

**IGCSE Reading and Writing 7: Exercise 4**

Read the following article about an incident of workplace bullying, and then complete the notes.

### £800,000 for Six Years of Harassment

In a decision that is likely to send shockwaves through London's financial district, a City worker from Deutsche Bank Group Services (UK) Ltd. was awarded over £800,000 for enduring what she described as 'a department from hell'.

Helen Green, 36, began her job as a secretary at Deutsche Bank in 1997. She said that almost immediately she became a target of harassment at the hands of four of her colleagues, Valerie Alexander, manager of the insurance division, and her PA, Fiona Gregg, telephone directory administrator Daniella Dolbear, and Jenny Dixon, PA to Ms Green's department head Richard Elliston.

According to Mr Justice Owen, at London's High Court, the attacks were 'a relentless campaign of mean and spiteful behaviour designed to cause her distress'. As such, he awarded Ms Green £640,000 for future loss of earnings including pension, £128,000 for lost income, £25,000 for her disadvantage in the labour market, and £35,000 for pain and suffering, totalling £817,000. The bank must also pay Ms Green's legal expenses.

The campaign by the four women according to Ms Green was 'so vindictive and so deliberate. They were discussing how to make me cry'.

In one telling incident, the four women arrived at the office and Ms Dolbear said in a very loud voice to the others: 'What's that stink? It's coming from over there,' while she pointed at Ms Green. The others laughed.

They would make sure to exclude Ms Green from group activities such as restaurant lunches. And they would often stare silently at her, with their arms crossed or wait until she was walking past them and begin laughing loudly. On other occasions, Ms Dolbear would hover near Ms Green's desk and speak very loudly making it impossible for her to answer the phone.

As a result, Ms Green began to develop a major depressive disorder. By November 2000, she had a nervous breakdown and had to be hospitalised on suicide watch. In April 2001, she returned to work, but her condition worsened again in October. Deutsche Bank kept her job open until September 2003 when her employment was terminated.

Ms Green was not alone in this matter. There were five other victims in the department. Several of whom had complained to management over the behaviour. 'Deutsche Bank knew what was happening at the time but they are continuing even today to diminish and deny it,' says Ms Green. 'Bullying is a big problem for the City and now all City businesses will have to pay more than lip-service to this hidden menace.'

Elaine Bartleet, a spokesperson for Deutsche Bank, stated after the verdict that no internal action was taken over the bullying, but Valerie Alexander was the only one of the four women still working there. She also said that Deutsche Bank has not decided whether to appeal or not.

You are going to give a short talk to your class at school about an incident where bullying has taken place in the workplace. You have decided to base your talk on this article. Make **two** short notes under each heading.

**WORKPLACE BULLYING**

- |   |                                  |
|---|----------------------------------|
| <b>a</b> The behaviour of Ms Green's colleagues | <b>b</b> The effects on Ms Green |
| <b>c</b> The bank's response to the bullying    | <b>d</b> The Court's decision    |

## IGCSE Reading and Writing 8: Exercise 4

Read the information about Jammu and Kashmir and complete the notes below.

### JAMMU AND KASHMIR

The land dispute over Jammu and Kashmir is the oldest unresolved land dispute in the world. It has led to three separate wars between Pakistan and India in 1947–48, 1965 and 1971.

#### JAMMU AND KASHMIR

**Population:** about 8 million (1981 census)

**Size:** 84,471 square miles

#### Indian-administered Kashmir

**The Kashmir Valley:** 3 million (95% Muslim, 4% Hindu)

**Jammu:** 2.7 million (66% Hindu, over 30% Muslim)

**Ladakh:** 134,000 (over 50% Buddhist, 46% Shia Muslim, over 3% Hindu)

#### Pakistan-administered Kashmir

**Northern Areas:** 500,000 (mostly Shia Muslim)

**Azad Kashmir:** 2 million (mostly Sunni Muslim)

#### History of the Region

653–1346 Hindu Rulers

1346–1586 Muslim Rulers

1586–1757 Moghul Rulers

1757–1819 Afghan Rulers

1819–1846 Sikh Rulers

1846 British defeated the Sikhs. The British sold Kashmir to Ghulab Singh of Jammu for 7.5 million Rupees

1846–1947 Jammu and Kashmir ruled by Hindu Maharajahs (independent of British India)



**IGCSE Reading and Writing 8: Exercise 4 (continued)****Source of Conflict**

The plan for the British Partition of India (1947) that divided up the Indian subcontinent into Pakistan and India at independence had a special provision for princely states like Jammu and Kashmir. These states had three choices: join India, join Pakistan, or remain independent. Pressured by both India and Pakistan, the Maharajah decided to sign the 'Instrument of Succession' to make Kashmir a part of India. The British Governor General of India, Lord Mountbatten, stressed that this decision would only become final once the people of Jammu and Kashmir voted on it. A UN Security Council resolution (1948) following the first war reconfirmed the need for a vote by the people of the region.

**Economy**

The Kashmiri region's main source of revenue comes from agricultural exports. It first became recognised in the early 1800s for its ultra-soft

cashmere wool, which was exported around the world. The Cashmere goat has since become largely extinct in the region.

The Kashmir people are also well known for their highly-skilled weaving ranging from woven rugs to shawls. The region is also home to the most sought-after saffron in the world. Saffron is a very flavourful, aromatic spice derived from the saffron crocus flower, and is easily more valuable than gold with retail prices ranging from €1,000 to €10,000 per kilo.

Tourism has also been a major part of the economy for centuries. The mountainous scenery is often described as 'Heaven on Earth'. However, the region has suffered from increasing political instability since the 1990s. The region's economy was also greatly affected by the strong earthquake that hit in October 2005, with an estimated 70,000 dead in the Pakistani-controlled area and 1,500 dead in the Indian-controlled area.

You are planning to give a short presentation about Jammu and Kashmir to your class at school. Make two brief notes under each heading as the basis of your talk.

**JAMMU AND KASHMIR**

- a History of the region
- b Demographics of the region
- c Main sources of income
- d Problems for the economy

**IGCSE Reading and Writing 9: Exercise 5**

Read the following article about internet blogging. Then, **write a summary** explaining what a blog is. **Your summary should be about 100 words.** Try to use your own words as much as possible.

## Blogging

Web logging, or blogging as it is more commonly known, is a way of keeping a diary online. One unique feature is that it is in a reverse chronological order, meaning that the newest entry always appears first. Although blogs are sometimes described as diaries, they can be so much more than just an online version of what was traditionally a hand-written record of personal thoughts and ideas. Blogs do present an individual's thoughts, but blogs can also contain video clips, photos, MP3 sound clips, links to news articles, and much more.

One way of understanding the difference between a blog and a diary could be in looking at the difference between newspapers and television. While you can get a mental picture about the force of a hurricane from a written description in a newspaper, this does not compare to the vivid realism that you get from a television clip showing the hurricane in action. A blogger can simply present so much more information in a very concise way.

Like many technological innovations, blogging can trace its origins back to earlier innovations. Its development came after the development of new types of software and ways of communicating online in the early 1990s. Email lists and bulletin board systems (BBS) allowed people to post messages that a large group of people could read and respond to with their own messages. In short, the new media allowed users to carry on conversations over time and distance. When early bloggers, such as Justin Hall and James 'Kibo' Parry, began posting, the 'blogosphere' was a fairly limited space. Many early bloggers created journals by updating their webpages. It was not until 1997 when developments in blogging software appeared that made blogging more accessible to the general public. Today, blogs are everywhere. In 2005, the Blog Herald estimated the number of blogs to exceed 100 million worldwide.

So what are all these blogs about? Blogs are about as varied as the number of people writing them. Blogs can be about anything and, in some cases, nothing at all. Besides the countless individuals digitally detailing their daily existence, many in the media spotlight have turned to this medium to help get their own message out. From celebrities like Madonna to companies like Microsoft, brands are now using them to help communicate with their audience. It has proven a relatively cheap way to handle PR and marketing.

A significantly large number of blogs also deal with news and political issues. These tend to represent one side of an issue or another. These sites become beacons for people who hold similar beliefs and are in some cases viewed regularly by millions. Yahoo, the internet search engine, has included blogs amongst its news searches. This is a double-edged sword, though. In many cases, blogs can distribute news more widely than traditional news agencies. But blogs may not adhere to the traditional strict ethical standards that most Western news agencies do. This means information can sometimes be inaccurate, false or misleading.

## IGCSE Reading and Writing 10: Exercise 5

Read the information about becoming an astronaut, then write a summary explaining the job of a pilot astronaut and what training is involved. **Your summary should be about 100 words.** Try to use your own words as much as possible.

### BECOMING AN ASTRONAUT

Astronauts are divided into three main groups: pilot/commander astronauts, mission specialists and payload specialists.

**Commanders** oversee the success of the mission, as well as the safety of the crew and the vehicle. The pilots are second-in-command and responsible for manoeuvring the vehicle. For both roles, there are several prerequisites before applicants can even be considered. To begin with, a successful applicant needs to have a first degree in engineering, biological science, physical science or mathematics. A further degree is desired, but not essential.

The second major prerequisite is flying time in a jet aircraft. Pilot or commander astronaut hopefuls must have at least a thousand hours in the air. Test-pilot experience is also desired, but not essential.

Applicants must then pass a strict physical examination with eyesight no greater than 20/50, correctable to 20/20. The applicants must also be 162 to 193 cm in height. Then, they need to pass strict psychological examinations, as the living conditions in space can be very stressful, including small enclosed spaces, being far from family and lack of privacy.

**Mission specialists** are responsible for operations on board, including crew management, use of food/water, conducting experiments and carrying out payload activities. The requirements are somewhat similar to pilots except for the flying time, eyesight of 20/100, correctable to 20/20, and a minimum height of over 152 cm.

**Payload specialists** are usually chosen to conduct specific experiments or operate some specialised equipment. They need not be US

citizens, but must go through the same strict physical examination. Payload specialists are often sponsored by the organisation that is having a payload carried into space, but they must still be approved by NASA.

#### Astronaut Training

The training process is very intensive and complex, requiring hundreds of personnel to conduct it. The training is in two parts: basic and advanced training. In basic training, new astronauts must follow advanced academic education, covering mathematics, Earth resources, meteorology, guidance and navigation, astronomy, physics and computer science. Pilots and mission specialists receive training in T-38 high-performance jets. From here, these astronauts are given hands-on simulation training in the single systems trainers (SST), which lets them develop work procedures and learn how to deal with malfunctions.

All groups will spend many hours in a neutral buoyancy tank called the Weightless Environment Training Facility (WETF). Here they will experience similar weightless conditions to space.

The advanced training programme follows the one-year basic training. The astronauts will take courses ranging from guidance, navigation and control systems to payload deployment and retrieval systems. The programme can take anywhere from seven months to a year, depending on the flight mission. Ten weeks before the scheduled launch, the crew will begin working in the Shuttle Mission Simulator (SMS). Completed in 1977 at a cost of \$100 million, the simulator can recreate all phases of a mission from launch to landing starting at T-minus 30 minutes.

## IGCSE Reading and Writing 11: Exercise 6



## World Television Productions

www.wtp.com

### Become a Television Star and a Millionaire!

We are looking for 20 people from around the world to join a new Reality Television show. These 20 contestants will be locked into a BIOSPHERE for 20 weeks. Each week a contestant will be eliminated from the competition based on a challenging task relating to global issues. The winner will receive 1 million euros.

If you are interested, send us an email for more information.

You've seen this leaflet all over the city.

Write an email (100–150 words Core tier / 150–200 words Extended tier) to the company.

- Describe yourself.
- Explain why you would be interested in joining the TV show.
- Ask for more information.

To:	
From:	
Subject:	Become a Television Star and a Millionaire