

Report No. 10, October 2005

Diversity in the workplace

Recently we have taken a number of enquiries regarding non-native English speakers in the workplace. Understanding the issues involved is vital to successful workforce development and also has an impact on health and safety considerations. We have collected some of the most useful links for business.

This information is also available online in the [Employers section of our website](#)

Advice for businesses employing non-native English speakers

General

Employing Migrant Workers <http://www.employingmigrantworkers.org.uk/>

The Home Office has produced this accessible site on the legal aspects of employing migrant workers, plus information on supporting your employees, including language and cultural issues, and making the most of a diverse workforce. You can also

read case studies on well-known employers who have developed successful policies on employing migrant workers and diversity, eg. Bernard Matthews http://www.employingmigrantworkers.org.uk/resources/5_9_3.html

Health & Safety

Six brochures about health and safety in the work place have been produced by [Sheffield Occupational Health Advisory Service](#) (SOHAS). Sponsored by Lloyds TSB, these brochures are published in Arabic, Bengali, Chinese, English, Somali and Urdu.

صحتكم وسلامتكم: دليل للعامل
Your health, your safety: A guide for workers

خدمة من قبل الهيئة التنفيذية للصحة والسلامة (إتش إس إيه) HSE (Safety)
التعاون مع اتحاد النقابات العمالية (إي يو سي) TUC (Trade Union Congress)
هذه الوثائق عبارة عن وثائق حكومية تعمل للخدمة صممت ورسالة وحسن حال

The Health & Safety Executive (HSE) has a number of translated documents on the issue of Health & Safety. "Your Health, your Safety: a guide for workers" is translated into a number of languages, together with a range of industry specific documents. See www.hse.gov.uk/languages/index.htm.

The HSE also operates a telephone interpreting service covering over a hundred different languages. To use the service, contact Infoline on 0845 345 0055, and tell the operator which language you wish to speak. The operator will then arrange for an interpreter to be connected into the telephone line within a minute or so, and you will be able to continue your enquiry in your own language.

http://www.hse.gov.uk/languages/tele_trans.htm

Cultural Diversity

B&Q have produced a very thorough brochure on cultural diversity in the workplace, with brief information on minority ethnic and religious cultures and a calendar of festivals and celebrations.

http://www.diy.com/diy/jsp/aboutbandq/social_responsibility/EMBRACIN.PDF

www.multicultural-matters.com gives a month by month diary of 'this month's' and 'next month's' festivals.

www.multifaithnet.org provides information about different faiths.

Intercultural Competence

Intercultural competence enables you to interact both effectively and in a way that is acceptable to others when you are working in a group whose members have different cultural backgrounds. A framework of competences can be found at www.incaproject.org

Sectors / Case Studies Language in the Construction industry: Communicating with Second Language Speakers

The report, published in March 2004, provides a snapshot of how native English speakers and second language speakers communicate in the workplace, identifies good practice and suggests how the construction industry might continue to promote effective operational communications in the context of health and safety.

www.cilt.org.uk/research/projects/employment/construction.htm

In addition to the report, a 'Simple Guide to Clearer Communication' has been produced which highlights issues on this subject relevant to the industry sector.

Heathrow Talking to the World



This language skills audit conducted in 2004 looked at Heathrow Airport's current use of its multi-lingual employees and suggested actions to further develop its workforce.

Experiences with employing refugees.

Researched and prepared by the Institute for Employment Studies in 2004. Good case studies highlighted, including two from the Food and Drink Sector: www.employment-studies.co.uk/pdflibrary/01550ef.pdf

Bye from Catherine

This is the last monthly report that I will be sending out, as I am leaving RLN SW in November to take up a position at the University of Exeter, as Market Development Officer at the School of Business and Economics. My role will mainly involve the recruitment of international students - there is some overlap with what we have

been doing in HE at the RLN and I expect to continue working closely with many of the contacts I've made over the last two years. It's not far to move, but much closer to the Xfi cafe and its Danish pastries so please stop in for a coffee if you're passing by!

This edition and previous RLN Monthly Reports are available online at www.rln-southwest.com/publications

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