

1. Equality and non-discrimination at the University of Helsinki

The University of Helsinki is committed to promoting equality in all its activities. The University is a pioneer in issues concerning equality and fosters an atmosphere of diversity and appreciation for differences. As an educator of future experts and as a social force, the University bears special responsibility for the advancement of diversity. The University regards equality and diversity as resources which bring added value to activities and generate wellbeing. The starting point of the University's operations is the idea that creativity thrives best in communities free of discrimination. The promotion of equality is a central element in the improvement of wellbeing among staff and students.

The University of Helsinki is an international and multicultural university with Finnish and Swedish as its official languages. The academic community includes all employees and students at the University, all of whom should be guaranteed the best possible circumstances for their work. This not only means designing the physical environment and facilities to suit the needs of all user groups, but also creating an atmosphere where all are treated equally.

This policy is the second Policy against Discrimination devised at the University of Helsinki, and covers discrimination on the basis of age, ethnic or national origin, nationality, language, religion, conviction, opinion, health, disability, sexual orientation or any other reason relating to a person's qualities. In addition to including an equality plan required by the Non-Discrimination Act for the fostering of ethnic equality, this policy discusses the promotion of equality from a wider perspective. The University of Helsinki has a separate Equality Plan, as required by the Act on Equality between Women and Men, which focuses on the promotion of gender equality and the prevention of discrimination based on gender. The Act on Equality between Women and Men provides for the prevention of discrimination on the basis of gender and gender identity (gender minorities). The Equality Plan can be read in English at <http://www.helsinki.fi/tasa-arvo/> and on the University intranet at <https://alma.helsinki.fi> > Hallinto- ja henkilöstöasiat > Henkilöstöasiat > Tasa-arvo (in Finnish only). This policy is enclosed with an extensive glossary of terms used in this paper (Enclosure 2).

Equality and the prohibition of discrimination are central elements of human rights. Discrimination is prohibited by, for example, the European Union Council Directive No. 2000/78/EC establishing a general framework for equal treatment in employment and occupation, the Council Directive No. 2000/43/EC implementing the principle of equal treatment between persons irrespective of racial or ethnic origin, and by numerous international agreements. In Finland, discrimination on grounds of personal qualities is prohibited by the Constitution of Finland, the Non-Discrimination Act, labour legislation, and the penal code.

According to the Non-Discrimination Act (Act No. 21/2004) no one may be discriminated against on the basis of age, ethnic or national origin, nationality, language, religion, conviction, opinion, health, disability, sexual orientation or any other reason relating to a person's qualities. The Act obligates authorities to purposefully and methodically foster equality and consolidate administrative and operational practices that will ensure the fostering of equality in preparative work and decision-making. In particular, the authorities shall alter any circumstances that prevent the realisation of equality. Legislation also provides for compensation payable to the injured party by those who have violated the prohibition of discrimination. Employers are obligated to take measures if discrimination occurs at work. Legislation relevant to discrimination can be found in Appendix 1. National and international statutes and agreements on equality and non-discrimination can be found at <http://www.helsinki.fi/henkos/tasa-arvo/linkit.html>.

This policy introduces measures by which discrimination on grounds of personal qualities can be prevented and equality can be advanced. For this purpose, we must define the term 'discrimination' and understand what is meant by discrimination on grounds of personal qualities

2. What constitutes discrimination?

At work, as anywhere else, we meet people whose philosophies, opinions, behaviour, appearance and other qualities may differ from ours or from what we are accustomed to. Normal social interaction entails encountering different people and different opinions.

Discrimination occurs when a personal quality – be it related to appearance, conviction or other personal qualities – causes a person to be treated less favourably than another. At some point in our lives, we all may face inappropriate treatment or be placed in a disadvantaged position for no justifiable reason. However, certain groups of people are more likely to be subjected to discrimination than the perceived majority. According to Section 6 of the Finnish Constitution (731/1999): *“Everyone is equal before the law. No one shall, without an acceptable reason, be treated differently from other persons on the ground of sex, age, origin, language, religion, conviction, opinion, health, disability or other reason that concerns his or her person.”* An acceptable reason means, among other things, that on grounds of personal qualities certain positive actions may be taken to accommodate special needs. The above list of grounds given by the Constitution is not comprehensive, for discrimination on the basis of any personal qualities is forbidden. For example, a person’s social status, economic standing or activities in associations or unions do not justify discriminatory treatment.

Discrimination often results from cultural or operational structures which may be hard to detect. **Covert discrimination** encompasses subtle forms of discrimination such as excluding, belittling, ignoring and denying support because of a minority position. The reasons for discrimination may be traced to individuals or groups and their attitudes deriving from prejudices, fear of problems at work, or fear of extra costs. Nevertheless, attitudes can never justify discrimination, nor is discrimination justifiable on the basis of religious or conscientious reasons. At the University, every member of the academic community is responsible for ensuring that no one is placed in an unequal position without an acceptable reason.

This policy paper deals with those aspects of discrimination on grounds of personal qualities that are not covered by the University’s Equality Plan. We should bear in mind that different forms of discrimination often go hand in hand: the effects of the gender system and gender equality are often of great relevance when dealing with other forms of discrimination.

Multiple discrimination is a term used for a situation where the same person is discriminated against for more than one reason. Multiple discrimination is possible because of multiple identities: a woman can be a foreigner, a foreigner can be disabled,

a disabled person can belong to a sexual minority, a member of a sexual minority can be an aging citizen, and so on. One person can, in fact, be all of these and be discriminated against on all these grounds.

The Non-Discrimination Act forbids discrimination on the basis of age, ethnic or national origin, nationality, language, religion, conviction, opinion, health, disability, sexual orientation or any other reason relating to a person's qualities. According to this Act, unlawful discrimination includes indirect and direct discrimination, harassment and an instruction or order to discriminate.

Direct discrimination occurs when an individual or a group of people are treated less favourably than another is treated in a comparable situation. Of the various forms of discrimination, direct discrimination is the easiest to detect and is thus more easily addressed. In cases of direct discrimination it can be proven that an individual or a group of people have been placed in a disadvantaged position on grounds of some personal quality which should in no way affect the way one is treated. In its clearest forms, discrimination is open hostility and bias: for example, a teacher who refuses to supervise students of certain religious beliefs or nationalities is guilty of discrimination.

Indirect discrimination occurs when an apparently neutral provision, criterion or practice puts certain people at a particular disadvantage compared with others. Indirect discrimination may be conscious: an individual or a group may know that their behaviour or intended behaviour is discriminatory, but the true reason for the discrimination is hidden behind a seemingly neutral course of action. This is the case when, for example, a workplace does not accept foreign employees, and an unfounded qualification requirement is set for vacancies so that foreign applicants cannot be chosen.

Indirect discrimination is often structural inequality stemming from cultural reasons, established practices or deficiencies in the physical environment. Typically, an individual or a group cannot directly be proven guilty of discrimination. In the case of structural discrimination, people may think that discriminatory practices or organisations are impossible to change: the available facilities are simply unsuitable for disabled persons or the work requires long hours and physical strength. Such discrimination can, of course, be prevented: facilities can be upgraded and different life situations can be taken

into account in the division of duties at work. Structural discrimination is often hard to detect. Therefore, it is of utmost importance that when decisions are made, careful consideration is given to the fact that no one is put in a disadvantaged position as a consequence of the decision.

Everyone has the right to appeal to anti-discriminatory principles without fear of adverse consequences: all **adverse reactions**, such as placing the employee in an unfavourable position at work because he or she has appealed to these principles, are considered discrimination.

Harassment is also classified as discrimination. Harassment refers to violating a person's or group's dignity and integrity while creating an intimidating, degrading and hostile atmosphere. Both intentional harassment and conduct with insulting consequences are forbidden. For example, racist jokes or name-calling aimed at a colleague belonging to a sexual minority are instances of harassment.

Giving instructions or an order to discriminate is one form of discrimination. It is forbidden to give other people instructions or orders that violate the prohibition of discrimination. Discrimination occurs when the person giving the order is in a position of authority to oblige another to do something.

3. Promotion of equality at the University of Helsinki

The aim of equality work at the University of Helsinki is to establish, through means of mainstreaming, practices and procedures that enhance equality and remove obstacles to the implementation of equality in the preparation of decisions, in decision-making and in evaluations. This means that all measures will be evaluated at their planning stage from the point of view of their impact on the position and equality of various people. The University has a full-time equality officer and an equality committee that meets regularly. The Equality Committee consists of representatives of various staff groups, students and the groups most likely to suffer discrimination. However, the promotion of equality is not the responsibility of specifically designated officers and committees only, but involves every member of the academic community and all its activities.

The University of Helsinki is an employer, authority and educational institution. The University's core duties are research, teaching and societal interaction. The University of Helsinki promotes and implements equality in all its roles mentioned above. The promotion of equality means different things at different levels within the University. In decision-making at the University, faculty and departmental levels, it means giving careful consideration to the consequences of decisions in order to avoid discriminative outcomes. In the work and study communities, it means creating an atmosphere that respects difference. In teaching, it means taking diversity into account in learning materials and in interaction with students. As an employer, the University establishes non-discriminatory practices and actively promotes the wellbeing of its employees. As an authority, the University organises its services in accordance with the needs of different people by, for example, producing services and information materials in such a form that disabled people can have access to them. Communications and services are implemented with respect to diversity. As an educational institution, the University educates future decision-makers and opinion leaders who will in their actions implement and promote equality in a self-evident manner.

The Non-Discrimination Act provides for positive discrimination in cases where people would be in danger of being put in an unequal position. Affirmative action obviates inequality and creates equal opportunities. At the University, this means, among other things, that special services are developed for groups vulnerable to discrimination.

Cooperation with groups and individuals prone to discrimination is vital in the work against discrimination. The University's Equality Committee cooperates with associations representing minorities. The groups vulnerable to discrimination must participate in the preparation, planning and implementation of measures involving them. In the work against discrimination, use is made of research information about groups prone to discrimination, discrimination itself and good practices in the advancement of equality. Links to relevant research projects can be found on the University's Finnish-language Equality website.

In the prevention of discrimination, and especially of harassment, it is important that the privacy of students and employees be well protected. The protection of privacy entails

that a person is not obligated by law to disclose his or her personal data, and that he or she has the right not to encounter discrimination and harassment. The protection of privacy must also be taken into account in research and in the processing of research data. The Personal Data Act and the Act on the Protection of Privacy in Working Life provide for the processing of personal data. The University's Finnish-language webpages (<http://www.helsinki.fi/tietosuoja/>) and intranet pages (<https://alma.helsinki.fi> > Hallinto ja henkilöstöasiat > Päätökset ja ohjeet > Tietosuoja) contain information on the protection of privacy and provide instructions for the processing of documents containing personal data. The relevant legislation and the University's regulations list sensitive data not be included in official documents, such as data on race or ethnic origin; social, political or religious conviction; union activities; criminal acts and punishments for or consequences of criminal acts; health, illness or disability, medical treatment or other comparable measures; sexual orientation or behaviour; and the need for social services. Posting personal data on the Internet always requires the permission of the parties concerned.

Faculties are responsible for ensuring that no discrimination occurs in connection with matters that fall under their decision-making powers. For example, in the filling of vacancies or in grading theses and dissertations, the faculties must see to it that no discrimination takes place. Presenting officials have a special responsibility in this respect.

The University has a number of fixed-term employees. The University aims to turn all unfounded fixed-term contracts into permanent contracts, because fixed-term employment creates uncertainty and may make the employee vulnerable to discrimination.

Students must be treated equally in the classroom and in the assessment of learning. This self-evident truth does not always seem apparent. Some universities have adopted the practice of anonymous learning assessment, which eliminates the influence of personal qualities on assessment.

Measures:

- The impact of decisions on equality and minorities will be assessed at the drafting stage.
- The University's documents will be drafted in light of non-discrimination and the promotion of equality.
- Faculties may consider how to promote equality in their operations in connection with, for example, the drafting of faculty-specific equality plans. The Equality Committee encourages such discussions.
- Every year, university units, departments and faculties may apply for funding for projects that enhance equality between the sexes. The Equality Committee will actively disseminate information produced by such projects.
- The fight against discrimination will make use of both research information about discrimination and grounds for discrimination, and the expertise of researchers at the University.
- The Equality Committee will cooperate with associations that enhance the status of groups prone to discrimination.
- The Equality Committee will cooperate with the Student Union in order to promote equality.
- Employees and students belonging to minorities will be offered the necessary counselling services.
- Library and information technology services will be made easily accessible.
- When posting examination results, only student numbers will be indicated, as required by the Act on the Protection of Privacy in Working Life. Department heads are responsible for monitoring this regulation.
- The Equality Committee will implement a pilot project on anonymous assessment. The effects of such assessment will be studied and analysed from the perspective of equality. On the basis of the results, the Committee will draw up guidelines for the implementation of anonymous assessment.
- Course evaluation forms completed by students will regularly include a question concerning the implementation of equality in instruction. This may also be an open question.

Dissemination of information

Information on the prevention of discrimination must be readily available to employees and students. In the development of communications, even though the opportunities brought about by information technology will be used, communications on paper will surely remain in use. The faculties, departments and other units have designated equality contact persons who actively distribute information about matters relating to equality and the prevention of discrimination in their respective units. As a survey on non-discrimination, conducted by the Equality Committee, revealed that students are particularly unaware of the Policy Against Discrimination and its contents, information will be increasingly directed towards students.

While the University encourages open and objective discussion about the grounds for discrimination and the prevention of discrimination, this does not mean open discussion about individual people and their circumstances. The teaching staff is informed about matters that should be taken into consideration in instruction in order to increase positive attitudes towards diversity. The Equality Committee will draw up a guidebook for the teaching staff that will focus on the development of sensitivity for diversity in the classroom and in the teaching content. The guidebook will contain practical instructions and examples of practices to be used in teaching to increase respect for diversity.

Measures

- The guidebook for the teaching staff on sensitivity towards diversity in the classroom will be widely advertised and relevant training will be organised.
- Communications about grounds for discrimination and non-discrimination will be improved and directed especially towards students.
- Educational programmes will be developed so that themes related to non-discrimination will be integrated into those programmes at the University which are suitable for this purpose.
- The equality contact persons will be offered training on the themes raised in the Policy Against Discrimination.
- Superiors in particular will be offered training on the handling of problematic situations. A new theme in training is harassment, which is prohibited on the basis of the grounds listed in the Non-Discrimination Act.

- The channels to be used in the dissemination of research information about discrimination and grounds for discrimination include the journals Yliopisto, Yliopistolainen, Ylioppilaslehti and Studentbladet.
- The list of links in the Equality webpages will be updated by adding links to current research and training projects. The equality contact persons will be informed of these projects.

4. Grounds for discrimination

Ethnic origin, nationality, colour, cultural background and language

The University of Helsinki is an international and multicultural educational and work environment that holds internationalism in high regard in all its activities. The University actively promotes multiculturalism and understanding of diversity against racism. The University also strives to influence Finnish society at large in order to advance multiculturalism. A multicultural society is one where people of different ethnic and cultural backgrounds live in an interactive relationship and where diversity is considered an asset.

The Constitution of Finland guarantees all citizens the right to use their native language, Finnish or Swedish, when dealing with the authorities. The University of Helsinki is a bilingual university with Finnish and Swedish as equal languages of instruction and examination. The University administration has a department responsible for the development of the University's Swedish-language operations together with two special committees, namely the advisory board for Swedish-language operations and the committee for Swedish-language affairs (Svenska verksamhetsnämnden).

The University has quite a large number of foreign employees and students, most of whom come from Russia, Estonia, China and Germany. Finland also has traditional ethnic minorities, such as the Roma and Sami peoples. Discrimination may take various forms depending on the subject's background. For example, the discrimination experienced by immigrants from the Western world is different from the discrimination

experienced by immigrants of African origin. One fourth of the international students in Finland has experienced discrimination because of their ethnic or cultural background. Students from Africa and Oceania are most often subjected to discrimination. As people of immigrant origin are under-represented in higher education, their opportunities to pursue a university education should be improved.

Racism is based on the idea that different groups of people have different innate qualities that can be placed in ranking order. Qualities defined as negative are projected onto a certain "race" or group of people. Racism is manifested in prejudices and hostile behaviour towards immigrants and other ethnic groups.

All faculties at the University of Helsinki provide courses in languages other than the national languages. Some faculties offer entire programmes in foreign languages, but instruction most often provided in foreign languages consists of individual courses. The University aims to increase on a continuous basis the number and improve the quality of courses offered in foreign languages. Furthermore, international students and staff will be offered support services for both coping in the academic world and integrating into Finnish society. Information in the English language must be adequately available so that staff and students who do not speak Finnish or Swedish can attend to their work. Teachers who provide courses in languages other than Finnish or Swedish will be offered in-house training and other support services.

Measures

- Departments and units which have international students or employees must appoint a contact person to advise students and employees in matters relating to the operations of the department.
- Departments which provide teaching in languages other than Finnish and Swedish must pay special attention to providing information concerning the courses in question and operations of the department in the relevant languages. For example, information about changes in course locations must be posted in the language of instruction of the course in question.

- If a foreign language has been advertised as the language of instruction for a course or seminar, teaching materials must be available in languages that any international student taking the course is likely to know.
- Themes promoting equality will be incorporated into in-house training in international activities.
- Special attention will be paid to the maintenance and development of the staff's knowledge of the national languages and the English language. The need for instruction will be taken into account in in-house training.
- Structural obstacles to hiring international job applicants will be removed. When filling posts, special attention will be paid to whether the job description is, without legal grounds, restricted to suit only Finnish applicants.
- Policies and practices relating to residence and work permits for international students will be improved together with authorities.
- The integration of international students into Finnish society will be enhanced by offering them advice and training on Finnish society, culture and professional life.
- Teaching designed for international students will be further developed.

Religion and conviction

According to the Constitution of Finland, everyone has the freedom of religion and conscience. The freedom of religion and conscience entails the right to profess and practice a religion, the right to express one's convictions and the right to be a member of or decline to be a member of a religious community. No one is under the obligation, against his or her conscience, to participate in the practice of religion. Every member of the academic community has the freedom to profess a religion and pronounce one's conviction. This conviction may manifest itself in lifestyle, diet or dress.

Everyone at the University is expected to show tolerance and respect for other people's opinions and views; religious, political and ideological differences may not affect the way a colleague or a fellow student is treated or treats other members of our community. The practise of one's religion or abiding by one's conviction may not, however, have an adverse or unreasonable effect on one's work or the operations of the workplace. Discrimination is prohibited, even if justified for religious or ideological reasons.

Measures

- The University of Helsinki encourages dialogue between different convictions.
- Teachers should pay special attention to the fact that no one's religion or conviction is offended in class.
- In communications, special attention should be paid to the fact that no one's religion or conviction is offended.

Disability, health status or history of illness

The University of Helsinki aims to develop further its services, facilities and operations to make them accessible to everyone. The University carries out in practice the principles of equality, non-discrimination and inclusion. Inclusion means that everyone is self-evidently included in all activities as equal participants. The special needs of disabled people must be taken into consideration in all planning as part of the diversity of people. In practice, this means that physical barriers, attitudes and obstacles to smooth communication will be removed.

According to the Land Use and Building Act, a building must also be suitable for people whose capacity to move or function is limited. The University of Helsinki strives to be an accessible environment free of both physical barriers and prejudices. An accessible environment is such where people are able to function equally regardless of their qualities and life situations. In order to achieve the aim of accessibility, the University has appointed a working group to study and survey the possibilities of disabled people and people with learning disabilities (learning disabilities refer to dyslexia, dysphasia, Asperger syndrome, attention disorder and other learning disorders) to function at the University and to make suggestions for the improvement of their situation. The working group, which aims to promote equality and wellbeing among the students and employees of the University, also has representatives of organisations for the disabled and of the City of Helsinki.

According to the Non-Discrimination Act, persons commissioning work or arranging training shall take reasonable steps to help a disabled person to gain access to work or training. The University of Helsinki offers disabled students and employees assistance in integrating into the academic community and in acquiring the necessary aids and learning materials. An employee may negotiate, together with his or her superior, occupational safety delegate or an officer from the Human Resources and Legal Affairs Department, special arrangements needed at work and how they should be implemented. Students can receive guidance in study-related matters, such as special arrangements in examinations and the recognition of credits. Relevant advice is also available to the teaching staff and to non-academic staff.

Just as the distinction between disability and non-disability is fickle and culturally biased, so too does the distinction between health and illness waver. A sick person may be fully functional and seem healthy, but will lose the capacity to function in certain situations. The state of one's health or a history of illness does not justify discrimination. Some illnesses, such as HIV and mental illnesses, may give rise to fear and prejudice, which may, in turn, lead to discrimination. Everyone has the right to tell or not to tell about his or her illnesses or disabilities to colleagues or fellow students. Also, superiors or colleagues do not have the right to demand that a person disclose the reason for his or her sick leave.

Measures

- The accessibility of the University's operating environment will be improved by making active use of the information produced by the ongoing project for an accessible environment.
- When new buildings are designed and old ones renovated, the special needs of the disabled will be taken into account. Entrances and exits must be clearly indicated and door mechanisms must be designed to allow entrance to persons with physical or sensory disabilities.
- Disabled employees must have access to the special equipment they need in their work. Occupational safety officers, the Technical Department, and the Human Resources and Legal Affairs Department will assist in the acquisition of special equipment.

- When departments are planning their teaching programmes and making room reservations, they must ensure that instruction is arranged in facilities with unlimited access for all students. Compulsory courses must always be held in barrier-free facilities. If a disabled student has signed up for an elective course to be held in unsuitable premises, the course location must be moved to facilities with unlimited access.
- The University is preparing a guidebook on facilities and routes accessible by wheelchair. Once this guidebook is completed, all faculty course catalogues must clearly indicate which teaching facilities are inaccessible by wheelchair.
- All basic information concerning the University must be available in easily accessible form. For example, the University's webpages must also be available to the disabled.
- Instructions for designing accessible webpages can be found in Finnish on the University's Equality Website.
- The faculty course catalogues and other important information must be provided, when necessary, in electronic form for use in electronic reading devices by students with visual impairments.
- Disabled applicants may request special arrangements in entrance examinations, including extra time, a separate space or the use of technical aids. The faculties will inform applicants and students of these opportunities.
- A disability, an illness or a history of illness, must not affect, without an acceptable reason, the recruitment of employees to the University or to its research projects.
- The changes possibly required by an illness or disability in an employee's duties or a student's study programme must be discussed with the person in question.

Sexual orientation

The academic community consists of people of various sexual orientations: some identify themselves as lesbians, homosexuals, bisexuals or heterosexuals, while others feel uncomfortable with any such definitions. Gender identities and roles may vary widely. Stereotypical conceptions of the supposed appearance or behaviour of a man or

woman restrict all our lives and may offend some. Discrimination on the basis of gender is prohibited by the Equality Act and this prohibition is also mentioned in the University's Equality Plan. The discrimination of sexual minorities often consists of hostile or derogatory comments and hurtful jokes. According to the Non-Discrimination Act, such behaviour is harassment, which is prohibited.

Many non-heterosexuals try to hide their sexual orientation even at the University, for they are afraid of the reactions of their colleagues and fellow students. However, everyone has the right to talk or not to talk about his or her private life. Openness is possible only when it does not lead to discrimination, bullying or exclusion. People cannot be pressured to be open, but they can be encouraged and supported in this respect. Openness in the work community increases wellbeing, as it offers everyone the possibility to function as a full member of the community.

The Act on Registered Partnerships entered into force in March 2002. An amendment to the Collective Agreement for State Civil Servants and Employees Under Contract provides university employees a paid day off for the registering of a same-sex partnership, as well as for the funeral of a registered partner or his or her parent.

Measures

- Equality contact persons and superiors will be increasingly provided with information on sexual and gender minorities and the relevant legislation.
- Teachers as well as non-academic staff should aim to avoid the so-called heterosexual assumption, that is, that all persons are assumed heterosexual unless stated otherwise. Teachers must attach particular importance to creating a curriculum, teaching materials and an atmosphere that are not discriminatory, derogatory or hostile. Department and unit heads are responsible for ensuring that the atmosphere in their work community is non-discriminatory.
- Students and employees who are interested in doing research on sexual and gender minorities will be encouraged and supported.
- Balancing work, studies and family will be supported regardless of the particular form of the family.

Age

In 2004, the average age of University of Helsinki employees was 42. By 2013, 19% of the present personnel will retire. In the years to come, the University community will be faced with the great challenge of systematically passing on know-how to younger generations and ensuring that aging employees are able to cope with their work.

At the University of Helsinki, young and aging employees work together in the work community. This is most often regarded as a positive feature, but may occasionally cause problems because of different work cultures. Besides mature employees, mature students may also be subjected to age discrimination: their learning ability may be doubted and they may experience social exclusion. Age discrimination may also be directed at young or youngish employees: their efforts may be undervalued and their working conditions may be worse than those of their older colleagues. At the University of Helsinki, the expertise of employees of all ages is equally appreciated and the development of professional competence will be promoted until the end of their working careers. Furthermore, students of all ages must be treated equally.

Both men and women may be subjected to age discrimination, but women are more often affected. This imbalance has led to the concept of gender-related age discrimination, which means that mature men and women are treated differently.

The University of Helsinki has taken various steps to promote wellbeing at work. The job satisfaction of aging employees is promoted by appreciating their strengths and experience, enhancing their expertise and by preventing burn-out. Employees' ability to cope with work is also promoted by management that takes age-related issues into consideration. Age management refers to effective leadership of people of all ages, meaning leadership that takes into account the various needs and life situations of people of different ages, and promotes equality between different age groups with respect to duties and responsibilities, as well as salaries and rehabilitation.

Mature employees often have invaluable experience that should be shared with the next generation of employees. Support for the transfer of this experience is a central part of age management. Employees with extensive careers should be considered a resource, and their job descriptions should be adjusted so as to provide time for conveying their experience to younger employees. On the other hand, young employees may have special expertise that could benefit their older colleagues. Such considerations will be taken into account in the development of the University's human resources policy.

Measures

- Department heads and immediate superiors will receive training in age management.
- In-house training will be developed to include training and advice for learners of different ages. The Department for Human Resources will take this into special consideration when designing in-house training courses.
- Mentor training will be continued in order to promote the professional development of both mature and young employees.
- The reorganisation of work, which may occur in connection with, for example, a transition to a part-time pension, must be discussed with the employee in question and the entire work community, so that all employees are aware of the new division of work. The aim of the reorganisation of work is to ensure that the operations of the unit will continue smoothly and that the workload of the employee on part-time pension is adjusted to his or her working hours.
- Supervisors must ensure that employees on part-time pension are treated appropriately by their colleagues.
- In the implementation of the new salary system, care will be taken to ensure that mature employees are not subjected to discrimination.
- Flexible practices related to the adjustment of work and family are also favoured in cases of employees who care for their elderly parents.

5. Responsibilities and actions to be taken in cases of discrimination and harassment

The University of Helsinki does not tolerate discrimination or harassment of any kind against its employees or students. The prevention and avoidance of discrimination and harassment is based on consideration for other people and respect for the integrity and dignity of each individual. All members of the academic community are responsible for acting, and encouraging others to act, in a non-discriminatory manner. However, heads of department and unit have a special responsibility for the practices and procedures of their unit, and are obligated to address the situation if they detect discriminatory or disparaging behaviour.

If an employee is subjected to discrimination, which continues despite an objection, he or she should first contact his or her superior, then the equality adviser, labour protection officer or shop steward. The superior is obligated to investigate the matter. Students may contact the head of their department, the foreign student adviser, the Student Union contact persons or the University's equality adviser. Every one is entitled to invoke the principles of non-discrimination without fear of negative consequences. All negative actions, such as worsening an employee's working conditions because he or she has called upon these principles, is considered discrimination.

The University has designated harassment contact persons for both staff and students. The staff's designated harassment contact person is the equality adviser, and students may turn to the Student Union harassment contact persons. All discussions with the contact persons are confidential, and no action will be taken without the consent of the person subjected to discrimination. Instructions for the prevention of inappropriate treatment and harassment at the University of Helsinki are available on the University webpages and on the intranet. Superiors have the right and obligation to investigate instances of discrimination and take necessary action. If discussions and agreements do not stop the discrimination or harassment, the superior may, after a hearing, issue the abuser a verbal caution or a written warning. The most serious consequence may be the termination of employment.

Measures

- The University's equality webpages offer instructions for the prevention of inappropriate treatment and harassment and for dealing with such treatment.
- The equality adviser collects annual statistics on contacts related to harassment and discrimination, and disseminates information about the quantity, nature and consequences of these contacts.
- The University will develop a follow-up system for monitoring the situation of persons who have lodged complaints about harassment or discrimination to prevent possible counter measures.
- The heads of department and unit are responsible for ensuring that the contact information for the harassment contact persons and the instructions for the prevention of harassment are available at the department or unit.
- Harassment contact persons, heads of department and unit, and immediate superiors will be offered training in the prevention of discrimination and harassment and in dealing with such cases.

6. Follow-up and evaluation of the implementation of the policy

The University's Equality Committee and the equality adviser will monitor the implementation of the Policy Against Discrimination at the University of Helsinki annually. The Equality Committee will regularly collect information about measures promoting equality and their effects in the academic community. The Committee will evaluate the implementation of the policy by collecting feedback from the members of the academic community and representatives of various minorities. The policy will be further developed on the basis of these evaluations.

Enclosure 2

Glossary

Asperger syndrome

Asperger syndrome (AS) is a neurobiological (brain-derived) disorder of the central nervous system which is characterised by deficiencies in social interaction. People with AS may also experience verbal and non-verbal communication problems, repetitive behaviours, a preoccupation with a subject to the exclusion of other activities, and sensory anomalies.

Bisexuality

Bisexuality means attraction, love and sexual desire for individuals of both genders. In other words, a man may be interested in both men and women, and a woman may be interested in both women and men.

Dysphasia

Dysphasia is an impairment of language development manifested as speech and/or comprehension difficulties.

Indirect discrimination

Indirect discrimination occurs when an apparently neutral provision, criterion or practice puts a person at a particular disadvantage compared with other persons, unless the provision, criterion or practice has an acceptable aim. For instance, foreign job-seekers are indirectly discriminated against if an employer refuses to recruit them on the pretext that applicants must have perfect Finnish skills, although such skills are unnecessary for the job.

Diverse learners

Diverse learners are people unable to use their full capacity in studying or working because of reading and/or writing difficulties, mathematical conceptualisation problems, coordination or conceptualisation problems, or anomalies in information processing in the brain.

Accessible environment

The concept of accessible environment refers not only to the physical environment and infrastructure, but also to hardware, software and services made as accessible as possible to the disabled. Moreover, the principle of accessibility means that the disabled should be able to use the above facilities independently and without aids. The concept of accessibility has recently been expanded from living conditions to services, communications and human interaction, such as websites, low-floor buses in public transport, etc. Accessibility thus encompasses physical, psychological, social and economic factors.

Ethnicity

Ethnicity is based on culture, language, religion and customs. Members of an ethnic group are bound together by a shared past and certain cultural features and living conditions. More recently, the emphasis in defining ethnicity has shifted to the experiences of each individual, that is, to a subjective ethnic identity. Stereotypes should be avoided in any discussion on ethnicity, for ethnic affiliation does not strip a person of his or her individuality or mean that the person is, first and foremost, a representative of his or her ethnic background.

Personal qualities, see Grounds for discrimination**Heterosexual normativity**

Heterosexual normativity is the assumption that people are innately attracted to the opposite gender and that a family can be based only on a relationship between a man and a woman. This assumption belies the diversity of human behaviour and experience. Because of heterosexual normativity and heterosexual assumption, non-heterosexual experiences are deemed less valuable and are assumed to require explanation.

Heterosexuality

Heterosexuality means that a person is romantically, erotically or sexually interested in individuals of the opposite gender.

Homophobia

Homophobia refers to individuals' and society's negative attitudes or actions towards homosexuals.

Homosexuality

Homosexuality means that a person is romantically, erotically or sexually interested in individuals of the same gender. In colloquial speech, the term homosexual often refers to men who prefer men, while the term lesbian often refers to women who prefer women.

Compensation

A person who violates the provisions of the Non-Discrimination Act may be liable to pay the injured party compensation for the suffering caused by such discrimination or victimisation. The injured party must institute legal proceedings in a court within two years of the discrimination (within one year in cases of employee recruitment). The Discrimination Board, the Ombudsman for Minorities, and occupational safety and health authorities cannot decide on compensation; such a decision is reserved to the courts.

Harassment

Harassment entails infringement upon the dignity and integrity of a person or group of people by the creation of an intimidating, hostile, degrading, humiliating or offensive environment. The Non-Discrimination Act prohibits both intentional harassment and conduct which causes offence. Racist jokes or the name-calling of a colleague who belongs to a sexual minority are examples of discrimination if they cause offence.

Human rights

Human rights are the universal rights of all human beings. Today, human rights are understood primarily as those rights protected by universal and regional conventions on human rights. The prohibition of discrimination is an integral part of human rights.

Age segregation

Age segregation entails separation and differentiation based on age. Such segregation may be manifested, for instance, in people's living conditions, recreational opportunities or societal activities.

Age discrimination

Age discrimination refers to the unequal treatment of a person on the grounds of age. Not only the elderly, but the young may also be discriminated against because of their age.

Inclusion

Inclusion refers to equal participation by all as a matter of course. In accordance with the principle of inclusion, the University of Helsinki strives to become “a university for all”. This entails integrating services for disabled students into general student services and making facilities and communications accessible to all.

Shared burden of proof

If a person who considers himself or herself a victim of discrimination (plaintiff) presents plausible evidence that he or she has suffered discrimination, the burden of proof shifts to the defendant, who must demonstrate that the principle of equal treatment has not been infringed upon.

Xenophobia

Xenophobia is hostility towards or fear of foreigners. Fear of foreigners is based on varying degrees of negative prejudice against strangers or representatives of another ethnic group.

Immigrant

An immigrant is a citizen of another country or a stateless person who has immigrated to Finland.

Pluralism, diversity

The premise of pluralism is that, although people are different, they are equal. The acceptance of difference is the key to non-discrimination, tolerance and equality. A concept closely related to pluralism is diversity, which refers to the recognition of individual differences and views them as a positive force and as a resource.

Multiculturalism

Multiculturalism means that people of different cultural and linguistic backgrounds interact and co-exist on equal footing.

Multiple discrimination

Multiple discrimination entails the discrimination of an individual on two or more grounds. When a person belongs to more than one disadvantaged group, he or she may potentially be discriminated against on multiple grounds. For example, a woman may belong to an ethnic minority, a member of an ethnic minority may be disabled, a member of a sexual minority may be an elderly person, and so on. One person may be discriminated against on all these grounds.

Neo-racism (cultural racism)

The concept of racism has been extended in recent years to include the concept of neo-racism, or cultural racism, which focuses on cultural differences and levels of cultural development, rather than race. According to neo-racist ideas, cultural differences are so fundamental that cultures cannot co-exist. Multiculturalism is thus doomed to failure.

Instruction or order to discriminate

Discrimination occurs if a person who has the power to issue orders by virtue of his or her position as, for example, a superior or commissioner orders or instructs someone else to discriminate against another person.

Learning difficulty

People with a learning difficulty are unable to use their full capacity in studying or working. The learning difficulty may be caused by reading and/or writing difficulties, mathematical conceptualisation problems, coordination or conceptualisation problems, or anomalies in information processing in the brain. Learning difficulties include dyslexia, dysphasia and ADHD.

Refugee

A refugee is a person outside of his or her country of nationality who has a well-founded fear of persecution in that country on account of race, religion, nationality, membership in a particular social group, or political opinion.

Covert discrimination

Covert discrimination encompasses subtle forms of discrimination such as excluding, belittling, ignoring and denying support because of a minority position.

Affirmative action (positive discrimination)

Affirmative action promotes equality. Through affirmative action, an individual or a group enjoys the support of special measures and arrangements designed to avoid leaving the disadvantaged or minorities in a position of inequality. Quotas ensuring student places for minorities are an example of affirmative action.

Structural discrimination

As the term suggests, structural discrimination can be traced to social structures, such as prevailing practices, agreements, legislation and services. The lack of interpreter services in health care is an example of structural discrimination, as it deprives patients with hearing impairments of their patient rights.

Racism

Racism is based on the idea that different groups of people have different innate qualities that can be placed in ranking order. Qualities defined as negative are projected onto a certain “race” or group of people. Racism is manifested in prejudices and hostile behaviour towards immigrants and other ethnic groups.

Council directive implementing the principle of equal treatment between persons irrespective of racial or ethnic origin

In 2000, the European Union passed the Anti-Racism Directive against ethnic discrimination. This directive forbids discrimination on the basis of race or ethnic origin at work, in education and other sectors of society, and in services. The principle of equal treatment must be implemented irrespective of racial or ethnic origin. In Finland, the directive has been integrated with the Council Directive for equal treatment in employment and occupation to form the Non-Discrimination Act.

Accessibility, see Accessible environment

Segregation

Segregation means separation, differentiation and isolation. When applied to ethnic minorities, it may mean isolation practised by the majority or voluntary isolation by the minority.

Sexual orientation

Sexual orientation describes the direction of one's sexual interests, the direction of attraction, falling in love and sexual desire.

Sexual minorities

Sexual minorities refer to homosexuals or bisexuals, for example. Recently, the term non-heterosexual has gained ground, referring to people with feelings of love and sexual interest, behaviour and self-definition relating to one's own gender. Sexual minorities must not be confused with gender minorities, which include transpeople, intergender people and transvestites.

Stereotype

A stereotype is a simplified, stigmatising, narrow and formulaic conception, opinion or evaluation. A stereotype can be applied to an individual, group or nation. The problem with stereotypes is the ignorance of individuality and individual differences. Minorities are often labelled with stereotypes.

Gender identity

Gender identity describes the gender with which a person identifies.

Gender minority

The term gender minority refers to people whose biological, social or psychological gender does not form a continuum. See Transpeople.

Direct discrimination

Direct discrimination refers to situations in which a person is overtly treated less favourably than another person. Direct discrimination occurs when, for example, a teacher refuses to teach certain students because of their ethnic origin.

Discrimination

Discrimination includes situations and processes where a person is left or placed in a less favourable position than others because of his or her age, gender, ethnic origin, religion, disability, sexual orientation or gender identity. Discrimination is based not on a person's true qualities, but on impressions and prejudices connected to that person. Discrimination is about exclusion, and it conveys the message that the victim is different and inferior.

Discrimination Board

The Non-Discrimination Act provides for a discrimination board. The Discrimination Board, together with the Ombudsman for Minorities, monitors discrimination based on ethnic origin outside employment and services relationships (i.e. cases concerning social benefits, services, etc.) The person subjected to discrimination may bring a case before the Discrimination Board, or the Ombudsman for Minorities may do so on behalf of the victim. The Board consists of a chair, six members and a secretary. The Board may confirm a conciliation settlement, prohibit the continuation of discrimination or impose a fine. The Discrimination Board may not investigate cases taken up by other authorities and it is not competent to amend decisions made by authorities.

Grounds for discrimination

The grounds for discrimination prohibited by the Non-Discrimination Act include age, ethnic or national origin, nationality, language, religion, conviction, opinion, health, disability, sexual orientation or any other reason relating to a person's qualities. The Act on Equality between Women and Men prohibits discrimination based on gender.

Limitation of capacity

A limitation of capacity refers to the limitations caused by an injury to an individual's ability to function. The capacity to function may be limited because of a physical, mental, sensory or psychological disability or illness. An injury, limitation, handicap or illness is closely related to disability. A limitation of capacity, injury or illness may be either permanent or temporary.

Transpeople

The term transpeople refers to:

Transgendered people, or people who do not identify with the sex that they were assigned at birth and were raised in accordance with as a child.

Transvestites, or men who have a powerful need to identify with femininity and to express their feminine side by cross-dressing. Because it is acceptable for women in our culture to wear men's clothes or to have a masculine style, women's transvestism often goes unnoticed.

Transgender people, who continuously live on the borderline between manhood and womanhood. Some transgender people identify with the sex other than their biological sex and wish to be treated as a member of the sex of their choice.

Sometimes *intersex people* are also counted among transpeople. (Intersex people were born with elements of both female and male genitalia, or the duality of their biological sex emerges in puberty.)

Council directive establishing a general framework for equal treatment in employment and occupation

The Employment Equality Directive of the European Union dates back to 2000. The objective of the directive is to establish a framework for the prevention of discrimination based on gender, ethnic origin, religion or conviction, disability, age or sexual orientation in employment and education. In Finland, the directive has been implemented in the form of the Non-Discrimination Act.

Conviction

Conviction entails a person's conceptions, ideals, objectives, values and assessments of the surrounding environment, society and reality. A conviction may be religious, political or ethical in nature, as well as humanistic or atheistic, for example. A conviction may manifest itself in lifestyle, diet or in a person's attitude towards intoxicants.

Mainstreaming

Mainstreaming refers to a strategy of change whereby policy processes are reorganised, further developed, and evaluated so that those involved in different fields will promote equality at all levels and stages and especially at work and in everyday activities. As

mainstreaming encompasses all levels, the promotion of equality is not a separate element of decision-making, but is evident at all levels of operation.

Social model of disability

The social model of disability sees the problems of the disabled as primarily a social minority problem. In this model, problems derive from the environment, with a focus on changing structures, circumstances and practices rather than individuals. Disability is thus considered socially structured and not biologically defined.

Individual model of disability

The individual or medical model of disability focuses on the deficiencies of the mind or body and on the functional limitations caused by these deficiencies. This model fails to take into account the possibility that the environment could adjust to the disability. Rather, the individual is encouraged to adjust to his or her disability, which is considered a private concern.

Prohibition of victimisation

According to the Non-Discrimination Act, no one may be placed in an unfavourable position for having lodged a complaint or taken action to safeguard equality. Besides protecting the person subjected to discrimination, this prohibition also protects other people who address discrimination.

Minority

A minority is smaller in number than the majority or larger ethnic groups, and is not in a position of power or representation. Sometimes the term minority refers to marginalised or discriminated groups regardless of their size. Protection against discrimination never depends on the number of individuals in danger of being subjected to discrimination.

Equality

Equality means that all people are of the same value, or are equal. At its simplest, equality means accepting diversity and respecting other people as they are.

Obligation to foster equality

The Non-Discrimination Act increases the authorities' obligation to address

discrimination and foster equal treatment. The authorities must alter any circumstances that prevent the implementation of equality. The Act also requires authorities to methodically seek to foster equality. This obligation concerns the central and local government as well as the Evangelical Lutheran and Orthodox churches.

Non-Discrimination Act

In Finland, the EU Non-Racism Act has been implemented in the form of the Non-Discrimination Act, which entered into force in February 2004. The Act provides for equal treatment in employment, recruitment, military and non-military service, and relates to various social and health services and benefits. The Act applies to both the private and public sectors.

Equality plan

The obligation to devise an equality plan concerns all authorities, including those who do not provide services for ethnic minorities. The equality plan covers those activities that provide ethnic minorities and immigrants with equal access to services designed, supervised and produced by authorities. The plan may be a separate document or a part of another equality plan or integration programme.

Contact information

- University's Equality website (includes contact person information and documents in English)
<http://www.helsinki.fi/tasa-arvo/>
- Equality pages in Alma
<https://alma.helsinki.fi> > Administration, finances and personnel > Human resources
<https://alma.helsinki.fi> > Opiskelijat > Opiskelun tueksi (In Finnish only)
- Protection of privacy at the University of Helsinki (In Finnish only)
<https://alma.helsinki.fi> > Hallinto ja henkilöstöasiat > Päätökset ja ohjeet > Tietosuoja
- Legal services at the University of Helsinki (In Finnish only)
<https://alma.helsinki.fi> > Hallinto ja henkilöstöasiat > Päätökset ja ohjeet > Lait ja asetukset
- Labour protection officers (in Finnish only)
<http://www.helsinki.fi/henkos/tyosuojelu/index.html>
- Shop stewards and staff organisations
<https://alma.helsinki.fi> >Hyöty, huvi ja vapaa-aika > Hyöty ja huvi > Linkkejä muualle > Henkilöstöjärjestöt
- University of Helsinki Student Union, equality websites in Finnish, Swedish and English
<http://www.hyy.helsinki.fi/suomi/45/>
<http://www.hyy.helsinki.fi/svenska/45/>
<http://www.hyy.helsinki.fi/english/41/>
- Equality Adviser
tasa-arvovastaava@helsinki.fi
P.O. Box 33 (Yliopistonkatu 4)
00014 University of Helsinki
tel. (09) 191 24292
- Foreign Student Adviser
fsa-uh@helsinki.fi
P.O. Box 3 (Student Information and Counselling, Fabianinkatu 33)
00014 University of Helsinki
tel. (09) 191 22604

- Adviser for Students with Special Needs
vammaisneuvonta@helsinki.fi
P.O. Box 3 (Student Information and Counselling, Fabianinkatu 33)
00014 University of Helsinki
tel. (09) 191 22796
- Student Union Social Affairs Secretary responsible for equality issues
tasa-arvo@hyy.helsinki.fi
Uusi ylioppilastalo
Mannerheimintie 5 A
00100 HELSINKI
tel. (09) 1311 4207
- Student Union International Affairs Secretary
international@hyy.helsinki.fi
Uusi ylioppilastalo
Mannerheimintie 5 A
00100 HELSINKI
tel. (09) 1311 4219
- Student Union harassment contact persons
hairintayhdyshenkilo@hyy.helsinki.fi
Uusi ylioppilastalo
Mannerheimintie 5 A
00100 HELSINKI