a specific budget allocated to initiatives on non-discrimination on the basis of disability, age, religion or belief and sexual orientation in access to goods and services, or housing?

Yes	18	(14.8%)
No	92	(75.4%)
Don't know	12	(9.8%)

5f. Do these non-discrimination initiatives, in your view, have a financial impact on your business?

Yes	15	(83.3%)
No	3	(16.7%)
Don't know	0	(0%)

If there was a financial impact, was it related to (Select all that apply):

The costs of altering premises	8	(53.3%)
The costs of training staff	8	(53.3%)
The cost of altering policies/procedures	7	(46.7%)
The costs of altering equipment	6	(40%)
Other	3	(20%)
Don't know	0	(0%)

How would you judge the financial impact?

Positive	11	(73.3%)
Negative	3	(20%)
Don't know	1	(6.7%)

If the financial impact was positive, was it due to:

Improved corporate image	5	(45.5%)
Improved customer base more generally	3	(27.3%)
Improved sales	2	(18.2%)
Other	1	(9.1%)
Don't know	0	(0%)

6. Do you think that new European rules ensuring that customers are not discriminated against on grounds of disability, age, religion or belief and/or sexual orientation in access to goods, services and in relation to housing would have a financial impact for your company?

Yes	90	(18.8%)
No	330	(69%)
Don't know	58	(12.1%)

6a. How would you judge the financial impact?

Positive	20	(22.2%)
Negative	58	(64.4%)
Don't know	12	(13.3%)

6b. Do you think the financial impact would be related to (Select all that apply):		
The cost of altering policies/procedures	54	(60%)
The costs of training staff	44	(48.9%)
The costs of altering premises	40	(44.4%)
The costs of altering equipment	29	(32.2%)
Other	23	(25.6%)
Don't know	4	(4.4%)

7. Have you ever received a complaint of discrimination concerning your business activities from a client?		
Yes	38	(7.9%)
No	425	(88.9%)
Don't know	15	(3.1%)

7a. On what ground(s) was this complaint based?		
Disability	13	(34.2%)
Ethnic origin	12	(31.6%)
Other	7	(18.4%)
Age	6	(15.8%)
Race	5	(13.2%)
Religion or belief	4	(10.5%)
Sexual orientation	3	(7.9%)
Don't know	2	(5.3%)

8. Based on your experiences and/or expectations, which of the following benefits can a non-discrimination policy bring to business? (Select all that apply)		
Benefits related to company's reputation, corporate image	251	(52.5%)
Legal compliance/avoidance of fines or sanctions	211	(44.1%)
Enhanced customer satisfaction and service level	190	(39.7%)
Marketing opportunities to a wider customer base	98	(20.5%)
Don't know	96	(20.1%)
Competitive advantage compared to other firms	77	(16.1%)
Other	20	(4.2%)

9. What in your view are the most important challenges to addressing discrimination? (rank the three most important ones)		
Lack of information and awareness	336	(70.3%)
Discriminatory attitudes and behaviours	278	(58.2%)
Commitment of leadership	165	(35.5%)
No legal requirement to do so	148	(31%)
Specific skills/expertise required	121	(25.3%)
Financial resources for this purpose	120	(25.1%)
Time	72	(15.1%)
Other	27	(5.6%)

10. Would you welcome more information on non-discrimination grounds of age, disability, religion and sexual orientation, in terms of access to goods and services, as well as housing?

Yes	215	(45%)
No	263	(55%)

11. In your view which sources would be most useful for distributing information? (Select all that apply)

National government	237	(49.6%)
Employers' organisations or networks	220	(46%)
National statutory anti-discrimination or equality bodies	161	(33.7%)
Chambers of commerce	158	(33.1%)
European Commission	117	(24.5%)
Works councils or trade unions	105	(22%)
No opinion	39	(8.2%)
Other businesses and companies	23	(4.8%)
Other	21	(4.4%)