Work Area 3: Communication and social, telephone handling, code of conduct, equal opportunities and relationships

UNIT 4.2: Address equal opportunities

- Learning outcome 102 (LO102): LO102 Explain how issues of equal opportunities, disability, gender, sexual orientation, ageism, sexual harassment and religion are applied by various institutions at local, regional, national, European and international levels. Describe how to access and address the above mentioned issues. Be able to recommend improvements in the organisation's policies to address the above mentioned issues

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Module Details

Work Area Code:	3
Work area title:	Communication and social, telephone handling, code of conduct, equal opportunities and relationships
Unit Code:	4.2
Unit Title:	Address Equal Opportunities
Learning Outcomes Nos:	102
Learning Outcomes titles:	LO102 Explain how issues of equal opportunities, disability, gender, sexual orientation, ageism, sexual harassment and religion are applied by various institutions at local, regional, national, European and international levels. Describe how to access and address the above mentioned issues. Be able to recommend improvements in the organisation's policies to address the above mentioned issues
Recommended Duration:	3 hours
Trainer:	

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Code of contact in business environment

- Common items covered in a workplace code of conduct may include:
  - employee dress codes,
  - attendance policies,
  - health and safety standards,
  - use of company property
  - appropriate workplace behaviors

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Code of contact and organizational culture

WHAT?

- **Organizational culture** is a system of shared values, beliefs and principles
- It includes the organization's vision, values, norms, systems, symbols, language, assumptions, beliefs, and habits.
- These elements are shared between all the members of an organisation
- They are also related and influenced by history, product, market, technology, strategy, type of employees, management style, and national culture

All these elements are included in the code of conduct

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Code of contact and organizational culture

HOW?

All these elements are included in the code of conduct

In the form of a document

This document usually includes:

- Policy brief & purpose
- Scope
- Policy elements
- Disciplinary actions

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Policy elements

What are the components of an Employee Code of Conduct Policy?

- Compliance with law
- Respect in the workplace
- Protection of Company Property
- Professionalism

*https://resources.workable.com/employee-code-of-conduct-company-policy

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Professionalism

- Personal appearance
- Corruption
- Job duties and authority
- Absenteeism and tardiness
- Conflict of interest
- Collaboration
- Communication
- Benefits
- Policies

*https://resources.workable.com/employee-code-of-conduct-company-policy

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Assessing and following codes

- Codes of conduct should:
  - Be clear and precise. If they are vague, they will not be understood by employees
  - Include all relevant aspects to the particular organisation
  - Be followed by all the members of the organisation
- In order to:
  - Achieve mutual understanding on what is acceptable and what is not between the members of an organisation
  - Ensure that everyone is aware of regulations and expectations, as well as disciplinary actions in cases of non-conformance

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Conforming with regulations

Examples:

- Dress Code
  - Important for the image of the organisation
- Legal requirements
  - Important for health and safety, non-discriminative behavior, compliance with law
- Duties and responsibilities
  - Important for smooth operation, appropriate division of labor, etc.
- Socially Expected Behavior
  - Important for healthy, professional relationships

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Code of conduct vs personality

- Developing and implementing codes of conduct is a difficult task.
- Each organization's culture and atmosphere is different, therefore there is no uniform manner to implement a code of conduct to an organisation.
- The implementation should be performed to the entirety of the business including all areas of operations.

***https://en.wikipedia.org/wiki/Organizational_ethics**

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Code of conduct vs personality

- A code of conduct should be adapted to:
  - the needs, desires, and personalities of the stakeholders,
  - the culture,
  - **the employees**, in terms of:
    - Culture
    - Gender
    - Age
    - Family conditions
    - Physical/mental ability
    - Etc.

Otherwise, it could be conflicting with their values and beliefs, which will lead to conflicts and non-productivity

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Discrimination

- What is discrimination in the workplace?
- Any examples/experiences?
- What are the problems related to it?

Group discussion

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Discrimination

treating a person or particular group of people differently, especially in a worse way from the way in which you treat other people, because of their skin colour, sex, sexuality, etc. (Cambridge dictionary)

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Discrimination in the work context

1. Bias or prejudice resulting in denial of opportunity, or unfair treatment regarding selection, promotion, or transfer. Discrimination is practiced commonly on the grounds of age, disability, ethnicity, origin, political belief, race, religion, sex, etc. factors which are irrelevant to a person's competence or suitability.

2. Unequal treatment provided to one or more parties on the basis of a mutual accord or some other logical or illogical reason.

3. Differences in two rates not explainable or justifiable by economic considerations such as costs. *(Business dictionary)*

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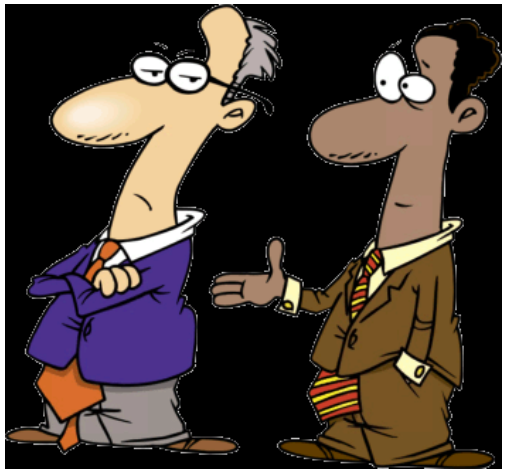
DISCRIMINATION



DIRECT

INDIRECT

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Direct discrimination

- A person is/has been less favorably treated than another person in a comparable/similar situation
- An individual receives discriminatory behavior at any stage of employment on the basis of his/her characteristic (e.g. skin color)
- Could be overt or covert

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Indirect discrimination

- **Indirect discrimination** is when there's a practice, policy or rule which applies to everyone in the same way, but it has a worse effect on some people than others. The Equality Act says it puts you at a particular disadvantage. (Citizen's Advice)

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Methodological tool

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Case Studies: Is it direct or indirect?

EUPA_LO_102_M_01

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Methodological tool

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Case Studies: Is this discriminative?

EUPA_LO_102_M_02

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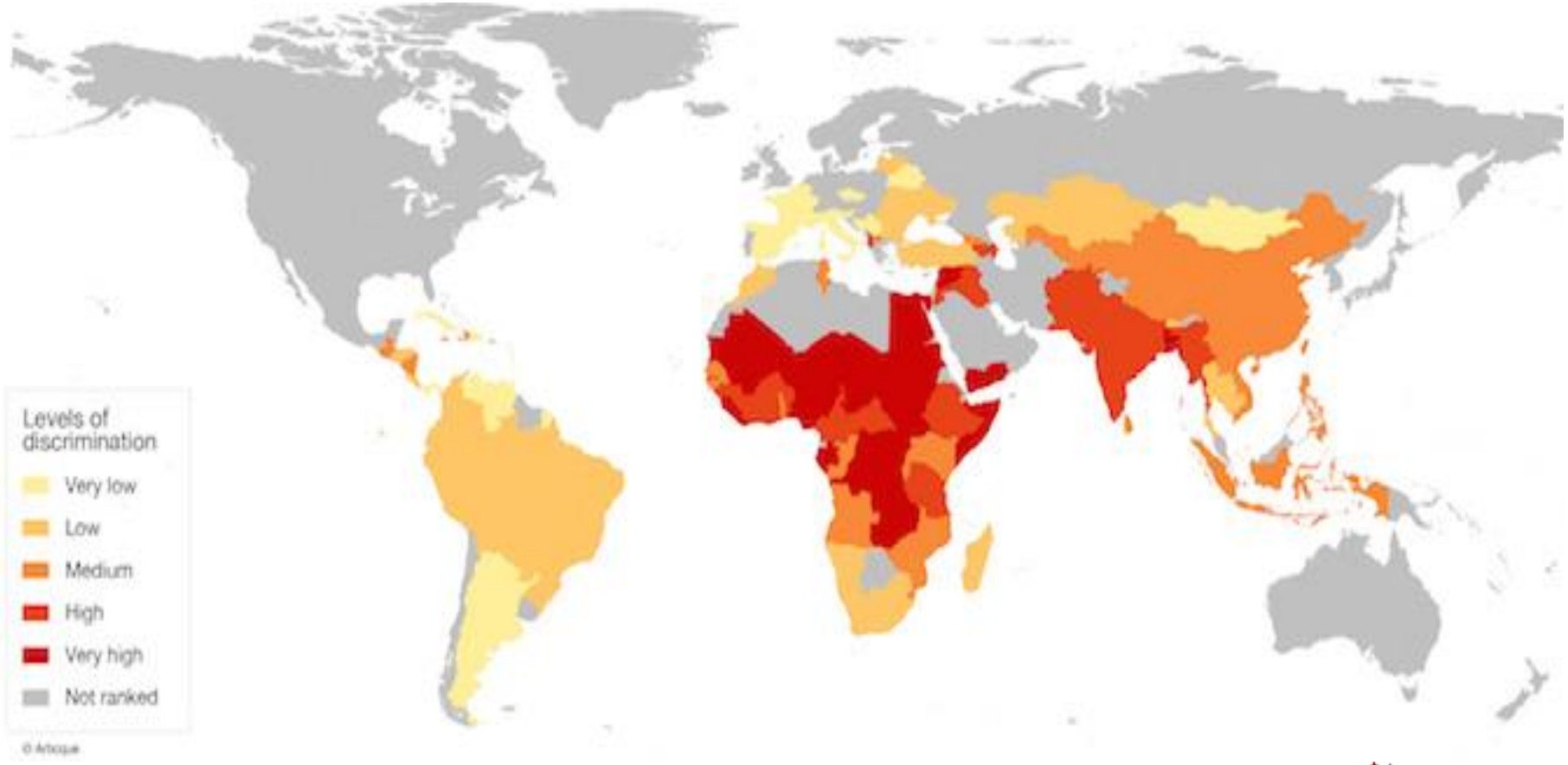
Legal frameworks: International level

Discrimination based on gender (Social Institutions and Gender Index)



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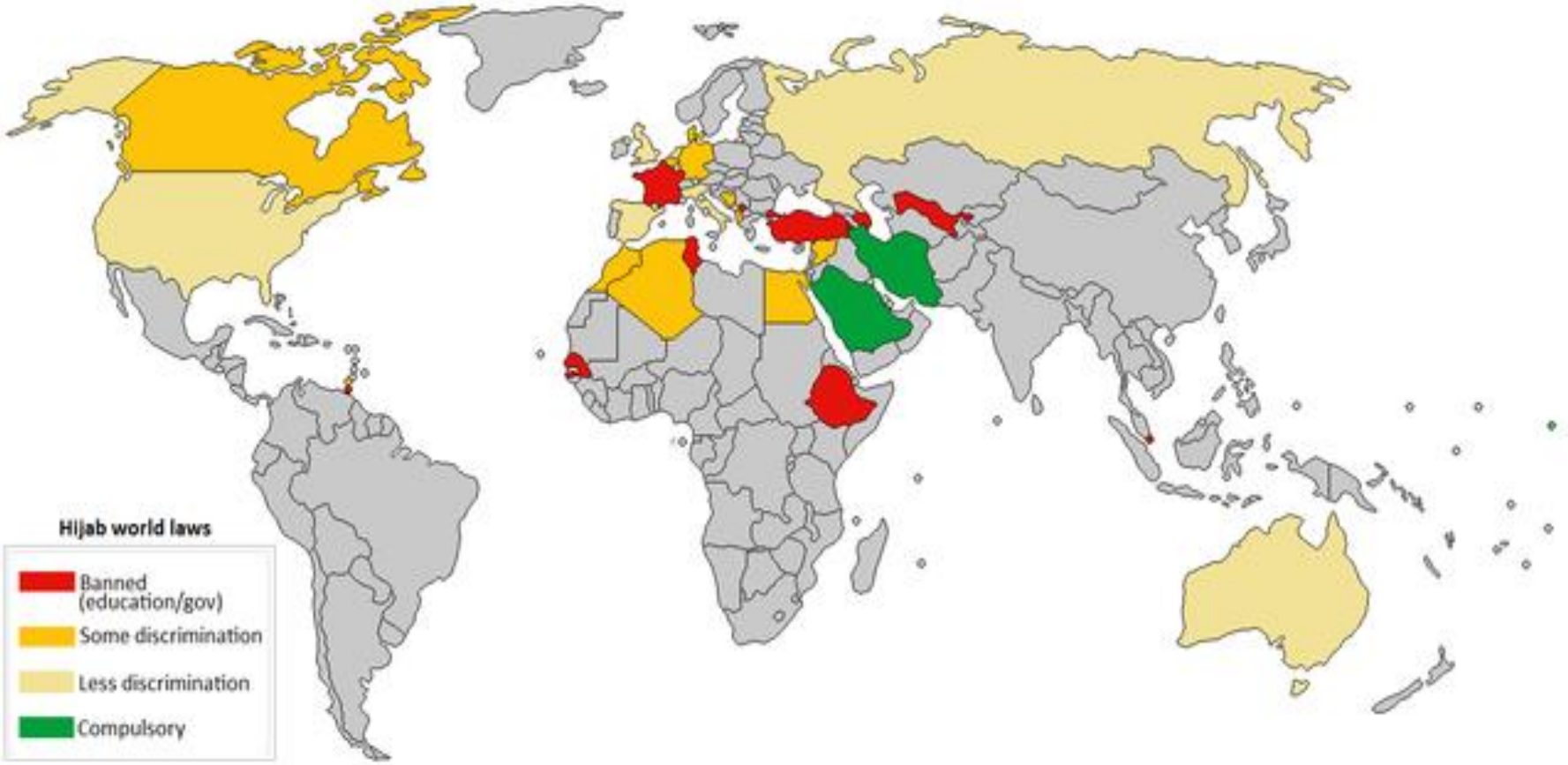
Legal frameworks: International level

Map of the world, viewing the world laws of the hijab (wikipedia)



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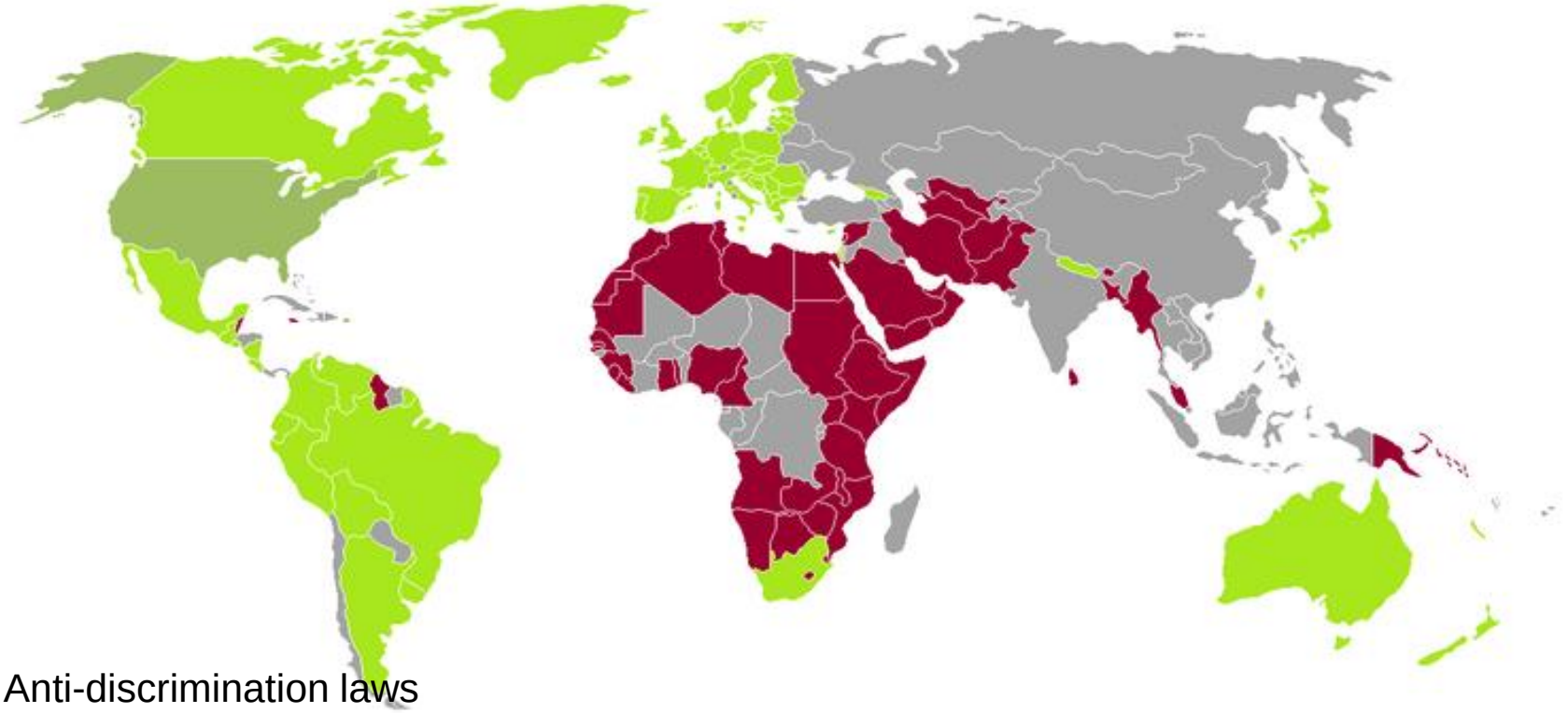
Legal frameworks: International level

World sexual orientation laws (wikipedia)



- Anti-discrimination laws
- Varies by state
- Homosexuality illegal
- Unknown/Ambiguous

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Legal frameworks: EU level

- A framework strategy for non-discrimination and equal opportunities for all (2005)
- Ensuring effective legal protection against discrimination
- Directive 2000/43/EC and 2000/78/EC prohibiting direct and indirect discrimination on grounds of racial or ethnic origin, religion or belief, disability, age and sexual orientation
- Racial discrimination is prohibited in the areas of employment, training, education, social protection, social benefits and access to goods and services (Directive 2000/43/EC)
- A special effort to protect disadvantaged ethnic minorities

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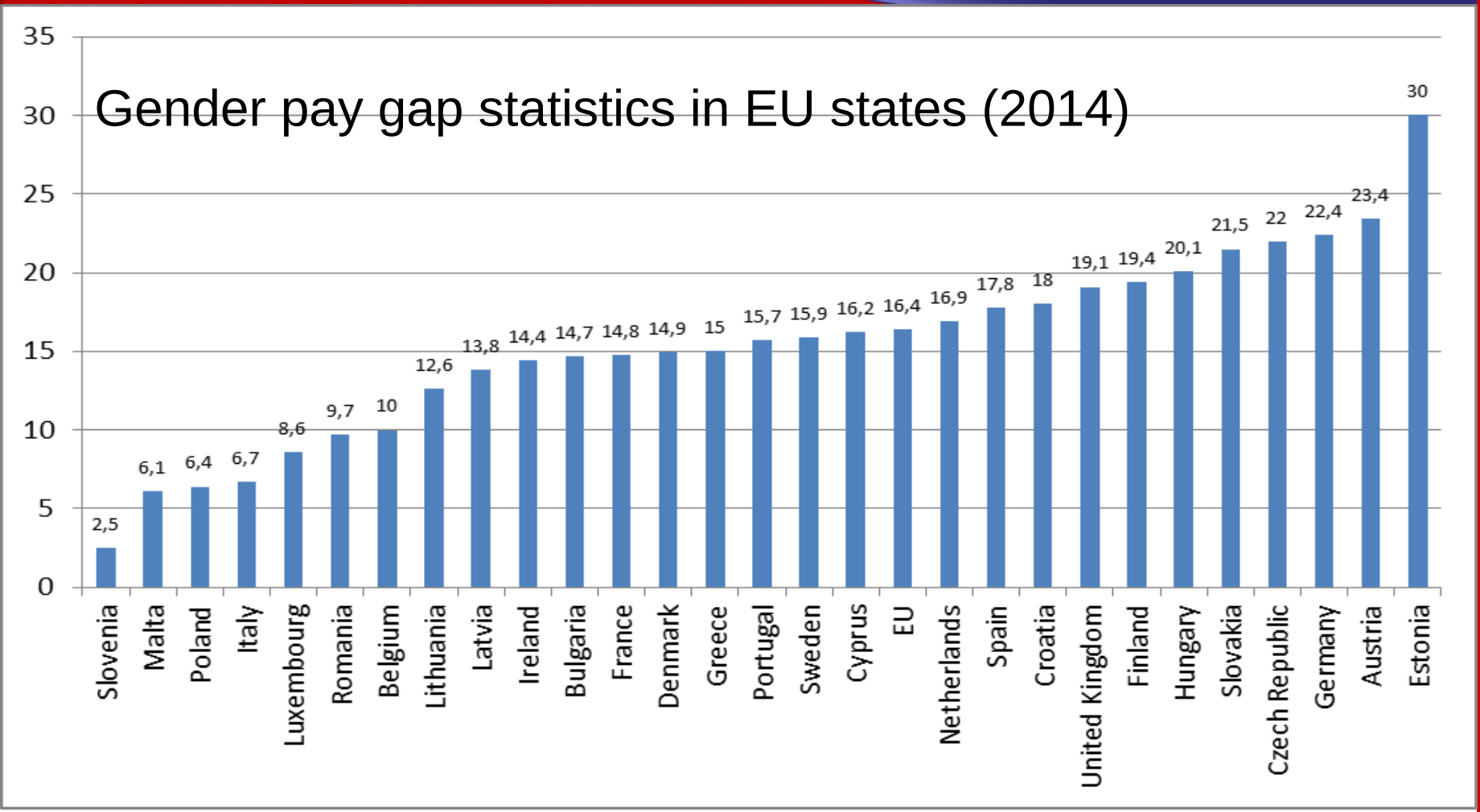
Legal frameworks: EU member states



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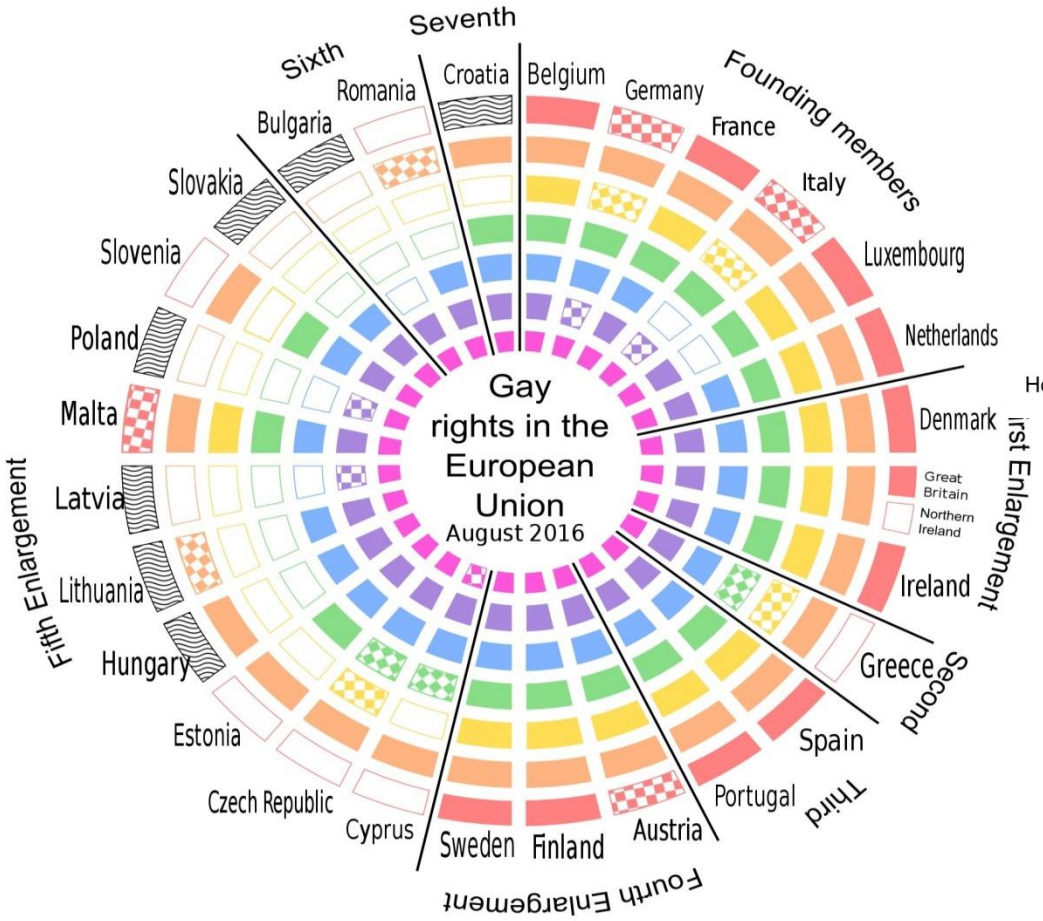
Legal frameworks: EU member states



LGBT rights in EU states

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Legal frameworks: EU member states

Measures to fight discrimination	Member States that have taken such measures
Enforcing anti-discrimination legislation at local level	AT DK SE
Raising awareness (including in public administrations)	AT BG CZ DK EE ES FI FR HU IE IT LV LT PT RO SI
Increasing awareness among Roma of their rights	AT FI LV SE SI
Tackling multiple forms of discrimination against Roma women	RO (initial steps)
Fighting against human trafficking and the labour exploitation of children	CZ DK HU NL

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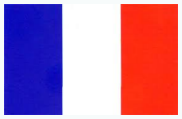
Legal frameworks: partner countries

Grounds protected on the national level in various laws, whether at the federal or regional level (http://ec.europa.eu/justice/discrimination/files/comparative_analysis_nd__2015.pdf)

	Community, race, ethnic origin, religion, disability, special needs, religion, age, sexual orientation, sex, political or other conviction, national or social descent, birth, colour, wealth, social class, or any other ground.
	Real or assumed origin, appearance of origin, national and ethnic origin, race, sex, pregnancy, family situation, physical appearance, last name, health, disability, genetic characteristics, mores, sexual orientation, age, union activities, mutualist activities, religion, political and religious convictions (which are interpreted broadly to encompass all philosophical or spiritual endeavours; however, the term belief is not usual), belief, sexual identity and place of residence.

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Legal frameworks: partner countries

	Racial or ethnic origin, language, religion, political or other beliefs, sex, disability, age and sexual orientation
	Sex, race, skin colour, language, belief, religion, national or social origin, property, lineage/ gender, affiliation with nationality or an ethnic group, disability, age, sexual orientation, marital status and family status, political or other opinion, the reason of reporting criminality or other anti-social activity, trade union activities, unfavourable state of health and genetic features or any other status
	Race or ethnic origin, religion or belief, age, disability, sexual orientation, gender, marital status, origin, social condition, political ideas, ideology, affiliation to a union, use of official languages in Spain, family ties with other workers in a company, nationality.
	Sex, parentage, race, ethnic origin, language, homeland and origin, faith, religion or belief, religious or political opinions, political or union activities or attitudes, nationality, disability, age, political or union activities or attitudes, sexual identity or any other ground.

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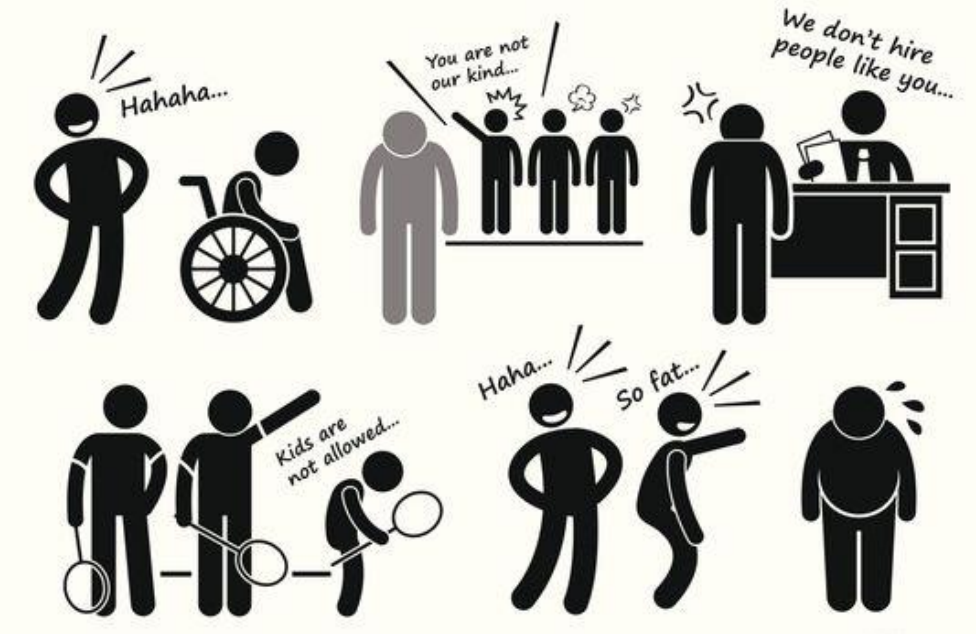
Occasions where issues related to equal opportunities may arise

- interviews/recruiting,
- harassment in the workplace,
- over- or underrepresentation of males vs. females in managerial positions
- one race/ethnicity vs. the other,
- age-groups
- And more



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EUROPEAN PERSONAL ASSISTANT LEVEL 4

Improving existing code of conduct regarding discrimination, 1*

A. Description and rationale

- Anti-harassment and anti-discrimination policies make it clear that harassment and discrimination will not be tolerated, and set standards and expectations for behaviour.
- An anti-harassment or anti-discrimination policy should describe the types of behaviour that are discriminatory or harassing, and send the message that these issues are taken seriously.

***Adapted from: http://www.ohrc.on.ca/en/policy-primer-guide-developing-human-rights-policies-and-procedures/5-anti-harassment-and-anti-discrimination-policies**

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Improving existing code of conduct regarding discrimination, 2*

B. Considerations

- separate policies for harassment and for other forms of discrimination.
- Anti-harassment and anti-discrimination policies set out expectations and standards, while complaint procedures set out how potential violations of these policies will be addressed

***Adapted from: http://www.ohrc.on.ca/en/policy-primer-guide-developing-human-rights-policies-and-procedures/5-anti-harassment-and-anti-discrimination-policies**

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Improving existing code of conduct regarding discrimination, 3*

C. Elements to be included

1. Organization commitment

- a clear statement of the organization's commitment to creating and maintaining respect for human rights, and fostering equality and inclusion

2. Policy objectives

The policy should set out its objectives, such as promoting human rights, preventing harassment and discrimination, and defining principles and standards for behaviour

3. Applying the policy

The policy should set out the activities involved and who it applies to

***Adapted from: http://www.ohrc.on.ca/en/policy-primer-guide-developing-human-rights-policies-and-procedures/5-anti-harassment-and-anti-discrimination-policies**

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EUROPEAN PERSONAL ASSISTANT LEVEL 4

Improving existing code of conduct regarding discrimination, 4*

4. List and explain protected grounds
5. Define key concepts

   Define key concepts, consistent with human rights law and policy. Offer examples to clarify the concepts. It may be helpful to provide definitions of related concepts, such as racism, heterosexism, ageism, etc.

6. Roles and responsibilities

   Set out the roles and responsibilities of the various parties present in the organization.

***Adapted from: http://www.ohrc.on.ca/en/policy-primer-guide-developing-human-rights-policies-and-procedures/5-anti-harassment-and-anti-discrimination-policies**

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- What will be the benefits, in your opinion from improving the code of conduct concerning discrimination?

Group discussion

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Why improving code of conduct?

- Better performance
- Motivation
- Interactions

All these will improve, as employees will feel more safe and respected

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Social and cultural challenges

When is it likely that policies regarding discrimination and equal opportunities wil need improvement?

- When the organisation faces radical changes, e.g.
  - New employees from a different culture
  - New department in another country
  - Entering a new market (e.g. exporting to Australia)
- When society goes through changes

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- Review Question 1
  - What is discrimination? What is indirect and direct discrimination?

- Review Question 2
  - What are the main elements to be included into a code of conduct document regarding harassment and discrimination?

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- Key Point 1
  - Sub-point 1
  - Sub-point 2
  - Sub-point 3l
- Key Point 2
  - Sub-point 1
  - Sub-point 2
  - Sub-point 3

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Well Done!

You have completed this unit

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