



D4.2 - Development of a guide of good practices for CSR in the Wood and Furniture sector 2nd part

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The ALLVIEW project is a new transnational cooperation platform that connects Centres of Vocational Excellence (CoVEs) within the wood and furniture sector. ALLVIEW has operational objectives on a regional, national and European level which aim at an innovative approach to modernize vocational education and training.

1

Introduction

1. Objective of the document

After the excellent study within T₁, the identification of Regional/national policies about CSR, partners of “ALLVIEW - Alliance of Centres of Vocational Excellence in the Furniture and Wood sector”, the partners of WP₄ wanted to analyse and identify in their region some good practices related with the 3 CSR pillars:

- 1) Circular Economy
- 2) Inclusion of migrants and refugees
- 3) Accessibility of people with special needs

These main 3 pillars have been declined in the following sectors:

- Education (VET) system
- Labour Market
- Work environment
- Work tasks

What is good practice? In the proposal, we have described good practices as initiatives, that have proven to be successful in a region and which are therefore of potential interest to other regions. Proven success means that the initiative has already provided tangible and measurable results in achieving a specific objective. The identification of good practices serves several purposes. Most importantly, in the framework of the project, the collection of good practices will be a valuable source of learning and inspiration for replication, for each of the project's partners, but also the general European public.

At the same time, we stated in the proposal that within this second Task we will identify at least 1 non-formal methodology per region, to be used as a tool in the wood and furniture sector.

What is non-formal education? Non-formal education refers to planned, structured programs and processes of personal and social education for young people designed to improve a range of skills and competencies, outside the formal educational curriculum. Non-formal education is what happens in places such as youth organizations, sports clubs, and drama and community groups where young people meet, for example, to undertake projects together, play games, discuss, go camping, or make music and drama. Non-formal education achievements are usually difficult to certify, even if their social recognition is increasing.

Non-formal education should also be:

- voluntary
- accessible to everyone (ideally)
- an organized process with educational objectives
- participatory
- learner-centred
- about learning life skills and preparing for active citizenship
- based on involving both individual and group learning with a collective approach
- holistic and process-oriented
- based on experience and action



- organized based on the needs of the participants.

Formal, non-formal, and informal education are complementary and mutually reinforcing elements of a lifelong learning process.

Non-formal education is one of the pillars on which the ERASMUS PLUS program is based, which promotes European youth mobility in groups and individuals, through exchanges and voluntary activities abroad, intercultural learning, and initiatives for young people between the ages of 13 and 30.

Non-formal education can be explained with the formula "learning by doing" or learning directly in the field. The learning methodology consists of the interaction between learners and the real situations they experience.

To explain better how non-formal education can be of use for the Wood and Furniture sector, we want to show in this document some examples of the methodology used.

This complete report is based upon a structure composed of the following sections:

- A benchmark of good practices related to the 3 CSR pillars in Europe.
- A set of non-formal methodology related to the 3 CSR pillars in Europe.

This document is a second part of a first report, and in this one, the good practices and non-formal methodology researched in Belgium by the partner EURADA are shown. The document is complete not only with the report but also with explanatory infographics.

2

A benchmark of good practices
related to the 3 CSR pillars in
Europe

2. Good practices in Belgium - report

NO.	Good practice	Description	Link
1	 <p>FACT App (First Aid Communication Tool) July 2020 Inclusion of migrants and refugees Belgium</p>	<p>The translation app FACT, available for iOS and Google Play, facilitates communication by translating words between Dutch, French, English, Arabic, Dari, Pashtu, Romanian, Polish, Spanish, and Somali. It serves as an exercise tool to learn Dutch jargon and includes written translations, audio by native speakers, and supporting images. The app is free to download and offers a package of basic vocabulary focused on safety and well-being, as well as terminology related to machines, tools, raw materials, and materials. Since 2022, it has also provided specific vocabulary packages for the wood and furniture, metal, agriculture, horticulture, and cleaning sectors. The app addresses the challenge of communication barriers on the work floor for non-native speakers, which often prevents migrants and refugees from entering the labour market. Its main objectives are to facilitate workplace communication among people of different backgrounds and native languages and to lower entry barriers for refugees and migrants. FACT was launched on July 16, 2020, initially covering the agricultural/green and metal sectors, with the cleaning sector and hospitality industry added in 2021. The main stakeholders include the Province of West Flanders, the Provincial Development Agency of West Flanders, Flemish PES VDAB, Walloon PES Forem, Organisation 'Aide à l'emploi des jeunes', Fedasil, Red Cross in Flanders, Boerenbond, Walloon Region, and the Centre for Basic Education. The app benefits employed and job-seeking non-native speakers.</p>	<p>Link</p>
2	 <p>UNIA - Actions to prevent discrimination in wood and furniture companies. 2018 Inclusion of migrant and refugees Accessibility of people with special needs Belgium</p>	<p>The intersectoral video material campaign in Dutch and French aims to raise awareness and prevent discrimination on various grounds within the workplace, particularly in the wood and furniture sector. UNIA's data from 2017 to 2020 shows that racial discrimination accounts for 27% of complaints in work and employment, highlighting employers' frequent unawareness of workplace discrimination. This initiative involves 29 sectors and focuses on making employers and employees conscious of inappropriate behaviour and discriminatory practices through short films. Additionally, the campaign includes a study to detect discrimination in the recruitment process using correspondence tests, where fictitious application letters from individuals with identical qualifications but different ethnicities are sent to 200 companies to observe any biases. Based on these findings, further actions will be implemented to prevent discrimination. The project, conducted from November 2021 to October 2022, involves the Flemish Government, sector organizations, employers' federations, and trade unions, benefiting workers and jobseekers.</p>	<p>Link</p>



WATCH FOR TALENT

Watch For Talent - Inspirational Handbook for Inclusion 2019 – 2021
Inclusion of migrant and refugees
Accessibility of people with special needs
Belgium

3

Employers struggle to find staff and leave vacancies open for months, as the labour market appears exhausted. However, they often overlook potential candidates among migrants, refugees, and people with work-limiting disabilities. These groups face barriers when applying for jobs, and companies need to adapt roles to meet their needs. With this inspirational handbook, we introduce employers to "inclusive entrepreneurship". We make employers aware of the barriers that often prevent these disadvantaged groups from starting to work in the wood and furniture sector. In our inspirational handbook, we provide 10 keys to work on "inclusive entrepreneurship". You will also find some practical tips and instruments to make work of "inclusive entrepreneurship". Through Good Practices and practical examples, we hope to inspire them to work on this theme of "inclusive entrepreneurship". Stakeholders include workplace architects, the European Social Fund, and Woodwize for the wood and furniture sector. The initiative targets both employers and workers, requiring 0.5 FTE personnel with HR, inclusion, and non-discrimination knowledge, and a budget of approximately €50,000. Continuous actions like language support, picture-based dictionaries, inclusive job design, and career guidance are essential, but companies also need external support, coaching, and financial incentives for effective implementation, especially in SMEs not focused on social inclusion.

[Link](#)



DUO FOR A JOB
intergenerational coaching

Duo for a Job
2009 - till now
Inclusion of migrant and refugees
Belgium

4

Duo for a Job connects job-seeking young people aged 18-30 with a migrant background to mentors aged 50 and above who volunteer their professional experience to help these young people find employment. The mentor-mentee pairs meet for at least two hours a week over six months, with mentors offering support in job searches, applications, and training. The initiative addresses the difficulty young migrants face in entering the Belgian labor market and the underutilization of skills and experience among people over 50. Launched in 2013 in Antwerp and now active in eight Belgian cities, Duo for a Job facilitates intercultural mentoring to improve employment rates for young jobseekers and recognize the value of senior citizens' experience. Supported by local authorities, companies, and a registration website, the program has resulted in 1,245 jobs and 520 internships or training courses over eight years. An external evaluation in 2016 confirmed the program's effectiveness in boosting employment rates and confidence among participants, proving the mentoring approach as a worthwhile investment. Due to its success, the program has expanded to the Netherlands and France.

[Link](#)



Interreg
France-Wallonie-Vlaanderen
Ecy-Twin

5

The Ecy-Twin project is an Interreg V France-Wallonia-Flanders cross-border initiative supported by the European Regional Development Fund and regional authorities of Wallonia and Flanders. It promotes economic and social exchanges between regions in France and Belgium, focusing on the textile, wood, and furniture sectors. These industries face shared challenges of balancing environmental impact control with economic development and competing with low-wage countries with lax

[Link](#)



Ecy-Twin Project
2020 – 2022
Circular Economy
Belgium

environmental regulations. The project aims to raise awareness about eco-friendly products, link creation with sustainable development, and develop new business models. Objectives include educating companies and the public on ecologically designed solutions, developing demonstration models with proven environmental benefits, and disseminating knowledge across the Euroregion. Actions involve monitoring markets and regulations, organizing seminars, and creating working groups to guide companies in validating eco-innovative concepts. Over two years, more than 10 workshops were held with over 300 participating companies, showing high interest and meeting project objectives, highlighting the potential for creating enterprises focused on circular economy and inclusive employment.



3

A set of non-formal methodology
related to the 3 CSR pillars in
Europe

3. European non-formal methodologies



NO.1

NAME	HOLY-WOOD. A SOLIDARITY CARPENTRY INITIATIVE FROM EMMAUS GHLIIN (BELGIUM)
COUNTRY	Belgium
CSR PILLAR	1) Circular Economy 2) Inclusion of migrants and refugees
DURATION OF THE ACTIVITY	Since 2020 and continues to this day.
NUMBER OF PARTICIPANTS (MIN – MAX)	/
RECOMMENDED AGE OF PARTICIPANTS	+18.
TYPE OF TARGET GROUP	Adults, unemployed, people at risk of exclusion, migrants, refugees.
COMPETENCES AND SKILLS REQUIRED	/
OBJECTIVES	<ul style="list-style-type: none"> • Promoting circular economy. • Integrating people at risk of exclusion into the labour market. • Using sustainable techniques in furniture making.

DESCRIPTION

This initiative began in the Belgian community when people decided to look for ways to bring added value to wood that they couldn't sell in the shop. The Holy-Wood project is aimed at providing a second life for scrap wood as well as offering a local, ethical and solidarity-focused alternative to our customers.

It should be noted that this Emmaus Group it also involves people at risk of exclusion and migrants, and with this initiative that encourages the circular economy of restored wood products and furniture with a second life, it also seeks to learn new sustainable techniques through practice.

Holy-Wood collects, sorts and reworks unique pieces or small sets of furniture whilst using environmentally-friendly products (oils and natural paints). The



initiative focuses on creating designer furniture and both a shop and a carpentry workshop have been opened to share this passion for wood with others.

The Holy-Wood partnership was launched due to a nagging issue that bothered certain members of the Emmaus group. Despite the increasing quality of the donations received in Ghlin, a lot of wooden products had to be thrown away. The wood category represented 30 tons of waste for Emmaus Ghlin in 2017 and disposing of these waste products came at a cost for the group. Thus, the idea of providing added value to this wood was born. This initiative also came about because the community cares about the impact it has on the environment.

Inspired by a former Emmaus volunteer, the Holy-Wood initiative was thus launched as an association by founding members who are local stakeholders: the circular economy site Ecores, Atelier d'Anyas, Juhl carpentry, the OUT collective (University of Mons) and Les petits ateliers du faire.

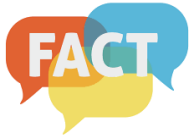
As part of the partnership with Holy-Wood, Emmaus Ghlin has made a workshop available for the joiners within the Emmaus community. A hangar was built and furnished to create a comfortable working environment for the team. The two goals of the initiative have thus been met: reducing waste whilst creating a sustainable crafts activity with a community focus.

Holy-Wood won the Prix Horizons 2021, a sustainable development prize which was based on 4 criteria: social, environmental and economic aspects as well as citizens' involvement in the initiatives.

RESOURCES NEEDED	Requirements: <ul style="list-style-type: none">- Workshop on the premises of the Emmaus Ghlin association, Belgium.- Wooden parts, discarded furniture and working tools.
EVALUATION METHOD	Continuous support and evaluation during the manufacture of new furniture from old or damaged parts.
EVIDENCE OF SUCCESS	N/A
LESSONS LEARNED	To promote these initiatives a certain amount of funding is required and often these types of associations have difficulty in obtaining it, however, once the funding is obtained, the results in terms of implementing improvements in the integration of certain groups of people and the entry into a sustainable economic cycle, in this case, that of furniture made from wasted pieces, are satisfactory.
POTENTIAL FOR REPLICATION	The potential for replication is high, and this continues to be the case today.
LINK	https://holy-wood.be/

4

Good practices in Belgium -
infographics



2020

 [PLAY.GOOGLE.COM/STORE/APPS/DETAILS?ID=BE.APPRECIATE.FACT&HL=EN_SG&PLI=1](https://play.google.com/store/apps/details?id=BE.APPRECIATE.FACT&hl=en_SG&pli=1)



PROBLEM

Communication is difficult with non-native speakers on the work floor because they do not understand the language and the terms that are used on the work floor (the jargon). This often forms a barrier for the migrant or refugee to enter the labour market.


**FACT APP
(FIRST AID
COMMUNICATION
TOOL)**

This app for smart phones translates words between Dutch, French, English, Arabic, Dari, Pashtu, Romanian, Polish, Spanish and Somali and can be used as an exercise tool to learn the Dutch language (jargon). This app contains written translations as well as audio (spoken by native speakers) and supporting images. Free download via Google Play, App stores. In addition to a package of basic vocabulary with a focus on safety and well-being, this tool contains vocabulary with machines, tools, raw materials and materials. Will be developed for wood and furniture in 2022



To facilitate communication in the workplace between people with different backgrounds and with different native languages.

EVIDENCE OF SUCCESS


8000 DOWNLOADS IN 1 YEAR.
USERS IN SEVERAL COUNTRIES: BELGIUM, BUT ALSO IN FRANCE, THE NETHERLANDS, THE UNITED STATES OF AMERICA, UNITED KINGDOM, GERMANY, INDIA.
ALSO USED IN EDUCATION
ALSO USED BY ORGANISATIONS, THAT PROVIDE LANGUAGE COACHING IN THE WORKPLACE.



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2018

 WWW.UNIA.BE/NL/DISCRIMINATIEGRONDEN



PROBLEM

The figures of discrimination complaints, received by UNIA (the Inter-federal Equal Opportunities Centre) within the period of 2017 till 2020 in the field of work and employment, show that the majority of complaints concern racial criteria (27%). Employers are often unaware of discrimination in the workplace.

UNIA
ACTIONS TO PREVENT
DISCRIMINATION IN
WOOD AND FURNITURE
COMPANIES

Intersectoral video material in Dutch and French for awareness and prevention of discrimination on different discrimination grounds.
Testing on discrimination within the recruitment process (in Wood and Furniture sector) + action plan, based upon results of this study



29 sectors want to raise awareness among employers and employees about inappropriate behavior and discriminatory practices or statements in the workplace.



We will check whether the applicant of foreign origin is disadvantaged compared to the applicant of Belgian origin. On the basis of these results, further actions will be rolled out to prevent discrimination.



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2019
2021

 WWW.WOODWIZE.BE/NL/PAGE.ASP?PAGEID=255



PROBLEM

Employers struggle to find staff and leave vacancies open for months, as the labour market appears exhausted. However, they often overlook potential candidates among migrants, refugees, and people with work-limiting disabilities.

WATCH FOR TALENT - INSPIRATIONAL HANDBOOK FOR INCLUSION

With this inspirational handbook, we introduce employers to “inclusive entrepreneurship”. We make employers aware of the barriers that often prevent these disadvantaged groups from starting to work in the wood and furniture sector. In our inspirational handbook, we provide 10 keys to work on “inclusive entrepreneurship”. You will also find some practical tips and instruments to make work of “inclusive entrepreneurship”. Through Good Practices and practical examples, we hope to inspire them to work on this theme of “inclusive entrepreneurship”.



To make employers aware of the barriers that often prevent these disadvantaged groups from starting to work in the wood and furniture sector.



To provide 10 keys to work on “inclusive entrepreneurship”.

EVIDENCE OF SUCCESS

COMPANIES BECOME MORE AWARE OF “INCLUSIVE ENTREPRENEURSHIP”.

CONTINUOUS ACTIONS HAVE BEEN ROLLED OUT SINCE: LANGUAGE SUPPORT IN COMPANIES, ELABORATION OF “PICTURE BASED DICTIONARIES”, INCLUSIVE JOB DESIGN, CAREER GUIDANCE FOR WORKERS AND EMPLOYEES, A NEW TRAINING CALLED ‘HOW TO WRITE ATTRACTIVE VACANCIES’ = ‘RECRUIT WITH WORDS’, ...



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2009

TILL NOW



PROBLEM

Young people with a migration background find it more difficult to enter the Belgian labour market.
The activity rate of the over 50's in Belgium is one of the lowest in Europe. Experience and skills of senior citizens are always not valued.

DUO FOR A JOB

Duo for a job brings job-seeking young people (aged 18 - 30) with a migrant background into contact with people aged 50 and above, who volunteer their professional experience to help these young people find work. Once a pair has been formed, the young person and the mentor meet for at least two hours a week for six months. An experienced mentor shares his/her knowledge and expertise with a young person and supports the young person in his job search, with his application and/or training course.



To facilitate the employment of young jobseekers on the one hand and to recognise the experience of people over 50 on the other hand.

EVIDENCE OF SUCCESS

ROLLED OUT IN 8 CITIES IN BE.

1.245 JOBS AND 520 INTERNSHIPS OR TRAINING COURSES.

THE POSITIVE IMPACT OF THE MENTORING BY DUO FOR A JOB HAS BEEN SCIENTIFICALLY PROVEN BY AN EXTERNAL EVALUATION IN THE CONTEXT OF THE FIRST SOCIAL IMPACT BOND IN BELGIUM (2016).



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av
Allview

PROJECT NUMBER
621192-EPP-1-2020-1-ES-EPPKA3-VET-COVE



Interreg
France-Wallonie-Vlaanderen
Ecy-Twin



 WWW.ECYTWIN.EU



BELGIUM

2020

2022

PROBLEM

To combine control of environmental impacts and economic development and to face strong competition from countries with low wage costs.

ECY-TWIN PROJECT

The Interreg V FWVL programme is part of the desire to promote economic and social exchanges between four border regions: the Hauts-de-France and Grand Est regions in France; Wallonia, West Flanders and East Flanders in Belgium. In this cross-border spirit, companies in the textile, wood and furniture sectors have significant convergences of interests and skills, so that their joint action creates real added value.



Raising awareness among companies and the general public regarding ecologically designed solutions and a functionality economy.



Developing demonstration models with science-based and proven environmental claims to win over the general public and consumers. And by promoting these (trade fairs, exhibitions, conferences, scientific articles, etc.).



Compiling knowledge on the themes of the project and its dissemination in the Euroregion for the benefit of the target audience.

EVIDENCE OF SUCCESS



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MORE THAN 10 WORKSHOPS HELD DURING THE 2 YEARS OF THE PROJECT AND MORE THAN 300 INTERESTED AND PARTICIPATING COMPANIES.

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