

Equal Opportunities Policy

Policy

Eureka Language Services Ltd. is firmly committed to equal opportunity in employment as well as in the provision of services, and to eliminating any form of discrimination against all staff, stakeholders and other persons who have dealings with Eureka. Eureka will take whatever action may be needed to prevent, and if necessary, discipline behaviour which violates this Policy.

In this regard, staff members and contractors of Eureka should take note of the legislation on equal opportunities in Hong Kong (including the Sex Discrimination Ordinance (SDO), the Disability Discrimination Ordinance (DDO), the Family Status Discrimination Ordinance (FSDO) and the Race Discrimination Ordinance (RDO), which makes it unlawful for anyone to discriminate against another person on the grounds of sex, pregnancy, marital status, disability, family circumstances and race. Employees and contractors may be held personally liable for committing the offences.

Eureka's employment policy is committed to the promotion of equal opportunities. As an equal opportunities employer, Eureka will operate its employment policy in such a way that individuals will be appointed, promoted, developed and treated on the basis of a set of established selection criteria. Selection criteria are set on the basis of the job requirements and the selection of candidate is based on the relevant experience, professional knowledge and skills and abilities of the individual, and not on other irrelevant considerations.

Eureka acts to ensure dignity at work and access to services. Eureka would not tolerate anyone to discriminate against another person directly / indirectly on the grounds of sex, pregnancy, marital status, disability, family circumstances and race. Eureka would also not tolerate any unlawful act, including harassment, vilification and victimization.

Eureka requires all its employees who hold supervisory positions to take all necessary steps in order to ensure that any employee and contractor of Eureka or any other person who has dealings with Eureka is not subject to discrimination/harassment.

Complaint Handling Procedure

Without prejudice to the right of every Eureka member to lodge formal complaints of discrimination, Eureka also recognises that very often complaints can be most effectively and speedily resolved through informal resolution and/or mediation process, without the need to have recourse to formal, quasi-judicial procedures.

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Eureka therefore would encourage member to speak up with their supervisor where appropriate at the early stage to resolve the matter.

Eureka has designated the Director to deal with formal complaints concerning discrimination, harassment, vilification or victimization. Complainant chooses to make a formal complaint should report the matter in writing to the Director. Such complaint letter will become the ground for future action.

Confidentiality

All complaints and associated correspondences and interviews must be treated in strict confidence. Breaches of confidentiality will be dealt with in accordance with the disciplinary procedure.