



**FAMILIARISATION MATERIAL**  
**CANDIDATE PREPARATION MATERIAL**

In this exercise you have three pages of preparatory information:

- A memo from Ashley Cheema, Operations Manager at The Westshire Centre
- A copy of The Westshire Centre Authorised Contractor Agreement
- A copy of The Westshire Centre's Equality Policy Statement.

During the activity phase you will meet Philippa Rose, an employee within The Westshire Centre.

**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 food court in the centre. 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 and 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 with you. I have attached the relevant information that may assist you in this meeting.

Regards

**Ashley Cheema**  
**Operations Manager**



## **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 of The Westshire Centre 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.

- Staff of and customers or 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.



## **Equality Policy Statement**

This policy applies to every member of staff within The Westshire Centre when dealing with colleagues and customers.

It is the policy of The Westshire Centre that no member of staff or customer should be unlawfully discriminated against or harassed. Discrimination includes treating a person less favourably because of age, sex, sexual orientation, gender reassignment, race, religion or belief, disability, marriage and civil partnership, or pregnancy and maternity.

Harassment includes any unwanted conduct (including words, behaviour or a combination of both) directed at a person on the basis of age, sex, sexual orientation, gender reassignment, religion or belief, race or disability and which has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment.

The Westshire Centre will not tolerate discrimination or harassment of any kind and takes all necessary steps to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by law and to advance equality of opportunity. We regularly review and monitor all of our practices and procedures.

Any person who believes that a member of staff is discriminating against or harassing a colleague or customer should take action as quickly as possible. We recommend doing the following:

- 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 not sure about what to do, whether the behaviour could be classed as discrimination or harassment, or whether you should make a complaint, you can get 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 your complaint and take appropriate action.

**Westshire<sup>®</sup>, West Ferry<sup>®</sup>, Blackness<sup>®</sup>, Sandford<sup>®</sup>, Pullingford<sup>®</sup> and Police SEARCH<sup>®</sup> represent registered trademarks owned by the Home Secretary. All rights of action in relation to unauthorised use remain fully reserved.**

© – College of Policing Limited (2015)

All rights reserved. No part of this publication may be reproduced, modified, amended, stored in any retrieval system or transmitted, in any form or by any means, without the prior written permission of the College or as expressly permitted by law.

Anyone wishing to copy or re-use all or part of this publication for purposes other than expressly permitted by law will need a licence. Licence applications can be sent to [Recruit@college.pnn.police.uk](mailto:Recruit@college.pnn.police.uk)

Where we have identified any third-party copyright material you will need permission from the copyright holders concerned.

Any other enquiries regarding this publication or to request copies in accessible formats please contact us at [Recruit@college.pnn.police.uk](mailto:Recruit@college.pnn.police.uk)