

# Work Ethics at Quality Austria Central Asia

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## Introduction

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Quality Austria Central Asia has created several policies commensurate to the business, covering all aspects. These policies are to be followed by each person employed at Quality Austria Central Asia.

This policy on Work Ethics forms the basis of a work culture that enables collaboration, teamwork, respect for diversity, inclusivity, and to prevent workplace harassment, bullying, discrimination and exploitation. The policy does consider the legal requirements as applicable while putting in place best practices.

All employees, Contractors, suppliers, and staff deputed by any contracted agency, are hereinafter referred as staff. All staff should be aware of the policy. Any adverse behaviours that violate this policy shall be dealt with in accordance with the disciplinary procedure.

### **Purpose**

This policy applies to all Employees, Contractors, suppliers, and staff deputed by any contracted agency, hereinafter referred as staff. The policy would apply to staff working within the offices, at client premises or during company travel and

### **Scope**

This policy applies to all Employees, Contractors, suppliers, and staff deputed by any contracted agency, hereinafter referred as staff. The policy would apply to staff working within the offices, at client premises or during company travel and

## Definitions

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### ***Sexual Harassment:***

Any behaviour characterized by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation.

### ***Harassment:***

Aggressive pressure or intimidation.

### ***Bullying:***

Seek to harm, intimidate, or coerce someone perceived as vulnerable.

### ***Victimisation and Retribution:***

Punishment inflicted on someone as vengeance.

## Description of Workplace Ethics

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Workplace ethics are most important to ensure that the organization has a culture that proactively builds an environment that is one of respect for humans, provide a safe work environment, reduce work related stress, to provide an environment free from harassment, bullying, retribution, or any other unacceptable behaviour.

### **Sexual Harassment**

Unwelcome sexual advances, request for sexual favours, and other verbal / non-verbal or physical conduct of a sexual nature regardless of whether committed by supervisory or non- supervisory personnel classifies as sexual harassment when:

1. Submission to such conduct is expressed either explicitly or implicitly as a term or condition of an individual's employment.
2. Submission or rejection of such conduct by an individual is used as a basis for employment decisions, such as assigned duties, promotion, transfer, or termination.
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Implied or promised improvement in pay, position, title, or privilege for a subordinate a supervisor or manager in return for sexual favours and the inverse i.e., unfavorable treatment or retraction of favor, pay or privilege if sexual favours are not granted also constitutes sexual harassment.

Unwelcome Sexual Determined Behaviour (Whether directly or by implication) includes, but is not limited to:

1. Physical contact, offensive or unwelcome sexual flirtations, advances, or propositions.
2. A demand or request for sexual favours.
3. Sexually coloured remarks / continual or repeated verbal abuse of sexual nature
4. Display of pornographic materials.
5. Sexual comments, or jokes
6. Unnecessary and excessive touching, groping, patting, brushing against another person.

7. Insisting on social meetings outside of the workplace.

These are non-exhaustive and use of judgement for specific instances would be necessary.

## **Harassment**

Harassment is behaviors that are of offensive nature that demeans, humiliates, and intimidates a person, and it is the lack of social and moral reasonableness. Harassment can be based on protected characteristics such as race, ethnicity, color, religion, gender, gender identity, sexual orientation, age, disability, geographic origin, caste, or any other legally protected characteristic. A single instance of such behaviour can constitute harassment.

Examples of Harassment could be, but not exhaustive:

1. Belittling an individual, for example because of some diversity
2. Verbal intimidation or insults
3. Overloading an employee with more work than reasonable.
4. Setting unrealistic timeline expectations.
5. Ignoring one employee while distinctly favoring similar other employees.
6. Unfair allocation of travel for work.

## **Bullying**

Repeated mistreatment, intimidation, or abusive conduct intended to harm, threaten, or coerce another person. It is the behaviour of a person who hurts or frightens someone smaller or less powerful, often forcing that person to do something they do not want to do. Bullying can take many forms including verbal, psychological, physical, which undermine a person's right to respect and dignity.

Bullying includes the use of information technology for intimidation, mistreatment, or abuse. This could include all forms of information technology such as e-mail, social media,

Example of bullying which are non-exhaustive are:

1. Demeaning, humiliating, or using sarcasm on others.
2. Verbal abuse through shouting.
3. Creating a psychological threat perception.
4. Threatening physically.
5. Making unjustified remarks on performance results in frustration.
6. Threatening a person on their losing the job without justification.
7. Persons in a position of authority, use that authority to threaten, humiliate, isolate,

8. making threats or comments about someone's job security without good reason.
9. isolation or deliberate exclusion in the workplace or from workplace social events.
10. Sending abusive e-mails.
11. Posting inaccurate personal information about an individual such as gossip on social media.
12. Abuse of authority or power by those in positions of seniority.

## **Victimisation and Retribution**

Victimisation and retribution are when any person who reports an issue, makes a complaint, or assists another in their reporting or complaints, is punished or penalized by various forms of harassment behaviour.

Such actions stem from position of authority and constitute misuse of power. These have a significant impact on the culture of the organization and create frustrations and negative emotions, which result in a stressful work environment as well as low trust.

## **Complaints**

Complaints shall be followed up as per the complaints handling and redressal procedure. It must be appreciated that valid feedback on under performance, feedback on no adherence to the Quality Austria Central Asia's defined behaviours or single instance of an abrupt reaction or behaviour may not be treated as harassment or bullying, since human beings have certain unintentional reactions due to the unconscious mind.

## **Staff behaviour**

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It is imperative that all staff be made aware of this policy, both as a potential perpetrator and a victim. All staff must be clear of the consequence of inappropriate work behaviours. Staff must be aware of their rights and of how to deal with unfair work ethics.

## **Expectations from staff**

### **Values**

***Professionalism:*** – To Demonstrate Professional Integrity, Right Presentation, Honoring Commitments, delivering promises, Regular Communication, Empathy with clients and internal customers (seek first to understand), Ethics, seeing the larger picture

**People First:** – Unlocking Potential, Respect, Pride, boldness, Inclusive, collaboration, health and safety, Learning, Trust, fairness, openness, giving back, discipline.

**Perseverance:** – Unflinching Commitment, Conviction, and passionate commitment

**Perfection:** – Aim to be First Time Right, always. Doing things right the first time, keep it simple, embrace change, innovate.

## **Behaviours**

The Quality Austria Central Asia defined behaviours have clearly built in the necessary behaviours that support appropriate work ethics as expected from all staff are:

### **Professionalism:** What it means; To Demonstrate Professional Integrity

- I shall strive to create the right impression.
- I shall deliver internal and external commitments with empathy.
- I shall act in a manner which is fair and transparent.
- I shall take ownership of my actions.

### **People:** What it means; Unlocking Potential

- I shall work beyond functional boundaries.
- I shall have inclusive collaborative and respectful behaviours.
- I shall practice safe and healthy working.
- I shall strive to learn & grow myself, my company and thus my country.

### **Perseverance:** What it means; Unflinching Commitment

- I shall believe in what I do.
- I shall demonstrate commitment to my responsibility and strive to go beyond.
- I shall relentlessly pursue ideas to their conclusion.

### **Perfection:** What it means; Aim to be first time right, always

- I shall always challenge the status-quo.
- I shall proactively look for opportunities to improve.
- I shall practice innovation.

I shall keep things simple.

## **Staff Responsibility**

All staff are responsible for adhering to the minimum specified behaviours that also support the spirit of this policy. Each person shall ensure that they set an example, they will prevent, or report instances of inappropriate behaviour observed.

Senior leadership and Managers shall be responsible for the implementation of this policy and be a role model. They shall prevent any behaviours and practices that are not in line with this policy. Any reported or observed deviation shall be quickly investigated and resolved. Any disciplinary actions necessary shall be appropriately dealt with. There shall be no attempt at brushing such instances of violation of this policy under the carpet.

The HR function shall be responsible for the policy being followed across the organization. They are to support any instances of deviation from the policy and provide support to the people affected and to managers who are implementing the policy. HR will be responsible for monitoring the implementation of the policy and suggesting improvements where needed. Records of any non-adherence of this policy, the investigation, and the resolution shall be maintained by HR.

## **Speak up:**

All staff are encouraged to bring up any issue that they observe or experienced that is not in line with this policy to the attention of their managers and or HR. If there needs to ensure confidentiality of the person reporting, an Ombudsman has been nominated who will ensure confidentiality as well as a fair redressal of the situation. During any investigation, some members of staff may become aware of other staff involved in the investigation and shall respect the confidentiality of such knowledge. Without assuring confidentiality, instances that undermine the principle of this policy shall be lost.



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