



AMSEP WAPES AMSPE

**WAPES General Assembly
Marrakesh, Morocco
18 April 2018**

6.2 WAPES Value Charter

**World Association of Public Employment Services
Association Mondiale des Services d'Emploi Publics
Asociación Mundial de los Servicios Públicos de Empleo**



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1 WAPES Value Charter

2.1 Introduction

The social and socio-economic context in which PES find themselves is subject to rapid and profound changes, such as globalization, deregulation, geopolitical changes, citizen empowerment and digitalization. To face the extremely complex issues, such as climate change, the issue of migration and (re)integration, the global connectivity of economies and labour markets; Public Employment Services (PES) must work together and collectively seek solutions.

A strong World Association of the Public Employment Services (WAPES) makes it possible to achieve the common goals. WAPES is a strong brand with a long term strategy driven by common values that each PES firmly believes in.

Common values form an ethical framework that connects the members of WAPES. The values inspire PES in reaching the goals set in their common strategy and encourage the services in the performance of their daily duties. The WAPES values contribute to the fundamental principles and rights of the "Human Rights Declaration of the United Nations": universal values of equality, freedom, human dignity and solidarity.

The common WAPES values are grouped in the "Charter of the Values of WAPES". The document was co-created by the WAPES members and forms a landmark for PES. It clarifies seven values that each member of WAPES includes in its long term functioning. The charter is formulated in a way to reflect the ideal situation and is a living document. It is updated regularly to remain in line with the current social and socio-economic situation.

2.2 Values to be developed

We, PES members of WAPES, commit ourselves to develop the following values in our functioning:

2.2.1 *Promote sustainable development*

WAPES members promote corporate sustainable responsibility.

According to the global sustainable development goals (SDG) of the UN, PES have a role to play on different fields, not just on providing decent work and economic growth, but also on combatting poverty, ensuring access to training and education, looking after gender equality etc. Providing sustainable careers is our main core task, it contributes to all the goals. In all PES activities we take into account what lives on the level of society, environment and economy, because we are committed to sustainable development. PES will not only promote green economy, but also avoid exhausting human resources by continuous investments in human capital. We commit ourselves to lifelong learning and the development of skills throughout the career.

WAPES members forge sustainable partnerships to support and complement each other and enhance linkages in the wider PES community.

2.2.2 Provide equitable opportunities for all

WAPES members act correctly, unbiased and inclusive with mutual respect for differences between countries and cultures.

The objective of PES is to guarantee accessible services for all jobseekers and companies. The jobseeker services are free.

PES pay special attention to the most vulnerable groups and support every customer in a professional and adequate manner to find a reasonable solution for challenging situations. Both approach and outcome are respectful of human dignity and human rights. The PES will not practice any form of discrimination based on gender, race, color, ethnic or social origins, religion or beliefs, political or union affiliation. Equity of opportunities is thus provided.

WAPES members embrace diversity and treat each other as equals, while recognizing differentiated responsibility based on capacity and strengths.

2.2.3 Develop cooperation

WAPES members work together on the development of their services by exchanging experiences and building on each other's and other stakeholders' strengths and contributions.

PES foster fair and constructive relationships with each other. PES encourage a spirit of partnership based on solidarity, exchange and support. PES work together with other actors, private and public to achieve the jointly preconceived goals. To deliver the best possible services they use the experience of other actors in the field.

WAPES members publish a joint strategy, help and inspire each other to adopt that strategy in their respective country. WAPES members invest in working together through: choosing strategic partners, investing in lobbying/more exposure with decision makers and working in co-operation with those who make use of the WAPES data for studies and scientific purposes. WAPES members exchange good practices, instruments and methods in order to increase their quality level.

2.2.4 Be jobseeker/employer focused

WAPES members offer services that are jobseeker/employer oriented, targeted and responsive.

PES tailor their services as much as possible to individual needs and requirements. PES co-create individual paths with the jobseekers/employers. These paths are needs based, bringing in new interactions while using mobile technologies, being open, adaptive and flexible to the ideas of the jobseeker/employer. PES invest in the empowerment of jobseekers/employers by providing services that enable them to endorse and increase their capabilities in view of autonomous career transition management or human resources management. Employment services meet employer needs through various means, including adaptability, innovation and dialogue. PES help employers offer quality jobs to unemployed, as well as learning opportunities to the existing workforce.

WAPES members invest in building a stakeholder friendly WAPES.

2.2.5 Promote transparency

WAPES members add value by offering expertise about the global labour market and employment in a transparent way.

As labour market conductors PES provide and share a set of instruments that endorse a transparent labour market with their stakeholders. Reliable, timely and accessible information is shared concerning the vacancy offers, future skills requirements and the workforce potential. Information and provided services are continuously available and accessible through multiple channels by utilizing stable virtual platforms. PES are aware of their responsibility with regard to transparency.

WAPES members have an overview of their own labour market. This knowledge is combined into a picture of the global labour market within the WAPES community. This clear, global view gives PES the ability to react in an agile way on changes on the labour market. It gives them the ability to think and act globally and locally.

2.2.6 Be professional

WAPES members act professionally both as actors and as network conductors on the labour market.

PES favor a digital and at - the same time- personal approach. PESs are trusted advisors by identifying and sharing labour market needs and available service offers in their network. PES act with integrity in seeking the confidence of its customers and partners.

WAPES members are a benchmark for PES and new PES in the world. They offer quality services and are accountable to their stakeholders and each other. They always search for integrated solutions.

2.2.7 Encourage innovation

WAPES members strive for efficiency through innovation.

Technology and improving the technology level are key factors in changing the role of PES. Advantage must be taken of new developments in technology. Investment in user-friendly technology is expected to increase service availability and accessibility. Moreover, technological solutions allow PES to keep down working costs and increase performance. Well-developed and user-friendly innovations also help to conserve both financial and human resources.

WAPES members strive to close the technology gap between each other. Additionally to the technological improvements every PES should strive for innovations in projects and partnerships. WAPES members increase efficiency through innovation by being a learning organisation. This includes the reinforcement of methodical training on the improvement of the consulting skills, thinking about new ways to support vulnerable groups or to trigger innovative ideas.

The signatory institutions of this charter are committed to these values as far as possible, and adhere and promote these values in their function and daily duties. By adhering to these values WAPES members create added value for the society they are part of.