

# Cultural etiquette

As an organisation we need to be aware of some cultural etiquettes that would help foster good relations with our communities, and between officers and members of staff.

Here are some tips when interacting with members of the diverse communities we serve.

## Handle holy scriptures with care

Handle them carefully and with clean hands / gloves.



## Touching a patka / turban / tam / kippah

Touching a person's head covering without their permission is disrespectful.

Always treat with care and respect.



## Shoes in a praying area

No shoes on prayer mats or beds in religious venues / rooms.

Please use plastic covers.



## Know how to meet and greet each other

If you're not sure extending your hand is the right move to make, pay attention to the body language of the people you are greeting.



## Understanding of faith venues

At some faith venues, men and women pray separate.

Only a female officer should enter the female prayer section.



## Eye contact

In many cultures, such as in Asia and Africa/Caribbean countries, it is respectful not to look elders or people of authority in the eye.

Some people with learning disabilities find eye contact difficult.

Lack of eye contact does not mean that a person is not paying attention.

Hearing impaired use British Sign Language.



## Handling a janeu and rosary beads

Janeu is a sacred strand of threads worn by orthodox male Hindus.

Ask for permission before removing, handle with care and respect.

