

Airports Authority of India



A Guide for Employees to Ensure Healthy, Ethical and Safe Work place for All

Workplace Code of Conduct: Dos and Don'ts



CHAIRMAN'S MESSAGE

A healthy, ethical and safe work place constitutes the backbone of every administration. It is the fundamental responsibility of any organization to ensure that the employees behave themselves, enforce discipline and promote loyalty for the sake of smooth conduct of public administration. Thus, on the disciplined functioning of the employees depends the efficiency of the organization. For a good administrator, it is therefore imperative that he/she is fully informed of the latest and up to date provisions on the subject for following them meticulously, so that the administration that he/she handles, acquires the name of being fair and just.

Measures for enforcing discipline and conduct are laid down in various regulations and instructions issued from time to time. However, there is not a single book or guide covering the entire gamut of the processes relating to the code of conduct of the employees in the Authority. The employees and the officials dealing with the issues have to leaf through different codes, orders and instructions. As a matter of fact, many of the instructions issued in the past are either obscure now or are not brought to light or to the notice of the employees unless an actual problem arises. There was, therefore, an acute need to bring all the relevant materials in one single guide and a need was always keenly felt to bring all the provisions at one place as a sort of encyclopedia, for easy reference and understanding. Therefore, the "Guide for Employees to ensure Healthy, Ethical and Safe Workplace for All" prepared by Ms. Javita Narang, Consultant, Gender, sexuality, HIV, Child and Adolescent Development at the pioneering and significant initiative undertaken by Kalyanmayee, has filled in this void and will certainly serve as an excellent tool to both employees in general and the

supervisory officers in particular, who are entrusted with the responsibility of ensuring proper decorum and conduct and maintaining discipline. The Guide is a result of stupendous work, detailed research and deep study and is therefore an excellent treatise and will go a long way in sensitizing the employees on the above issues.

The Guide has been carefully planned by diving the issues into various wholesome and comprehensive sections and various parameters have been neatly arranged, so that the employees and the officers handling the issues are able to lay hands on the required provisions with ease. It primarily highlights all the Workplace code of Conduct - Dos and Don'ts. I greatly admire the effort that has gone into this Guide and the assiduous preparations of various sections and feel that the employees will find this as the greatest single guide for widening their knowledge on the code of conduct and discipline. I have also no doubt that this exhaustive compilation will be welcomed by all the employees and officers of the Authority as it will be of great utility as a ready recokner for all. In short, this Guide has to be treasured and will serve as a complete code on ethics and safe work place in the Authority, for ensuring **“SURAKSHA SAHIT SEVA” for all.**



(V. P. AGRAWAL)

INTRODUCTION

It is a core principle of the Airports Authority of India (AAI) to ensure utmost workplace ethics and standards. In keeping with this principle, the AAI strives to ensure a work culture and organisational environment, where:

- ✓ All employees adhere to *Professional Ethics and Code of Conduct*;
- ✓ Every employee feel *Safe and Respected*;
- ✓ There is *No Discrimination and Harassment* of any Kind;
- ✓ *Equal Opportunities* for learning and growth are provided to all;
- ✓ *Complaint Resolution Procedures* are ensured and implemented.

This handbook is an attempt to raise awareness on these core principles of AAI and to urge each employee to ENSURE:

- ✓ An ethical and safe working environment at the workplace;
- ✓ Strict adherence to rules and regulations of AAI;
- ✓ Harassment and discrimination free environment;
- ✓ Reporting of any misconduct or harassment observed at the workplace.

AAI ensures "Surakha Sahit Seva" for all

MISCONDUCT AT THE WORK PLACE



Work place: What does it mean? Is it the premises of AAI? What all comes under the purview of the Workplace?

Workplace is defined as any place within the premises of AAI or outside the premises where such behaviour is connected with employment, including:

- Employees office premises and work station/space within AAI;
- All spheres/settings that remain in contact with employees and outsiders in connection with their employment such as the parking spaces and airports;
- Such spaces include not just the physical premises under the supervision of the AAI system, but even areas, where the employees reside or travel to as part of their work as employees of AAI;
- Where any such behaviour conducted within or outside the premises that would make the workplace hostile or intimidating for any employee of AAI.



Which acts and behaviour can make my work place unethical and unsafe? What all should I NOT DO?

DON'T:

DO NOT be irregular or unpunctual
DO NOT be absent from work without leave
DO NOT neglect work including negligence in performance of duty and malingering or slowing down
DO NOT be absent from your appointed place of work without permission or sufficient cause

DO NOT cause damage to any property of the authority including spitting, littering etc.

DO NOT misuse the resources and facilities provided.

DO NOT drink at the work place and while on duty.

DO NOT engage in riotous or disorderly or indecent behaviour at the workplace.

DO NOT indulge in gambling within office premises including playing cards.

DO NOT smoke within office premises where it is prohibited

DO NOT sleep while on duty.

DO NOT level malicious or false allegations against anybody at the work place.

DO NOT take or give bribes or accept any remuneration to which the employee is legally not entitled to.

DO NOT demonstrate threat, fraud or dishonesty at the workplace in any way.

DO NOT furnish false information.

DO NOT misuse the facilities and human resources (manpower) at AAI.

DO NOT discriminate and humiliate any employee in anyway including psychological harassment of any kind at the work place.

DO NOT indulge in any act of sexual harassment of any woman at the work place.

DO NOT commit any act which amounts to a criminal offence involving moral turpitude.

DO NOT disclose to any unauthorized person any information in accordance with the working of process of the AAI, which comes into your possession during the course of your work.

DO NOT spread rumours or give false information which may bring disrepute to AAI or its employees.

DO NOT perform your domestic chores at work such as homework of children etc.

DO NOT commit any act that is subversive of discipline or of good behaviour.

DO NOT attempt to commit or abet any act which amounts to misconduct and violation of the AAI Employees (Code, Discipline and Appeal) Regulations, 2003 (ECDA Rules).



Which acts and behaviours will ensure that my work place is healthy, ethical and safe for all? What I am expected to DO?

DOs:

DO respect all colleagues: seniors, juniors, men and women.
DO take your work seriously.
DO perform with 100% of your capacity and potential
DO justice to the remuneration and benefits ensured by AAI by giving your best to the organization.
DO wear your uniform and badge while on duty.
Do refrain from conducting any such acts that amounts to misconduct including sexual harassment at the work place.
DO stop others who are found/seen conducting any such acts that amounts to misconduct including sexual harassment at the work place.
DO report acts of misconduct noticed at the workplace to the appropriate disciplinary authority and grievance cell in AAI.
DO report acts of sexual harassment noticed at the work place to the appropriate complaints committee formed at the AAI for this purpose.
DO support a co-worker who complains about any act of misconduct including sexual harassment experienced personally or by others at the work place.
DO raise issues of misconduct including sexual harassment at the workers meetings and in other appropriate forums and discuss it affirmatively in the employer-employee meetings.

¹See ECDA rules for details (add the web link where the ECDA rules can be found)



Every employee in the supervisory/managerial capacity must, in addition to the above, ensure the following as per the directives of the ECDA Regulations:

DO take all possible steps to ensure the integrity and devotion to duty of all employees for the time being under your supervision.
DO NOT misuse your position and/or authority in any way.

Examples of Indecent, Riotous, Disorderly Behaviour at the Work place (the examples provided here are just illustrative and not exhaustive)

- *Exhibiting threatening, intimidating, coercing, hostile behaviour, such as;*
 - *Shouting;*
 - *Banging the table while in discussion;*
 - *Throwing things such as pens, files, etc.;*
 - *Rowdiness in interactions;*
 - *Fighting in any form (physically or verbally);*
 - *Drinking at the work place;*
- *Causing physical harm or threats to cause harm to self, others or the AAI property.*
- *Using language that could be perceived as demeaning, derogatory and/or threatening in verbal, written or electronic mail communication:*
 - *Abusive words or fowl language;*
 - *Slang;*
 - *Personal Remarks;*
- *Bringing weapons at the workplace or carrying a weapon while on duty.*

Harassment (except sexual harassment) includes:

- *Discrimination based on any of the factors including gender, post (seniors and juniors), caste etc.*
- *Intimidation: threats or undue pressure, bullying, hampering the basic right to respectful existence in the organization.*

- *Hostile environment adversely affecting the performance of the employee or otherwise adversely affecting the employment opportunities for an employee.*
- *Non-responsiveness or silence towards other employee(s) regarding data and information sharing that is relevant for their performance.*
- *Asking a subordinate, by a person in authority, to undertake personal and/or household chores (non-official in nature).*

Examples of Psychological or Emotional Harassment at the Work place

All forms of harassment, discriminatory and Disorderly Behaviour at the workplace can cause psychological or emotional harassment. Some examples are provided below (the list below is just illustrative and not exhaustive).

- *Making rude, degrading or offensive remarks;*
- *Making gestures that seek to intimidate;*
- *Discrediting the person - spreading rumours, ridiculing especially in front of other colleagues, humiliation, calling into question his/her convictions or private life, shouting abuses or sexual harassment;*
- *Belittling the person - forcing an employee to perform tasks that are belittling or below his/her skills, simulating professional misconduct;*
- *Isolating and/or preventing the person from expressing himself - yelling at him/her, constantly interrupting him/her, not talking to him/her, denying presence of the person, distancing him/her from others etc.;*
- *Ceasing to give work to a person and/or not providing equal opportunities of work, growth and/or exposure at work;*
- *Assigning new duties without training;*
- *Assigning tasks that are hazardous or unfit for the person's health;*
- *Remote or unjustified transfers;*
- *Unjustifiable low merit rating;*
- *Gossiping or spreading false information.*

Examples of Misuse of Office Resources, Facilities and Infrastructure

- *Making excessively long and frequent personal telephone calls (local national, international);*
- *Misusing internet and email facilities provided such as spending time checking shares and stocks in office, doing children's homework from office etc.;*
- *Carrying out stationery, rims of paper etc.;*
- *Printing or photocopying personal books/textbooks in office;*
- *Submitting and claiming false medical bills etc.;*
- *Not shutting down computers, ACs, lights etc. before leaving office.*

SEXUAL HARASSMENT AT THE WORK PLACE



A colleague passes a number of tinged remarks with double meanings about the dress and hair style of some of his colleagues including new recruits. Other trainees and colleagues laugh and enjoying when these remarks are being made.



X is a very jolly person, who loves to share jokes with colleagues and loves to laugh. X took a SMS service that sends latest jokes, which X loves to share with the team members. Some of the jokes also contained adult/obscene content and images. Usually people love to spend time with X but since the time X has been sharing these jokes, most of the team members keep their distance and do not prefer to talk with X about anything other than work.



Kamini, a senior officer attends an office party one evening. In the course of the evening, another senior officer, request that she should sit next to him. She refuses. He then walks past her and slaps her on her backside.



Two employees travel together to Shimla for a meeting. One late evening, on request from one employee Raman, both go out for dinner together. After dinner, Raman an inebriated condition misbehaves with the other employee Ranu, which made her uncomfortable in his company.



Samer, an office colleague offers to drop Shilpu at her home after work. Since Shilpu stays close to his (Samer's) house, she accepts the offer. On the way, Samer makes physical advances towards her.

All these are incidents of Sexual Harassment at the Work place

Whether inside or outside the office premises:

- when unwelcome sexually suggestive behaviour is conducted,
- when such behaviour is connected with employment,
- when such behaviour involves two (or more) colleague,
- when such behaviour has a potential of further creating an intimidating and hostile environment at the work place,
- If any employee who is a victim of such conduct has a reasonable apprehension that in relation to the victim's employment, such conduct is humiliating and may constitute a health and safety.



How is Sexual Harassment at the Work place defined? What all falls under the purview of SHW?

Sexual harassment is a serious form of misconduct and criminal offence which violates the basic fundamental rights, our values and belief system, and our self esteem, personal dignity, and freedom.

Sexual Harassment at the Work place, as defined by the Supreme Court, includes² :

Unwelcome sexually determined behaviour (whether directly or by Implication), including, but not limited, to:

- Physical contact and advances;
- A demand or request for sexual favours;
- Sexually-coloured remarks;
- Showing pornography;
- Any other unwelcome conduct of sexual nature whether verbal, textual, physical, graphic or electronic or by any other actions, which may include:
 - Implied or overt promise of preferential treatment in employment; or

²In accordance with the Supreme Court Judgment on “Sexual Harassment of Women at the Workplace in the case of Vishaka and others v. State of Rajasthan”

- Implied or overt threat of detrimental treatment in employment;
or
- Implied or overt threat about the present or future employment status;
- Conduct which interferes with work or creates an intimidating or offensive or hostile work environment; or
- Humiliating conduct constituting health and safety problems.

<p>Examples of Sexual Harassment at Workplace: Unwelcome sexually determined behaviour (whether directly or by Implication):</p>

- Eve teasing;
- Unwelcome sexual advances or propositions, whether they involve physical touching or not;
- Comments on personal appearance and individual's body;
- Sexual comments, innuendoes, gestures, and suggestive or insulting comments;
- Use of lewd, foul, off-colour, sexually oriented language or "dirty" jokes with sexual implications;
- Sexual epithets, written or oral references to sexual conduct, gossip regarding one's sex and personal life; comments about an individual's sexual activity, deficiencies, or prowess;
- Leering or staring at another's body and/or sexually suggestive gesturing;
- Whistling, touching, stroking someone's hair, brushing against another's body, pinching, patting, rubbing; grabbing, groping, kissing or fondling another person;
- Displaying sexually suggestive or explicit objects, posters, pictures, photographs, calendars, cartoons, screen savers or one's own body parts;
- Sitting in an obscene manner;
- Excessively lengthy shake hands;
- Direct or implied enquiries into one's sexual experiences;
- The transmission of sexually offensive e-mail, voicemail, or instant or text messages;
- Unwelcome repeated requests for dates or outings;

- Gender based insults or sexist remarks;
- Unwelcome sexual overtone in any manner such as over telephone (obnoxious telephone calls) and the like such as calling at night, crank calls, leaving lewd messages on answering machines, SMS, email, or by any other means;
- Forcible physical touch or molestation and physical confinement against ones will;
- Other behaviour or acts that make the workplace intimidating and constitute health and safety problems such as drinking while on duty etc.

<p>Examples of Sexual Harassment at Workplace: Discrimination Amounting to Sexual Harassment at the Work place</p>

- Any act or conduct by a person in authority and belonging to one sex which denies or would deny equal opportunity in pursuit of career development or otherwise making the environment at the work place hostile or intimidating to person belonging to the other sex, only on the ground of sex;
- Not allowing women to go to sites when they wish so;
- Giving more attractive assignments to men;
- Commenting on woman's attributes rather than her work;
- Not allowing women to come up above a particular grade;
- Addressing certain issues to men and certain to women;
- Giving extra work just because the employee is a woman;
- Refusing to take complaints seriously;
- Asking unwarranted or personal questions when women ask for leave;
- Gender stereotyping (for example, women only come late and leave early, or women don't do their work properly etc.)



What should I DO if I have experienced or am experiencing sexual harassment at my work place?

Harassment Complaint Procedure: DOs

If you are being harassed:

DO tell the harasser that the abusive behaviour is unwelcome and ask the individual(s) to stop.

DO keep a record of incidents (date, times, locations, possible witnesses, what happened, your response etc.). You do not have to have a record of events in order to file a complaint, but a record can strengthen your case and help you remember details over time.

DO file a complaint. If, after asking the harasser to stop the abusive behaviour, the harassment continues, report the problem to:

a) Respective Complaints Committee (Regional or CHQ) constituted at AAI for effective redressal of grievances related to sexual harassment at the work place; or

b) Directly to the Chairperson, AAI through a confidential email (include email ID or source from where the email ID can be quoted)

You also have the right to, if circumstances warrant it, file a charge of assault with the police, however it is highly recommended that first use the channel of Complaints Committees constituted for the purpose.

Do report incidents of workplace harassment as soon as possible after the incident occurs, preferably within 15 days of the occurrence of the incidence. It should be followed with a written complaint.

Once a complaint is received, it will be kept strictly confidential.



Employees Obligations

As per the Supreme Court Guidelines, all employees **MUST ENSURE PREVENTION** of sexual harassment at the work place by doing as follows:

Dos

DO refrain from conducting any such acts
DO stop others who are found/seen conducting any such acts
DO report sexual harassment noticed at the work place to the appropriate Complaints Committee formed at the AAI for this purpose
DO raise issues of misconduct including sexual harassment at the workers meetings and in other appropriate forums and it should be affirmatively discussed in the employer-employee meetings.
DO make the work place a safe and secure place for all.
DO: BE Honest- When raising an issue, do it honestly without any intention to retaliate/ falsify someone.



Every employee in the supervisory/managerial capacity must, in addition to the above, ensure the following to prevent sexual harassment at the work place:

Managers and supervisors: Dos

DO stop any work place harassment of which you are aware, whether or not a complaint has been made
DO express strong disapproval of all forms of work place harassment
DO take immediate action to eliminate any hostile work environment where there has been a complaint of work place harassment
DO take immediate action to prevent retaliation towards the complainant (who has been a victim of harassment) or any participant (witness/observer) in an investigation. Retaliation would include the following acts, but not limited to:

- a. Marginalizing someone in the work place with regard to his/ her roles and responsibilities;
- b. Socially ostracizing or stigmatization;
- c. Intimidation or creation of hostile environment through physical, psychological, and/or emotional means for the complainant and/or witness(es), or someone close to or related to them.

- d. Spreading canard;
- e. Pressurising the complainant in any way to withdraw the complaint;
- f. Any other behaviour that may commonly be construed as retaliatory.



Consequences of an Unsafe Work Environment

An unsafe work environment can produce serious negative consequences, such as, but not limited to the following:

- **Individual**
 - Affects work performance;
 - Affects emotional and psychological well being ;
 - Affect overall quality of life.
- **Organization**
 - Affects productivity and business;
 - Lose out on some great talent;
 - Put reputation at stake
 - Extreme cases: Legally impacting

Whatever your position in your organization, help eliminate Sexual Harassment. We have collective responsibility to protect our Human Rights and eradicate behaviour, which is unacceptable and discriminatory. Act Now".

- Ministry of Women and Child Development



Sexual Harassment: Myths and Facts³

Myth 1: Sexual harassment at the Workplace (SHW) is rare.

Fact: SHW is extremely widespread. It touches the lives of 40 to 60 percent working women, and similar proportion of students in colleges and universities.

Myth 2: The seriousness of SHW has been exaggerated; most so-called harassment is actually trivial and harmless flirtation. Women who object have no sense of humour.

Fact: Behaviour that is unwelcome cannot be considered harmless, or funny. Sexual harassment is defined by its impact on the woman rather than the intent of the perpetrator. SHW can be devastating and offensive, often frightening and insulting/humiliating.

Myth 3: Many women make up and report stories of SHW to get back to their employees or other who have angered them.

Fact: Research shows that less than 1 percent of complaints are false. Women rarely file complaints even when they are justified in doing so, due to fear of further victimization, ridicule and stigmatization.

Myth 4: Sexual harassment is not really an issue. It doesn't hurt anyone.

Fact: Persons subjected to sexual harassment experience a wide range of physical and psychological ailments. There are economic consequences for the victim's physical and mental well being and the organisation's productivity, efficiency and work ethics.

Myth 5: Women ask for sexual Harassment. Only women who are provocatively dressed are sexually harassed.

Fact: This is the classic way of shifting the blame from harasser to the victim. Every person has the right to act, dress and move freely without the threat of attack or harassment.

³ Source: Sexual Harassment at the Workplace – A Guide; Sakshi

Myth 6: If you ignore harassment, it will go away

Fact: The fact is that, in most likelihood, it will not. Research shows that simply ignoring the behaviour is ineffective; harassers generally do not stop on their own accord. Ignoring such a conduct may even be perceived as condoning, liking or encouraging it.

Myth 7: I will not be able to compliment someone without being accused of sexual harassment or due to the fear of being accused for it.

Fact: Compliments in and of themselves are not generally sexual harassment, but when in doubt, don't. **It is the impact of, not the intent behind, a behaviour or remark.**

"Safe work place is every individual's fundamental and legal right, We all are responsible to create a Safe Working Environment"