



Working in a Multi-Cultural Environment

We value the diversity of our teams and customers. Our belief in the advantages of a multi-cultural workforce ensures that we recruit, retain and engage the commitment of the talent needed to sustain and improve business performance.

There are many forms of discrimination, including direct, indirect, victimisation and harassment.

If you commit an act of discrimination, we will investigate the issue seriously as we have zero tolerance on this matter. As the perpetrator of the discrimination, you will be held personally liable.

HARASSMENT AND BULLYING AT WORK

“Workplace harassment” refers to a broad range of behaviours across a wide spectrum, from one-off attacks of violence to repeated acts of covert ill-treatment.

In general terms harassment includes any unwanted behaviour that has the effect of violating dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Examples are loud and abusive language, constant humiliation, sabotaging an employee’s work by withholding information which is required to fulfill tasks, isolating or ignoring an employee on a consistent basis.

Harassment can take many forms and occur for a variety of reasons. It may be related to age, sex, race, disability, religion, sexuality or any personal characteristic of an individual. It may be directed at one person or many people.

Good Customer Service for people with disabilities means applying the same principles as you would for other customers but doing so in a way that meets their specific needs.

We take all forms of harassment seriously and strongly deal with behaviour that is unwanted and unpleasant. We are committed to promoting an open and non-threatening working environment.

If you harass your colleagues, your actions could break criminal as well as civil law and you could be personally liable and have to pay compensation to the victim.

If you observe or have evidence that someone else is being harassed, take appropriate action so that the perpetrators unacceptable behaviour stops. If however, you find this difficult or embarrassing you should report it immediately to your manager. Complaints will be investigated swiftly and confidentially ensuring the rights of all are protected.