

L'ORÉAL

CODE OF BUSINESS ETHICS

INDLELA ESISEBENZA NGAYO

2007

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UMOYA WAKWA- L'ORÉAL

Kwa-L'ORÉAL, sikholwa ukuthi kuwumgomo wawo wonke umuntu ukuthola ubuhle. Umsebenzi wethu ukusiza amadoda nabesifazane emhlabeni wonke bawuqaphele lowo mgomo wabo wokuthola ubuhle, futhi baveze ubuntu babo siqu ngokugcwele. Yilokhu okwenza ibhizinisi lethu libe nenjongo nokubaluleka, nasempilweni yokusebenza yabasebenzi bethu. Siyaziqhenya ngomsebenzi wethu.

NJENGEBHIZINISI

Isu lethu lobuholi lisekelwe wutshalo-mali oluqhubekayo ocwaningweni olungokwesayenzi nasentuthukweni yokuzikhandla. Lokhu kwenza ukuba izinhlobo zethu zebhizinisi zidilive imikhiqizo ephumelela kakhulu, esebenzisekayo futhi okuyinjabulo ukuyisebenzisa, futhi ekhiqizwa ngokucophelela okuseqophelweni eliphezulu neziphophe kakhulu. Umgomo wethu ukufinyelela ezingeni lomhlaba, futhi siyaqhubeka nokuziphonsela thina nezindlela zethu zokusebenza inselele. Kubaluleke kakhulu kithina ukwethembeka nobumsulwiIMP: ukukhangisela abathengi bempahla yethu kusekeleke empumelelweni eqinisekisiwe nasekwazisweni okungokwesayensi. Sizibophezele ekwakheni ubuhlobo obuhlala njalo namakhasimende ethu kanye nabaphakeli bethu, obusekelwe enzuzweni yethu nabo. Senza ibhizinisi ngobuqotho: siyayihlonipha imithetho yamazwe esisebenza kuwo futhi sinamathela emikhubeni emihle yokulawulwa kwezinkampani. Silondoloza imigomo ephakeme kwezokugcinwa kwemibiko yezimali nokubika, futhi siyakusekela ukulwisana nokukhohlakala. Siletha inzuzo ehlala njalo, esimeme yabanikazi bamasheya ngokuvikela nokusebenzisa impahla yenkampani ngendlela ezuzisa kakhulu.

NJENGOMQASHI

Sihlose ukwenza u-L'ORÉAL indawo okungcono kakhulu ukusebenza kuyo. Siyazi ukuthi abasebenzi bethu yibona abayigugu kakhulu ukwedlula yonke enye into. Bafanelwe yindawo yokusebenza ephephile nenempilo: indawo lapho ziqashelwa khona iziphiwo namakhono omuntu ngamunye, ukuhlukahluka kubhekwa njengegugu, ubumfihlo buyahlonishwa, futhi kuyagwenywa ukweqisa phakathi kokuphila kwasemsebenzini nokomuntu siqu. Sikholelwa ekunikeni abasebenzi bethu indawo eqabulayo, amathuba avusa amadlingozi omuntu siqu kanye nethuba lokwenza umehluko. Sikhuthaza isimo sokukhululeka, isibindi, ukuphana nenhlonipho, ukuze abasebenzi bethu bazizwe bekhululekile ukubuza imibuzo, ukuveza imibono kanye nokukhathazeka kwabo.

NJENGESAKHAMUZI ESIQOTHO SENKAMPANI

Sidlala ingxenye yethu ekwakheni izwe lobuhle nokungakhethi. Siyawuqaphela umthelela esinawo endaweni esizungezile engokwemvelo, kuhlenganisa nasezimpilweni ezihlukahlukene, futhi siyaqhubeka sifuna ukuwunciphisiIMP: sizimisele ukugwema ukukhinyabeza ikusasa ngenxa yenamuhla. Sineqhaza elihle esilinelelayo emazweni nasemiphakathini esikuyo, futhi siyawahlonipha amasiko nalokho okuhlonishwayo endaweni. Sizibophezele ekuhlonipheni amalungelo abantu. Sifuna ukusiza ekuqedeni ukuxhashazwa kwabantwana endaweni yomsebenzi nokusetshenziswa kwabasebenzi okuphoqeletwe. Sifuna ukukuqeda ukwenziwa kocwaningo ngezilwane embonini yethu, futhi sibambe iqhaza entuthukweni nasekwamukelweni kwezinye izindlela ezihlukile ezingasetshenziswa. Siyaqhubeka sifuna ngentshiseko futhi sikhetha amabhizinisi esingabambisana nawo anombono nokuzibophezela ezimisweni zethu zokuziphatha.

Lona umoya esisebenza ngawo: UMOYA WAKWA-L'ORÉAL.

ISANDULELA

NGU-SIR LINDSAY OWEN-JONES
NO-JEAN-PAUL AGON



U-L'ORÉAL wakhiwe wazungeza amagugu awumongo abelokhu esikhombisa indlela empilweni yonke yenkampani yethu, futhi asaqhubeka ukwenza lokho nanamuhla. Amagugu ethu yiwo afuqa isiko lethu, futhi awumgogodla wegama lethu elihle.

Eminyakeni eminingi besiwadlulisela phambili ngamazwi omlomo. Kodwa manje njengoba sesibaningi kangaka, futhi sizinze emazweni aya ngokwanda, sikholwa wukuthi sekuyisikhathi sokuhlenganisa amagugu ethu embhalweni owodwa: umbhalo ozosinika intshisekelo futhi wenze sisondelane kakhulu kunakuqala.

Siphila ezikhathini eziguquka ngesivini. Akusenele ukugcina ngokushiyelana izinkolelo ezifanayo. Sidinga ngaphezu kwalokho ukuba sikwazi ukubeka ngokucacile, ngombhalo omusha, ukuthi sizifeza kanjani izibopho zethu ngezenzo.

Kuwanika impilo amagugu ethu futhi kukhombisa indlela okunika ngayo ugqozi nokwazisa ngayo izinqumo esizenzayo emsebenzini wethu wansuku zonke.

Sonke sinesibopho sokulandela le mithetho yokuziphatha okuyiyona efuqa ubuqotho nemigomo yokulunga kuka-L'ORÉAL. Silindele omunye nomunye wenu ukuba awahloniphe la magugu futhi awadlulisele phambili.

Sikholwa wukuthi ukuzibophezela kwethu ekuphileni ngokulandela la magugu anamandla, nasekukhombiseni amazinga ethu aphakeme okulunga kukho konke esikwenzayo, njalo kuyoqinisekisa ukuthi u-L'ORÉAL ubonwa njengenhlango eyisibonelo esihle: inhlango eqinisekisa ukuthi uyethembe futhi uyihloniphe.

SIR LINDSAY OWEN-JONES
Chairman

JEAN-PAUL AGON
Chief Executive Officer

ISANDULELA

YIKOMITI LABAPHATHI



Sizibophezele ekukhuthazeni UMOYA WAKWA-L'ORÉAL emsebenzini wethu wansuku zonke. Lokhu kubaluleke kakhulu empumelelweni eqhubekayo yenkampani.

Yingakho siye sakha lolu hlelo lomthetho wokuziphatha. Injongo yalo iwukuba kusizwe wonke umuntu ukuba aqonde lokho okulindelekile kithinjengabasebenzibakwa-L'ORÉAL. Lusebenza kithi sonke, akukhathaleki ukuthi sisebenza kuphi nanokuthi iyini indima yethu – akukhathaleki ukuthi singabasebenzi abaphethwe noma singabaqondisi benkampani.

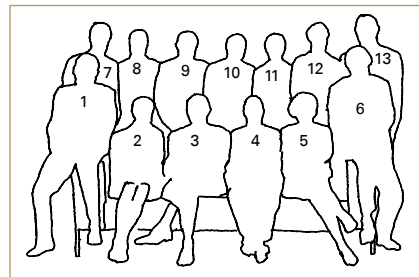
Ngamunye wethu nathi sonke enkampanini, njengamanxusa akwa-L'ORÉAL nanjengamalungu omphakathi wethu, senza isibopho somuntu siqu sokulandela lolu hlelo lwezimiso sokuziphatha – ngokulandela okubhaliwe nangokufeza izinhloso zalo ezifihlekile.

Ngaso sonke isikhathi kufanele uKhumbulele ukuthi:

- Imithetho nezimiso eziyisinqondiso ezihlelwe kule ncwadi ziyisibopho: kumelwe uzihloniphe
- Ubeka isibonelo: idumela lakwa-L'ORÉAL liyilokho wena okwenza libe yikho
- Ngeke wahlulelwe ngokwalokho okwenzayo kuphela, kodwa nangendlela okwenza ngayo
- Imibuzo ephathelene nezimiso zokuziphatha kuyaqabukela ilula, kodwa akumelwe ishalazelwe

Sikecebisa ukuba ungayigcini ngaphakathi kuwe leyo mibuzo: yiveze obala bese ufuna amacebiso.

Ubuqotho nenhlonipho kubaluleke kakhulu endleleni esisebenza ngayo.



1 JEAN-JACQUES LABEL
President
L'Oréal Professional Products

2 BRIGITTE LIBERMAN
Managing Director
Active Cosmetics International

3 JEAN-PAUL AGON
Chief Executive Officer

4 GEOFF SKINGSLEY
Executive Vice-President
Human Resources

5 BÉATRICE DAUTRESME
Executive Vice-President
Corporate Communications,
External Affairs & Prospective

6 PATRICK RABAIN
President
L'Oréal Consumer Products

7 LAURENT ATTAL
President and Chief
Executive Officer
L'ORÉAL USA

8 JOCHEN ZAUMSEIL
Managing Director of
the Asia Zone

9 JOSEPH BITTON
Managing Director of the
Latin America Zone

10 JEAN-PHILIPPE BLANPAIN
Executive Vice-President
Production & Technology

11 MARC MENESGUEN
President
L'Oréal Luxury Products

12 CHRISTIAN MULLIEZ
Executive Vice-President
Administration & Finance

13 JEAN-FRANÇOIS GROLIER
Executive Vice-President
Research & Development

INDLELA YOKUSEBENZISA LOLU HLELO LOMTHETHO WOKUZIPHATHA

INDLELA ESISEBENZA NGAYO ayizishintshi noma iziphi izinqubo-mgomo esezikhona, futhi kufanele uqhubeke usebenzisa noma imiphi imithetho nemigomo ebekiwe endaweni yakho yomsebenzi. Kunalokho, lolu hlelo lomthetho wokuziphatha luhloselwe ukukuhlinzeka ngohlaka lwalezi zinqubo-mgomo, ukuze kube lula kuwena ukuqonda lokho ezikushoyo.

Kodwa okubaluleke ngendlela efanayo, lumane nje luyithuluzi lokukusiza ukuba ubhekane nanoma imiphi imibuzo noma izinkinga ongase ube nazo ngokuphathelene nendlela esisebenza ngayo.

Kuyiqiniso, akukho ncwadi engakwazi ukulindela nokusingatha noma isiphi isimo esingase siphakame, ikakhulukazi njengoba izinkinga eziningi eziphathelene nezimiso zokuziphatha zenzeka “ezindaweni ezingabekelwe mthetho oqondile”, lapho ikhambi lenkinga ethile lingekho obala khona. Ngakho lapho ubhekene nalokho onomuzwa wokuthi kuyisinqumo esikuxakayo sezimiso zokuziphatha, zibuze le mibuzo elandelayo ngaso sonke isikhathi:

1. Ingabe siyavumelana **NOMOYA WAKWA-L'ORÉAL** kanye **NENDLELA ESISEBENZA NGAYO**?
2. Ingabe asingqubuzani nomthetho?
3. Izenzo zami zibathinta kanjani abanye abanikazi bamasheya futhi bangasabela kanjani uma bengezwa ngengikwenzile?
4. Uma ngingaqiniseki, ingabe ngiye ngalucela usizo?

Siyaqonda ukuthi ezinye izimo azilula. Lapho unongabazane, **umthetho osemqoka uthi dalula indaba uxoxe ngayo ngokukhululekile.**

Izindaba zezobuchwepheshe kungcono ukuziqondisa kongoti bangaphakathi njengoMnyango Wezezimali, abeMithombo Yabantu, Abezempilo Nokuphepha, Abezomthetho Nezezintela, Abezokuthenga, kanye nezinye izihloko.

UMB: Ingabe le ncwadi iyasebenza kimi?

IMP: Sonke kwa-L'ORÉAL singabhekana nenkinga ephathelene nezimiso zokuziphatha phakathi nomsebenzi wethu wansuku zonke: indlela esiziphatha ngayo kwesisebenza nabo nendlela esisabela ngayo ekuziphatheni kwabo; indlela esibhekana ngayo nezicelo ezinzima nezisifaka ekhoneni ezivela kumakhasimende nabaphakeli; indlela esixazulula ngayo imibuzo ngokusetshenziswa kwempahla yenkampani. Ngasinye salezi zimo siyakuthinta ukuziphatha. Loluhlelo lwemithetho wokuziphatha luhlinzeka ngesiqondiso esiwusizo, esisebenzisekayo kulezi zinkinga kanye nakwezinye ezivamile sonke esibhekana nazo ngezikhathi ezithile.

UMOYA WAKWA-L'ORÉAL kanye **NENDLELA ESISEBENZA NGAYO** kuzoxoxwa ngawo kubo bonke abasebenzi bakwa-L'ORÉAL Group kanye nabasizi babo emhlabeni jikelele. Futhi uthinta zonke iZikhulu naBaqondisi bakwa-L'ORÉAL Group nabasizi babo.

UMthetho Wezimiso Zokuziphatha Zezebhizinisi okwamanje uyatholakala ngezilimi ezingu-41. Uhlelo lwesiNgisi lwase-UK lwalo Mthetho Wokuziphatha luyosetshenziswa njengokuyobhekiselwa kulo uma kuba nezinkinga.

UKUHLONIPHA ABANYE ABANTU

Silindele ukuba bonke abasebenzi nabantu ngabanye namathimba basebenze ndawonye ngendlela enenhlonipho nekhululekile. Ngale ndlela sizolondoloza isimo sokwethembana, ubuqotho nobunye kulo lonke ibhizinisi lethu. Sonke kumelwe kube umgomo wethu ukuyincoma imibono yabanye, silishaye ihlombe iqhaza abanye abalinikelayo.

Kumelwe kukhuthazwe ukusebenza njengeqembu, impumelelo nokwehluleka kumelwe kwabelwane ngakho. Kufanele silalele ngomuzwa wokusiza futhi sabelane ngokwaziswa kuye ngesidingo, ngokuvumelana nemithetho yeQembu maqondana nokugcinwa kwemfihlo. Ekugcineni, ukujivaza esisebenza nabo kuphambene nezimiso zakwa-L'ORÉAL.

UKUHLONIPHA UMTHETHO

U-L'ORÉAL usebenza emazweni amaningi – uyikhaya lamasiko, imithetho, nezimiso zezombusazwe ezihlukahlukene.

Njengomthetho oyisisekelo, thina njengebhizinisi nanjengabantu ngabanye lapho sifeza imisebenzi yethu, kumelwe ngaso sonke isikhathi sihloniphe imithetho yamazwe lapho u-L'ORÉAL esebenza khona.

U-L'ORÉAL uyihlonipha ngokujulile imithetho elawula:

- Amalungelo abantu; ukwenqatshelwa kokusetshenziswa kwabantwana kanye nokusetshenziswa kwabantu ngempopo; ukubandlulula; isikhathi sokusebenza kanye nemihlo; ukumelwa kwabo bonke abasebenzi
- Imigomo yekhwalithi, ezempilo nezokuphepha
- Ukunakekelwa kwemvelo
- Ukonakala nokufumbathisa
- Ukukhokhwa kwezintela kanye nokugcinwa nokudluliswa kokwaziswa okunembile ngokusetshenziswa kwezimali
- Imincintiswano engakhethi

U-L'ORÉAL ufuna ukwabelana ngalezizimiso nalabo abambisene nabo ebhizinisini nokuqinisekisa, ngangokunokwenzeka, ukuthi abantu abanjalo abambisene nabo nabo bayayihlonipha le mithetho nalezi ziqondiso.

UKUHLONIPHA AMASIKO ENDAWO

INDLELA ESISEBENZA NGAYO iye yahlalwa ngosizo lwabasebenzi bakwa-L'ORÉAL emhlabeni jikelele. Sikholwa wukuthi imiyalezo ewumgogodla izosebenza kuyo yonke imikhakha yethu yokusebenza.

Kufanele siqinisekise ukuthi, noma kuphi lapho kungenzeka khona, senza imisebenzi yethu ngendlela ebonisa ukukhathalela ngamasiko endawo nawezenhlalo emiphakathi esikuyo.

Kungase kube nezimo lapho isiqondiso esikulolu hlelo lomthetho singase sihluke khona emthethweni noma emasikweni endawo ethile. Uma kunjalo, lapho umthetho wendawo udinga khona ukuba kubekwe imigomo engaphezu kwaleyo esiyifake kulolu hlelo lomthetho, ngaso sonke isikhathi kuzosebenza umthetho wendawo. Uma ngokuphambene lolu hlelo lomthetho lunemigomo ephakeme ukwedlula eyomthetho wendawo, khona-ke lolu hlelo luyoba nohlonze nesisindo ngaphezu komthetho wendawo futhi kuyomelwe luhlonishwe – ngaphandle uma lokhu kuyophumela ezenzweni eziwukwephula umthetho.

UKUKHULUMA NGOKUKHULULEKA

U-L'ORÉAL ukhuthaza umoya wokukhululeka lapho abasebenzi bengakwazi khona ukuveza ukukhathazeka kwabo ngobuqotho.

Bonke abasebenzi kulindeleke ukuba kube umthwalo wabo wemfanelo ukuqinisekisa ukuthi ukuziphatha kwethu kuyavumelana NOMOYA WAKWA-L'ORÉAL NENDLELA ESISEBENZA NGAYO.

Sikhuthaza bonke abasebenzi ukuba baveze imibono yabo, balwele imibono yabo futhi babike lapho kuba khona ukuziphatha noma izimfuno ezingemukeleki.

Siyaqaphela ukuthi abasebenzi bangase babe nakho ukukhathazeka ngemikhuba ethile futhi badinge amacebiso nesiqondiso okuzobasiza bakwazi ukuthola isisombululo.

Kuyinkambiso yethu ukuthi lapho kuphakanyiswa noma ikuphi ukukhathazeka ngobuqotho ngokuziphatha okungafanele ohlangothini lweNkampani noma nakunoma yibaphi abasebenzi bayo noma esibambisene nabo ebhizinisini, kuphenyiswe ngokucophelela, nokuthi kuthathwe izinyathelo ezifanelekile ukuze kubhekwane nemiphumela yalolo luphenyo. "Ubuqotho" busho ukuthi uye wanikeza ukwaziswa okholwa wukuthi kwethembekile futhi kunembile ngaleso sikhathi, ngisho noma kamuva kungase kutholakale ukuthi usephutheni.

Sizohlizeka ngezimvo zethu kumuntu oye waveza lokho kukhathazeka, ngezinga eliyotholakala lifanelekile futhi kunganikezwa ngaphandle kokwephula izimfuneko ezingokomthetho noma eminye imisebenzi ephathelene nokugcinwa kwemfihlo.

Sizoqinisekisa ukuthi kulandelwa inqubo efanele lapho kuphenywa, futhi ngokuyinhloko, sihloniphe izimiso zaleyo nqubo kanye nalowo oyobhekwa njengongenacala.

Konke ukwaziswa okuzonikezwa lapho kwenziwa uphenyo kuzoxoxwa ngakho nalabo "okudingeka bazi ngokwenzekayo," futhi bonke abasebenzi abaveza lokho kukhathazeka ngobuqotho bazovikelwa kulabo abangase baziphindiselele. Kulindeleke ukuba sibambisane ngokuphelele nophenyo olwenziwayo.

Indlela evamile yokuveza lezo zinkinga ingokuya kwabakuphethe. Uma ngesizathu esithile uzizwa ungakhululekile ngokulandela le nqubo, kufanele wethule lolu daba kuMphathi wakho weMithombo Yabantu. Kunaneminye imithombo eyengeziwe etholakalayo ezweni lakini, njengabameleli babasebenzi, izinqubo zokoniwa (grievance procedures) noma i-helpline (ucingo lwezeluleko).

Ezweni lakini, kuwumthwalo woMphathi Wezwe (Country Manager) okunguyena ekugcineni onesibopho sokuqinisekisa inhlonipho NGOMOYA WAKWA-L'ORÉAL NANGENDLELA ESISEBENZA NGAYO.

Uma waveza le nkinga enkampanini yangakini futhi usengakeneliseki ngempendulo owayinikwa ngabaphathi benkampani, noma esimweni esingavamile okungafaneleki kuso ukuveza le nkinga ngakini, ungathintana noMqondisi WeQembu Lezimiso Zokuziphatha Lakwa-L'ORÉAL kula makheli alandelayo:

ingosi ye-inthanethi: www.lorealetics.com

incwadi: **Group Director of Ethics, L'ORÉAL,**
41, rue Martre, 92117 CLICHY,
FRANCE

Sicela uphawule ukuthi nakuba singayenqabeli imibiko evela kumuntu ongaziwa, kodwa asiyikhuthazi. Sikholwa wukuthi sinikeza iziqinisekiso ezanele ukuze sikwenze kungadingeki ngomqashwa obika ukukhathazeka ngobuqotho ukuba afihle ukuthi ungubani. Futhi kunzima ukuphenyisa udaba uma lubikwe ngumuntu ongaziwa.

INDLELA ESISEBENZA NGAYO NJENGEBHIZINISI

“Umgomo wethu ukufinyelela ezingeni lomhlaba, futhi siyaqhubeka nokuphonsela thina nezindlela zethu inselele”

UMOYA WAKWA-L'ORÉAL



UKUPHEPHA NEKHWALITHI YOMKHIQIZO

Ukuphepha nekhwalithi yomkhiqizo kubaluleke kakhulu ngazo zonke izikhathi.

Yizinga eliphakeme, ikhwalithi kanye nokuphepha komkhiqizo wethu okubonisa ukuzinikela nenhlonipho yethu ngamakhasimende ethu, okwenza asethembe, okusekela idumela lemikhiqizo yethu nokuqinisekisa ukuthi u-L'ORÉAL uhlala ehamba phambili emkhakheni wethu.

Sizibophezele ekuthengiseni imikhiqizo esebenzisekayo nephephe ngendlela eqinisekisiwe, eqinisekisiwe ngokuhlolisiswa ngokucophelela.

Bonke abasebenzi bakwa-L'ORÉAL emhlabeni jikelele kumelwe bazibophezele ekufinyeleleni ezingeni eliphakeme lokugcina lomkhiqizo kusukela uqala ukwenziwa kuze kube yilapho ususakazwa, ngisho nangemva kokuba umkhiqizo usufakwe ezimakethe.

Sonke thina esibandakanyeka ekwakhiweni, ekukhiqizweni, ekumakethweni, ekusakazweni nasekuthengisweni kwemikhiqizo kulindeleke ukubIMP:

- Senze ngokuvumelana nazo zonke izimfuneko ezingokomthetho nezilawulayo mayelana nokwakhiwa komkhiqizo nokufakwa kwamalebula kuwo
- Sikhuthaze ukuthekelana ngemibono okukhululekile ngokuphepha komkhiqizo ukuze kungabikho lutho oluphathelele nokuphepha olushalazelwayo
- Siqinisekisa ukuthi kusetshenziswa imigomo ephakeme kakhulu yenhlanzeko nezokulawulwa kwekhwalithi esigabeni ngasinye senqubo yokukhiqiza
- Siqinisekise ukuthi noma iziphi izinkonono ezingezinhle ezivela kubathengi ziyabikwa kwi-Department of Post Marketing Surveillance
- Sisabele ngokushesha nganoma ikuphi ukukhathazeka okungaba khona ngokuphepha komkhiqizo, ukubambelela kanye nezinkinga zokulawulwa kwekhwalithi

UMB: Ngisebenza ophikweni lwezokukhiqiza, futhi ngiye ngabona izimpahla eziphothuliwe ezinezimfa, okubonisa ukuthi kungenzeka omunye umshini yiwona odala izinkinga zekhwalithi. Ngizazi ukuthi kumelwe sime ukukhiqiza uma lokho kwenzeka, kodwa ongiphethe akazange athathe zinyathelo ngalokhu. Ngizazi ukuthi sinomsebenzi omningi okumelwe wenziwe phakathi nesikhathi esifushane. Ingabe kufanele ngethembe ukuthi uyakwazi akwenzayo ngokukushalazela lokhu?

IMP: U-L'ORÉAL unemithetho elawula izinga lekhwalithi esigabeni ngasinye senqubo yokukhiqiza ukuze aqinisekise ukuthi amakhasimende ethu athola imikhiqizo esezingeni lomhlaba. Ayikho into ebaluleke ukwedlula ikhwalithi, kungakhathaliseki ukuthi sisebenza ngaphansi kwezingcindezi zamasheduli omsebenzi. Kufanele ukumise ukwenza umsebenzi wakho ngaphandle kokungabaza, ukhulume ngokukhululekile nomphathi wakho, bese usebenza naye kanye nalo lonke iqembu ukuze kulungiswe leyo nkinga, ngaphambi kokuba uqhubeke nomkhiqizo.

UMB: Sithole umbiko ovela kumphakeli othi ukungcola kungenzeka kwenzeka ekuthunyelweni kwamuva nje kwezithako. Imikhiqizo equkethe izithako isithunyelwe kakade ekhasimendeni lethu futhi abukho ubufakazi obuphathekayo bokungcola kwemikhiqizo yethu. Ingabe sinesibopho sokubuyisa wonke lowo mkhiqizo?

IMP: Kwa-L'ORÉAL asipholisi maseko kunoma ikuphi ukukhathazeka ngokuphepha komkhiqizo. Kufanele uxoxe ngale nkinga nomphathi wakho noma uMphathi We-Quality Control ngokushesha.

Khumbula: Uma ubhekene nenkinga ephathelene nokuphepha komkhiqizo, ungayicini kuwe. Uzothola usizo nokusekelwa ngokuxoxa ngayo nabaphathi bakho, uMphathi we-Quality Control noma uMphathi wezeMithombo Yabantu (Bheka futhi isihloko esithi "Ukukhuluma Ngokukhululeka").

UKUNEMBA EKUGCINWENI KWEMIBHALO YEZEZIMALI NEZEBHIZINISI

Ukunemba kubaluleke kakhulu ebhizinisini eliphumelelayo. Lena ingxenye ebaluleke kakhulu yokuqhuba ibhizinisi lethu ngokusemthethweni, ngokwethembeka nangokuphumelelayo. Sonke sinesibopho sokuqinisekisa ukuthi imibhalo yethu, engokwezimali neminye inembile. Ngokuyinhloko, kubaluleke kakhulu nangesizathu sokuthi kumelwe sihlizenze ngokwaziswa okusobala, okukhishwa njalo nokwethembekile kubanikazi bamasheya esikanye nabo.

Sonke kulindeleke ukuba:

- Sidlale ingxenye yethu ekuqinisekiseni ukuthi imibhalo enembile engokwezimali neyezamabhizinisi iyalandolozwa ngaso sonke isikhathi
- Sigcine imibhalo ngokuphepha futhi silandele noma iziphi iziqondiso zokugcinwa kwemibhalo
- Sibambisane nabagcini mabhuku bethu bangaphakathi nabangaphandle
- Sikwenqabe noma ikuphi ukusebenzelana nezimali eziwukheshi. Uma ingekho enye indlela, izimali eziwukheshi kumelwe zigunyazwe ngokucacile, zirekhodwe kahle futhi zigcinwe emafayeleni
- Siqiniseke ukuthi asithengisi, sidlulise noma silahle noma iyiphi impahla yakwa-L'ORÉAL ngaphandle kokugunyazwa nokubhala ezincwadini zokugcinwa kwemibhalo ezifanele.

UMB: Ngaye ngacelwa ukuba ngihlale umbiko wezentengiselwano olungiselelwe ngumphathi wami wokuphela konyaka. Ngesikhathi ngiwuhlala, ngithole okuthile engicabanga ukuthi kuyiphutha, okungekho muntu okubonakale elibamba. Ngiyesaba ukuliveza, ngoba angifuni ukulimaza ubuhlobo bami nomphathi wami. Kufanele ngenzenjani?

IMP: Isizathu esenze ukuba uze ucelwe ukuba uhlale umbiko wezentengiselwano ukuqinisekisa ngokunembile ukuthi awunawo amaphutha. Uma ungakudaluli lokhu, awuwenzi kahle umsebenzi wakho futhi awuyisizi ngalutho iNkampani. Kufanele ukhulume nomphathi wakho ngalokho oye wakuthola. Akanaso neze isizathu sokukucasukela; kunalokho, wenze kahle ngokugwema ukudluliswa kokwaziswa okunganembile.

UMB: Ukuphila kuba matasa kakhulu ngezinye izikhathi, futhi angikwazi ukuthola angikwazi ukuthola amaresidi engiwadingayo ukuze ngicele izindleko zami ngaso sonke isikhathi. Kulungile yini uma ngenezela ezinye izindleko zezinto engizicabangele zona ezingaphansi kwenani elidinga iresidi, ukuze nje ngifinyelele ingqikithi efanele? Ngeke kube ukungathembeki, ngoba ngeke ngidlulele ngale kwesilinganiso ebengingasicela. Ngizobe nje ngiqinisekisa ukuthi ngithola ingxenye yami.

IMP: Cha, lokhu AKULUNGILE. Kusho ukuthi imibiko yezindleko ayinembile, futhi lokho kuzokwenza ukuba imibiko yokubalwa kwezimali ibe enganembile. Kufanele ukubheke njengesibopho sakho ukunakekela wonke amaresidi; Yilesi siqinisekiso kuphela sokuthi uzothola zonke izimali eziyinxenye yakho ekufanele.

UMB: Elinye lamakhasimende ethu licele ukuba lisikhokhele ngama-akhawunti ahlukahlukene, lisebenzisa ukheshi namasheke. Ingabe lokhu kuyamukeleka? Kufanele ngenzenjani?

IMP: Kufanele uqaphelise kakhulu ngalezi zinhlobo zokukhokhelwa. Kungenzeka kube yizimali zokonakala, inqubo lapho ukufihlelwe khona ukutholakala kwezimali ngokungemthetho, (isib. izidakamizwa, ukufumbathisa nobufefe), noma zenziwa zibonakale zisemthethweni. Ngakho ngaso sonke isikhathi kufanele wazise abaphathi bomnyango wakho ngaphambi kokuba wamukele inkokhelo, futhi uthathe zonke izinyathelo ongazithatha ukuze waneliseke ukuthi lezi yizimali. Phakathi kwezimpawu eziyangozi okufanele uzibheke yilezi: izimali zikhokhwa ngekharensi engafani naleyo eboniswe kwi-invoice; kwenziwa imizamo yokukhokha ngokheshi; izimali zikhokhwa ngumuntu ongelona ilungu lenkontileka; izimali ziza futhi zivela kwi-akhawunti okungeyona evame ukusetshenziswa ebhizinisini elivamile; kwenziwe nezicelo zokukhokha ngokweqile.

Khumbula: Uma ubhekene nenkinga yokunemba kwezimali, ungayigcini kuwe. Uzothola usizo nokuxhaswa ngokuxoxa ngayo nabaphathi bakho, uMqondisi wenu Wezezimali noma uMphathi wenu weMithombo Yabantu (bheka futhi isihloko esithi “Inkulumo Ekhululekile”).

UTILIZZO DELLE RISORSE AZIENDALI

Imithombo yengcebo yenkampani ihloselwe ukusiza abasebenzi ukuba bafinyelele imigomo yebhizinisi lakwa-L'ORÉAL. Imithombo yengcebo yenkampani esetshenziswe kabi noma ngokusaphaza, kuhlanganisa nesikhathi sabasebenzi, kuyasilimaza sonke futhi kulimaza ukuphumelela kokusebenza nokwezimali kwakwa-L'ORÉAL.

Sonke kulindeleke ukuba:

- Njengomthetho osebenza kuwo wonke umuntu, gwema ukusebenzisa impahla yenkampani ukuze kuzuze wena. Ukusetshenziswa ngokulinganisela kwamathuluzi enkampani njenge-e-mail, ucingo ne-inthanethi kungamukeleka uma nje kungenakudala izindleko ezinkulu futhi kungangqubuzani nemithwalo yethu yemfanelo yomsebenzi
- Hlonipha futhi uvikele impahla yeNkampani ukuze uqinisekise ukuthi ayilahleki, ilimale, noma isetshenziswe kabi noma isaphazwe, noma ibolekwe abanye, idluliswe, ithengiswe noma inikelwe ngaphandle kokugunyazwa
- Gwema ukusebenzisa ngokungafanele amasistimu ekhompuyutha, ama-akhawunti enkampani e-e-mail kanye ne-inthanethi
- Qaphela ukuthi yonke impahla yenkampani ingeyakwa-L'ORÉAL

UMB: Ngiyasola ukuthi elinye lamalungu ethimba lethu belenza ibhizinisi elithile lezokuxhumana ngaphandle ngesikhathi seNkampani, lisebenzisa i-laptop yalo yeNkampani kanye ne-e-mail ukwenza kanjalo. Ngikubikile lokhu kumngane osebenza kwi-Information Services. Angakwazi ukungena kwi-e-mail yaleli lungu, futhi uthe angangisiza ekusesheni ukuze sithole ukuthi kwenzekani. Ingabe lokhu KULUNGILE?

IMP: Cha. Uma unezinsolo zalolu hlobo, kufanele uxoxe ngazo nomphathi wakho. Inkampani inezinqubo ezithile zokungena kuma-akhawunti e-e-mail yomqashwa maqondana nokwenza uphenyo lokuziphatha ngokungafanele noma ngezinye izizathu ezingokomthetho. Ngisho noma umngane wakho osebenza kwi-Information Services ekwazi ukungena kula ma-akhawunti, akufanele akwenze lokhu ngaphandle kokuthola ukugunyazwa okufanele ngemigudu esemthethweni yeNkampani.

UMB: Iphrinta yethu ekhaya iphukile, futhi umkami udinga ukuthumela i-CV yakhe ngenxa yomsebenzi othile odinga ukunakekela okuphuthumayo. Kulungile yini uma ngiyithayipha ngokushesha emsebenzini bese ngiyiphrinta khona futhi?

IMP: Eqinisweni, ungakwazi ukusebenzisa ikhompuyutha ngezikhathi okungezona ezomsebenzi ukuze uthayiphe izincwadi zakho siqu, uma nje lokhu kungezokuba ngumkhuba, kungadaleli inkampani izindleko futhi kungangqubuzani nemithwalo yakho yemfanelo yomsebenzi.

UMB: Sekuyinsakavukela ukulokhu ngithola ama-e-mail "anehlaya losuku" avela kumngane osebenza komunye umnyango, amanye awo ahlekisa kakhulu. Ngingathanda ukuwathumela kwengisebenza nabo, ngibajabulise ngoMsombuluko ekuseni, kodwa angiqiniseki ukuthi umphathi wami uzokuvumela yini lokhu. Kufanele ngenzenjani? Ngimkhiphe yena ohlwini lwengibathumelelayo?

IMP: Sebenzisa ukuhluzeka kwengqondo kule ndaba. Khumbula ukuthi akuwona wonke umuntu ojatshuliswa yiwo wonke amahlanya, futhi kufanele ucabange kabilingaphambikokuthumela lawo "mahlaya". Ngokuyinhloko, kufanele uKhumbule ukuthi amasistimu e-e-mail nawe-inthanethi eNkampani akumelwe asetshenziselwe ukungena, ukugcina, ukuthumela nokusakaza noma ikuphi ukwaziswa okungqubuzanayo NOMOYA WAKWA-L'ORÉAL – lokhu kuyobonisa nokuhlonipha abanye abantu. Lokhu kuhlanganisa izithombe zabantu abenza ucansi noma ezibonisa abantu abanqunu ingcaca, ukwaziswa kwezombangazwe noma okungokwenkolo, nanoma yini ekhuthaza ubudlova, inzondo noma ukungabekezelelani.

UMB: Emsebenzini, singathenga imikhiqizo esitolo seNkampani ngamanani ehlisiwe. Ngezinye izikhathi ngithola imikhiqizo etholakale mahhala kubangane bami abaku-Marketing. Eminye yale mikhiqizo ngiyiphe u-anti wami futhi usikisela ukuthi singayithengisa kwi-inthanethi. Ingabe lokhu kulungile?

IMP: Cha, awukwazi ukuthengisa le mikhiqizo. Abasebenzi bavunyelwe ukuthola mahhala noma ukuthenga ngamanani ehlisiwe imikhiqizo yethu, ngobasinomuzwa wokuthi kubalulekile ngabo bonke abasebenzi bakwa-L'ORÉAL, kungakhathaliseki ukuthi basebenzaphi, ukuba bakwazi ukukwazi nokujabulela imikhiqizo yethu. Kuyingxenywe yokuziqqaja ngomsebenzi wethu. Lokhu kusho ukuthi le mikhiqizo ungayisebenzisa wena siqu. Ungaphisana ngayo njengesipho emndenini nakubangane bakho, kodwa kuphelela lapho.

Khumbula: Uma ubhekene nenkinga mayelana nokusetshenziswa kwempahla yenkampani, ungayigcini kuwe. Uzothola usizo ngokuxoxa ngayo nabaphathi bakho noma umphathi wakho wezeMithombo Yabantu (bheka futhi isahluko esithi "Ukukhuluma Ngokukhululekile").

UKWAZISWA OKUYIMFIHLO

Ukudalula ngokungemthetho ukwaziswa okuyimfihlo kungakhinyabeza u-L'ORÉAL. Sonke kumelwe siqinisekise ukuthi konke ukwaziswa umphakathi ongakwazi kugcinwa kuyimfihlo ngokuphelele. Labo kithi abanamalungelo okwazi ukwaziswa okuyimfihlo okuqondene nesibambisene nabo ebhizinisini bangaphansi kwesibopho esifanayo sokukuvikela ukuba kungadalulwa.

Sonke kulindeleke ukuba:

- Sidalule kuphela ukwaziswa okuyimfihlo kubantu “okusemthethweni ukuba bazi” abasebenzela izithakazelo zakwa-L'ORÉAL
- Sivikele yonke imibhalo egciniwe eyimfihlo yamakhasimende nabaphakeli, kokubili ebhalwe ephapheni nasemishinini
- Sivimbele ukudalulwa kokwaziswa okuyimfihlo kwabanye abantu abangahilelekile abangahlanganise lutho no-L'ORÉAL (kuhlanganisa namalungu emindeni yabasebenzi)
- Sigweme ukuxoxa noma ukusebenza ngokwaziswa okuyimfihlo endaweni yomphakathi lapho izingxoxo zingezwakala khona noma lapho kungadaluleka khona ukwaziswa
- Siqinisekise ukuthi asikudaluli ukwaziswa kwabaqashi bethu bangesikhathi esidlule okuyimfihlo
- Sibuyise konke ukwaziswa okuyimfihlo (kuhlanganisa wonke amakhophi okwaziswa kokuqala) lapho sishiya kwa-L'ORÉAL

UMB: Abangane bami bavame ukungibuza ngomsebenzi wami kwa-L'ORÉAL: banelukuluku lokwazi ukuthi yini kahle hle le esiyifaka emikhizweni yethu, nokuthi yini entsha esesizoqhamuka nayo. Ngokusobala ngazi izimpendulo eziningi zemibuzo yabo ngomsebenzi wami – manje kungakanani engingabathela kona?

IMP: Noma ikuphi ukwaziswa (okulotshiwe, okusemakhompuyutheni noma okwanoma iluphi uhlobo) okungatholakali emphakathini noye wakwazi ukukufinyelela njengomqashwa wakwa-L'ORÉAL kumelwe kubhekwe njengokuyimfihlo. Ukudalula ukwaziswa okunjalo, ngisho nakubangane obathembayo, akufanele. Kungase kumkhinyabeze kakhulu u-L'ORÉAL.

UMB: Ngolunye usuku ngangikhuluma nothile engicabanga ukuthi angaba yikhasimende lethu emhlanganweni. Lapho ngiya ekamelweni esasibambe kulo umhlangano, ngadlula ehhovisi lengisebenza naye. Umnyango wakhe wawuvuliwe, futhi wayekhuluma nelinye ikhasimende ngemibandela yamanani ethu embhobhweni wocingo lwakhe. Njengoba sasidlula, sasimuzwa elithembisa amanani angalithengisela ngawo ayisipesheli – ikhasimende lami limuzwa nalo! Ngokuqinisekile kufanele aqaphelise?

IMP: Sonke kufanele sithathe izinyathelo ezidingekile ukuze sivikele ubumfihlo bokwaziswa, ngisho nasendaweni yomsebenzi: ngokwesibonelo, ngokulandela inkambiso “yokugcina ideski licocekile” sihluthulele wonke amafayela endaweni efihlekile, sishintshe amaphasiwedi ngokuqhubekayo futhi siqaphelise lapho sisebenzisa imibhobho yocingo. Ngeke wazi ukuthi ngubani ongase adlule, ngisho naphakathi kwabasebenzi bakwa-L'ORÉAL, ukwaziswa kwezentengiselwano okuyimfihlo kufanele kwabelwane ngakho kuphela kulabo “okudingeka bakwazi”.

Khumbula: *Uma ubhekene nenkinga ephathelene nokugcinwa kwemfihlo, thatha zinyathelo ezifanele ukuze uyixazulule. Uzothola usizo nokuxhaswa ngokuxoxa ngayo nabaphathi bakho, uMnyango Wezimthetho nina uMphathi wenu wezeMithombo Yabantu (bheka futhi isihloko esithi “Ukukhuluma Ngokukhululeka”).*

UKUMELA INKAMPAN

Idumela lakwa-L'ORÉAL lincike ekuziphatheni komuntu ngamunye wethu.

Sonke kulindeleke ukuba:

- Senze izinto sikhathalela izithakazelo zakwa-L'ORÉAL ngokusuka enhliziyweni
- Sibonise imigomozakwa-L'ORÉAL ekuziphatheni kwethu emsebenzini
- Sigweme ukukhuluma noma ukubhala egameni labakwa-L'ORÉAL ngale kokuba sigunyaziwe ukuba senze kanjalo
- Sigweme ukukhuluma noma ukubhala ngezindaba ezingahlangene nalokho esikwaziyo ngomsebenzi wethu
- Siqinisekise ukuthi akukho ukudideka phakathi kwemibono yethu siqu naleyo yeNkampani. (Ngakho, ngokwesibonelo, kufanele ugweme ukusebenzisa ama-letterhead akwa-L'ORÉAL noma ama-e-mail ukuze uveze imibono yomuntu siqu noma ibhizinisi lakho siqu.)

UMB: Ngiye ngavakashela i-blog yengisebenza naye futhi ngabona ukuthi uye waveza imibono yomuntu siqu ngabaphathi bakwa-L'ORÉAL. Ubengazange asho ukuthi ungumsebenzi wakwa-L'ORÉAL, kodwa bekulula ukuqagela ngokufunda ukwaziswa abekunikezile okunjengokuthi "Ngisebenzela inkampani yezimonyo i-n°1"! Ingabe kufanele ngikhulume naye ngalokhu?

IMP: Ama-Weblog (blogs) asevame ukuba yindlela ethandwayo yokukhuluma. Lapho bebamba iqhaza kuma-blog, abasebenzi kumelwe bakucacise ukuthi baveza imibono yabo siqu, futhi bathathe zonke izinyathelo ezidingekile ukuze baqinisekise ukuthi le mibono akucatshangwa ukuthi ingeyakwa-L'ORÉAL. Ezimweni eziningi, ngeke kufaneleke ukuziveza njengabasebenzi bakwa-L'ORÉAL kulawo ma-blog. Kufanele ukhulume ngale nkinga nosebenza naye kuqala, njengoba kungenzeka ukuthi akazange aqaphele ukuthi izinyathelo zakhe zingangqubuzana nezithakazelo zakwa-L'ORÉAL. Uma kudingekile, unganquma ukuxoxa ngalokhu nomphathi wakho.

UMB: Ithimba lethu libambe iqhaza enkomfeni ebibandakanya ukulala ubusuku nokuba nedina ehhotela obekubanjelwe kulo inkomfa. Omunye wanalungu ethimba lami uphuze kwaze kweqa ngesikhathi sedina waqala ukuziphatha kabi kakhulu, enza amahlanya angasile futhi elwisana nabasebenzi basehhotela. Yini okufanele ngiyisho kuye ngokuziphatha kwakhe?

IMP: Nakuba lesi sigameko senzeke kusihlwa, ilungu leqembu lakho belisesebhizinisini leNkampani. Kwabanye abakubonile lokhu, ubemelele u-L'ORÉAL. Kusobala ukuthi ukuziphatha kwakhe akuzange kwamukeleke.

UMB: Ngezinye izikhathi l-inthanethi ibonakala igcwele ukwaziswa okungelona iqiniso ngo-L'ORÉAL. Akuwona yini umthwalo wami wemfanelo ukukulungisa?

IMP: Cha. Uma kukhona ukwaziswa okungalungile okujikeleza emphakathini, kufanele wazise umphathi wakho noma othile osebenza kwi-Public Relations futhi bazothatha isinyathelo uma kudingekile. Kodwa akukho mqashwa ongagunyaziwe ongase afake ukwaziswa kweNkampani noma ukuma kweNkampani kwi-inthanethi noma kwenye indawo.

Khumbula: Uma ubhekene nenkinga mayelana nokumelela inkampani, ungayicini kuwe. Uzothola usizo nokuxhaswa ngokuxoxangayo nabaphathi bakho, uMphathi wakho we-Public Relations, noma uMphatha wakho weMithombo Yabantu (bheka futhi isahluko esithi "Ukukhuluma Ngokukhululekile").

IZIPHO NOKUNGCEBELEKA

Ukuphana ngeziphho nokungcebeleka kungasiza ekwakheni ukuqonda futhi kuthuthukise ubudlelwano bokusebenza, kodwa futhi kungadala ukungqubuzana phakathi kwezinto ezithandwa yithi nalokho okulindlekile emsebenzini wethu.

Lapho wamukela iziphho noma ukungcebeleka, "umthetho osemqoka" uwukuthi zidalulwe ngokuphelele.

Lapho uphisana ngeziphho noma ukungcebeleka, "umthetho osemqoka" uwukuthi sisebenzise ukuhluzeka kwengqondo sibheke nendlela lokhu okuyobhekwa ngayo ngumphakathi wonkana.

Sonke kulindeleke ukuba:

- Singalokothi samukele iziphho noma ukungcebeleka kunoma imuphi umphakeli ngale kokuba amanani azo ephawulwe ngokucacile
- Singalokothi sinikeze noma samukele iziphho zemali ewukheshi
- Siqinisekise ukuthi zonke iziphho noma ukungcebeleka okunikezwayo kufanelekile futhi kuyavumelana nezimiso zakwa-L'ORÉAL
- Siqinisekise ukuthi lapho sakha ubuhlobo obusha bebhizinisi, bonke abathintekayo bayaziqaphela zibekwa nje amadaka iziqondiso zakwa-L'ORÉAL mayelana nezipho nokungcebeleka. Ngaphezu kwalokho, thola futhi ukuthyi ithini inkambiso yesibambisene nabo ebhizinisini mayelana nalezi zinkinga.
- Ngokushesha dalula kubaphathi bethu noma isiphi isiphho noma isimemo esisamukele

UMB: Ngingalinika yini ikhasimende lakwa-L'ORÉAL amathikithi ekhonsathi engingenge ngikwazi ukuya kuyo?

IMP: Kumelwe kube khona othile osebenza kwa-L'ORÉAL futhi akwazi ukuqhuba ibhizinisi nekhasimende njengengxenywe yalokho kuzikhipha. Kusebenza umthetho ofanayo lapho samukela ukungcebelekiswa ngumphakeli. Kuvumeleke kuphela uma lokho kungcebeleka kufanelekile, kuvamile futhi kujwayelekile ebuhlotsheni benu bezebhizinisi futhi umhlinzeki naye ezoba khona.

UMB: Sisanda kwenza idili ebaluleke kakhulu nekhasimende elisha. Umphathi wami Wezentengiselwano usikisele ukuba sike sizinike isikhathi sokuyojabulela lokhu endaweni yokuzijabulisa. Ngicabange ukuthi lona ngumbono omuhle kakhulu – kwaze kwaba yilapho ngithola ukuthi yisikhungo sokuzijabulisa sabadansi abanqunu! Ngizizwa ngingakhululekile neze ngokunikwa lolu hlobo lokungcebeleka. Ingabe ngikhathazeka ngokweqile?

IMP: Ukuzijabulisa okunikwa amakhasimende akufanele nje kuphela kube okuhluzekile, kodwa futhi kufanele kube okwamukelekayo. Loluhlobo lokuzijabulisa ngeke lungqubuzane NOMOYA WAKWA-L'ORÉAL nje kuphela, kodwa lungase futhi lwenze ikhasimende lingakhululeki neze, ingasaphathwa eyelungu lethimba lakho lezentengiselwano elithola lolu hlobo "lokungcebeleka" lungamukeleki. Kufanele ukhuthaze umphathi wakho Wezentengiselwano ukuba akhethe olunye uhlobo lokungcebeleka olufanelekile. Ngokuhamba kwesikhathi, lokho kuzokwenza iNkampani ikubheke ngeso lokukwethemba.

UMB: Ukuze ngithengise imikhiziso esiphelelewe isikhathi, omunye umphakeli uthembise ukunginika isaphulelo sami siqu sika-15%. Ngingasamukela?

IMP: Cha, awukwazi ukwamukela isaphulelo ngale kokuba sinikezwa bonke abasebenzi bakwa-L'ORÉAL.

UMB: Njengengxenywe yomsebenzi wami, ngihlela imihlangano eminingi yebhizinisi, uhambo nemibuthano emikhulu. Manje ehotela engivame ukubhukela kulo abasebenzi bakwa-L'ORÉAL amakamelo, banginike impelasonto yamahhala yokugubha usuku lomshado wabazali bami. Kuzwakale kukhanga. Ngingakwamukela?

IMP: Cha. Ngisho noma lesi siphosingeke sikuzuzise wena siqu, ukwamukela lesi siphoswenza kube nzima ukuhlala ungakhethi lapho uhlelela abakwa-L'ORÉA indawo yokuhlala ehotela esikhathini esizayo. Ngisho nokubonakala kwalokhu kungqubuzana kwezinhloso zenzuzo akufaneleki futhi kumelwe kugwenywe ngokusenqaba ngomusa lesi siphoswenze kucace ukuthi kungani wenza kanjalo.

UMB: Umphakeli usanda kungithembisa i-hamper enkulu yemikhiqizo yakhe. Ngiyazi ukuthi akalahlekelwanga kangako ngayo, ingabe ngingayamukela – futhi ingabe kufanele ngiyamukele?

IMP: Ungamukela kuphela iziphosnezimemo eziboniswe ngokucacile. Ngokwesibonelo, imikhiqizo enelogo yomphakeli noma ibhokisi loshokoleli ngokuvamile liyamukeleka. Kulesi simo, kufanele umbonge umphekeli ngomoya wakhe wokuphana, kodwa usenqabe ngomusa isiphosakhe. Uma ucabanga ukuthi kuzolimaza ubuhlobo uma ungenqaba, cela iseluleko kubaphathi bakho ukuze uthole indlela efanelekile yokuxazulula lolu daba lwesiphos.

Khumbula: *Uma ubhekene nenkinga ngezipho nokungebeleka, thola ukuthi iyini inkambiso yezwe lakini futhi ungayigcini esifubeni sakho. Uzothola usizo nokuxhaswa ngokuxoxa ngayo nabaphathi bakho, uMphathi wakho Wezokuthenga, noma uMphathi wakho wezeMithombo Yabantu (bheka futhi isihloko esithi “Ukukhuluma Ngokukhululekile”).*

UKUGWAZISA NOKUFUMBATHISA

Sikholwa wukuthi ukonakala akwamukeleki. Ukuziphatha okunjalo akuvumelani NOMOYA WAKWA-L'ORÉAL, akuwuzuzisi umphakathi esisebenzelana nawo, futhi kusho izindleko eNkampanini. Ukugwazisa kuwuhlobo oluthile lokonakala, futhi kuwukwephula umthetho emazweni amaningi, ikakhulukazi lapho izikhulu zikahulumeni zibandakanyeka khona. Amanye amazwe awakuvumeli kwakukuvumela "ukugwazisa". Lokhu kuchazwa ngokuthi inkokhelo yokuvikela noma ukusheshisa izinyathelo zikahulumeni zezinqubo ezisemthethweni, njengokukhipha izimvume noma ukukhulula izimpahla ezigcinwe kumacustom. Eziningi zalezi zindlela eqinisweni ziwukufumbathisa.

Sonke kulindeleke ukuba:

- Singalokothi senze, sinikeze noma sithembise amasevisi emali ewukheshi (kuhlanganisa neziphiso kanye nokungcebeleka) kubasebenzi bakahulumeni, ezinye izikhulu nalapho abanethonya kubo
- Singalokothi ngokolwazi lwethu sikhokhe lezo zimali ngama-third party – okusho ukukhetha ngokucophelela nokuqondisa izinkontileka, amanxusa kanye nokubanjiswene nabo ebhizinisini
- Siqinisekise ukuthi, uma sizithola sisesimweni lapho leyo nokhelo ingenakugwenywa khona, sazisa I-Country Manager yethu ngaphandle kokupholisa amaseko, futhi sisibhale sisigcine emabhukwini leso sicelo

UMB: Ngitshelwe ukuthi kumelwe ngiqashe "inxusa" lendawo elizongisiza ukuba ngithole zonke izimvume esizidingayo kuhulumeni wakwelinye izwe. Inxusa licele isambaesikhulusemalifuthilathilizoyisebenzisela "ukusiza ukusheshisa le nqubo". Njengoba singazi ngempela ukuthi le mali iyaphi, ingabe kumelwe sikhathazeke ngakho?

IMP: Yebo. Uma usola ukuthi noma iliphi inxusa lenza ngendlela engafanele, akufanele ulikhokhele lelo nxusa kuze kube yilapho usutholile ukuthi akukho zimali eziwubugebengu esezikhokhiwe noma ezikhokhwayo. Ukuphenya ngezindaba ezinjalo kungase kungabi lula kwamanye amazwe, kodwa noma imaphi amanxusa enza ibhizinisi nezinkampani ezisemazweni amaningi kufanele zisiqonde isidingo sokuthatha lezi zinyathelo.

UMB: Ngimisa ihhovisi elisha futhi izikhulu zendawo zicele ukuba ngikhiphe isiphiso esincane ngaphambi kokuba zingifakele izingcingo. Ngingayikhokha le mali?

IMP: Inkampani ayinikani ngeziphiso ezikhulwini ukuze iqinisekise ukuthi imisebenzi esemthethweni iyenziwa. Uma le nokhelo ingeyona imali ekhokhwa ngokusemthethweni, akufanele uyikhokhe.

Khumbula: *Uma ubhekene nenkinga yokufumbathisa nokugwazisa, ungayigcini esifubeni sakho. Uzothola usizo nokuxhaswa ngokuxoxa ngayo nabaphathi bakho, uMphathi Wezokuthenga noma uMphathi wezeMithombo Yabantu (bheka futhi isihloko esithi "Ukukhuluma Ngokukhululekile").*

INDLELA ESISEBENZA NGAYO NJENGOMQASHI

“Umgomo wethu uwukwenza u-L'ORÉAL abe indawo okumnandi kakhulu ukusebenza kuyo. Siyazi ukuthi abasebenzi bethu bayimpahla yethu eyigugu kakhulu”

UMOYA WAKWA-L'ORÉAL



IMPILO, UKUPHEPHA NOKULONDEKA

Sonke thina esisebenza no-L'ORÉAL futhi esimsebenzelayo sinelungelo lokusebenzela endaweni enempiilo, ephephile nelondekile.

Sonke kulindeleke ukuba:

- Sibambisane nemithetho yeNkampani ephathelene nezempilo nokuphepha emsebenzini
- Sithathe noma isiphi isixwayiso esifanelekile ukuze silondoloze ukuphepha nempilo emsebenzini
- Siqinisekise ukuthi asizibeki noma sibeke abanye engozini ngezenzo zethu
- Siqinisekise ukuthi siyazi ukuthi yini okumelwe siyenze uma kuba nezimo eziphuthumayo endaweni yethu yomsebenzi
- Sibike kwabaphethe noma ikuphi ukuziphatha, ukufaka noma izinto ezingase zifake ukuphepha kwendawo yethu yomsebenzi engozini, kanye nezingozi, kungakhathaliseki ukuthi zincane kangakanani

UMB: Umphathi wami uthi ukhathazekile ngokuthi angikutholi ukulala okwanele, futhi wasikisela ukuthi ngingahambi kakhulu kusihlwa ngemva komsebenzi. Uthi ukhathazekile ngingase ngozele ngivelelwe ingozi. Kulungile, kanye noma kabili bengozela – kodwa ngisawenza kahle umsebenzi wami. Ngempela akudokwe ligayelwe yena ukuthi ngenzani ngemva kwezikhathi zomsebenzi? Anginalo yini ilungelo ngokuphila kwami kwangasese? Ngicabanga ukuthi uzihlupha ngobala. Kufanele ngenzenjani?

IMP: Ukuthi uzisebenzisa kanjani izikhathi zakho zakusihlwa kuxhomeke kuwe. Kodwa uma ukukhathala kwakho kubeka wena noma abanye engozini, khona-ke umphathi wakho wenza kahle ngokuletha lolu daba ekunakekeleni kwakho – nakuba kumelwe enze kanjalo ngokukuzwela nangokuhlonipha izindaba zakho zangasese. Nakuba sikuhlonipha ukuphila kwangasese kwabasebenzi, ukuziphatha okungase kudale ingozi yokuphepha ngawe nangabanye osebenza nabo akwamukeleki. Ukuphepha akusoze kwashalazelwa.

UMB: Umphathi wami womkhiqizo ungiyale ukuba ngicishe umshini wokuphepha obambezela umkhiqizo. Kufanele ngenze njani?

IMP: Akufanele uthikameze, ukhiphe ipulaki noma ucishe noma iyiphi idivayisi yezokuphepha noma umshini ogadile ngaphandle kokuthola ukugunyazwa okufanelekile kusengaphambili kummeleli wezokuphepha. Ukuphepha kuwukuzibophezela okumelwe kuhlonishwe ngokuphelele nokungamelwe neze kuthathelwe indawo ngamasheduli okukhiqiza noma nganoma isiphi esinye isizathu.

UMB: Njengommeleli wezentengiselwano, ngivame ukuhamba ngemoto sekuhlwile namasampula omkhiqizo emadolobheni amakhulu nasemaphandleni. Ngezinye izikhathi, angizwa ngilondekile. Ngiye ngakhuluma ngodaba lokuphepha nomphathi wami kodwa umane wazithela ngabandayo. Ingabe lolu daba ngingaludlulisela kothile eNkampanini?

IMP: Kumelwe uzame ukugwema ukuzibeka kulesi simo, kodwa ngezinye izikhathi kungase kungagwemeki. Uma unomuzwa wokuthi awulondekile, kufanele uthintane noMphathi wakho wezeMithombo Yabantu ukuze nixoxe ngamanye amakhambi angasetshenziswa.

UMB: Ngisanda kuthola ukuthi omunye wabaphekeli bethu ubephuza ezakhiweni zethu zomsebenzi. Njengoba engeyena ngempela umqashwa wakwa-L'ORÉAL, ingabe kufanele sikhathazeke?

IMP: Bika kwabaphethe nganoma ikuphi ukuziphatha okungase kukhinyabeze ukuphepha endaweni yethu yomsebenzi noma kufake noma ngubani engozini.

Khumbula: Uma ubhekene nenkinga ehlobene nezempilo nokuphepha, ungayigcini esifubeni sakho. Uzothola usizo nokuxhaswa uma uxoxa ngayo noMphathi wakho Wezempilo Nokuphepha, uMphathi wakho wezeMithombo Yabantu noma uMphathi wakho we-Site (bheka futhi isahluko esithi “Ukukhuluma Ngokukhululekile”).

UKUHLUKAHLUKA

Kwa-L'ORÉAL, sikholelwa ekubalulekeni kokwehluka, futhi sikubheka njengempahla eyigugu emsebenzini wethu. Izizinda ezingafani zabasebenzi bethu zenza kube namakhono ahlukahlukene, futhi kwenza siwaqonde kangcono amakhasimende ethu.

U-L'ORÉAL uzibophezele futhi ekuqinisekiseni ukusebenzelana kahle nalabo abadinga ukunakekelwa okukhethekile: intsha esikhulile, abantu abavela ezizindeni ezimpofu nalabo abanezidingo ezikhethekile ezingokomzimba.

Sonke kulindeleke ukuba:

- Siqinisekise ukuthi asibabandlululi abanye ngenxa:

- Yobulili
- Ukukhubazeka
- Isimo somndeni
- Izithakazelo Ezihlukile Zezobulili
- Ubudala
- Imibono yezombangazwe nezefilosofi
- Izinkolelo ezingokwenkolo
- Imisebenzi yezinyonyana
- Imisuka yezobuhlanga, ezenhlalo, ezempucuko noma ubuzwet

Lokhu akusebenzi ekuqasheni kuphela, kodwa futhi nakuzo zonke izinqumo eziphathelele nokuqeqesha, ukukhushulwa, ukuqhubeka uqashiwe nezimo zokusebenza zonkana

- Sisekele futhi sikhuthaze ukuzibophezela kwakwa-L'ORÉAL kubasebenzi abanezizinda ezihlukahlukene
- Siqinisekise ukuthi abaphakeli bethu, amakhasimende nesibambisene nabo ebhizinisini bayayiqaphela inkambiso yokuhlukahluka ngokwezizinda yakwa-L'ORÉAL

UMB: Uqonde ukuthini ngempela u-L'ORÉAL ngokuthi "ukubandlulula"? Ingabe leli gama linencazelo efanayo nenikezwa ngumthetho ezweni lakithi, noma ihlukile?

IMP: Umthetho wokuqala uwukuthi u-L'ORÉAL uyayihlonipha imithetho yendawo futhi ngaleyo ndlela noma imuphi umsebenzi ophula imithetho yokubandlulula ezweni lakubo angase ajeziswe kanzima. Kodwa kungase kube namazwelapho u-L'ORÉAL ebheka khona ukuthi umthetho wokubandlulula awukuvimbeli ukuziphatha okuthile iNkampani ekuthola kungamukeleki. Ngokwesibonelo u-L'ORÉAL akamelene nje kuphela nokubandlulula othile ngokuqondile, kodwa futhi umelene ngisho nanokubandlulula bukhoma.

Ukubandlulula umuntu ngokuqondile kusho noma isiphi isinyathelo esithathwa ngokuqondene nemisebenzi, ukuqeqesha, ukukhushulwa, ukuqhubeka uqashiwe nanoma isiphi esinye isici sokuphila emsebenzini okusho ukuthi labo abathintekayo abakujabuleli ukuthola ukuphathwa ngendlela efanayo namathuba alinganayo.

Ukubandlululwa bukhoma kusho noma isiphi isinyathelo okuthi, nakuba ngokusobala senziwa buthule, sibeki noma ngubani wobulili obuthile, ubudala, ukukhubazeka nanoma iziphi ezinye izici esimweni sokuhlupheka uma kuqhatshaniswa nabanye.

UMB: Omunye esiqashwe naye emnyango engisebenza kuwo wenza amahlaya ngezizinda zobuhlanga zabanye abantu nangezinkolo zabo. Uthi umane nje uyatekula – kodwa amahlaya akhe ngiwathola ecasula futhi elulaza. Nokho, angifuni ukuzwakala njengomuntu ongafuni kujatshulwe, noma njengomuntu osheshe azwele nongezwani namahlaya, kodwa ngiyesaba ukumqonda ngqo. Kufanele ngenze njani?

IMP: Amahlaya noma utekungabantu ngenxa yebala lesikhumba sabo, izwe abazalwa kulo, inkolo yabo ngisho nanendlela yabo yokukhuluma akwamukeleki kithi kwa-L'ORÉAL. Kubaphuca inhlonipho esifanele sonke. Mtshela osebenza naye ukuthi "amahlaya" akhe uwathola ecasula. Uma engawayeki, kufanele udlulisele lolu daba kumphathi womnyango wakho noma kuMphathi wezeMithombo Yabantu.

UMB: Ngiyathanda ukusonga isonto lomsebenzi ngomhlangano wakusihlwa ngoLwesihlanu neqembu ukuze sikwazi ukuxoxa nganoma iziphi izinkinga eziye zaphakama phakathi nesonto. Ngiyazi ukuthi lokhu kudalela amalungu amabili eqembu lami izinkinga, okuthi ngenxa yezizathu ezingokwenkolo, bakhethe ukusheshe bahambe ngoLwesihlanu – ngaphandle uma kusekhona umsebenzi osadinga ukuphothulwa. Ingabe lokhu ukubandlulula bukhoma?

IMP: Kungase kube ukubandlulula bukhoma uma ungenaso isizathu esizwakalayo sokubamba lowo mhlango kusihlwa ngoLwesihlanu, noma uma kunezindlela eziningana ezifanelekayo zokuhlangabezana nezidingo zenu. Ubonakala unesidingo esifanelekayo somhlangano (ukuqondisa intuthuko yeqembu lakho nokutholakalela ukuphendula imibuzo yabo) – kodwa ingabe ngempela kudingeka bayibambe ngoLwesihlanu kusihlwa? Ingabe ubungathola imiphumela efanayo ngokubamba ekuqaleni kosuku – noma zibekwa nje ekuseni ngoMsombuluko?

UMB: Ngiqhubeka ngizwa kuthiwa ukuhlukahluka ngokwezizinda kubalulekile eQenjini. Ingabe lokhu kusho ukuthi kufanele ngiqashe noma ngikhuphule kuphela abesifazane noma abantu abavela ohlangeni olunabambalwa ngesibalo?

IMP: Cha, akukhona lokhu okulindelekile. Kwa-L'ORÉAL, siqasha abantu ngoba befaneleka, ngakho-ke kufanele ukhethe umuntu owufanela kangcono kakhulu umsebenzi. Kodwa Khumbula ukuthi ukuhlukahluka ngokwebala akulinganiselwe nje kuphela emaqenjini anabambalwa ngokohlanga nakwabesifazane. Kuhlanganisa namanye amaqembu avame ukubandlululwa, njengabakhubazekile, abakhulile nabanye.

Khumbula: *Uma ubhekene nenkinga yokuhlukahluka ngokwezizinda, ungayigcini esifubeni sakho. Uzothola usizo nokusekelwa ngokuxoxa ngayo nabakuphethe noma noMphathi wakho wezeMithombo Yabantu (bheka futhi isahluko esithi "Ukukhuluma Ngokukhululekile").*

UKUHLUKUMEZA NOKUPHATHA KABI ABANYE

Sonke sinelungelo lokuhlonishwa nokunikezwa isithunzi esifanele umuntu. Kwa-L'ORÉAL, leso simiso siyinhloko endleleni esisebenza ngayo. Noma ikuphi ukuziphatha okuzokhinyabeza leli lungelo, futhi ngokuyinhloko noma iluphi uhlobo lokuhlukumeza noma ukuphatha kabi abanye alamukeleki. Kwa-L'ORÉAL, siwaphonsela inselele amaqiniso nemibono, hhayi abantu.

Sonke kulindeleke ukuba:

- Siyeke ukuhlukumeza kwanoma iluphi uhlobo noma ukuphatha kabi abanye
- Sisekele futhi sikhuthaze ukuzibophezela kwakwa-L'ORÉAL endaweni yomsebenzi ekhululekile ekuqineleni nasekuhlukumezeni abanye
- Siqaphe: siphathe abafowethu nodadewethu esisebenza nabo ngendlela esingathanda ukuba basiphathe ngayo

Izimangalo zokuqinelwa nokuhlukunyezwa azithathwa neze kalula, futhi lapho kutholakala ukuthi ziyiqiniso, zingaholela ekujezisweni kanzima, kuhlanganisa nokuxoshwa emsebenzini, uma nje umthetho wendawo ukuvumela.

UMB: Usho ukuthini ngempela u-L'ORÉAL ngokuthi "ukuhlukumeza" nokuthi "ukuphatha kabi abanye"? Angicabangi ukuthi sinawo umthetho ophathelene nalokhu ezweni lakithi.

IMP: Umthetho wokuqala uwukuthi abakwa-L'ORÉAL bayawuhlonipha umthetho wendawo futhi ngaleyo ndlela noma imuphi umsebenzi ophula imithetho yokuhlukunyezwa kwabantu ezweni lakubo angase ajeziswe kanzima. Kodwa kungenzeka kube namazwe lapho u-L'ORÉAL ebheka khona ukuthi umthetho ngokuhlukumeza awukuvimbeli ukuziphatha okuthile iNkampani ekuthola kungamukeleki. Kuye ngezimo, okunye ukuziphatha kungase kubhekwe njengokungafanele, njengalokhu:

- Izenzo ezihloselwe ukulimaza noma ukucasula
- Ukufaka umuntu ngamabomu enkingeni yokwenza i phutha
- Ukululaza nokwesabisa
- Ukukhipha umuntu inyumbazane (okubizwa ngokuthi "ukuphathwa kabi buthule")

Kungase kungabi namthetho ophathelene nale ndaba ezweni lakini. Nokho, uzothola ukuthi zonke lezi zinhlobo zokuziphatha azivunyelwe ngokomthetho, ngisho noma kungabhekiselwe kuzo ngokuthi ukuhlukumeza noma ukuphatha kabi abanye.

UMB: Umphathi wami ungumuntu owesabisana kabi kakhulu. Ngiyazi ukuthi uyasicindezela ukuba sidilive umsebenzi oyikhwalthi, kodwa ngezinye izikhathi uyabalulaza abantu, futhi kuphazamisa isimo salo lonke iqembu. Ingabe kukhona engingakwenza ngakho?

IMP: Kulindelekile ukuba umphathi wakho akhuthaze futhi ashukumise iqembu lakhe ukuba lidilive umsebenzi oyikhwalthi esiwulindele kwa-L'ORÉAL. Lokhu kungase kusho ukuthi uzogxeka noma aphawule ngomsebenzi owenziwe yithimba. Nokho, umphathi naye kulindeleke ukuba aphaathe iqembu ngenhlonipho futhi enze izinto ngokucabangela. Uma unomuzwa wokuthi uphathwa ngendlela ewubuqaba, kufanele uzame ukukhuluma nomphathi wakho. Ungase futhi uthintane noMphathi wakho okwi-HR. Isimo esihle sokusebenza singenzeka kuphela ngokusekelwa nokubandakanyeka kwethu sonke – abaphathi nabasebenzi ngokufanayo.

Khumbula: Uma ubhekene nenkinga yokuhlukunyezwa noma ukuphathwa kabi, ungayigcini esifubeni sakho. Uzothola usizo nokusekelwa ngokuxoxa ngayo nabaphathi bakho noma uMphathi wakho wezeMithombo Yabantu (bheka futhi isahluko esithi "Ukukhuluma Ngokukhululekile").

UKUHLUKUNYEZWA NGOKOCANSI

Sonke sinelungelo lokuhlonishwa nokunikezwa isithunzi esifanele umuntu. Kwa-L'ORÉAL, leso simiso siyinhloko endleleni esisebenza ngayo. Noma ikuphi ukuziphatha noma isenzo esiyokhinyabeza leli lungelo, futhi ngokuyinhloko, noma iluphi uhlobo lokuhlukumeza ngokocansi, alwamukeleki.

Sonke kulindeleke ukuba:

- Sikugweme ukuhlukumeza ngokocansi kwanoma iluphi uhlobo
- Siyeke ngokushesha noma ikuphi ukuziphatha esiye satshelwa ukuthi akufuneki
- Sisekele futhi sikhuthaze ukuzibophezela kwakwa-L'ORÉAL endaweni yomsebenzi engenakho ukuhlukumeza ngokocansi

Izimangalo zokuhlukumeza ngokocansi azithathwa neze kalula, futhi lapho kutholakala ukuthi ziyiqiniso, zingaholela ekujezisweni kanzima, kuhlanganisa nokuxosha emsebenzini.

UMB: Usho ukuthini ngempela u-L'ORÉAL ngokuthi "ukuhlukumeza ngokocansi"? Ingabe lokhu kunencazelo efanayo naleyo enikezwa ngumthetho ezweni lakithi, noma kuhlukile?

IMP: Umthetho wokuqala ukuthi u-L'ORÉAL uyawuhlonipha umthetho wendawo futhi ngaleyo ndlela noma imuphi umsebenzi ophula imithetho yokuhlukumeza ngokocansi ezweni lakubo angase ajeziswe kanzima. Kodwa kungase kube namazwe lapho u-L'ORÉAL ebheka khona ukuthi umthetho ophathelene nokuhlukumeza ngokocansi awukuvimbeli ukuziphatha okuthile iNkampani ekuthola kungamukeleki. Kuye ngezimo, okunye ukuziphatha kungase, ngenxa yobubi bokuphindaphindwa kwabo kubhekwe njengokungafanelekile, njengalokhu:

- Ukuthintana ngokomzimba okungathandwa, ukubuka nokunye ukukhuluma ngezimpawu ezisikisela okuthile, ukuphawula, izimemo noma izicelo
- Ukusakaza noma ukubonisa ukwaziswa okucasulayo, kuhlanganisa nezithombe ezingcolile noma opopayi

UMB: Omunye umqashwa engisebenza naye usebenza namadoda amaningana avame ukukhuluma ngezocansi ngabesifazane. Ngokuvamile amazwi awo awanasizotha, anokweyisa futhi ayalulaza. Ucabanga ukuthi awakuqapheli ukuthi kubi kangakanani lokhu akwenzayo, kodwa uthola ukuziphatha kwawo kucasula futhi kululazana. Nokho uyesaba ukukhuluma njengoba engafuni ukubhekwa njengowesifazane ongcwelengcwele – noma aze azidalele ukweyiswa okufanayo abazokuqondisa kuye ngqo. Kufanele ngenzeni ngakho?

IMP: Kufanele ukhuthaze osebenza naye ukuba awaqonde ngqo lawo madoda uma ezizwa ekhululekile ukuba enze kanjalo. Angase futhi ethule lolu daba kubaphathi bakhe noma kuMphathi we-HR. Uma osebenza naye engathathi sinyathelo, khona-ke wena kufanele ukubike lokhu akutshela kona – ngisho noma ungenawo wonke amaqiniso noma ungazange ukubone mathupha ukuhlukunyezwa. Kubaluleke kakhulu ukuba kumiswe ukuziphatha okucasulayo ngaphambi kokuba kuze kubebhetheke kube kubi nakakhulu.

Khumbula: Uma ubhekene nenkinga yokuhlukunyezwa ngokocansi, ungayicini esifubeni sakho. Uzothola usizo nokuxhaswa ngokuxoxa ngayo nabaphathi bakho noma uMphathi wakho wezeMithombo Yabantu (bheka futhi isihloko esithi "Ukukhuluma Ngokukhululekile").

UBUMFIHLO

Sonke sinelungelo lobumfihlo.

U-L'ORÉAL uzibophezele ekuhlonipheni ukugcinwa kwemfihlo yokwaziswa okuphathelene nabasebenzi (njengamarekhodi abo siqu, izithombe kanye namakheli asekhaya). Inkampani iqoqa futhi igcine lokho kwaziswa okudingekayo kuphela ukuze kusize emsebenzini wakwa-L'ORÉAL.

Uma sigunyaziwe ukuba sikubone ukwaziswa okuqondene nomqashwa uqobo, kulindeleke ukuba:

- Siqinisekise ukuthi lokho kwaziswa sikunikeza kuphela abantu abagunyaziwe, "okudingeka bakwazi" kuphela
- Siqinisekise ukuthi asilokothi sinikeze lokhu kwaziswa kunoma ubani ongaphandle kwakwa-L'ORÉAL, ngaphandle uma kudingwa ngumthetho ukuba senze kanjalo – noma ngokugunyazwa nguye luqobo umqashwa
- Siqinisekise ukuthi ukwaziswa okunjalo kugcinwa kuphephile
- Sigweme ukugodla lokhu kwaziswa isikhathi esidekunesidingekile ukuzekuhlangatshezwane nezizathu ezingokomthetho noma zezebhizinisi okwakudingwa ngenxa yako
- Sifune iseluleko ngaphambi kokudlulisa lokho kwaziswa komuntu siqu ngaphandle kwasezweni angumnsinsi walo

Sonke kulindeleke ukuba:

- Sikugweme ukufuna nokugcina ukwaziswa okuphathelene nabasebenzi, ngaphandle uma sithole ukugunyazwa okufanelekile nesidingo esicacile sezebhizinisi salokho kwaziswa
- Sihloniphe ilungelo lobumfihlo lesisebenza nabo

UMB: Ngingathanda ukuthumelela omunye wabasebenzi engisebenza nabo isipho esiyimfihlo sosuku lokuzalwa ekhaya lakhe. Ngicele iMithombo Yabantu ukuba inginike ikheli lakhe siqu kodwa bathi abakwazi ukungitshela lona, ngoba lokho kungaba "ukumphuca ilungelo lakhe lobumfihlo"! Ingabe lokhu asekuwukweqisa okungenangqondo?

IMP: Cha. Umnyango wezeMithombo Yabantu wenza kahle kakhulu – konke ukwaziswa kwabasebenzi kufanele kuhlale kuyimifihlo ngokuphelele. Akufanele bazakhele izizathu zabo zokukuhlinzeka.

UMB: Muva nje ngisanda kuzwa umphathi wami ekhuluma nabeMithombo Yabantu ngomunye walabo engisebenza nabo nangokuthi unesifo esibi. Ngesikhathi sami esiseceleni, ngivolontiyela inhlango enakekela abahluphekile esiza abantu abanezifo ezimbi futhi ngingathanda ukwazi ukuthi kukhona yini engingakwenza ukuzisa. Ngingaya yini ngqo kwengisebenza naye noma ngiqale ngikhulume nomphathi wami kuqala?

IMP: Akufanele uye kosebenza naye. Kunalokho, kufanele wazise umphathi wakho futhi/noma uMnyango wezeMithombo Yabantu uhabule umoya wale ngxoxo. Ukuze uhloniphe ubumfihlo besebenza naye, akufanele neze wabelane nanoma ngubani ngokwaziswa osunakho ngaye.

Khumbula: Uma ubhekene nenkinga emayelana nobumfihlo, thatha izinyathelo ezifanelekile zokuyixazulula. Uzothola usizo nokuxhaswa ngokuxoxa nabaphathi bakho, uMphathi wakho Wezokuvikelwa Kokwaziswa noma uMphathi wakho wezeMithombo Yabantu (bheka futhi isahluko esithi "Ukukhuluma Ngokukhululekile").

UKUNGQUBUZANA KWEZINHLOSO ZENZUZO

Kumelwe sizigweme izimo lapho izinhloso zethu zenzuzo zingase zingqubuzane khona nalezo zakwa-L'ORÉAL.

Ngisho nokubonakala kokungqubuzana kungase kulininde idumela lakwa-L'ORÉAL – kanye nelethu.

Isihluthulelo sokubhekana nanoma ikuphi ukungqubuzana okungase kube khona ukukudalula ngokuphelele. Lokhu kuzokwenza ukuba yonke into iphenyisiswe. Ngenxa yalokho, kungase kubonakale nanokuthi into ebibonakala ekuqaleni iyinkinga, eqinisweni ayiyona ngisho nengozi enkulu eNkampanini. Kodwa lokhu kungatholakala kuphela uma kudalulwe wonke amaqiniso ukuze wonke umuntu othintekile azi ngalokhu ngokuqinisekile – futhi akwazi ukukusho ngokuzethemba kwabanye.

Sonke kulindeleke ukuba:

- Sidalule kwabasiphethe uma kubonakala kungabanengozi yokungqubuzana kwezinhloso zenzuzo okungase kuthonye noma kubonakale kuthonya ukwahlulela nezenzo zethu (ngokwesibonelo, lapho ilungu lomkhaya liqashwe ngumphakeli)
- Sigweme ukuba nengxenywe, ukubandakanyeka noma amasheya angokwezimali kunoma iyiphi inhlangothi eqhudelana nathi, ikhasimende, umphakeli nanoma ngubani esibambisene naye ebhizinisini nabakwa-L'ORÉAL, uma isikhundla sethu kwa-L'ORÉAL sisivumela ukuba sithonye ubuhlobo bezebhizinisi

UMB: Omunye wabantu engisebenza nabo unomshana wakhe osanda kusijoyina, futhi umngane wami omdala wasesikoleni usanda kuqala ukusebenza nami. Ngikhathazekile ngokuthi abantu bangase bacabange ukuthi kukhona ukungqubuzana kwezinhloso zenzuzo lapha. Ingabe lezi zinkambiso zisebenza kuphela emalungwini omndeni aseduze – noma ingabe zingasebenza nakulokhu?

IMP: Impendulo isobalIMP: uma ubuhlobo kuwukuthi bungase buthonye umgomo wakho, khona-ke kufanele isebenze le nkambiso futhi ucele isiqondiso. Iqiniso lokuthi ilungu lomndeni wothile noma umngane kakade usesebenzela abakwa-L'ORÉAL alisho ukuthi sekumelwe kufakelwe izibuko ukufanelekela kwesisebenzi umsebenzi eNkampanini. Kodwa kwenziwa yonke imizamo ukuqinisekisa ukuthi ukuhlaziywa kweholo nomsebenzi kusingathwa umuntu ohlukile, nokuthi lezi zimo ziyagadwa ngokuqhubekayo ukuze kuqinisekiswa ukungachemi nokungakhethi kubo bonke.

UMB: Ingihlabe umxhwele ngempela ikhwalithi yomsebenzi yomphakeli othile wakwa-L'ORÉAL, futhi ngenxa yalokho ngingathanda ukutshala izimali zami kule nkampani. Ingabe kukhona ukungqubuzana kwezinhloso zenzuzo kulokhu?

IMP: Ngisho noma ukubandakanyeka kwakho kungaba okwezimali kuphela, kungaba khona ukungqubuzana kwezinhloso zenzuzo kuye ngokuthi siyini isikhundla sakho kw-L'ORÉAL, ithonya onalo ezinqumweni zokuthenga, inani lotshalo mali lwakho kanye nokubaluleka kuka-L'ORÉAL njengekhasimende kuleyo nkampani ethintekayo. Okuwukuphela kwendlela yokuthola ukuthi kwamukelekile yini ukudalula lolu daba kubaphathi bakho noma uMphathi wezeMithombo Yabantu futhi uxoxe ngalolu daba ngokukhululekile.

UMB: Indodana yami inehhotela elihle kakhulu endaweni, futhi izinkampani eziningui kule ndawo ziyalisebenzisa ukudla amadina neminye imicimbi. Kusobala ukuthi singalikhetha nathi ngomcimbi wethu. Nanjengoba libiza kahle ngokwamanani uma liqhathaniswa namanye kuhlanguanisa nekhwalithi, sikhona yini isithiyi sokuba ngibhuke lona?

IMP: Uma kucatshangela amanani abiza kahle nokuthandwa kwaleyo ndawo, kungase kube okwamukelekayo ngeNkampani ukuhlela imicimbi lapho. Nokho, ngeke kufaneleke ngawe ukuba usike elijikayo kule ndaba, njengoba kukhona ukungqubuzana kwezinhloso zenzuzo okusobala lapha. Njengakuzo zonke izimo lapho ilungu lomndeni eliseduze lisebenzela khona umphakeli wamanje noma osethubeni lokuba ngumphakeli noma omunye okubanjiswene naye ebhizinisini, kufanele udalule lokhu kumphathi wakho. Yena-ke uzobe esethatha izinyathelo ezidingekayo ukuze agweme ukukufaka esimweni esizokubeka enkingeni.

UMB: Ngesikhathi sami esikhululekile, ngiyiPhini likaMongameli we-National Consumer Association. Sengibe kulesi sikhundla iminyaka eminingi. Manje ngithole ukuthi i-Association ihlela ukwenza ushintsho olungokomthetho olungase lubangele abakwa-L'ORÉAL izinkinga. Kufanele ngenzenjani?

IMP: U-L'ORÉAL uyayihlonipha imfihlo yabasebenzi futhi unombono oqondile ngokubamba iqhaza kwabasebenzi ezindabeni zomphakathi ngezinhlangano noma izinhlangano ezinakelela abaswele. Nokho, kufanele ukudalule ukuba kwakho yilungu noma ukubamba iqhaza ezinhlanganweni ezinjalo kumphathi wakho lapho unomuzwa wokuthi kukhona ukungqubuzana, noma kungenzeka kube nokungqubuzana, nezithakazelo zakwa-L'ORÉAL. UMphathi wakho noma uMphathi wezeMithombo Yabantu uzokwazi ukukuqondisa ngesinyathelo esifanele okumelwe usithathe. Kulokhu, kuzoba inkambo yokuhlakanipha ukukudalula ngokuphelele lokhu kosebenza nabo kwi-Association, ukuze uchaze ukungqubuzana kwezinhloso zenzuzo kubo kanye nokuhoxa kunoma ikuphi ukubandakanyeka kulowo mkhankaso wokunxusa kwabomthetho.

UMB: Umkai usebenzela inkampani encintisana no-L'ORÉAL. Asizixoxi ezomsebenzi ekhaya, futhi angiboni ukuthi iNkampani ingenaphi kulokho umkami akwenzayo ekuphileni kwakhe komsebenzi. Nokho abanye bengisebenza nabo baye basikisela ukuthi ngisesimweni sokudicilela phansi inkampani. Kufanele ngenzenjani?

IMP: Lokhu kungase kudale isimo sokungqubuzana kwezinhloso zenzuzo. Ukuze uvikele kokubili wena neNkampani, kufanele udalule amaqiniso kubaphathi bakho noma uMphathi wezeMithombo Yabantu. Ngaphezu kwalokho, wena nomkakho kufanele niqhubeke nikugwema ukuxoxa ngezibhizinisi futhi nithathe izinyathelo zokuqinisekisa ukuthi ukwaziswa okuyimfihlo nokuphathelele nazo zombili izinkampani kuyavikelwa.

UMB: Ilungu leqembu lami belilokhu liqomisana nonobhala walo izinyanga ezithile kuze kube yimanje. Bebeqaphe kakhulu emsebenzini, kodwa abantu bagcina bazile ngakho. Akungimangazi ukuzwa ngakho ngokusemthethweni. Kuqalise zonke izinhlobo zamahlebezi, futhi kuyafaneleka ukusho ukuthi abanye onobhala abajabule neze ngale nto. Yiqiniso, ngivule amehlo ukuze ngiqinisekise ukuthi abukho ubufakazi bokukhetha iphela emasini kule ndaba – kodwa kuthiwani uma kwenzeka behlukana bese kuba kubi? Ingabe kufanele ngenze okuthile ngale nto – futhi uma kunjalo, yini engingayenza?

IMP: Lesi isimo esibucayi kakhulu. Kwa-L'ORÉAL, siyakhlonipha ukuphila kwabantu kwangasese, futhi ngaleyo ndlela akudingeki sazi ngobuhlobo babo bezothando. Nokho, sinaso isithakazelo ebuhlotsheni babo bomsebenzi. Isimo osichazayo asifaneleki ngoba kukhona ukungqubuzana kwezinhloso zenzuzo. UMphathi ngeke kulindeleke ukuba ahlulele amphethe ngobuqotho uma ethandana naye. Kufanele uthintane noMphathi wakho wezeMithombo Yabantu ukuze uxoxe ngendlela yokusingatha lokhu. Okungcono kakhulu, omunye wabasebenzi kufanele ashintshe umsebenzi, futhi siyozama ukuqinisekisa ukuthi lokhu kungafinyelelwa ngokuphumelelayo kodwa kungavusa imizwa. Kuye ngamaqiniso nezimo, kungase futhi kube nenkinga yokuhlukumezana ngokocansi.

Khumbula: Uma ubhekene nenkinga ephathelene nokungqubuzana kwezinhloso zenzuzo, ungayigcini esifubeni sakho. Uzothola usizo nokuxhaswa ngokuxoxa ngayo omphathi wakho noma uMphathi wezeMithombo Yabantu (bheka futhi isihloko esithi "Ukukhuluma Ngokukhululekile").

INDLELA ESISEBENZA NGAYO
NJENGESAKHAMUZI
ESIZIBOPHEZELE
SENKAMPANI

“Sidlala ingxenye yethu ekwakheni izwe lobuhle nokungakhethi”

UMOYA WAKWA-L'ORÉAL



IMIKHANKASO YEZOMBUSAZWE

U-L'ORÉAL uyalihlonipha ilungelo labasebenzi bakhe lokubamba iqhaza njengabantu emikhankasweni yezombusazwe – uma nje beqinisekisa ukuthi ngokwenza kanjalo, abamele iNkampani.

Noma ngubani kithi obamba iqhaza emikhankasweni yezombusazwe kulindeleke ukubIMP:

- Baqinisekise ukuthi abameleli u-L'ORÉAL nganoma iyiphi indlela
- Bagweme ukusebenzisa imithombo yengcebo yeNkampani (kuhlanganisa isikhathi seNkampani, izingcingo, amaphepha, i-email kanye nenye impahla) ukuze baqhube noma basekele imikhankaso yethu yezombusazwe

UMB: Ngenzela inhlango ethile yasendaweni umsebenzi wokuvolontiya enezinkambiso ezifana kakhulu nezimiso zakwa-L'ORÉAL. Ngingawusebenzisa umshini wokukopisha ukuze nginyathelise amapheshana ambalwa okukhangisa?

IMP: Cha. Ungasisebenzisi isikhathi nengcebo yenkampani yanoma iluphi uhlobo ukuze usekele imikhankaso yezombusazwe.

UMB: Umphathi wami ungibuzile ukuthi ngingathanda yini ukunikelela umkhakhaso wobumeya wendodakazi yakhe. Ingabe lokhu kuyafaneleka?

IMP: Cha. Ngisho noma umqondisi wakho engakuphoqelelui, noma isiphi isicelo esinjalo, kungakhathaliseki ukuthi siqotho kangakanani, asifaneleki futhi singase sibhekwe njengesiphoyo.

Khumbula: Uma ubhekene nenkinga ephathelene nemikhankaso yezombusazwe, ungayigcini esifubeni sakho. Uzothola usizo nokuxhaswa ngokuxoxa ngayo nabaphathi bakho, uMphathi wakho weze-Public Relations noma uMphathi wakho wezeMithombo Yabantu (bheka futhi isahluko esithi "Ukukhuluma Ngokukhululekile").

IQHAZA EMPHAKATHINI

U-L'ORÉAL uzibophezele ekusizeni umphakathi, umakhelwane omuhle nesakhamuzi ezinokukhathalela esizibophezele emiphakathini esenza kuyo ibhizinisi. Sikhuthaza abasebenzi ukuba bafeze indima ebhekile emphakathini.

Sonke kulindeleke ukuba:

- Sisekele imikhankaso ehloselwe ukusiza abanye abantu ekhuthazwa Yithimba Lakwa-L'ORÉAL, sibambe iqhaza ekusizeni labo esibathandayo nalabo ukuba izenzo zethu eziba lethela injabulo eyenezelwe ekuphileni
- Siqinisekise ukuthi siyambandakanya u-L'ORÉAL kuphela ezenzweni zethu ezibonisa amasu ethu emikhankasweni yokusiza abanye abantu, futhi sibonise imigomo zenkampani yethu
- Siqonde ukuthi imikhankaso yokusiza abanye iwukuzibophezela kwesikhathi eside, nokuthi zonke izenzo, kungakhathaliseki ukuthi zingakanani, kumelwe zenziwe ngohlelo olucacile ukuze kwakhiwe umoya wokusebenzelana ngokuhamba kwesikhathi

UMB: Uhlelo lomkhankaso wokusiza abanye engihileleke kulo emphakathini wakithi uye wabuza ukuthi u-L'ORÉAL angasihlinzeka yini ngemikhiqizo yamahhala yokusekela umkhankaso wabo. Nginyaqaphela ukuthi kune-shampoo nama-gel amaningi azochithwa ngoba asemaphaketheni amadala. Ngingahlela ukuba alandwe kungazi muntu. Ngingabanika wona?

IMP: U-L'ORÉAL uyafuna ukunisekelwa emizamweni yenu yokusiza umphakathi ongamahlwempu, uma lokhu kuvumelana namasu eNkampani. Kufanele wazise umphathi wakho, ongase akwazi ukubona ukuthi lo mzabalazo wokusiza abaswele uyavumelana yini namasu akwa-L'ORÉAL, futhi akuhlongoze kumuntu ophathiswe umthwalo wokunakekelwa kwabaswele ezweni lakini.

UMB: Isibhedlela engivolontiya kuso isonto ngalinye sicela ukuba wonke umuntu athole amavolontiya amasha, futhi singathanda ukuba ngenze u-L'ORÉAL abandakanyeke kakhudlwana kulokhu. Ngiyazi ukuthi abaningana kwengisebenza nabo bangaba naso isithakazelo. Ngingakhuluma nabo ngokuqondile?

IMP: Uma lesi sibhedlela sinikeza amathuba avumelana namasu okusizwa komphakathi akwa-L'ORÉAL, kufanele ukhulume nomphathi wakho ukuze uthole ukuthi kungenzeka yini ukubandakanya inkampani ekusebenzelaneni nesibhedlelal. U-L'ORÉAL ulwela "okungaphezu kokugcina icala nje," nokwakha ubudlelwano obuhlanganisa ukheshi kanye neminikelo yomusa, iminikelo eyenziwa ngabasebenzi, ikakhulukazi nokuhlanganyela ubuchwepheshe esinabo emikhakheni eminingi ukuze sisize abanye. Ungase ube ngumxhasi omelela inkampani ngalo mkhankaso, futhi sakhe ubuhlobo obuyohlala njalo ndawonye.

Khumbula: Uma ubhekene nenkinga ephathelene nokunikela emphakathini, ungayigcini esifubeni sakho. Uzothola usizo nokuxhaswa ngokuxoxa ngayo nabaphatyhi bakho nooma uMphathi wezeMithombo Yabantu (bheka futhi isihloko esithi "Ukukhuluma Ngokukhululekile").

ISIBOPHO SOKUKHATHALELA IMVELO

U-L'ORÉAL uyayihlonipha imvelo, futhi ufuna ukunciphisa ukukhinyabezeka kwayo. Umgomo wethu uwukuxhumana ngokukhululekile ngalokho esikufezile kule ndawo, kanye nezinselele esibhekene nazo.

Imisebenzi eminingi ebandakanyeka ekuthengiseni imikhiqizo yethu inomthelela oqondile emvelweni. Kuwumthwalo wawo wonke umuntu ukufuna ukunciphisa ukukhinyabezeka noma kuphi lapho kungenzeka khona. Noma ikuphi okuncane esikwenzayo kubalulekile.

Sonke kulindeleke ukuba:

- Sisebenzise isibopho sakwa-L'ORÉAL enqubweni ekhuthaza ukunakekelwa kwemvelo
- Sikhethe ukusetshenziswa kwezinto eziphinde zisebenziseke kanye nokwakha amaphakethe angayikhinyabezi imvelo
- Sibheke indlela ukuziphatha kwethu kuzo zonke izici okunegalelo ngayo emvelweni, ukuze sinciphise ukukhinyabezeka kwayo noma kuphi lapho kungenzeka khona: ngokwesibonelo, ngokunciphisa ukuhamba ngezingqola okungadingekile, songe ugesi namanzi futhi sigweme nokudala ukungcola. Lapho ukungcola kungenakugwenywa khona, kumelwe siqinisekise ukuthi izinto ziyajikeleziswa noma zilahlwe ngendlela ebonisa ukukhathalela. Ngisho nezenzo zomusa ezingatheni, njengokususa ukungcola kokudla ezindaweni zokudlela zenkampani, kungenza umehluko
- Thatha zonke izinyathelo ezidingekile ukuze uvimbele futhi umise ukwephula kwenqubo-mgomo yokunakekelwa kwemvelo yakwa-L'ORÉAL
- Bika ngokushesha konke ukuchithwa kwezinto eziyingozi ezingavamile emoyeni noma emanzini kubaphathi noma kuMphathi wethu Wezempilo Nokuphepha

UMB: Idivayisi yokulawula ukungcola emshinini obaluleke kakhulu wokwakha umkhiqizo inephutha. Ngisanda kuthola ukuthi kuzothatha izinsuku ezintathu ukuthola izingxenye futhi ulungiswe. Singakumela ngempela ukumisa umkhiqizo lapho sinentilibathwa engaka yamada okumelwe enziwe?

IMP: Akukho okunye esingakwenza. Ukuzibophezela kwethu emikhubeni emihle yokunakekelwa kwemvelo kuza kuqala kunezinzuzo zesikhashana noma amasheduli omkhiqizo. Umshini akumelwe usetshenziswe ngaphandle kwezilawuli zokungcola ezidingekayo. Kufanele wazise umphathi wakho ukuze asize ukuba kuvelwe nekhambi.

UMB: Uma nje senza ngokuvumelana nomthetho wendawo, kungani kufanele silandele imigomo zokunakekelwa kwemvelo zakwa-L'ORÉAL uma kusifaka engozini yokuhlulwa esincintisana nabo?

IMP: Ukuzibophezela kwakwa-L'ORÉAL ekunakekelweni kwemvelo kudlulela ngale kokulale nje umthetho okulula. Uma unomuzwa wokuthi kuhileleke izinkinga zezokuncintisana ebhizinisini, kufanele uxoxe ngalokhu nomphathi wakho.

Khumbula: Uma ubhekene nenkinga yokunakekelwa kwemvelo, ungayigcini esifubeni sakho. Uzothola usizo nokuxhaswa ngokuxoxa ngayo nabaphathi bakho, uMphathi wakho Wezempilo Nokuphepha noma uMphathi wezeMithombo Yabantu (bheka futhi isihloko esithi "Ukukhuluma Ngokukhululekile").

INDLELA ESISEBENZA NGAYO

EMINYE IMITHOMBO YOSIZO YABAPHATHI

“Senza ibhizinisi ngobuqotho”

UMOYA WAKWA-L'ORÉAL



INDIMA YOMPHATHI

Njengomphathi, unomthwalo wemfanelo owenezelwe ngoba:

- Ubeka isibonelo futhi ukhuthaza ukuziphatha okunezimiso ezinhle
- Ungumenzi wezinqumo obhekene nezinkinga eziyinkimbinkimbi nezinzima kakhulu
- Ithimba lakho lizoza kuwe ukuze lithole isiqondiso nosizo

Futhi njengoMphathi, uzobhekana futhi nezindaba ezidingidwa kuphela esigabeni sabaphathi, okungukuthi:

- Ukukhangisa nokumaketha
- Ukuhweba ngaphakathi
- Ukukhetha abaphakeli kanye nokuphathwa kahle kwabaphakeli
- Ukuncintisana okungachemi
- Izintela

UMB: Yikuphi okubaluleke kakhulu kimi njengoMphathi: ukuhlangabezana nezibopho zami emigomweni yezezimali noma yezebhizinisi, noma leyo YOMOYA WAKWA-L'ORÉAL NENDLELA ESISEBENZA NGAYO?

IMP: Lokhu kokubili kuyahambisana – futhi kuxhumene ngokuqondile. Ukwenza izinto ezifanele ngezizathu ezifanele kuyibhizinisi elihle ngaso sonke isikhathi. Izenzo ezingekho emthethweni nezingahambisani nezimiso zokuziphatha aziyizuzisi ngalutho iNkampani.

UKUKHANGISA NOKUMAKETHA

Ukukhangisa nokumaketha kwakwa-L'ORÉAL kusekelwe emigomweni yethu eziwumgogodla nokusebenza. Lesi simiso sibalulekile ekuzuzeni nasekugcineni ukwethembeka kwamakhasimende ethu.

Sonke thina esithintekayo ekumaketheni nasekukhangisweni kwemikhiqizo yethu kulindeleke ukuba:

- Siqinisekise ukuthi zonke izinto zokukhangisa zisekelwe ekusebenzeni okuqinisekisiwe kanye nokwaziswa okungokwesayensi
- Sinikeza incazelo enembile neyiqiniso yemikhiqizo yethu
- Sizame ukuqinisekisa ukuthi injongo nokusetshenziswa okufanele kwemikhiqizo yethu kuqondakala kalula kubathengi
- Sikukhathalele ukusabela okungokwenkolo, kobuhlanga, okungokwesiko noma kwamaqembu ezenhlalo ekukhangiseni kwethu
- Siqinisekise ukuthi asikhuthazi ukusetshenziswa kwemikhiqizo yethu kunoma yiziphi iziteshi (zezinhlalo ze-TV noma zomsakazo, omagazini noma amamidiya ezithombe edijithali) amgomo wawo ukukhanga umphakathi ukuze akhangise ngobudlova obedlulele, izithombe zezocansi ezingcolile, noma ezikhuthaza ukuziphatha okucasulayo noma inzondo ngabanye. Imigomo enjalo iyangqubuzana nezimiso zokuhle zakwa-L'ORÉAL
- Qikelela ukuba uqinisekise ukuthi izinyathelo zethu ziyavumelana **NOMOYA WAKWA-L'ORÉAL** uma sicabangela ukukhangisa kubantwana noma intsha

UMB: Engisebenza naye ungibonise isihlongozo sezokumaketha ngesimonyo somzimba (body lotion) esebenzisa omodelayo ozace ngokweqile, Ngicabanga ukuthi kuyacika, futhi kungase kubangele ukuba sigxekwe ngokuthi sikhuthaza amantombazane ukuba azibulale ngendlala bephishekela ukuba yizilenda. Uthe ngikhathazeka ngokweqile futhi wathi umdwebo usuthunyelwe kakade ukuze ugunyazwe. Ngingenzani ngalokhu?

IMP: Ukukhangisa kwethu kuklanyelwe ukuba kube kube nomthelela omuhle kakhulu emphakathini wethu, ngakho kumelwe sikwenze kube ngumthwalo wethu wemfanelo ngalokho okuyokushiya ezingqondweni zabantu – noma okungase kubonakale kuzokusho. Kukhona ukukhathazeka okwandayo ngezinkinga zokudla phakathi kwabesifazane abasha, kanye nezingozi zezempilo ezihlobene nalokhu. Lokhu kufanele kunakwe lapho sinquma ngemikhankaso yethu yezokukhangisa. Lokhu akusho ukuthi ngeke waba nalo ikhono lokuklama, kodwa kudingeka uqinisekise ukuthi umyalezo wokukhangisa awuzukuqondwa kabi njengokhuthaza ukuziphatha okungenampilo nokulimazayo.

UMB: Ngisungula uhlelo lokumaketha lomkhiqizo omusha. Umnyango we-R&D okuyiwona onomthwalo wemfanelo uthe “unciphisa imibimbi” kuphela, kodwa umphathi wami ungitshela ukuthi “uyayiqeda imibimbi”. Ngikhathazekile ngalokhu ukuthi kazi kuyiqiniso elimsulwa yini. Iyiphi into efanele okumelwe ngiyenze?

IMP: Ukubeka imikhiqizo yethu ezingeni okungelona ngokukhuluma izinto ezingelona iqiniso kuwukungathembeki, futhi kwenza ukuba amakhasimende ethu angasethembi. Uma lo mkhiqizo ungayiqedi imibimbi, khona-ke akufanele utshela abantu ukuthi uzoyiqeda.

Khumbula: Uma ubhekene nenkinga ephathelene nokukhangisa nokumaketha, ungayicini esifubeni sakho. Uzothola usizo nokuxhaswa ngokuxoxa ngayo nabaphathi bakho, uMphathi weseSayensi, uMphathi wakho we-Technico-Regulatory noma uMphathi wakho wezeMithombo Yabantu (bheka futhi isahluko esithi “Ukukhuluma Ngokukhululekile”).

UKUHWEBWA NGAPHAKATHI

Nakuba u-L'ORÉAL engafisi ukuncisha abasebenzi inkululeko yokuba bazitshalele izimali zabo, sonke ngabanye kumelwe siKhumbule ingozi esingangena kuyo uma sibonakala "sihweba ngaphakathi" lapho senza izinqumo zokutshala izimali.

Sonke kulindeleke ukuba:

- Qaphela ukuthi ukusebenzisa ukwaziswa okuyimfihlo ukuze utshale izimali kungase kuwele ngaphansi kwemithetho yokuhweba ngaphakathi
- Gwema ukuthenga noma ukuthengisa amasheya kwa-L'ORÉAL noma kunoma iyiphi enye inkampani uma sinokwaziswa kwangaphakathi ngaleso sikhathi
- Gwema ukudalula ukwaziswa okunjalo kwangaphakathi kunoma ngubani ongaphandle kweNkampani, kubandakanya namalungu omndeni wakho
- Gwema ukudalula lokho kwaziswa kwangaphakathi kunoma ngubani omunye ongaphakathi enkampanini, ngaphandle uma kunezizathu ezisemthethweni ezenza ukuba "kudingeke azi"
- Vikela ukwaziswa kwangaphakathi ekubeni kungadaluleki ngephutha

UMB: Angisona isazi sezomthetho. Yini kahle hle "ukwaziswa kwangaphakathi"?

IMP: "Ukwaziswa kwangaphakathi" ngumqondo ochazwa ngumthetho. Ngamagama abanzi, kubhekisela ekwazisweni okungatholakali emphakathini umtshali zimali angase akubheke njengokubalulekile ekwenzeni isinqumo sokutshala izimali. Ukwaziswa okunjalo kungabhekisela kwabakwa-L'ORÉAL kanye futhi nakumakhasimende, abaphakeli babo noma enye inkampani abakwa-L'ORÉAL abaxhumana nayo. Uzothola ukwaziswa okwengeziwe encwadini yethu ethi Stock Market Ethics.

UMB: Ngisanda kuzwa ukuthi u-L'ORÉAL usezothenga enye inkampani. Lokhu kuzwakala kuyisikhathi esikahle kakhulu sokuthenga i-stock ngenye yalezi zindlela – noma zombili, njengoba kungenzeka amanani aphakame lapho kumenyezela lokhu. Kulungile yini ukuqhubeka nokwenza lokhu?

IMP: Cha. Njengomsebenzi wakwa-L'ORÉAL, cishe uzobhekwa "njengothengisa ngaphakathi" futhi ngaleyo ndlela ngeke ukwazi ukuthenga noma ukuthengisa isitokwe kwabakwa-L'ORÉAL noma kwenye inkampani kuze kube yilapho lokhu sekumenyezela emphakathini.

UMB: Nginyaqaphela ukuthi ngeke ngikwazi mina ukuthenga isitokwe esingesakwa-L'ORÉAL ngenxa yokwaziswa kwangaphakathi. Kodwa kuthiwani uma lokhu "ngimane ngikuphawule" entombini yami manje okungenzeka ibe sesimweni esingcono sokuthenga – ingabe kulungile lokho?

IMP: Cha. Kuzoba sengathi usithenga wena luqobo. Ngisho noma kuwukuthi konke okuzwile bekungamahlebezi, uzobe usakhuthaza ukubhebhethekiswa kwawo, futhi lokho akuhambisani nezimiso zokuhle.

Khumbula: Uma ubhekene nenkinga yokuhweba ngaphakathi; thatha izinyathelo ezifanelekile ukuze uyixazulule. Uzothola usizo nokuxhaswa ngokuxoxa ngakho nabaphathi bakho, uMnyango wakho Wezomthetho noma uMphathi wakho wezeMithombo Yabantu (bheka futhi isihloko esithi "Ukukhuluma Ngokukhululekile").

UKUKHETHA UMPHAKELI NOKUPHATHWA KAHLE KWABAPHAKELI

Ubuhlobo babakwa-L'ORÉAL nabaphakeli babo budlulela ngale kokuthengwa nokudilivwa kwezimpahla namasevisi. Buwumgogodla wempumelelo yesikhathi eside yebhizinisi lethu. Sahlulelwa ngekhwalithi yobuhlobo bethu esinabo nabaphakeli bethu. Eqinisweni, sizobhekisiswa ngendlela esikhetha ngayo abaphakeli bethu, nangendlela ababonisa ngayo ukuzibophezela kwabo ekwenzeni ibhizinisi ngokuzibophezela.

Sonke thina esisebenzelana nabaphakeli kulindeleke ukuba:

- Sikhethe abaphakeli ngokwesisekelo sokubhida kwezokuncintisana okusekelwe endinganisweni enomgomo yokuhlaziya ukusebenza nekhwalithi yesevisi; siqinisekise ukuthi konke okuzohlinzekwa ngabaphakeli kuyaqathaniswa futhi kucatshangelwa ngokungakhethi nangaphandle kokuba netiye
- Siqinisekise ukuthi Imibandela Yokuthenga yeNkampanikanyeNokukhokhakuzohlangukisa izimiso zokuziphatha ezilindelwe ngabakwa-L'ORÉAL, ziyaqondakala futhi ziyamukeleka kubo bonke abaphakeli kungakhathaliseki ukuthi basebenza kuphi
- Sihlinzeke abaphakeli bethu ngezimvo ezisekelwe ezimpawini ezinemigomo, ezingafihli lutho nezingaguququki
- Sisekele abaphakeli ekuhlangabezani nezimfuno zakwa-L'ORÉAL – kodwa sibe nesibindi sokubuqeda ubuhlobo nalabo baphakeli abaqhubeka bengahlangabezani nalezo zimfuneko
- Sikhokhele abaphakeli ngesikhathi ngokuvumelana nemibandela okuvunyelwane ngayo (kuye ngokuthi umphakeli wenza ngokuvumelana nemibandela yesivumelwano)
- Siqinisekise ukuthi umphakeli akancikile ngokweqile ebhizinisini lakwa-L'ORÉAL

- Sikugweme ukucela abaphakeli ukuba basehlisele izimali ngendlela engenangqondo ukuzenjesizame ukubamba noma ukulondoloza ibhizinisi no-L'ORÉAL. Ngokuyinhloko, kugweme ukusebenzelana okudinga ukuba izandla zizezane. (Lokhu kuhlangukisa ukusho noma ukugudlisela ukuthi isinqumo sokuthenga izimpahla noma amasevisi sisekelwe esivumelwaneni sokugezana kwezandla ngomphakeli ukuba athenge neyethu imikhiqizo noma amasevisi.)
- Sivikele ukwaziswa okuyimfihlo komphakeli njengokungathi bekungokwethu, ngokuyinhloko siqinisekise ukuthi siyawavikela amalungelo abo okukopisha nempahla yabo

Siyaziqhenya ngedumela lethu lokusebenzelana nabaphakeli ngendlela yokubambisana nekhululekile. Lobuhlobo busekelweezimisweni zokungakhethi, ubuqotho nokwethembeka futhi siyakhlonipha ukuzimela nolwazi esinalo ngabo. U-L'ORÉAL akasoze asisebenzisa kabi isikhundla sakhe ngoba nje efuna ukuthandwa.

UMB: Ngizama ukuthola umphakeli omusha wempahla yasehhovisi. Owokuqala engimthintile unikeza izevisi enhle kakhulu, kodwa ngamanani amba eqolo. Owesibili akamuhle kangako, kodwa ushibhile (ngokuyinhloko ngoba uye wenza isaphulelo esiphawulekayo ngomzamo wokuthola ibhizinisi lakwa-L'ORÉAL). Ngingamtshela yini umphakeli wokuqala ukuthi lo owesibili usibize malini, ukuze sizame ukumenza ehlise amanani akhe?

IMP: Ungamtshela umphakeli wokuqala ukuthi uthole amanani angcono kwenye indawo, kodwa kufanele ungasho ukuthi ungubani lo mphakeli wesibili. Ngale kwalokho, uzobe unikeza umphakeli wokuqala ukwaziswa kwamanani okuphazamisayo ngancintisana naye, futhi lokho kumelene nezimiso zokuhle.

UMB: Ngithole umphakeli omuhle impela, kodwa usanda kuqalisa ibhizinisi lakhe nabakwa-L'ORÉAL, okwamanje uwukuphela kwekhasimende esinalo. Ngingamsebenzisa?

IMP: Yebo. Asikho isizathu sokungamsizi lo mphakeli ukuba aqalise ibhizinisi lakhe. Nokho, kumelwe aziswe kwinkontileka yakhe ukuthi kufanele athole amanye amakhasimende ngaphambi kwenkathi ethile yesikhathi, nokuthi uma engahluleka ukwenza kanjalo, u-L'ORÉAL angase acabangele ukushintsha abaphakeli. Uma ekahle kakhulu, lokhu akufanele kube yinkinga.

UMB: Othile ungitshele ungazise imfihlo yokuthi omunye wabaphakeli bethu abaphesheya kwezilwandle ungaphansi kokuphenywa kulandela ukumangalelwa kokusebenzisa abasebenzi abaphoqelelwe. Lo mphakeli akazange angitshele lutho ngalokhu, futhi ekuvakasheleni indawo esikhathini esidlule, akubonakalanga kunesizathu sokukhathazeka. Ngiwashalazele la mahlebezi?

IMP: Cha. Kufanele wenze uphenyo, uqale ngokubuzisa umphakeli ukuze uthole ukwaziswa. Uma unokungaba, cabangela ukumfaka ohlelweni lwe-Social Audit lakwa-L'ORÉAL, oluhilela ukuthumela umgcini mabhuku wangaphandle ukuba azoqinisekisa la maqiniso ngemikhuba yokusebenza, imibandela yokusebenza nezinye izinkinga.

Khumbula: Uma ubhekene nenkinga ephathelene nokukhetha abaphakeli noma ukuphathwa kwabo, ungayigcini esifubeni sakho. Uzothola usizo nokuxhaswa uma ukhuluma nabaphathi bakho, uMphathi wakho Wezokuthenga noma uMphathi wezeMithombo Yabantu (bheka futhi isahluko esithi “Ukukhuluma Ngokukhululekile”).

UMNCINTISWANO ONGAKHETHI

Siyabahlonipha bonke ababandakanyela emkhakheni wethu wezokusebenza, kuhlangukisa nabaphakeli. Sibaphatha ngendlela esifuna basiphathe ngayo. Isikhundla sethu njengabaholi embonini yezezimonyo siqinisa umsebenzi wethu wokubeka isibonelo esihle kule ndawo.

Kuyasizuzisa ukusebenza embonini lapho imikhuba yezebhizinisi ihlonipheka khona. Kwenza umsebenzi wethu ube lula futhi kuqinise nokwethenjwa ngamakhasimende ethu. Ukwabelananganomailuphiukwazinjengamanani, izindleko kanye namasu ezokumaketha kungaholela ekubonakaleni kwangempela noma okucatshangelwayo kokungathembeki ngokwezimali, ukuhlukaniswa kwezindawo noma ezinye izinhlobo zokukhwabanisa noma ukungathembeki kwemakethe ekhululekile.

Sonke kulindeleke ukuba:

- Sigweme noma ikuphi ukuthintana nesincintisana nabo lapho kuxoxwa khona ngokwaziswa okuyimfihlo
- Sigweme ukuyenga amakhasimende noma abaphakeli ukuba bephule izivumelwano zabo nesincintisana nabo
- Sigweme ukuthatha ngamabomu isinyathelo sokunqamula umthombo wokuphakelwa kwalabo esincintisana nabo
- Siqinisekise ukuthi asiwaxhi amalungiselelo aseceleni ezentengiselwano (okungukuthi, izivumelwano ezidinga ukuba inkampani ithenge noma ithengise kwa-L'ORÉAL kuphela) ngaphandle kwemvume etholakale kusengaphambili yakwa-L'ORÉAL okungase kucatshangelwe ukuthi inesikhundla esikhulu sezizimakethe
- Siqinisekise ukuthi asifaki abanye ezivumelwaneni ezibopha noma zihlanganise imikhiqizo ehluahlukene noma amasevisi (isib. Lezo ezidinga ukuba umthengi ofuna umkhiqizo owodwa athenge omunye "ohlangukise" nalowo mkhiqizo) noma sivumele ama-fidelity rebate ngaphandle kokuthola imvume esemthethweni kusengaphambili uma u-L'ORÉAL engase abhekwe njengonesikhundla esivelele kwimakethe

- Sigweme konke ukukhuluma okujivazayo ngokuphathelene nesincintisana nabo (kuhlangukise nazo zonke izinkulamo ezingelona iqiniso ngokuphathelene nemikhiqizo noma amasevisi abo)
- Sidalule ngokushesha kubaphathi uma siye sathola singaqondile noma sasebenzisa ukwaziswa okuyimfihlo okuphathelene nesincintisana nabo futhi okungokwabo kuphela noma okungokwama-third party
- Siqoqe ukwaziswa kwalabo esincintisana nabo ngezindlela ezisemthethweni kuphela bese ngaso sonke isikhathi sizazisa njengabasebenzi bakwa-L'ORÉAL lapho siqoqa lokho kwaziswa
- Singalokothi sivumele abasanda kuqashwa kwa-L'ORÉAL ukuba babelane nathi ngokwaziswa okuyimfihlo ngesincintisana nabo abakade bebasebenzela

UMB: Muvanjengingeneembukisweniwezohwebowomunye ummeleli wesincintisana nabo. Ngesikhathi esaqhabula e-bar, uphawule ukuthi inkampani yakhe ngokushesha izonyusa amanani emikhiqizweni embalwa eyinhloko. Lokhu ngempela kuwukuhlakanipha okusebenzisekayo! Ngubani engingamtshela ngakho ukuze sisebenzise leli thuba ngokunenzuzo?

IMP: Asabelani noma sibhide ngokwaziswa ngamanani nesincintisana nabo. Lokhu kuhlangukisa izinqubo-mgomo zamanani, izaphulelo, ukukhangisa, imiklomelo, amawaranti kanye nemibandela yezokuthengiselana. Uma esincintisana naye ethanda ukwabelana nathi ngalokho kwaziswa, kufanele uyivale ngokushesha le ngxoxo, kodwa ngokushesha futhi wazise umphathi wakho. Nakuba lokho kwabelana ngokwaziswa kungase kwenziwe ngobuqotho, kungase futhi kudale umuzwa wokwenza ukuvumelana ngamanani noma ukungenelela ekubhideni okuyinto ephambene nezimiso zokuziphatha futhi emazweni amaninigi ivukwephula umthetho.

UMB: U-L'ORÉAL uyilungu le-National Professional Cosmetics Association futhi mina ngingummeleli ka-L'ORÉAL weKomithi Lezomnotho. Ngemva komunye wemihlangano yamasonto onke weKomithi, omunye engisebenza naye, ongummeleli wesincintisana naye owaziwa kakhulu, usikisele ukuba amalungu eKomithi ahlangukane esitolo sokudlela ukuze kuqiniseke ukuxhumana kwamalungu ngamanye futhi "kuthululelwane izifuba." Kumelwe ngenzenjani?

IMP: Ungasamukeli lesi simemo, futhi sheshe wazise uMnyango wakho Wezomthetho. Sinesibopho sokuxwayisa i-Association ngaleyo mihlangano "yokuthululelwane izifuba." Khumbula ukuthi ukuxhumana nesincintisana nabo kumelwe kuhlale

IZINTELA

kulinganiselwe, futhi kube nezingxoxo ezingaqondene ngqo, noma ezivusa imizwa. Kugweme ngempela ukuxhumana nesincintisana nabo ngisho nemicimbi yokuzijabulisa kanye nabo. Uma phakathi nokuxhumana okusemthethweni “okugunyazwe” nesincintisana nabo, ubona ukuthi izindaba ezibucayi kungenzeka zidingidwe, mane nje uhambe kulowo mhlango uKhumbule ukuthi ushiye umhlango usabhaliselwa amaminithi okukhulunyelwa.

UMB: Ngithole ukuthi omunye wesincintisana nabo oyinhloko uzobe ethula umkhqizo omusha ngokushesha ongase ube isikhinyabezo esikhulu ezinhlelweni zethu zokuthengisa nokumaketha. Kudingeka sithole okwengeziwe nakanjani ngalokhu, kungakhathaliseki ukuthi kwenzekani. Njengoba sazi ukuthi lokhu kuyinto ebucayi kangakanani, singamqasha yini umuntu othile ukuba angene phakathi kwabo ukuze athole ukuthi ukuthi bakhuluma ngani njengoba beqalisa lo mkhankaso?

IMP: Cha. Lokhu ukuziphatha okungqubuzana nezimiso zokuhle okungalilimaza kakhulu idumela lethu elihle lobuqotho. U-L'ORÉAL akasoze ahambisana nalezo zenzo. Ngaphandle kokuthi lokho akuhloniphekile, zibuze ukuthi kuyozwakala kanjani uma kusasa indaba enjalo ingaphuma ephephandabeni! Singaqoqa ukwaziswa kokuncintisana kuphela ngezindlela ezisemthethweni. Izindlela ezinjalo zihlanganisa ukuhlola imikhqizo yesiqhudelana nabo futhi sisebenzise imithombo etholakala emphakathini, njengamapheshana okukhangisa, imibiko yaminyaka yonke, izikhangiso zesincintisana nabo emibukisweni yezohwebo, kanye nokwaziswa kwezizimboni okungadaluli ukwaziswa okuphathelene nenkampani ethile.

UMB: Ezinyangeni eziyisithupha ezidlule, ngiqashe umuntu othile owayevame ukusebenza njengoncintisana nathi. Ngesikhathi ngilapho wayenze ucwaningo olubanzi kakhulu ngobuchwepheshe bethu. Ngempela yilolo lwazi olwenza ukuba ngimqashe. Ngokusobala, ngiqikelele kakhulu ukuqinisekisa ukuthi akadluliseli kwaziswa okuyimfihlo kithi, kodwa ngokuqinisekile isikhathi silinganiselwe, okuzothi kamuva ahlanganyele nathi ulwazi lwakhe ngenkululeko? Ngale kwalokho, sizobe sesiqeqisa nathi odabeni lokugcinwa kwemfihlo, akunjalo?

IMP: Cha. Akukho mngcele ekuvikeleni ukwaziswa okuyimfihlo. Omqashile bekumelwe aqashwe ngesisekelo socwaningo abezosenzela lona, hhayi alwenzela esincintisana nabo esikhathini esidlule. Kungase futhi kube okufanelekile ngani ukuba nimdlulisele komunye umnyango, lapho engezuzizwa khona ecindezelekile ukua adlulise ukwaziswa okuyimfihlo.

Khumbula: Uma ubhekene nenkinga yokuncintisana okufanelekile, ungayicini esifubeni sakho. Uzothola usizo nokuxhaswa ngokuxoxa ngakho nabaphathi bakho, uMnyango wakho Wezomthetho noma uMphathi wakho wezeMithombo Yabantu Manager (bheka futhi isihloko esithi “Ukukhuluma Ngokukhululekile”).

U-L'ORÉAL uhlose ukuba isakhamuzi esihle kakhulu esiyinkampani nomaphi lapho esebenza khona. Isici esiyinhloko kulokho ukuhlonipha yonke imithetho yezezintela, uqinisekise ukuthi zonke izibopho zentela zendawo zigcwaliswa ngokufanele (izincwadi nezikhathi zokukhokha), futhi kukhokhwe ngokugcwele zonke izintela zendawo nezikazwelonke njengoba kudingwa yileyo mithetho.

Sonke kulindeleke ukuba:

- Siqinisekise ukuthi u-L'ORÉAL akazibalekeli izibopho zezintela zakhe ngamabomu
- Sifeza ingxenye yethu ekugcineni izincwadi nemibhalo ephelele nenembile yezezintela

UMB: Ngiye ngathintwa ngomunye umphakeli othi unezindlela zokusongela izimali. Uthi uzodlulisela amaphepha ethu okuthenga l-oda likaKhisimusi lidlule ngelinye izwe ukuze sigweme ukukhokha izintela (VAT) ebesizokhokhiswa ngalo. Kubonakala sengathi kuyisu elihlakaniphile – ngingaqhubeka nalokhu?

IMP: Cha. Noma imuphi umzamo wokubalekela izobopho zethu zokukhokha izintela ngokugcwele – okuyosho ukuthi senza leyo nto ngempela – uwukwephula umthetho futhi awuhambisani nezimiso zokuhle. Ibhajethi yakwa-L'ORÉAL ihlanganisa nokukhokha zonke izintela ezisemthethweni.

Khumbula: Uma ubhekene nenkinga yezezintela, ungayicini esifubeni sakho. Uzothola usizo nokuxhaswa ngokuxoxa ngayo nabaphathi bakho, uMphathi wakho Wezezimali, uMnyango wakho Wezomthetho noma uMphathi wakho WezeMithombo Yabantu (bheka futhi isahluko esithi “Ukukhuluma Ngokukhululekile”).

Abakwa-L'ORÉAL balwisana nakho konke ukukhishwa kwesisi esiyingozi ngenxa yokwakiwa, ukukhiqizwa nokusakazwa Kwezimiso Zokuziphatha Zezababhizinisi. Lena incwadi yethu yokuqala yomkhankaso "wokunciphisa isisi esiyingozi emoyeni".

Lokhu sikwenza ngosizo lwe-Climate Care, okungenye yezinkampani ezihlonipheke kakhulu ehlinzeka ngezindlela zokulwisana naso.

Ishicilelwe yi:-

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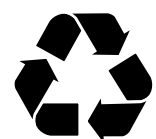
Izithombe:

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