With this first Social Responsibility report, the Public Service of Wallonia is taking an original and innovative approach. It involves providing a different perspective on how the Walloon administration operates by questioning the SPW’s responsibility in the face of new economic, social and environment issues. This report is also a unique opportunity to communicate about a range of daily initiatives designed to improve the services provided to all SPW beneficiaries.

Social responsibility is a process which aims to provide better management of the economic, social and environmental consequences of its activities, particularly for its stakeholders. Through an ongoing process of improvement, it means voluntarily, systematically and consistently incorporating social, environmental and economic considerations into the overall management of our organisation and its public service missions and thus contributing to a more sustainable development of Wallonia.

Over 5 months have been dedicated to consulting the SPW’s employees and external stakeholders to identify their needs and expectations. Employees were given the opportunity to express their thoughts at lunchtime meetings and through an online questionnaire, while half-day consultations were organised with the main suppliers, economic operators, the non-profit sector, academia, the local authorities and the Public Administration Units.
The consultations helped identify 6 priority themes.

1. The first is **listening to users**, with issues of accessibility, reliability and the simplification/digitalisation of services. This is a subject on which we have done a lot of work as part of the 1st SPW Administration contract.

2. The second focuses on **job quality and employee welfare**, this is a fundamental issue for our organisation which has 9,679 employees throughout the Walloon region.

3. The third, entitled “**collaborative organisation**”, refers to the need to strengthen the partnerships with our preferred partners such as the Government and the PAUs to provide more efficient services to citizens.

4. The fourth theme relates to **empowering Walloon actors to contribute to the 17 United Nations Sustainable Development Goals**. This is vital in order to find solutions to the new challenges for society.

5. The fifth theme “**a resilient organisation**” refers to the need for the SPW to develop an ability to adapt to a more complex world.

6. Finally, the sixth theme focuses on how we **set an example**, as a public service, with a firm commitment to reduce our environmental footprint.

This project is part of a process launched by the SPW’s strategic committee to improve the role of the public services, as guarantors of the public interest, in an increasingly complex world. This report was therefore produced at the same time as the memorandum sent by the SPW to political representatives during the elections of 26 May 2019 and the drafting of a new vision for the SPW for the next 10 years, “Vision 2030”.

As the creation of the next SPW Administration contract for 2020-2025 approaches, the lessons learned and commitments made in this report will be translated into objectives and projects to be implemented over the coming years.