

## Indicator 5.2: Inclusive institutional practices

### About this indicator

This indicator concerns the inclusiveness of parliament in terms of its institutional practices. It recognizes that, if parliament is to be effective in representing the community and holding the executive to account on behalf of citizens, it must itself be inclusive as an institution.

The indicator covers the diversity of the parliamentary workforce. It specifically addresses issues of gender balance in the composition of the parliamentary administration, including key personnel. The ability of parliament to make its work inclusive for a diverse community, particularly where there are multiple official languages spoken, is also important for the inclusiveness of the parliament.

The indicator recognizes the importance of a positive workplace environment. Parliament must ensure the health, safety and well-being of MPs and staff, as well as visitors. In particular, parliament is expected to take action to prevent and combat sexism, harassment and violence against MPs and staff, especially gender-based violence.

This indicator comprises the following dimensions:

- Dimension 5.2.1: Workforce diversity
- Dimension 5.2.2: Workplace environment
- Dimension 5.2.3: Combating sexism, harassment and violence
- Dimension 5.2.4: Multilingual service delivery

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The Indicators for Democratic Parliaments are a multi-partner initiative coordinated by the Inter-Parliamentary Union (IPU), in partnership with the Commonwealth Parliamentary Association (CPA), Directorio Legislativo Foundation, Inter Pares / International IDEA, the National Democratic Institute (NDI), the United Nations Development Programme (UNDP), UN Women and the Westminster Foundation for Democracy (WFD).

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## Dimension 5.2.1: Workforce diversity

This dimension is part of:

- Indicator 5.2: Inclusive institutional practices
- Target 5: Inclusive parliament

### About this dimension

If parliament is to be a truly inclusive institution and to perform its representative and accountability roles effectively, it needs to ensure that its workforce reflects the diversity of the community.

To this end, the legal framework should require non-discrimination in recruitment, employment and advancement for all groups in society. It should also be clearly established that parliament is an equal-opportunity employer, based on the principle that every person has equal employment opportunities, regardless of attributes such as race, sex, age, religion, disability, sexual orientation, or gender identity or expression.

Having a gender-balanced parliamentary administration helps to bring varied perspectives into the work of parliament and is an important part of parliament's workplace diversity and gender mainstreaming approach. Institutional strategic plans or gender equality policies should provide for gender balance in the workforce, including an equitable distribution of work across the parliamentary administration's departments and seniority levels. Different duties should not be assigned based on gender stereotypes.

Gender-sensitive and non-discriminatory human resources policies should be in place and be applied to staff recruitment and career development. Parliament should ensure that there is no gender pay gap and should take care to ensure gender-sensitive language is used in its institutional practices.

Beyond the legal framework, it is also important for parliament to provide real opportunities for underrepresented groups to be included in the parliamentary workforce. These approaches can include targeted recruitment, specialized training for staff from underrepresented groups who have already been recruited, measures to retain and advance staff from such groups, and awareness training for all staff.

See also *Dimension 2.2.4: Professionalism of the parliamentary administration*, *Dimension 5.1.3: Gender mainstreaming* and *Dimension 5.2.2: Workplace environment*.

### Aspiring goal

*Based on a global comparative analysis, an aspiring goal for parliaments in the area of "workforce diversity" is as follows:*

The legal framework establishes that parliament is an equal-opportunity employer and provides for non-discrimination in the recruitment, employment and advancement of parliamentary staff.

Parliament has a gender equality policy or plan that includes a clear and detailed set of objectives and processes for achieving gender balance within the parliamentary administration, including at senior levels.

Parliament adopts positive approaches that provide real opportunities for all groups in society, including underrepresented groups, to be included in the parliamentary workforce. Human resources policies place a special emphasis on the recruitment, retention and promotion of underrepresented groups.

Workforce diversity, including gender balance, is regularly monitored. Data on the composition of the parliamentary administration is publicly available. The effectiveness of diversity and gender equality policies is regularly reviewed.

**Assessment**

This dimension is assessed against several criteria, each of which should be evaluated separately. For each criterion, select one of the six descriptive grades (Non-existent, Rudimentary, Basic, Good, Very good and Excellent) that best reflects the situation in your parliament, and provide details of the evidence on which this assessment is based.

The evidence for assessment of this dimension could include the following:

- Provisions of the legal framework and/or parliament’s rules of procedure relating to non-discrimination in the employment of staff
- Parliament’s human resources policies
- Parliament’s strategic plan and/or gender policy or plans indicating a commitment to gender balance in the parliamentary administration
- List of holders of senior roles in the parliamentary administration (Secretary General and Deputy Secretary General, as well as department managers, deputies and assistants), both currently and in the recent past
- Job descriptions and advertisements on the parliamentary website and other recruitment sites
- Statistics showing staff diversity relative to the diversity of the community

Where relevant, provide additional comments or examples that support the assessment.

**Assessment criterion 1: Equal-opportunity employer**

The legal framework establishes that parliament is an equal-opportunity employer and provides for non-discrimination in the recruitment, employment and advancement of parliamentary staff.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Assessment criterion 2: Gender equality policy or plan**

Parliament has a gender equality policy or plan that includes a clear and detailed set of objectives and processes for achieving gender balance within the parliamentary administration, including at senior levels.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Assessment criterion 3: Positive approaches to workforce diversity**

Parliament adopts positive approaches that provide real opportunities for all groups in society, including underrepresented groups, to be included in the parliamentary workforce. Human resources policies place a special emphasis on the recruitment, retention and promotion of underrepresented groups.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Assessment criterion 4: Monitoring**

Workforce diversity, including gender balance, is regularly monitored. Data on the composition of the parliamentary administration is publicly available. The effectiveness of diversity and gender equality policies is regularly reviewed.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Recommendations for change**

Use this space to note down recommendations and ideas for strengthening rules and practice in this area.
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**Sources and further reading**

- Association of Secretaries General of Parliaments (ASPG), [Principles for recruitment and career management of staff of the parliamentary administration](#) (2014).
- Commonwealth Parliamentary Association (CPA), [Recommended Benchmarks for Democratic Legislatures](#) (2018).
- European Parliament, [Gender equality: What do the parliaments of the European Union do?](#) (2012).
- Inter-Parliamentary Union (IPU), [Gender-Sensitive Parliaments: A Global Review of Good Practice](#) (2011).
- IPU, [Evaluating the gender-sensitivity of parliaments: A self-assessment toolkit](#) (2016).
- IPU, [Guidelines for the elimination of sexism, harassment and violence against women in parliament](#) (2019).

## Dimension 5.2.2: Workplace environment

This dimension is part of:

- Indicator 5.2: Inclusive institutional practices
- Target 5: Inclusive parliament

### About this dimension

This dimension concerns parliament's practices and arrangements for creating an inclusive workplace environment. A positive and inclusive workplace can contribute to more effective performance by MPs, parliamentary staff and parliament as a whole.

Parliament has an obligation to ensure the health and safety of MPs and staff, as well as of visitors. It is also required to provide a safe and functional workplace for MPs and staff with disabilities that is well-adapted to their needs. This includes accessible parliamentary facilities and access to information.

Many MPs and staff have significant family-related responsibilities that they need to balance with their work commitments, such as caring for infants, children, elderly relatives or others. It is therefore essential for parliament to provide a family-friendly environment, with supporting institutional procedures and practices. These can include the following:

- Setting family-friendly sitting hours and session periods
- Supporting remote work, including provisions on attendance and voting
- Allowing MPs to take infants into the chamber during votes
- Pairing MPs in votes or allowing them to cast proxy votes
- Providing family-friendly facilities and services, such as breastfeeding spaces, spaces for family members, and childcare facilities

See also *Dimension 3.3.2: Access for persons with disabilities*.

### Aspiring goal

*Based on a global comparative analysis, an aspiring goal for parliaments in the area of "workplace environment" is as follows:*

The legal framework requires parliament to ensure the health and safety of MPs, staff and visitors to parliament. Health and safety policies and regulations are subject to regular monitoring and evaluation.

Parliament provides a safe and functional workplace for MPs and staff with disabilities.

Parliament's rules of procedure enable MPs who are breastfeeding or caring for young children to fulfil their parliamentary duties, including voting.

Parliament provides family-friendly facilities and services for MPs and staff, such as breastfeeding spaces, spaces for family members, and childcare facilities.

Parliament takes measures to facilitate work-life balance for MPs and staff, including predictable sitting hours and session periods, flexible working hours, and opportunities for virtual participation and remote working.

### Assessment

This dimension is assessed against several criteria, each of which should be evaluated separately. For each criterion, select one of the six descriptive grades (Non-existent, Rudimentary, Basic, Good, Very good and Excellent) that best reflects the situation in your parliament, and provide details of the evidence on which this assessment is based.

The evidence for assessment of this dimension could include the following:

- Provisions of policies, regulations and/or other measures addressing health, safety and well-being at work
- Provisions of policies, regulations, rules of procedure and/or a code of conduct aimed at preventing and combating sexism, harassment and violence against MPs and staff
- Reports or other information showing evidence that such policies and/or regulations are implemented in practice and subject to regular monitoring and evaluation
- Provisions of parliament's rules of procedure that have been adapted to allow MPs with family responsibilities to fulfil their parliamentary duties
- Information about family-friendly facilities and services provided by parliament
- Provisions of human resources policies relating to work-life balance

Where relevant, provide additional comments or examples that support the assessment.

#### Assessment criterion 1: Health and safety

The legal framework requires parliament to ensure the health and safety of MPs, staff and visitors to parliament. Health and safety policies and regulations are subject to regular monitoring and evaluation.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

#### Assessment criterion 2: MPs and staff with disabilities

Parliament provides a safe and functional workplace for MPs and staff with disabilities.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

#### Assessment criterion 3: Breastfeeding or caring for young children

Parliament's rules of procedure enable MPs who are breastfeeding or caring for young children to fulfil their parliamentary duties, including voting.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

#### Assessment criterion 4: Family-friendly facilities and services

Parliament provides family-friendly facilities and services for MPs and staff, such as breastfeeding spaces, spaces for family members, and childcare facilities.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Assessment criterion 5: Work-life balance**

Parliament takes measures to facilitate work-life balance for MPs and staff, including predictable sitting hours and session periods, flexible working hours, and opportunities for virtual participation and remote working.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Recommendations for change**

Use this space to note down recommendations and ideas for strengthening rules and practice in this area.
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**Sources and further reading**

- Commonwealth Parliamentary Association (CPA), [Recommended Benchmarks for Democratic Legislatures](#) (2018).
- Organisation for Economic Co-operation and Development (OECD), [Toolkit for Mainstreaming and Implementing Gender Equality](#) (2018).
- Inter-Parliamentary Union (IPU), [Guidelines for the elimination of sexism, harassment and violence against women in parliament](#) (2019).
- UK Parliament, [Using the Independent Complaints and Grievance Scheme \(ICGS\): guide for complainants](#).

### Dimension 5.2.3: Combating sexism, harassment and violence

This dimension is part of:

- Indicator 5.2: Inclusive institutional practices
- Target 5: Inclusive parliament

#### About this dimension

This dimension concerns parliament's role in preventing and combating sexism, harassment and violence towards MPs and parliamentary staff. Sexism, harassment and violence, particularly against women, plague workplaces throughout the world. No workplace or environment is immune from such unacceptable behaviour.

Parliaments are no exception. A work environment free of sexist behaviour and violence is in everyone's interest. This applies to men and women and to all personnel categories in parliament (MPs, staff, assistants, etc.), and to all forms of harassment, notably gender-based violence.

Parliament should adopt a workplace policy for combating sexism, harassment and violence in parliament that is in line with national and international obligations and best practice. The objectives of the policy should be clearly stated, possibly underscoring the intolerable and illegal nature of sexism, harassment and violence in parliament and affirming the commitment of the institution's leaders to prevent and eliminate these problems.

The policy should also protect personnel from acts of harassment and violence perpetrated by third parties. MPs, but also sometimes parliamentary staff, may be the targets of threats, remarks and violence, including of a sexist and/or sexual nature, at meetings or social events, by post, email or mobile messaging, or through the media or social networks.

The bodies that can receive and process complaints must be clearly identified. The complaints mechanism must in all cases be:

- confidential
- responsive to complainants
- fair to all parties
- based on a thorough, impartial and comprehensive investigation
- timely

Implementation involves establishing initiatives to provide information and training, raise awareness and offer support services for victims of sexist acts, harassment and violence at work. Continuous monitoring and regular evaluation of these initiatives is also required.

See also *Dimension 2.1.3: Code of conduct*.

#### Aspiring goal

*Based on a global comparative analysis, an aspiring goal for parliaments in the area of "combating sexism, harassment and violence" is as follows:*

Parliament has adopted a workplace policy for combating sexism, harassment and violence in parliament that is in line with national and international obligations and best practice.

Parliament takes specific measures to protect MPs and others working in parliament who are subjected by third parties to threats, assaults, or sexist or sexual violence, including online harassment/cyberbullying.

Parliament has a confidential complaints mechanism to receive and process complaints by MPs and staff. This mechanism is confidential; responsive to complainants; fair to all parties; based on a thorough, impartial and comprehensive investigation; and timely.



Parliament regularly conducts awareness-raising and training programmes for MPs and staff on combating sexism, harassment and violence.

Parliament monitors the effectiveness and impact over time of policies to combat sexism, harassment and violence in parliament, including by collecting baseline data and the experiences and perceptions of people working in parliament.

### Assessment

This dimension is assessed against several criteria, each of which should be evaluated separately. For each criterion, select one of the six descriptive grades (Non-existent, Rudimentary, Basic, Good, Very good and Excellent) that best reflects the situation in your parliament, and provide details of the evidence on which this assessment is based.

The evidence for assessment of this dimension could include the following:

- National and international obligations relating to sexism, harassment and violence at work
- Parliamentary policies, regulations and protocols, or provisions in rules of procedure or a code of conduct, aimed at preventing and combating sexism, harassment and violence
- Reports or other information that provide evidence of regular monitoring and implementation of policies and regulations in practice

Where relevant, provide additional comments or examples that support the assessment.

#### Assessment criterion 1: Policy for combating sexism, harassment and violence in parliament

Parliament has adopted a workplace policy for combating sexism, harassment and violence in parliament that is in line with national and international obligations and best practice.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

#### Assessment criterion 2: Protection against abuse by third parties

Parliament takes specific measures to protect MPs and others working there who are subjected by third parties to threats, assaults, or sexist or sexual violence, including online harassment/cyberbullying.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

#### Assessment criterion 3: Complaints mechanism

Parliament has a confidential complaints mechanism to receive and process complaints by MPs and staff. This mechanism is confidential; responsive to complainants; fair to all parties; based on a thorough, impartial and comprehensive investigation; and timely.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Assessment criterion 4: Awareness-raising and training**

Parliament regularly conducts awareness-raising and training programmes for MPs and staff combating sexism, harassment and violence.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Assessment criterion 5: Monitoring**

Parliament monitors the effectiveness and impact over time of policies to combat sexism, harassment and violence in parliament, including by collecting baseline data and the experiences and perceptions of people working in parliament.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Recommendations for change**

Use this space to note down recommendations and ideas for strengthening rules and practice in this area.
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**Sources and further reading**

- Inter-Parliamentary Union (IPU), [Guidelines for the elimination of sexism, harassment and violence against women in parliament](#) (2019).

## Dimension 5.2.4: Multilingual service delivery

This dimension is part of:

- Indicator 5.2: Inclusive institutional practices
- Target 5: Inclusive parliament

### About this dimension

This dimension concerns the ways in which parliament communicates with and provides information to all the people it represents, regardless of the language(s) they speak. Parliament needs to ensure that it is able to communicate inclusively with all groups in society, with language not acting as a barrier to effective communication.

In countries with more than one official language, parliament should ensure that parliamentary information and services are available in all official languages, and that MPs can use official languages in their work.

In addition to official languages, parliament should seek to communicate at least some key information in languages that are widely used in the country. This may include, for example, languages that do not have official-language status but are spoken by large groups of the population, Indigenous languages, and/or languages used by large groups of migrants and refugees.

### Aspiring goal

*Based on a global comparative analysis, an aspiring goal for parliaments in the area of “multilingual service delivery” is as follows:*

In countries with more than one official language, parliamentary information and services are available in all official languages.

MPs are able to contribute to parliamentary work in any official language. Simultaneous interpretation between official languages is provided in plenary and committees.

In addition to official languages, parliament endeavours to make at least the most important information and services available in languages that are widely used in the country.

### Assessment

This dimension is assessed against several criteria, each of which should be evaluated separately. For each criterion, select one of the six descriptive grades (Non-existent, Rudimentary, Basic, Good, Very good and Excellent) that best reflects the situation in your parliament, and provide details of the evidence on which this assessment is based.

The evidence for assessment of this dimension could include the following:

- Provisions of the legal framework and/or parliament’s rules of procedures relating to multilingual service delivery
- Statistics on the provision of multilingual services and information

Where relevant, provide additional comments or examples that support the assessment.

#### Assessment criterion 1: Official languages

In countries with more than one official language, parliamentary information and services are available in all official languages.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Assessment criterion 2: Languages used by MPs**

MPs are able to contribute to parliamentary work in any official language. Simultaneous interpretation between official languages is provided in plenary and committees.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Assessment criterion 3: Other widely used languages**

In addition to official languages, parliament endeavours to make at least the most important information and services available in languages that are widely used in the country.

Non-existent <input type="checkbox"/>	Rudimentary <input type="checkbox"/>	Basic <input type="checkbox"/>	Good <input type="checkbox"/>	Very good <input type="checkbox"/>	Excellent <input type="checkbox"/>
Evidence for this assessment criterion:					

**Recommendations for change**

Use this space to note down recommendations and ideas for strengthening rules and practice in this area.
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**Sources and further reading**

- Commonwealth Parliamentary Association (CPA), [Recommended Benchmarks for Democratic Legislatures](#) (2018).