



Striving for an inclusive labour market in Iceland

Positive actions and reasonable accommodation to facilitate hiring and employment of persons with disabilities involving employers and employer initiatives

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Striving for an inclusive labour market in Iceland

Positive actions and reasonable accommodation to facilitate hiring and employment of persons with disabilities involving employers and employer initiatives

James G. Rice

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1 Executive summary

1.1 Support and incentives directed at employers to promote the employment of persons with disabilities, including guides on good practice, websites and advice services

Iceland is currently lacking in supports and incentives directed at employers to promote the employment of persons with disabilities. There are varied training, vocational and rehabilitative programmes, but they are mainly focused on assisting persons with disabilities on an individual level. There are few incentives for employers to hire persons with disabilities. Currently there are no hiring quotas, tax relief or reduced social security contributions as incentives for employers. The key financial incentive for the employment of workers with disabilities is the wage subsidy known as the *Vinnusamningur öryrkjar*, or work contract for workers with disabilities.

Given the lack of development in the area of promoting the employment of persons with disabilities in Iceland, there is, as such, a notable lack of good practice guides, websites and advice services aimed at employers. This does not appear to be a priority at the municipal or state level of government in Iceland, or among employers' organisations. What little evidence of guides it was possible to find were produced by organisations of people with disabilities themselves.

The author could not locate any information on the effectiveness or weaknesses of these limited instruments.

1.2 Support and partnerships available to employers to assist them in making reasonable accommodations

In Iceland there is very little support available to employers to assist them in making reasonable accommodations. The duty on employers to provide reasonable accommodation for people with disabilities is defined in Article 10 of the Act on Equal Treatment in the Labour Market No. 86/2018: 'Employers shall take appropriate measures, if they are needed in a particular instance, to enable an individual with disabilities or an individual with reduced working capacity to have access to, and to participate in, a job, to benefit from promotion at work or to receive training, providing that such measures are not excessively encumbering for the employer.'¹ However, the author could find little evidence of much in the way of municipal or state support or guidance for employers to achieve these aims, or knowledge on the part of employers and their associations pertaining to reasonable accommodation, what it means or how it is to be achieved. However, Icelandic organisations of people with disabilities do have the ability to offer information on making appropriate adjustments through knowledge centres, such as the communication centre for deaf and hearing-impaired persons.²

¹ Act on Equal Treatment in the Labour Market No. 86/2018, English version available at: https://www.jafnretti.is/static/files/English_gogn_a_ensku_sidu/act-on-equal-treatment-on-the-labour-market-no-86-2018-m-br-final-sent-230519.pdf.

² *Samskiptamiðstöð heyrnarlausra og heyrnarskertra*, <https://www.shh.is/>.

The author has been unable to locate any examples of partnerships for coordinated support for employers to make reasonable accommodations, other than a translated ILO code of practice, which is not specific to Iceland. Given this state of affairs in Iceland, the author has no evidence about the effectiveness and weaknesses of the (coordinated) support available to employers or about partnerships with employers to assist them to make reasonable accommodations.

1.3 Illustrative examples of good employer practice for providing reasonable accommodations for persons with disabilities

In Iceland it is difficult to locate the existence of any practice guides regarding reasonable accommodation directed at employers in the private and public sectors, let alone what could be considered as a good practice guide.

The author was able to locate a recent guide, or at least an informational video, produced by an Icelandic organisation of people with disabilities, *Landssamtökin Þroskahjálp* (Iceland's National Association of People with Intellectual Disabilities). This video (*'Réttindi fatlaðs fólks á vinnumarkaði'* – The Rights of People with Disabilities in the Labour Market)³ is aimed at companies and organisations. The video guide explains to employers the relevant legislation and its key aims and purposes, and how this legislation was in turn inspired by the United Nations Convention on the Rights of Persons with Disabilities (CRPD) and its principles of equality and inclusion, which can be achieved in this area through, among other things, accessibility and accommodation. The guide provides some concrete examples of how employers could accommodate the needs of people with intellectual and developmental disabilities, as well as neurodivergent people, in the workplace.

The author is unaware of any evidence on how this guide is being used by employers or on any effect it may be having.

1.4 Recommendations

Recruitment and Hiring

Iceland remains at a very rudimentary state in regard to actions to support and encourage employers to employ persons with disabilities. As such, the recommendations in this report are very basic. Further, accessibility to information remains a problem in Iceland in many sectors, and the author has seen no evidence of knowledge or actions to make recruitment information relevant to the diverse needs of persons with disabilities, which suggests that persons with disabilities are not a priority, and often not even a consideration on the part of employers. There is a need for basic education, training and awareness raising on the part of employers and their human resource departments pertaining to the recruitment and hiring of persons with disabilities. Some basic incentives are required for employers to do this beyond the wage subsidy programme that is in existence. Furthermore, there is a notable lack of research in this area.

³ *Landssamtökin Þroskahjálp* (Iceland's National Association of People with Intellectual Disabilities) (2021), *'Réttindi fatlaðs fólks á vinnumarkaði'* (The Rights of Disabled People in the Labour Market), <https://www.youtube.com/watch?v=j95eK68J4G0>.

Initial employment

Energy and work need to be put into training and educating employers' human resource departments to understand and address the needs of employees with disabilities. There is a notable lack of research in this area, too. However, it is important to bear in mind that many Icelandic employers are small in size and lack in-house human resource management.

Promotion and Career Development

Given the basic lack of demands and incentives on employers to hire persons with disabilities in Iceland, it is reasonable to assume that promotion and career development measures are similarly lacking. Awareness-raising among employers is key in order for employers to understand the supports and accommodations for employees with disabilities that are required for their promotion and career development. Furthermore, there is a notable lack of research in this area.

Retention

There is a notable lack of research in this area. The author's first-hand knowledge of the educational sector in Iceland suggests that efforts are generally made to rehabilitate and retain employees with some acquired impairments or illnesses, particularly if these are work related, for example if they are related to burn-out or stress. However, this does not seem to extend to serious acquired impairments, for example visual and hearing impairments, for which, at least in the author's experience, employees are expected to resign their positions.

2 Support and incentives directed at employers to promote the employment of persons with disabilities, including guides on good practice, websites and advice services

2.1 Employment quotas

No quotas for the employment of people with disabilities exist in Iceland. This fact was noted by the European Commission's European Network of Legal Experts in Gender Equality and Non-Discrimination in its 2020 Country Report on Non-Discrimination, which states on page 40: 'In Iceland, national law does not provide for quotas for the employment of people with disabilities.'⁴ This has not changed in Iceland as of the time of writing.

2.2 Tax relief / reduced social security contributions / wage subsidies for employers employing persons with disabilities

According to the information provided to our team by *Skatturinn* (Iceland Revenue and Customs), Icelandic companies do not receive tax relief or reduced social security contributions in connection with the employment of persons with disabilities.

The key financial incentive for the employment of workers with disabilities in the labour market in Iceland in regard to wage subsidies for employers is known as the *Vinnusamningur öryrkjar*, or work contract for workers with disabilities. This agreement has been governed by the Icelandic Directorate of Labour (*Vinnumálastofnun*) since it took over responsibility for the programme from the Social Insurance Administration (*Tryggingastofnun*). Work agreements are made with employers in the general labour market to hire disability pensioners, people with a disability allowance or people receiving rehabilitation benefits. Eligibility for these benefits is determined by the Social Insurance Administration. The Directorate of Labour manages the agreements with employers and acts as a liaison between employers and workers.

The relevant legislation that governs the wage agreement is, by now, quite outdated, but it is still valid and in force (*Reglugerð um öryrkjavinnu* 159/1995).⁵ The responsibility for this wage agreement was transferred to the Directorate of Labour in the 2006 Act on Labour Market Measures (55/2006).⁶ According to this regulation, contracts are made with individuals either for full-time or part-time positions that do not exceed '100 %', meaning that the work entails a standard shift and not overtime. The contracts specify the workplace and job description and follow the standard wage contracts for that position. The managing authority reimburses the employer for a maximum of 75 % of the wages and never lower than 25 %. There is nothing in the regulation which restricts the application of this wage subsidy to the employer in terms of type of employment or size of company or organisation. Information is provided to

⁴ European Commission, European network of legal experts in gender equality and non-discrimination (2020), *Country report: Non-discrimination*, Iceland, 2020, <https://www.equalitylaw.eu/downloads/5210-iceland-country-report-non-discrimination-2020-1-27-mb>.

⁵ *Reglugerð um öryrkjavinnu*, 1995, <https://www.reglugerd.is/reglugerdir/allar/nr/159-1995>.

⁶ Labour Market Measures Act (*Lög um vinnumarkaðsaðgerðir*) 55/2006, <https://www.althingi.is/lagas/nuna/2006055.html>.

job seekers and employers on the Directorate of Labour's website,⁷ although it lacks information on the numbers of these agreements and on the impairment categories of employees who are part of this programme. However, according to a Council of Europe report, the numbers of persons with disabilities employed under this scheme were as follows: 2015: 522; 2016: 592; 2017: 900 and 2018: 1 107. They were employed in a wide range of workplaces: kindergartens, libraries, fitness centres, staff canteens, computer firms, sports clubs, offices, production companies and shops.⁸

2.3 Reasonable accommodation

Under Icelandic law, reasonable accommodation in the disability context is defined in Article 2.12 of the Act on Services for Disabled People with Long-term Support Needs No. 38/2018⁹ as, to paraphrase, necessary and appropriate changes and adjustments, which do not extend beyond what is reasonable and do not impose a disproportionate or undue burden, and which are applied as needed in order to ensure that people with disabilities may enjoy and exercise all human rights and fundamental freedoms on an equal basis with others. The duty on employers to provide reasonable accommodation for people with disabilities is defined in Article 10 of the Act on Equal Treatment in the Labour Market No. 86/2018: 'Employers shall take appropriate measures, if they are needed in a particular instance, to enable an individual with disabilities or an individual with reduced working capacity to have access to, and to participate in, a job, to benefit from promotion at work or to receive training, providing that such measures are not excessively encumbering for the employer.'¹⁰

2.4 Other relevant actions targeted at employers

The author has been unable to identify many other actions targeted at employers to promote the employment of persons with disabilities in recent years. The Parliamentary Resolution on a Plan of Action on Disabled Persons' Affairs 2017-2021¹¹ focuses, in Section B, on issues of employment. The aim of Section B.1 of the Action Plan involves counselling and education for employers about employees with disabilities. The responsibility for this lies with the Icelandic Directorate of Labour. However, the timeframe for this Action Plan has passed as of the time of writing, and the author is unaware of what, if any, progress has been made as a result of the plan.

Chapter 5, Article 22 of the Act on Services for Disabled People with Long-term Support Needs No. 38/2018¹² states that persons with disabilities are to be given priority in the hiring process for government positions, both at the national and

⁷ Icelandic Directorate of Labour, 'Vinnusamningar öryrkja' (Disability employment contracts), <https://www.vinnumalastofnun.is/atvinnurekandi/vinnusamningar-oryrkja/upplýsingar-til-atvinnurekanda>.

⁸ Council of Europe, European Committee of Social Rights (2021), Conclusions XXII-1 (2020), <https://rm.coe.int/rapport-isl-en/1680a1c7b8>.

⁹ Act on Services for Disabled People with Long-term Support Needs No. 38/2018, <http://www.althingi.is/altext/148/s/0873.html>.

¹⁰ Act on Equal Treatment in the Labour Market No. 86/2018, English version available at: https://www.jafnretti.is/static/files/English_gogn_a_ensku_sidu/act-on-equal-treatment-on-the-labour-market-no-86-2018-m-br-final-sent-230519.pdf.

¹¹ Parliamentary Resolution on a Plan of Action on Disabled Persons' Affairs 2017-2021, 16/146, <http://www.althingi.is/altext/146/s/1000.html>.

¹² Act on Services for Disabled People with Long-term Support Needs No. 38/2018, <http://www.althingi.is/altext/148/s/0873.html>.

municipal level, providing that they are equally qualified as applicants without disabilities. However, the author has seen no evidence that this has been put into practice and, from what he has observed, this is not mentioned in advertisements for government positions.

In 2003, the Icelandic Confederation of Labour (*Alþýðusamband Íslands – ASÍ*) translated and published the International Labour Organisation's 2002 publication, 'Managing disability in the workplace: ILO code of practice'. In Icelandic, this guide for employers is known as '*Fötlunarstjórnun á vinnustað: Viðmiðunarreglur ILO*', and it can still be located on the ASÍ website.¹³ The information contained within the guide is rather basic and general, and includes the caveat that the suggested guidelines and practices need to be applied in accordance with national law and practice.

The author has no information as to whether or not employers are aware of this code of practice. Further, this code predates the CRPD and is not mentioned by the Icelandic Directorate of Labour nor in Icelandic labour or disability legislation.

2.5 Examples of good practice

It is difficult in the case of Iceland to define support and incentive measures directed at employers which can be regarded as 'good practice'. One key reason for this is that little currently exists in this area. There are no employment quotas in Iceland pertaining to persons with disabilities, nor tax relief measures aimed at employers. There is a wage subsidy programme; however, there is little current research or analysis that make it possible to assess its usage or efficacy. Reasonable accommodation is explicitly referenced in regard to persons with disabilities in the Employment Act. However, according to one report (and as of 2020),¹⁴ there is as yet no Icelandic case law in reference to the Employment Act concerning disability and reasonable accommodation.

2.6 Good practice guides, websites and advice services directed at employers

In Iceland, guides, websites and advice services in the area of employment and disability are often produced by organisations of people with disabilities and are aimed at job seekers with disabilities rather than employers. However, one exception is a 17-minute video produced by the DPO *Landssamtökin Proskahjálp* (Iceland's National Association of People with Intellectual Disabilities). This video (*'Réttindi fatlaðs fólks á vinnumarkaði'* – The Rights of Disabled People in the Labour Market)¹⁵ is aimed at companies and organisations. The video guide explains to employers the relevant legislation and its key aims and purposes, and how this legislation was in turn inspired by the Convention on the Rights of Persons with Disabilities and its principles of

¹³ Icelandic Confederation of Labour (2003), '*Fötlunarstjórnun á vinnustað: Viðmiðunarreglur ILO*', https://www.asi.is/media/6366/samsett_prufa.pdf.

¹⁴ European Commission, European network of legal experts in gender equality and non-discrimination (2020), *Country report: Non-discrimination*, Iceland, 2020, <https://www.equalitylaw.eu/downloads/5210-iceland-country-report-non-discrimination-2020-1-27-mb>.

¹⁵ *Landssamtökin Proskahjálp* (Iceland's National Association of People with Intellectual Disabilities) (2021), '*Réttindi fatlaðs fólks á vinnumarkaði*' (The Rights of Disabled People in the Labour Market), <https://www.youtube.com/watch?v=j95eK68J4G0>.

equality and inclusion, which can be achieved in this area through, among other things, accessibility and accommodation. The guide provides some concrete examples of how employers could accommodate the needs of people with intellectual and developmental disabilities, as well as neurodivergent people, in the workplace. The author is unaware of any evidence on how this guide is being used by employers or on any effect it may be having.

3 Support and partnerships available to employers to assist them in making reasonable accommodations

3.1 Support available to employers for making reasonable accommodation

The author was unable to locate any evidence or information regarding support available to employers to enable or facilitate them to make reasonable accommodations. In the 2012 Building Regulations (*Byggingarreglugerð 2012*) pertaining to the built environment,¹⁶ the adaptation of private workplaces is not mandated by law, to the best of the author's knowledge, beyond the accessibility regulations that govern the construction of all new buildings in general. The Parliamentary Resolution on a Plan of Action on Disabled Persons' Affairs 2017-2021¹⁷ focuses, in Section B, on issues of employment. The general responsibility for employment matters pertaining to persons with disabilities lies with the Icelandic Directorate of Labour. However, the most recent annual report on the Directorate of Labour's website was, as of the time of writing, from 2020,¹⁸ and it made no mention of people with disabilities beyond a brief reference to the wage subsidy programme, nor are there any further mentions of people with disabilities on the directorate's website. As such, the author is unable to provide any information in this area.

The author was unable to locate any evidence of advice, guidance or information for employers from the Icelandic Directorate of Labour, or any other state sources, regarding accommodations for persons with disabilities in the workplace, beyond a 2003 guide from the Icelandic Confederation of Labour for 'Managing disability in the workplace', which was translated from a 2002 guide from the International Labour Organization.¹⁹ The author has no information as to whether or not Icelandic employers are aware of this code of practice, although he was able to locate an instructional video for employers produced by an Icelandic disabled people's organisation in 2021, the details of which can be found in Section 2.6 of this report.²⁰ This video guide provides some concrete examples of how employers could accommodate the needs of people with intellectual and developmental disabilities, as well as neurodivergent people, in the workplace. The author is unaware of any evidence on how this guide is being used by employers or on any effect it may be having.

According to the information provided by Skatturinn (Iceland Revenue and Customs), Icelandic companies do not receive tax relief for the employment of persons with disabilities pertaining to reasonable accommodation or otherwise. The author was unable to locate any evidence of other forms of financial support for employers to cover the costs of making an accommodation beyond a wage subsidy agreement, the existence of which the author was barely able to ascertain – let alone its effectiveness. Requests from a member of the author's team sent to the responsible state ministry for further information received no reply.

¹⁶ Building Regulations 2012, <https://www.reglugerdir.is/reglugerdir/allar/nr/112-2012>.

¹⁷ Parliamentary Resolution on a Plan of Action on Disabled Persons' Affairs 2017-2021, 16/146, <http://www.althingi.is/altext/146/s/1000.html>.

¹⁸ Icelandic Directorate of Labour (2020), Annual Report 2020, <https://www.vinnumalastofnun.is/um-okkur/arsskyrslur/arsskyrsla-2020>.

¹⁹ Icelandic Confederation of Labour (2003), 'Fötlunarstjórnun á vinnustað: Viðmiðunarreglur ILO', https://www.asi.is/media/6366/samsett_prufa.pdf.

²⁰ Landssamtökin Þroskahjálp (Iceland's National Association of People with Intellectual Disabilities) (2021), 'Réttindi fatlaðs fólks á vinnumarkaði' (Rights of Disabled People in the Labour Market), <https://www.youtube.com/watch?v=j95eK68J4G0>.

3.2 Partnerships to assist employers to make reasonable accommodations

The author was unable to determine the existence of much in the way of organisations providing support to employers in Iceland to enable or facilitate them to make a reasonable accommodation. There is a public employment service in Iceland known as *Atvinna með stuðningi* (AMS – or Supported Employment) overseen by the Icelandic Directorate of Labour, which aims to pair job seekers with disabilities with employers through the assistance of employment counsellors. When people with disabilities are hired through supported employment, employers are normally advised about reasonable accommodations by job coaches from the public employment service. However, basic information on outcomes is never published. One study of this programme suggests that these employment counsellors, given the conditions of high caseloads and the issues of prejudice they have to contend with, are reduced to a scenario of ‘limited ambitions’, in which the focus is placed on little more than finding good matches between potential employees and employers.²¹ While the approach of matching potential employees with employers has some positive dimensions in terms of boosting the employment of persons with disabilities, a study of the programme found that labour market conditions remained largely unchanged. Potential employees with more significant support needs were directed towards segregated employment settings. As such, the emphasis of this type of programme is not on reasonable accommodation, and the most benefit is obtained by employees ‘who generally have a higher likelihood of obtaining employment in the labour market as it is and who need relatively limited support or accommodations that are unlikely to upset the expectations of the organisation’.²²

²¹ Hardonk, S. and Halldórsdóttir, S. (2021), *Work Inclusion through Supported Employment? Perspectives of Job Counsellors in Iceland*, <https://www.sjdr.se/articles/10.16993/sjdr.767/>.

²² Hardonk, S. and Halldórsdóttir, S. (2021), *Work Inclusion through Supported Employment? Perspectives of Job Counsellors in Iceland*, <https://www.sjdr.se/articles/10.16993/sjdr.767/>.

4 Illustrative examples of good employer practice for providing reasonable accommodations for persons with disabilities

4.1 Good practice guides for employers regarding reasonable accommodation

There is only one guide for employers regarding reasonable accommodation that the author's team was able to locate, so this serves as the only example of good practice. The video concerned was described in detail in Section 2.6 of this report.

4.2 Any other sources of information regarding good practice for employers regarding reasonable accommodation

The author is unaware of any other national sources of information regarding good practice for employers regarding reasonable accommodation. This extends to existing case law. The duty on employers to provide reasonable accommodation for people with disabilities is defined in Article 10 of the Act on Equal Treatment in the Labour Market No. 86/2018.²³ However, according to one report (and as of 2020),²⁴ there is as of yet no Icelandic case law in reference to the Employment Act concerning disability and reasonable accommodation. This is still the case as of the time of writing.

4.3 Examples of individual reasonable accommodations which reveal good practice

The author obtained only limited information on real-life, individualised reasonable accommodations in published form that could be documented and cited. One study from 2018 which considered the perspectives of employers and marginalised youths (including youths with disabilities) and concerned active labour market programmes (ALMPs)²⁵ found that success in labour market activation resulted from a mix of interested and supported employment counsellors, backed by the personal networks of the young people involved. Supported employment counsellors were incorporated into networks of young people with disabilities as people who could be deployed to provide assistance with employment opportunities. However, a major drawback to these kinds of programmes in Iceland, as has been noted by others,²⁶ is that suitable jobs are matched with suitable individuals based upon existing conditions within the workplace and labour market, rather than making changes within the workplace to accommodate employees with disabilities.

²³ Act on Equal Treatment in the Labour Market No. 86/2018, English version available at: https://www.jafnretti.is/static/files/English_gogn_a_ensku_sidu/act-on-equal-treatment-on-the-labour-market-no-86-2018-m-br-final-sent-230519.pdf.

²⁴ European Commission, European network of legal experts in gender equality and non-discrimination (2020), *Country report: Non-discrimination*, Iceland, 2020, <https://www.equalitylaw.eu/downloads/5210-iceland-country-report-non-discrimination-2020-1-27-mb>.

²⁵ Traustadóttir, R., Rice, J.G. and Jokumsen, K. (2018), 'Social networks, recruitment strategies and the ambiguities of employment activation programmes: Perspectives of employers and vulnerable youth', in: Halvorsen, R. and Hvinden, B. (eds.), *Youth, Diversity and Employment: Comparative Perspectives on Labour Market Policies*, Cheltenham, UK, Edward Elgar, pp. 178-198, <https://www.elgaronline.com/view/edcoll/9781783475995/9781783475995.00013.xml>.

²⁶ Hardonk, S. and Halldórsdóttir, S. (2021), *Work Inclusion through Supported Employment? Perspectives of Job Counsellors in Iceland*, <https://www.sjdr.se/articles/10.16993/sjdr.767/>.

5 Recommendations and guidance regarding good practice and reasonable accommodation

5.1 Recommendations regarding good practice and reasonable accommodation in recruitment and hiring

Iceland remains at a very rudimentary state in regard to actions to support and encourage employers to employ persons with disabilities. As such, the recommendations presented here are very basic. There appear to be no clear demands upon employers to hire persons with disabilities, as is evident by the lack of hiring quotas. It is the author's recommendation that the Government put in place clear policies and enforceable law and regulations on hiring quotas.

The author further recommends that the clear regulations and guidance on job advertisements and other recruitment information be made more relevant to the diverse needs of persons with disabilities, which would make it clear that persons with disabilities are among those considered to be appropriate job applicants. There is a need for basic education, training and awareness raising on the part of employers and their human resource departments pertaining to the recruitment and hiring of persons with disabilities, and to the accommodations that are a prerequisite, in order to focus on this population as potential employees. Such training would be high on the list of the author's recommendations. Furthermore, the author calls for the articulation and implementation of basic incentives for employers (beyond the wage subsidy programme) to hire persons with disabilities. There is a notable lack of research in this area.

5.2 Recommendations regarding good practice and reasonable accommodation in initial employment

Given the basic lack of demand on employers or of any incentives to hire persons with disabilities, initial employment measures may be lacking in Iceland. The author recommends that the Government collaborate with public and private employers, engaging in training and educating their human resources departments to understand and address the needs of employees with disabilities. There is a notable lack of research in this area, too.

5.3 Recommendations regarding good practice and reasonable accommodation in promotion and career development

Given the basic lack of demands and incentives for employers to hire persons with disabilities in Iceland, it is reasonable to assume that promotion and career development measures are similarly lacking. In fact, the limited research available shows that many employees with disabilities remain stuck in low-paying, non-skilled jobs without the possibility of career development.²⁷ Awareness raising among employers is recommended in order for employers to understand the supports and accommodations for employees with disabilities that are required for their promotion and career development. There is a notable lack of research in this area.

²⁷ Traustadóttir, R., Rice, J.G. and Jokumsen, K. (2018), 'Social networks, recruitment strategies and the ambiguities of employment activation programmes: Perspectives of employers and vulnerable youth' in: Halvorsen, R. and Hvinden, B. (eds.), *Youth, Diversity and Employment: Comparative Perspectives on Labour Market Policies*, Cheltenham, UK, Edward Elgar, pp. 178-198.

5.4 Recommendations regarding good practice and reasonable accommodation in retention, i.e. enabling people to stay in work if they develop an impairment or their impairment changes

Given the poor state of affairs in Iceland concerning actions to support and encourage employers to employ persons with disabilities, the author has not been able to identify good practices in the area of employee retention. There is a notable lack of research in this area. The author's first-hand knowledge of the educational sector in Iceland suggests that efforts are generally made to rehabilitate and retain employees with some acquired impairments or illnesses, particularly if these are work related, for example if they are related to burn-out or stress. However, this does not seem to extend to serious acquired impairments, for example visual and hearing impairments for which, at least in the author's experience, employees are expected to resign their positions. In order to amend this, the author recommends awareness raising among both employees and employers on reasonable accommodations and on the rights of workers who develop impairments or whose impairment changes. Basic education and training in this area is recommended. There is also a basic lack of research in this area.

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