

MODULE 9: COPING WITH AND REPORTING DISCRIMINATION

Time: 1 hour

Objectives:

- Equipping trainees to be able to identify if they have been discriminated against.
- Equipping trainees to react to discrimination, including reporting – Presenting relevant available tools/ mechanisms.
- How to react to and report discrimination at workplace – Presenting available tools/ mechanisms.
- Raising awareness on the barriers victims face in reporting discrimination in general and at the workplace in particular.
- Presenting how to overcome the barriers.

Materials:

Projector

Slides PP 9.1, PP 9.1

Flipchart

Markers

Cards/ paper

Tape

INSTRUCTIONS

- 1) Trainers comment that although discrimination is often, yet it is rarely reported as such. A reason for this, among others, is that very often people cannot identify discrimination. Another reason is fear and lack of knowledge of available mechanisms/ tools. Trainers further discuss the barriers victims face in reporting discrimination in general and at the workplace in particular.
- 2) Trainers ask trainees to discuss how such barriers can be overcome.
- 3) Trainers discuss concepts of discrimination (in the Trainers Notes) to familiarise trainees with them and equip them on identifying discrimination incidents.
- 4) Trainers ask trainees if they are aware of available mechanisms/ tools to report discrimination at workplace. Discussion.
- 5) Trainers ask trainees to discuss other ways of reacting to discrimination at workplace, except reporting it.
- 6) Trainers discuss the difficulties when somebody is reported for discrimination and how important it is to assume responsibility and correct our behaviour and conduct.
- 7) Trainers discuss the roles of the various parties (victim, perpetrator, colleagues, manager, Human Resources) when a discrimination complaint is filed.
- 8) Trainers discuss the importance of intervention and how to carry it out in practice.
- 9) Trainers are encouraged to use any of the activities below, depending on their time, if they are implementing an extended version or not, and on what they find useful for the group, taking into consideration the group and its needs. For the current version of 7-hour training, it is recommended that they use only 1 activity.

Trainers notes

As discussed previously, discrimination is a major experience in the lives of persons belonging to vulnerable groups, such as migrants, women, LGBTIQ* persons, disabled persons, etc. in order to be able to react to discrimination, one must first of all be equipped of how to identify it when it happens.

Forms of discrimination

Gender discrimination/ sexism: Discrimination exercised because of sexist and misogynistic perceptions and attitudes and which picks on persons based on their (perceived) gender/ gender expression.

Racist discrimination/ racism: Violence exercised because of racist perceptions and attitudes and which picks on persons based on their (perceived) migratory background, ethnic background, skin colour, language, etc.

Familial status discrimination: Discrimination exercised based on one's (perceived) family status. Depending on the context and circumstances, it can pick on anybody – single parents and especially single mothers; single persons and especially single women over 30; families with young children; divorced persons and especially divorced women, etc. At work, discrimination related to a person's family status may involve the recruitment process and/ or career opportunities and/ or wages. Such discrimination usually affects women who are or may get married or/ and women who have or may have children. This is both due to stereotypes relating to women and because of real increased childcare responsibilities and maternity obligations assigned to women.

Religious discrimination: Religious discrimination includes forms of discreet treatment based on religious beliefs expressed by some individuals or due to their participation in a religious group, as well as discrimination against persons who do not belong or are perceived not to belong to a particular religious group or identify as/ are perceived to be atheists. Religious discrimination may also target groups or individuals who (are perceived to) belong to a religious minority within a particular national context. In some cases, there might be legitimate reasons to limit the religious freedoms and rights of individuals in the workplace. For example, a religion may declare a day of rest other than that prescribed by the law or impose a special type of clothing that might be incompatible with the specific safety standards. Yet, it must be clear that nobody should be forced to wear or not to wear a specific type of clothing for reasons other than safety standards.

Political discrimination: Political discrimination refers to discrimination against a person based on their (perceived) membership/ affiliation to a political party/ political ideas/ socio-economic views, or based on their (perceived) activities within non-governmental organisations. People can also be discriminated against on the basis of their (perceived) membership in/ affiliation to a trade union or a trade union activity.

Class discrimination/ classism: Class discrimination is exercised on the basis of social origin, based on the victim's (perceived) social class/ socio-professional circumstances and it may limit the access of some people to certain categories of work or/ and affect their promotion prospects, among others.

Age discrimination/ ageism: Age discrimination may concern both younger and older workers. Younger workers may be discriminated against in terms of wages (usually lower wages), type of work they perform, or career opportunities. On the other hand, older workers may be discriminated against because of prejudices in relation to their abilities, due to depreciation (deliberate or not) of their experience, or due to recruiting younger workers with lower wages.

Ableism: Ableism is discrimination against disabled persons. In this case, discrimination may relate to recruitment specifications, the type of work assigned to a disabled worker, accessibility or facilities objectively required to carry out their work.

Homophobia: Homophobic discrimination is discrimination on the basis of (perceived) sexual orientation and it is exercised against lesbians, gay, bisexual, polysexual, pansexual, queer and other non-heterosexual persons or persons who are perceived to have one of these identities. Very often, lesbians, gay, bisexual, polysexual, pansexual, and queer persons suffer harassing behaviours by both colleagues and superiors.

Transphobia: transphobic discrimination is discrimination on the basis of one's (perceived) trans* identity. It is expressed against (perceived) trans persons (persons whose gender identity is different from the one ascribed to them during birth), including trans women (women who had been assigned male at birth) and trans men (men who had been assigned female at birth) and persons with a non-binary gender identity (their gender identity does not fall strictly into one of the binary identities – man/ woman). Very often, trans* persons suffer harassing behaviours by both colleagues and superiors.

Intersex discrimination: Discrimination on the basis of one's (perceived) intersex identity. It is expressed against (perceived) intersex persons (persons born with some biological characteristics that are considered "female" and others that are considered "male," such as chromosomes or genitals).

Acts of discrimination

Discrimination in employment/ Labour discrimination: Discrimination exercised in the working place by the employer and/ or colleagues and/ or supervisors. It may involve the recruitment process and/ or career opportunities/ promotion prospects and/ or wages.

Labour exploitation is the forced and/or unwanted appropriation of unpaid/ underpaid labour. It is labour that a person has not offered voluntarily, but was forced, under any conditions, to provide.

Hate crime: A 'hate crime' is a crime motivated by hate towards a certain group of persons. A criminal act is defined as hate crime when:

- it is a crime under the criminal code in the legal jurisdiction in which it is committed and
- there was a *bias motivation* in committing the crime.

Target of a hate crime may be a person, group of persons, community, or property associated or alleged to be associated with such a group.

Bias motivation is when the perpetrator chooses the target of the crime based on their own hate/prejudice against a group of persons sharing a common characteristic, which is usually considered to be marginal/vulnerable within society. Such characteristics may be ethnic origin, colour of skin, religion, language, migratory status, gender/gender identity, sexuality, disability, age, etc.

Sexual violence: Sexual violence can include sexual harassment and/ or rape. 'Rape' is any non-consensual sexual intercourse. 'Sexual harassment' is any non-consensual and/ or unwelcome sexual conduct/behaviour. It could be verbal, non-verbal and/or physical, implicit or explicit. It may include sexual advances, sexual demands, requests for sexual favours, and/or sexual looks/gestures/sounds, "cat calling," etc. 'Unwelcome' conduct/behaviour is any conduct/behaviour that the recipient considers to be unwelcome, even if they did not express their objection, or seemed to have consented to it. Sexual violence may happen at any space (private or public place, or workplace), to any person, and it may be committed by anybody, including a partner, a spouse, a colleague, an employer, a friend, an acquaintance, or a stranger. Women and persons of non-binary gender identity experience it more frequently than men,

while those who exercise sexual violence are very often men. In Cyprus, sexual harassment at the workplace is prohibited and the law provides that, in case of a complaint for sexual harassment at the workplace, the burden of proof is on the accused person and not the complainant.

Institutional discrimination: The terms ‘institutional discrimination’ and ‘institutional violence’ refer to any negative and/ or oppressive acts and/ or measures and/or policies and/or exclusions imposed by government institutions and services, media, private companies, organisations, etc. on persons, based on their ethnic origin, colour of skin, language, religion, migratory background, gender/gender expression, sexuality, disability, age, etc.

Derogatory/Degrading treatment: ‘Derogatory/ degrading’ treatment is the behaviour of a person insulting and/ or humiliating somebody else. It may be verbal or non-verbal and it may include insults, shouting, gestures, sounds, etc.

Hate speech: ‘Hate speech’ is speech that attacks and/ or insults and/ or makes assumptions/ generalisations and/ or promotes discrimination/ criminal acts against a person or a group of persons based on the speaker’s own hate/ prejudice against a group of persons sharing a common characteristic, which is usually considered to be marginal within society. Such characteristics may be ethnic origin, colour of skin, religion, language, migratory status, gender/ gender identity, sexual orientation, disability, age, etc.

Threats/ Emotional harm: A ‘threat’ is a statement/ warning suggesting intention to cause non-consensual pain, damage, injury, abuse, or other hostile/ unpleasant/ violent action on somebody in punishment or in condition for something done or not done. ‘Emotional harm’ may include threats, shouting, emotional abuse, violent language, negligence, and any other behaviour that results in negative emotional reaction, which may include anxiety, fear, suffering, distress, and anger.

Discrimination is often experienced in multiple forms and the above forms of discrimination may intersect with one another; as a matter of fact, they usually do. Very often, migrants experience multiple discrimination: a migrant woman may face racism and sexism; a migrant trans woman may face sexism, transphobia, and racism; a Muslim migrant worker may face racism as well as religious discrimination; etc.

Discrimination in the workplace

Discrimination at work is a specific type of discrimination, which includes all actions, practices and perceptions that promote unequal treatment of an individual or a group of workers, targeting them on the basis of their particular background and/ or characteristics (race, ethnic or national origin, gender identity, sexual orientation, religion, political beliefs, age, disability, etc.). A common form of harassment in the workplace, which affects mostly women, is sexual harassment.

The combination of more than one grounds of discrimination leads to multiple discrimination, which concerns the majority of workers who are discriminated against. For example, migrant women workers are subjected to multiple discrimination on the basis of their race, national and ethnic origin, as well as their gender.

There are two types of discrimination in the workplace: direct and indirect. **Direct discrimination** is when a worker or a group of workers is/ are treated less favourably than others, on the basis of their background or/ and characteristics. For example, they are paid less than other workers who do the same job, with the same qualifications, years of service, etc. **Indirect discrimination** is when a rule, decision, procedure, policy, criterion or practice that appears at first glance neutral, because it applies to all, leads to

discrimination in its application, as it negatively affects workers of a particular background/ with particular characteristics.

Common acts of discrimination at the workplace

Psychological harassment (also known as mobbing or bullying) is a form of violence and is defined as the deliberate use of power against a person or a group of individuals with the intention to harm or leading to harming the physical, or/ and mental, or/ and intellectual, or/ and moral or/ and social development of that person or group. The main characteristic of this behaviour is its duration, frequency and repetition. In other words, this is often the result of accumulating and recurring abusive behaviours and/ or incidents (gestures, words, attitudes or behaviours) that affect, often by repetition or systematisation, the dignity or/ and the mental or/ and physical integrity of an individual. These are relatively insidious attacks that are hard to prove and identify. The harm caused does not primarily concern the individual's physical health, even if the psychological harassment sometimes involves physical violence or even if it has a long-term effect on the individual. In particular, M.-F. Hirigoyen (2002) identifies four categories of attitudes that constitute moral harassment:

Injustice in working conditions: Systematically challenging all decisions taken by a person, excessive or unfair criticism in relation to their job, systematic assignment of tasks beyond their abilities, impossible to perform or even fail to meet their abilities, removing responsibilities, etc.

Isolation and denial of communication: Employer/ colleagues no longer address the victim and they may communicate with them only in writing or through others. The presence of the victims is ignored and the victim often experiences segregation/ isolation/ marginalisation.

Denial of dignity: It may include contemptuous moves towards the victim, degrading comments, rumours spread, and offensive assignments. It is also referred to as *derogatory/ degrading treatment*, which is the behaviour of a person insulting and/ or humiliating somebody else. It may be verbal or non-verbal and it may include insults, shouting, gestures, sounds, etc.

Verbal, physical or sexual violence: It may include threats of physical violence, abusive speech, harassment and out-of-work, physical attacks.

While discrimination is widespread across all economic sectors, very few migrant workers report, take legal or other action against discrimination and unequal treatment at work. Similarly, neither trade unions, either through collective agreements or other actions, nor civil society organisations, which tend to adopt a more vigorous and critical approach, have managed to be effective in their fight against discrimination and unequal treatment at work. The development and promotion, therefore, of diversity in the workplace is increasingly considered as an effective approach for combating discrimination.

Barriers for reporting/ reacting to discrimination

Victims of discrimination may not report it due to fear or/ and due to lack of knowledge on available tools, mechanisms etc to report it or/ and due to lack of awareness of what discrimination is.

Very often, victims of discrimination cannot identify what they have experienced as discrimination because they are not adequately aware of what constitutes discrimination or/ and they are not equipped to identify it. Discrimination, discrimination forms and discrimination acts have been discussed earlier in this module.

Also, very often victims of discrimination do not report it due to lack of knowledge on available tools, mechanisms etc. Such tools and mechanisms will be discussed later in this module.

A common reason that racist discrimination is unreported is fear of arrest, detention and deportation. Victims of racist discrimination and even hate crime are often undocumented migrants who will not officially report their experience and especially to the police, as the common practice of the police is to arrest undocumented migrants and detain them for deportation reasons, even when they are victims of crimes. Even migrants with legal resident status are afraid to report discrimination against them, as they fear that such a report will lead them losing their residence permit. This is because residence permits of migrant workers in Cyprus depend on their employers. Moreover, victims of discrimination at workplace often do not report it because of fear that they could be fired or have other consequences by their colleagues/ employers/ supervisors. Such fear is reasonable as there have been many such cases.

According to the experience of civil society organisations, LGBTIQ* persons are also very vulnerable to discrimination. Yet, homophobic/ biphobic/ transphobic discrimination is rarely reported officially. This is because LGBTIQ* persons are often afraid of the stigma associated with revealing their sexual orientation and/ or gender identity. Although recently the LGBTIQ* community has been receiving more acceptance in the Cypriot society, as a result mainly of the visibility it has gained through the work of LGBTIQ* activists and groups, homophobic/ biphobic/ transphobic discrimination remains highly unreported.

It often happens that victims justify perpetrators (especially if they are family members, partners, colleagues or friends) because of internalised for example racism/ homophobia/ biphobia/ transphobia/ misogyny/ ableism and/ or victim-blaming and/ or dependency of the victim on the perpetrator.

In some cases, victims also report that they consider discrimination incidents as part of their everyday lives and they are therefore not willing or they are afraid to stand up for their rights, while others do not believe that reporting such incidents will ensure them any vindication and/ or bring any positive change for them individually or for their communities in general. This stems mostly from the authorities' failure to properly deal with discrimination cases.

As a result of all the above reasons, discrimination incidents are highly unreported and its consequences as well as its causes are not effectively addressed.

How to report discrimination

State authorities

Department of Labour Relations

As noted in their website, "the Department of Labour Relations is responsible for implementing the Government's policy in the area of industrial relations. In particular, the Department is responsible for safeguarding and maintaining industrial peace and healthy conditions in the area of industrial relations, with a view to achieving social cohesion, productivity in work, the establishment of democratic practices and the achievement of socio-economic progress.

The Department is responsible, among others, for the following:

- i. the prevention and settlement of industrial disputes, including the provision of assistance to enterprises for the development and effective functioning of mechanisms for collective bargaining, mutual agreements, and the settlement of personal complaints,

- ii. the safeguarding of trade unionism freedoms, including the right to organize,
- iii. the promotion of collective bargaining as the basic method for determining terms and conditions of employment, the encouragement for the creation and maintenance of strong employers' and workers' organisations and the achievement of balanced power in the economy,
- iv. the protection of vulnerable groups of workers (with emphasis on non-unionized employees), mainly due to their weak bargaining power, through the determination by Law of minimum terms and conditions of employment,
- v. the promotion and enforcement of Labour Law, that has created a new legal framework for the protection of employees' rights and determines minimum labour standards,
- vi. the enforcement, monitoring and inspection of the application of the harmonized labour legislation,
- vii. the effective application of the Agreement on the procedure for the settlement of labour disputes in Essential Services, which is an extension of the Industrial Relations Code,
- viii. the provision of special services to the Hotel and Catering Industry, which includes the enforcement of the relevant Law pertaining to the terms of service,
- ix. the promotion of the principle of equal treatment between employees, with special emphasis on the principle of equal pay between men and women, and
- x. the enforcement of the Trade Union Laws, including the registration and supervision of employees and employers organizations.”²⁶

Any worker can submit a complaint related to their employment, including discrimination on any grounds. The Department of Labour Relations has the responsibility to examine such complaints, involving all parties (employer, complainant, trade union) in the process (mediation process): “The Department of Labour Relations is responsible for mediating in labour disputes in the private and semi-government sector. The mediation process can be summarised as the efforts undertaken by the mediator to convince each side, i.e. the trade-union and the employer's side, to change their initial position with a view to bringing both sides closer, so that the dispute can be settled. It should be stressed that the mediator has no authority to decide on how the dispute should be settled, and does not try to convince the two sides to accept the settlement he/she believes most appropriate. Essentially the mediator works towards achieving the settlement which will be accepted by both sides. [...] The procedures followed during the mediation in a labour dispute and the types of labour disputes for which the Department may be called upon to mediate are laid out in the Industrial Relations Code.”²⁷

There are District Offices of the Department of Labour Relations in all cities of the RoC (Lefkosa, Lemesos, Larnaka – Ammochostos, Pafos). Public Service Hours: 08:00 - 15:00.

For more information:

http://www.mlsi.gov.cy/mlsi/dlr/dlr.nsf/index_en/index_en?OpenDocument

The ***Gender Equality Committee in Employment and Vocational Training*** is also under the Department of Labour Relations and it is responsible for the equal treatment between men and women, including the reduction of the wage gap between men and women, the right to parental leave, sexual harassment, and

²⁶ From the website of the Department of Labour Relations:
http://www.mlsi.gov.cy/mlsi/dlr/dlr.nsf/page04_en/page04_en?OpenDocument

²⁷ Ibid

the prohibition of firing a pregnant woman: “The Committee was established under Article 22 of the “Equal Treatment of Men and Women in Employment and Vocational Training” Law, No. 205(I)/2002. The Committee is composed of a Chairman and eight (8) Members, including Government representatives, representatives of Employers and Employees Organisations, appointed by the Minister of Labour and Social Insurance for a two-year period. The Committee has an advisory role and undertakes matters falling within the purpose and scope of this Law. Specifically, it advises, within its competencies, on national policy and legislation and supervises the implementation of the Law through the competent Department of the Ministry of Labour and Social Insurance. In addition, it submits, by its own initiative, complaints or accepts complaints and forwards them for action to the Chief Inspector.”²⁸

The Committee monitors the application of law and has an advisory role in regard to:

- The formation or the revision of national policy in its scope.
- The import or revision of relevant legislation.
- The adoption of measures and the application of programmes to promote gender equality.²⁹

The Committee

- submits self-appointed complaints, and accepts complaints that are forwarded in turn, to the Chief-Inspector (Director) of the Department of Labour for investigation. The department of Labour is responsible to inform the Committee about the outcome of the investigation.
- provides free advice and information, free of charge, on gender equality issues in employment and vocational training, to any interested party.
- provides legal aid to victims of discriminative behaviour.³⁰

For more information:

http://www.eif.gov.cy/mlsi/dl/genderequality.nsf/index_en/index_en?opendocument

Courts

Discuss to which courts a victim of discrimination can apply, when and how.

Discuss access to legal aid for victims of discrimination.

National context:

In Cyprus, apart from the procedures that reach courts (Criminal or Labour Dispute Courts) further to a finding by the Labour Relations Department, the right to equal treatment in employment and to not be discriminated against on a ground prescribed by the aforesaid legislation may be invoked directly before the Labour Disputes Court, within a year from the occurrence of the discriminatory treatment. A procedure before this Court concerns employers both in the public as well as the private sector and a successful procedure may lead to limited compensation. For compensation regarding long periods of human rights violations, discrimination may be invoked before District Courts. When discrimination constitutes a criminal offence according to the legal framework (e.g. sexual harassment), a case may be tried before the Criminal Court as well. Decisions giving rise to discrimination that are taken by employers in the public sector may form administrative acts and thus be challenged before the Administrative Court

²⁸ <http://www.mlsl.gov.cy/mlsl/dl/dl.nsf/All/73F76DFAF245BAA4C22580E6003E55F8?OpenDocument>

²⁹ http://www.eif.gov.cy/mlsi/dl/genderequality.nsf/page02_en/page02_en?OpenDocument

³⁰ Ibid

within 75 days from the issuance/ delivery of the decision. Yet, when successful, this procedure leads to the cancellation of the decision and not to an obligation to compensate or act in a particular manner. Importantly, with the exception of the criminal procedure, in the rest of judicial procedures mentioned above the reversal of the burden of proof applies, which means that where a case discrimination is substantiated at first instance, it is for the employer to prove that such treatment did not occur and not to the employee to prove that it did.

Independent authorities

The ***Anti-Discrimination Body*** is an independent authority that functions within the framework of the Office of the Commissioner for Administration and Human Rights (Ombudsperson). As stated in its webpage, “[i]ts main objective is the combating of racism and discriminations and the promotion of equal treatment with respect to human dignity.”³¹ It was established in 2004 in accordance with the Combating of Racial and Other Forms of Discrimination Law. The Anti-Discrimination Body examines complaints submitted by anybody regarding discrimination and it can also make interventions relating to discrimination cases ex-officio. If a discriminative treatment or practice is affirmed, the Anti-Discrimination Body has the authority to apply sanctions. Its competencies cover both the public and the private sectors. Reports on cases are issued and often published online. Its annual report publishes data on complaints submitted to it.

The ***Commissioner for Children’s Rights*** receives and examines complaints regarding violations of children’s rights. Such complaints may include discrimination against children, on any grounds.

Civil society organisations: NGOs, trade unions

Apart from independent authorities, NGOs and trade unions may also deal with complaints of discrimination at the workplace.

NGOs

KISA – Action for Equality, Support, Antiracism

For more than 16 years now, KISA has been supporting, with its Migrants and Refugees Centre, victims of discrimination in various ways and especially in claiming their rights. KISA works against any form of discrimination, with focus on anti-racism. It acknowledges that discrimination often targets people at multiple levels (not only on the basis of their migratory background/ ethnic origin, for example, but also on the basis of their gender/ and gender identity/ sexual orientation/ disability status/ health status/ age/ class/ political beliefs) and it therefore has an intersectional approach in its actions.

KISA works from the grass root level at direct communication with communities of vulnerable to discrimination and racism persons and especially migrants and refugees. Its activities towards migrants and refugees who are victims of discrimination include mainly: provision of free information, advice, advocacy, mediation and support services; pro bono legal representation in strategic litigation cases; empowerment and capacity building actions. KISA’s activities towards society in general of the RoC regarding discrimination include: sensitisation and awareness-raising; active engagement with the mainstream as well as the social media; advocacy for structural, legal and structural policy changes. Finally, KISA strongly believes in the cooperation and coordination of Civil Society Organisations at national, EU, and international level. At the national level, KISA works together with other NGOs in order to overcome the difficulties and better work together and coordinate their actions. KISA is also a very

³¹ http://www.ombudsman.gov.cy/ombudsman/ombudsman.nsf/page61_en/page61_en?OpenDocument

active member in European and international NGO Networks such as PICUM (Platform for International Cooperation On Undocumented Migrants), ENAR (European Network Against Racism), EMHRN (Euro-Mediterranean Human Rights Network), AEHD (European Association for the Defence of Human Rights), the JUSTICIA European Rights Network, Migreurop and UNITED for Intercultural Action.

For more information: <https://kisa.org.cy/>

Cyprus Refugee Council

Cyprus Refugee Council (CyRC) is UNHCR's partner, and provides free legal and social advice to asylum seekers and refugees in the Republic of Cyprus. CyRC provides advice on the asylum procedure, access to the labour market, social and health services, family reunification, and other issues. Psychological support is offered to victims of violence.

CyRC follows an inter-disciplinary approach, by providing individualised legal, social and psychological support to persons of concern with the aim to ensure access to rights, integration into the local communities and a satisfactory quality of life.

For more information: <https://cyrefugeecouncil.org/>

Caritas Cyprus

In Nicosia and Larnaca, Caritas Cyprus' Migrant Centres are open weekdays to provide a place for migrants to socialise with others, to access legal, healthcare, and psycho-social support, to learn languages and, if necessary, to access food, clothing and other humanitarian services.

For more information: <http://caritascyprus.com/>

AGAPI

AGAPI is a voluntary organisation in Limassol that supports people in need, including refugees and asylum-seekers in Cyprus. The group operates a Migrant Centre and a Charity Shop in Limassol and provide support to migrants and refugees.

For more information: <https://www.facebook.com/StCatherines-Agapi-Limassol-Cyprus-1037082223070252/>

Cyprus Stop Trafficking

Cyprus Stop Trafficking offers a range of help and support to victims of human trafficking. It cooperates and works alongside other non governmental organisations as well as the police force and the social services.

For more information: <http://www.cyprusstoptrafficking.com>

"Hope For Children" - CRC Policy Center:

"Hope For Children" CRC Policy Center works together with national, regional and international advocacy institutions to reform child welfare systems to promote and protect the interests of children and youth, including unaccompanied children and minors who reside in Cyprus.

For more information: <http://www.uncrcpc.org/>

mi-HUB Migrant Information Centers

mi-HUB helps vulnerable migrants, including asylum-seekers and refugees, across Cyprus feel protected, safe, informed and supported so that they are able to move forward with their lives. With offices in the four major towns, mi-HUB staff can offer advice on a wide range of issues.

For more information: www.mihub.eu

Cyprus Red Cross

The Cyprus Red Cross Society offers humanitarian assistance and support as well as medical, psychosocial and other services to migrants and refugees.

For more information: <http://www.redcross.org.cy/>

Oasis

OASIS is a voluntary community group in Larnaca that supports refugees and asylum-seekers in Cyprus. They offer Greek language and English language classes for free, as well as food baskets on Mondays. In addition, they have a Social Café meeting every Wednesday morning.

For more information: <https://www.facebook.com/oasislarnaca/>

Freedom Dolls

Freedom Dolls is a Non-Profit making organization which is based in Larnaca, Cyprus and works with victims of human trafficking. The main aim of the charity is to help, support and empower women who have been sexually exploited.

For more information: <https://www.cyprus.com/listing/freedom-dolls-victims-of-human-trafficking/>

A.S.F Social centre St. Joseph Migrant

A.S.F Social centre St. Joseph Migrant in Nicosia offers support to migrants and refugees, especially domestic workers, including a shelter for migrant women.

Saint Paul's Anglican Church

Saint Paul's Anglican Church in Nicosia offers material and community support to individuals and families in need, including refugees and asylum-seekers.

For more information: https://www.facebook.com/pg/St-Pauls-Cathedral-Nicosia-1436816359917136/about/?ref=page_internal

Wellspring Association

Wellspring Association in Limassol offers individual support for survivors of human trafficking, asylum seekers, refugees and women from otherwise vulnerable backgrounds.

For more information: www.wellspringcyprus.com

Cyprus Gender Equality Observatory

Gender Equality Observatory – CGEO, among others, offers support to women who suffer abuse, marginalisation and social exclusion. Equal pay, sexual harassment in the workplace, gender equality within the family, work, administration, reconciliation of family and work, equal opportunities in employment and the European perspective, the impact of globalisation and economic crisis to working women, the importance of lifelong education, positive actions for women, are topics it works with.

For more information: <http://www.pik.org.cy/en/>

Trade unions

The main trade union organisations in the private and semi-government sectors are:

The Pancyprian Federation of Labour (PEO), which is the oldest and largest trade union organisation in Cyprus.

The Cyprus Workers Confederation (SEK), which comprises seven federations, is the second largest union organisation in Cyprus.

The Democratic Labour Federation of Cyprus (DEOK), which is the third umbrella union organisation.

The Union of Cyprus Banking Employees (ETYK), which is the sole trade union in the banking sector.

In the public sector, there are four trade unions:

The Pancyprian Public Employees Trade Union (PASYDY).

The Pancyprian Organisation of Greek Teachers (POED) (for elementary school teachers).

The Organisation of Greek Secondary Education Teachers (OELMEK).

The Organisation of Greek Technical Education Teachers (OLTEK).

Activity A: Practicing intervention

Time: 30 minutes

Materials:

Pens

Note-books

INSTRUCTIONS

- 1) Trainers ask participants to split into two working groups.
- 2) One group is asked to respond to the scenario that a white supervisor compliments the work of an African employee telling him that they “work well together because... well, you’re white in my book!” The other group is asked to respond to the scenario that a man director praises the work of a woman employee telling her that “she works hard as a man.”
- 3) Ask the groups to discuss their scenarios, plan a strategy for intervention, and act it out in front of others.
- 4) Trainers discuss with participants the scenarios, their acting, thoughts and feelings.

Activity B – Case study

Time: 20-40 minutes

Materials:

Chart Paper

Markers

Handout 5.1

Notepads

Pens

INSTRUCTIONS

- 5) Trainers ask participants to form groups of 3-5.
- 6) Trainers distribute handout 5.1 to the participants and ask them to discuss it with their group.
- 7) Trainers ask the groups to present their findings.
- 8) Trainers discuss the findings of the groups and add to them, if necessary.

HANDOUT 5.1

A disabled co-worker discloses to you that she believes the work environment to be ableist. She shares with you ableist comments she has heard from colleagues and superiors, both in relation to her and in general. She also shares with you that accessibility is not always easy in the company. She feels that a diversity training would be very useful, but she does not want to suggest it as she feels this would make her even more vulnerable to criticism. How do you respond?

TRAINERS NOTES**Discussion Questions:**

- *Have you/ somebody you know ever experienced a situation similar to the one in the handout? What happened and how was it handled? What was the result?*
- *What are some other ways such a case can be handled?*
- *How can you be supportive?*
- *How can you engage colleagues/ superiors to also be supportive?*
- *Should you intervene?*

As an abled person, you are privileged, both at work and within the society. You can choose to either ignore your privilege or use it to contribute to a work environment where everyone feels comfortable and safe.

Start by inquiring what they perceive as ableist. Show you are interested into listening to your colleague and learning from her. Ask her how she thinks things could be improved.

Consider your work context. Some contexts are more challenging and some are more accepting than others. Seek to identify ways to make the work environment more accessible and safer to disabled people. Consider your colleague's opinions on that. If you are not sure, search for suggestions by organisations/ groups of disabled people, either online.

Consider how to improve your own behaviour. Be aware of ableist language, ableist comments, and ableist behaviour and put conscious effort to eliminate it.

Consider discussing issues of ableism in the workplace with other colleagues and superiors, seeking to make the workplace a more accessible and safer environment. Do not discuss your colleague's concerns in a way that could reveal she has complained to you.

Consider suggesting a diversity training as your own idea/ initiative. Try to convince your colleagues and superiors of its usefulness.

Contact an organisation/ groups of disabled people and ask for their insight.

If your company has a Human Resources department, suggest your colleague to reach to them. If she does not want to do so, try to reach them by yourself. Let them know of the problems you have identified and any suggestions you may have. Again, do not do it in a way that could reveal that your colleague has complained.