

COP203

EQUAL EMPLOYMENT AND SEXUAL HARRASSMENT POLICY AND PROCEDURE

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1. OBJECTIVE

National Ambulance is committed to providing an environment where employees and others in the workplace are treated fairly and with respect, and are free from unlawful discrimination, harassment and bullying. It is about the promotion of work environments that have positive and productive working relationships.

2. THE EQUAL EMPLOYMENT OPPORTUNITY FRAMEWORK

Under EEO laws and this Policy, discrimination, vilification, sexual harassment, bullying and victimisation are unlawful and strictly prohibited. At National Ambulance, being able to work in a safe workplace is important. **Harassment can be intentional or not, direct or general. It can be used to intimidate, embarrass or offend.** However you have the right to feel safe in your workplace and at any National Ambulance associated event or activity at all times. National Ambulance takes all complaints of discrimination and harassment seriously, and will apply this policy in the event of the following:

* PROHIBITED	DEFINITION
DISCRIMINATION	Discrimination occurs when a person is treated less favourably in their employment because of a ground of discrimination. Grounds of discrimination include sex, race, age, carers' responsibilities, disability, religion, political belief. Further information provided in resources at the end of this policy.
SEXUAL HARASSMENT	Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated, where a reasonable person would anticipate that reaction in the circumstances.
BULLYING	Workplace bullying is systematic and repeated. It is "the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice. It includes behaviour that intimidates, offends, degrades or humiliates a worker".
VICTIMISATION	Victimisation is where a person is retaliated against or subjected to a detriment because they have lodged a complaint, they intend to lodge a complaint or they are involved in a complaint of unlawful conduct.

* Further information about what is prohibited by law can be found in the UAE Penal Code.

3. RIGHTS AND RESPONSIBILITIES

Everyone in our workplace must:

- Not engage in or support unlawful conduct or breach of this policy towards any other person in an National Ambulance workplace
- Report issues if they are occurring in the workplace, even if it doesn't happen to you directly, we are all obliged to report any instance we see
- Follow the complaint procedure in this Policy if they experience any unlawful conduct
- Maintain confidentially if involved in complaint procedure

⇒ Managers or anyone in a position of authority have an added responsibility to ensure this policy is followed.

*Workplace participants should be aware that in some circumstances they can be held **legally responsible** for their unlawful conduct and can also be legally liable.*

4. THE PROCESS FOR COMPLIANT HANDLING PROCEDURE

If you feel that you have been subjected to any form of conduct contrary to EEO laws or this Policy, you can not ignore it. National Ambulance has a comprehensive complaint procedure that has a number of options available to suit the particular circumstances of each individual situation. National Ambulance treats all complaints seriously and accordingly, once a complaint is made or an instance is reported, National Ambulance will deal with the matter in accordance with this Policy.

4.1 Types of Complaint Management

There are two procedures for complaint management:

- Informal
- Formal

INFORMAL	FORMAL
<p>There are a broad range of options for addressing an informal complaint. The process used will depend on the individual case. Possible options include:</p> <p>Discussion about the issue with the person against whom the complaint is made; and/or</p> <p>Facilitation of a meeting between the parties in an attempt to resolve the issue and move forward.</p>	<p>The person making the complaint will be encouraged to detail the complaint in writing. Formal complaint investigations may be conducted by a Manager and Human Resources or a person from outside of National Ambulance , appointed by National Ambulance (if a person feels this is more appropriate). Human Resources will play an active role supporting and resolving the issue. An investigation involves:</p>

<p>The informal complaint procedure is more suited to less serious allegations that do not warrant disciplinary action being taken. Whoever is resolving the issue will be required to document on each person/s file for future reference.</p>	<ul style="list-style-type: none"> ■ Investigating, interviewing, collecting and documenting information about the complaint ■ Making a finding based on the information available <p>Once a finding is made, the investigator will make recommendations about resolving the complaint.</p> <p>If National Ambulance considers it appropriate for the safe and efficient conduct of an investigation, workplace participants may be required not to report for work during an investigation.</p> <p>National Ambulance may also provide alternative duties or work during an investigation. Employees will be paid their normal pay during any such period.</p>
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5. CONFIDENTIALITY

Confidentiality around complaints is imperative. In gathering information and investigating it may be necessary to speak with others in the workplace in order to determine what happened. You may bring a support person or representative to meeting/s (advising prior to the meeting) should you wish. You may discuss the complaint with a designated support person or representative appointed by National Ambulance'. The following people must at all times maintain confidentiality:

- *All people involved in the complaint, including the person who lodges the complaint.*
- *Human Resources*
- *Support people/persons or designated representatives*
- *Management*
- *All those involved in providing information relating to the issue.*

Spreading rumours or gossip may expose the perpetrator to a defamation claim. Everyone involved in the complaint process will be reminded of the importance of confidentiality at the initial stage.

6. BREACH OF THIS POLICY

This policy must be abided by at all times. In the case of a breach of this policy the following may occur:

- Disciplinary action
- Termination of employment (serious cases)

- Agents and contractors (including temporary contractors) may have their contracts with the National Ambulance terminated or not renewed
- Legal ramifications

Deliberately false/unfounded complaint/s made in bad faith (e.g. making up a complaint to get someone else in trouble) may result in that person facing disciplinary action and also being exposed to a defamation claim.

7. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
Articles 358, 359, 360 and 370 in the UAE Penal Code	Jurisdiction here

8. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form
COP202 Code of Conduct
QHP401 Customer Enquiries and Feedback (Compliments Complaints) Policy Procedure

9. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to ghse@nationalambulance.ae

10. DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- HR and Corporate Service Manager

This controlled document is managed / overseen by [Procurement and Tendering Committee and/or Audit and Risk Management Committee and/or HR and Compensation Committee].

Change Brief

Version No.	Date	Change
1	May 2011	New Documents (NACHRP06)
2	August 2013	Due to review
3	February 2017	Changed of Old Codes and Logo
4	January 2020	Due to review /removed "company"

CEO Approval

Board Member Verification