

FAMILIARISATION MATERIALS

CANDIDATE PREPARATION MATERIAL

In this exercise you have three pages of preparatory information:

- A memo from A Cheema, the Operations Manager
- the contractor agreement for Westshire Lighting Services
- a copy of The Westshire Centre Equality Policy Statement.

During the activity phase you will meet Philippa Rose.

ROSE



Memo

To: 'Candidate', Customer Services Officer
From: Ashley Cheema, Operations Manager
Date: 'yesterday'
Re: Complaint regarding Contractors

I have just received a telephone call from Philippa Rose who works within the Centre complex in the food court. She has asked to meet with a Customer Services Officer to discuss some racist comments, made by four male contractors from Westshire Lighting Services, which were directed at her friend Anita Kaur.

The contractors from Westshire Lighting Services are currently putting up flashing lights on our Central Mall display, they will be working here for another week.

I have looked into this incident, however it is not possible for me to deal with this during my working hours today so I have arranged for Philippa Rose to meet you. I have attached the relevant information that may assist you in this meeting.

Please see Philippa Rose and deal with any issues raised.

Regards



Ashley Cheema
Operations Manager

ROSE

NOT PROTECTIVELY MARKED




AUTHORISED CONTRACTOR AGREEMENT

This document authorises Westshire Lighting Services to work for The Westshire Centre.

The scope of work covered by this agreement includes the fitting of lights to the main display in the Central Mall in The Westshire Centre Complex to comply with health and safety guidelines.

The contractors from Westshire Lighting Services must adhere to the following terms of the agreement. Failure to do so may result in the termination of the agreement without notice.

- Customers and staff of and visitors to The Westshire Centre must be treated with respect and courtesy at all times.
- There must be no obstruction to fire exits or the free passage of customers, staff and visitors within The Westshire Centre.

Signed:  Denise Dourado, Centre Manager

Date agreement commenced: 'three weeks ago'

ROSE



EQUALITY POLICY STATEMENT

This policy applies to all staff in their dealings with other staff and customers.

It is the policy of The Westshire Centre that no member of staff, or customer, receives less favourable treatment on the grounds of gender, marital status, religion, political opinion, race, sexual orientation, disability or is disadvantaged by unjustifiable conditions or requirements. Discrimination includes harassment of a sexual, religious or political nature or on grounds of disability. Racial harassment is defined as, “Any unwelcome or hostile conduct, words or practices or a series of such acts carried out on racial grounds.” Harassment on any grounds will not be tolerated.

In addition to requiring compliance with the specific equal opportunities legislation, The Westshire Centre takes all necessary steps to promote fairness and equal treatment. To this end, all procedures and practices are regularly reviewed and progress monitored.

Any person who believes that a member of staff is behaving in a discriminatory manner or causing harassment to another staff member, or customer, should take action as quickly as possible. Suggested courses of action are:

- a) Ask the person to stop. (In some cases people may not be aware of the effects of their behaviour).
- b) Discuss the problem with an appropriate person. If you are uncertain about what to do, are not sure whether the behaviour constitutes discrimination or harassment, or if you are reluctant to make a complaint, you can seek advice from a Customer Services Officer or your manager.
- c) Make a formal complaint. You can complain, in writing, to the Centre Manager. The Centre Manager will then investigate the allegations and take appropriate action.

ROSE

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