



## EQUAL METROPOLIA

Equality and non-discrimination plan of Metropolia University of Applied Sciences for 2021–2022

Tuomas Aatola

Marjut Haimila

Mikko Jäkälä

Maarika Kortelainen

Minna Möttönen

Marjaana Ravonmaa

Kristiina Rousku

Nimo Samatar

Ulla Vaherkoski

## Contents

1. Equality and non-discrimination work at Metropolia University of Applied Sciences
  - 1.1 Introduction
  - 1.2 Aims of equality and non-discrimination work
  - 1.3 Obligations
  
2. Operating model and actors in equality and non-discrimination work
  - 2.1 Operating model and actors
  - 2.2 Follow-up of the plan and annual clock
  - 2.3 Communications
  - 2.4 Follow-up and support material
  
3. Realisation and assessment of the aims for the previous period
  
4. Promoting equality and non-discrimination at Metropolia in the 2021–2022 period: description of current status, aims and measures for each responsible party [management, operating culture and communications]
  - 4.1 Description of current status
  
  - 4.2 Aims and measures
    - 4.2.1 Recruitment, career development and remuneration
    - 4.2.2 Studying and teaching
    - 4.2.3 Management, operating culture and communications

Sources

Appendices

# 1. Equality and non-discrimination work at Metropolia University of Applied Sciences

## 1.1 Introduction

Metropolia University of Applied Sciences is committed to promoting diversity, equality and equal opportunities and to preventing discrimination in all of its activities.

Metropolia's work for promoting equality and equal opportunities and its non-discrimination plan are based on Metropolia's joint values and strategic goals. Metropolia's values – *expertise, transparency, high quality* and *community spirit* – form the cornerstone of everything we do. Our strategic intent is to be a bold reformer of expertise and an active builder of the future. We want to contribute to the development of society through continuous learning and innovations.

People and our culture form the basis for our success. We invest in a dialogue-based operating culture that values diversity. We encourage agile learning, creativity and bold experiments. We have a people-oriented culture when dealing with our students, our customers and one another.

Metropolia's equality and non-discrimination work is realised and reflected in daily choices and actions, and every unit, as well as every Metropolia employee and student, is responsible for its realisation. This also requires us to learn new things and unlearn old habits continuously. Above all, it challenges us to engage in self-management and work together when there are plenty of new questions but no ready answers.

In addition to the strategy, the planning of equality and non-discrimination policies is steered by statutory obligations (Act on Equality between Women and Men (609/1986, as amended in 1329/2014) and the Non-discrimination Act (1325/2014)). Metropolia is committed to actively promoting equal opportunities to learn, develop, participate and have an influence within the university of applied sciences (UAS) community. The operations of Metropolia University of Applied Sciences are founded on a people-oriented operating culture that promotes equality. At Metropolia, people study and work in a safe, caring, communal and accessible environment where students, staff and partners are treated equally irrespective of their personal characteristics or gender.

This equality and non-discrimination plan applies to all persons studying or working at Metropolia. Every member of the UAS community is obliged to promote equality and non-discrimination within their own working environment. The management culture and work community culture at Metropolia are developed simultaneously at the level of both management skills and work community skills. The responsibility for promoting an operating culture of equality and non-discrimination does not lie with the management and the supervisors alone, but with every member of the UAS community.

## 1.2 Aims of equality and non-discrimination work

Metropolia University of Applied Sciences aims to offer everyone an equal and accessible operating environment. People working in various duties and students and employees with various backgrounds are treated equally and they are given equal opportunities to participate in and influence the operations of the UAS. There is a fair, safe and good working atmosphere at Metropolia.

When equality and non-discrimination are realised at Metropolia University of Applied Sciences

- every member of the UAS staff has similar rights and obligations and equal opportunities to develop and advance their career
- everyone has an opportunity to influence and participate in the development and planning of operations
- all applicants are treated equally when recruiting employees or selecting students
- all students are offered equal opportunities to study in teaching situations
- teaching, studying and guidance are developed in such a way that equality and non-discrimination are transparent principles in all learning and guidance activities
- the assessment of study performance is based on published, clearly defined learning outcomes and assessment criteria
- communications are transparent and accessible to all
- the remuneration system is developed so as to support equal and fair pay.

### **1.3 Obligations**

Metropolia's equality and non-discrimination plan has been prepared for the purpose of supporting the strategic goals of Metropolia University of Applied Sciences and fulfilling statutory obligations concerning equality and non-discrimination. The Act on Equality between Women and Men (609/1986, as amended in 1329/2014) and the Non-discrimination Act (1325/2014) set requirements for higher education institutions with respect to equality and non-discrimination in human resources policies as well as in studying and teaching. In addition to these Acts, Metropolia University of Applied Sciences must comply with the provisions of the Constitution of Finland, the Employment Contracts Act and the Occupational Safety and Health Act concerning equality, equal opportunities and non-discrimination. Metropolia does not tolerate any form of discrimination, and if discrimination does occur, it will be dealt with immediately and systematically.

Equality and non-discrimination planning in the UAS community forms an integral part of the UAS's operations and management. The equality and non-discrimination perspective must be included in all planning, development work and decision making. In accordance with the Non-discrimination Act, an employer must evaluate how well equality is realised at the workplace and, taking the needs of the workplace into account, develop working conditions and the procedures followed when selecting staff and making decisions that concern the staff. The measures to promote equality must be effective, appropriate and proportional, taking into consideration the operating environment, resources and other circumstances.

As a university of applied sciences, Metropolia is also in a key position in the promotion of equality and non-discrimination in society. Education can increase awareness of equality and non-discrimination and influence people's attitudes. The universities of applied sciences play a considerable role in efforts to reduce the gender gap in the labour market.

## **2. Operating model and actors in equality and non-discrimination work**

### **2.1 Operating model and actors**

The equality and non-discrimination plan is prepared for a period of two years at a time. The measures specified in the plan and their realisation are integrated into the day-to-day activities of the UAS, and the responsibility for the implementation of these measures lies with the line organisation.

The aim is to conduct equality and non-discrimination work in accordance with the PDCA cycle of continuous development by utilising an operating culture of bold experimentation and agile learning.

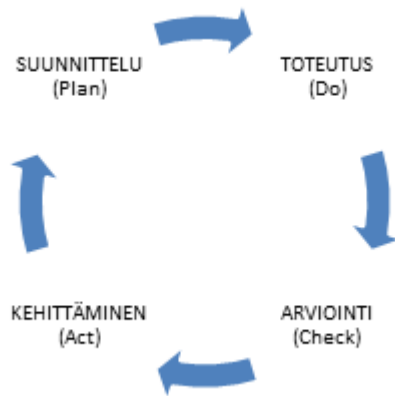


Figure 1. Metropolia’s cycle of continuous development (PDCA)

The cycle of continuous development consists of four phases: Plan, Do, Check and Act, after which development (Act) continues according to the same loop. From the perspective of equality and non-discrimination work, the cycle of continuous development is implemented at Metropolia in the manner presented in Table 1.

Table 1. Cycle of continuous development as an action plan

<b>Planning</b>	<b>Implementation</b>	<b>Assessment</b>	<b>Development</b>
<b>(Plan)</b>	<b>(Do)</b>	<b>(Check)</b>	<b>(Act)</b>
The equality and non-discrimination plan sets clear targets and measures for the planning period for each party with a certain responsibility.	We act according to plan. The measures are integrated into the day-to-day activities at the UAS. The responsible parties report in accordance with the line organisation.	Assessment information is collected systematically and comprehensively over a long period. The outcomes of activities are analysed by the equality working group relative to the targets set.	Operations are developed by analysing information that has been obtained in the assessment and by refining it into ideas and alternatives for solutions to develop and improve operations.

The planning process has been the responsibility of a working group appointed for the equality and non-discrimination planning that includes representatives from among Metropolia’s shop stewards, occupational safety staff, various staff groups, students and HR services staff. The staff and the students were given an opportunity to participate in the planning process in workshops held in September 2020. The draft plan was discussed by the Cooperation Negotiations Committee, the Occupational Safety Committee and the Management Group, and it was approved by a decision of the President and CEO in December 2020.

It is the responsibility of the entire UAS community to ensure that the equality and non-discrimination work succeeds – everyone at Metropolia is responsible for their personal behaviour and actions. The Occupational Safety Committee participates in monitoring the implementation of the equality and non-discrimination plan in its own role. HR services staff, supervisors and members of management also participate in accordance with their roles.

The aim is also to establish a separate Equality and Non-discrimination Group at Metropolia during 2021 that will be tasked with handling questions concerning equality and non-discrimination.

## 2.2 Follow-up of the plan and annual clock

The implementation of the plan is monitored and the plan is reviewed and, if necessary, updated, every year.

In order to integrate equality and non-discrimination work into day-to-day activities at the UAS, there must be clear responsibilities within the organisation for the preparation of the plan and for the follow-up of its implementation. With regard to the HR policy aspect, the process owners are naturally the Human Resources Director and Human Resources Management. As for equality and non-discrimination in studying and teaching, the obvious owner is the Director of Lifelong Learning and the Lifelong Learning Services.

The follow-up of equality and non-discrimination planning and implementation will be the responsibility of a permanent **Equality Working Group**, which will have representatives from HR Services and various staff groups to discuss equality and non-discrimination in HR policy, and representatives from the Lifelong Learning Services, the Student Welfare Services and student organisations to discuss equality and non-discrimination in studying and teaching. The Equality Working Group will convene quarterly.

The Occupational Safety Committee monitors the realisation of equality and non-discrimination according to its role.

### Annual clock

#### Q1 – January-March

- monitoring of the measures implemented in the previous year
- compiling statistics for the previous year (staff and student surveys, staff report, salary review etc.)
- defining the measures for the current year in concrete terms and timetabling/initiating their implementation

#### Q2 – April-June

- defining the measures for the current year in concrete terms and timetabling/initiating their implementation
- implementation of the planned measures
- other matters related to equality and non-discrimination

#### Q3 – July-September

- implementation of the planned measures
- other matters related to equality and non-discrimination

#### Q4 – October-December

- implementation of the planned measures
- review of the aims and measures for the following year
- updating of the plan (more thorough review and update of the plan every second year)

## 2.3. Communications

Metropolia's internal and external communications, content, presentations, language and visual material must be accessible and they must promote equality and non-discrimination. Information about equality and non-discrimination work as well as about the aims and measures of the equality and non-discrimination plan is actively communicated to staff and students.

The final equality and non-discrimination plan is published on Metropolia's website. A summarised version of the plan will be prepared for external communications to stakeholders, while the entire plan, including its appendices, will be published internally.

## 2.4. Follow-up and support material

The implementation of Metropolia's equality and non-discrimination plan is monitored in accordance with the cycle of continuous development and the annual clock by compiling assessment material from such sources as staff reports, regular staff and student surveys (in the case of the staff, the Better Work Community survey of the Finnish Institute of Occupational Health until 2019, and a separate survey for the students), workplace surveys and health surveys of the occupational health care services, and similar surveys of the student health care services.

The material used for following up on the plan includes:

- Staff surveys, every second year (previously Better Work Community survey)
- A survey regarding equality and non-discrimination for the students, every second year
- Salary review, every second year
- Staff report, annually
- Workplace survey reports by the occupational health care services, once every 5 years
- Assessment reports on occupational safety and health risks

Metropolia equality and non-discrimination plan is supported and supplemented by the following documents and policies:

- Early intervention and support model,
- Promoting Good Behaviour (*Hyvä käytös kunniaan*) ways of working
- Occupational safety action plan
- The Metropolia Way
- Good leadership and work community skills models
- International action plan
- Student Guide
- Guide for special arrangements in teaching
- METKA's equality guidelines and plan

## 3. Assessment of the realisation of the aims for the previous period

### Wages and career development

The wage gap between women and men is analysed when preparing background reviews for equality planning. If there is a gender wage gap between people working in similar positions that cannot be explained with factors relating to experience, work duties, competence, availability supplements (for fields where labour availability is low) under the collective agreement, or the employee's work performance, then the employer must take appropriate measures to rectify the situation. (Act on Equality between Women and Men 1329/2014, section 6b)

The trend in wages has been monitored using a salary review conducted once every three years. The salary review conducted in May 2019 was discussed by the Cooperation Negotiations Committee. In the case of teaching staff, the gap between men and women can be explained by the availability supplement under the collective agreement, which is paid to lecturers in the faculty of Technology. In the wages of administration and support staff, there are challenges especially in the wages paid to project employees, in which wage gaps have been found between people with the same job title. These wage gaps are not related to gender or any of the above-mentioned factors, and they are challenging from the perspective of equality.

A total of 200,000 euros were budgeted for 2020 towards giving employees raises that exceed the general raise under the collective agreement. These funds were used for revising salaries according to the amended collective agreement and for the introduction of a remuneration system that promotes wage equality.

Metropolia has started developing practices supporting career development as part of its reform of the recruitment and induction process, including principles for internal job rotation and supporting employees returning from family leave (induction after a long absence). When planning activities and work and in performance and development reviews, efforts have been made to pay attention to fair distribution of work and equal career development and planning between genders and between employees in general.

#### Finding a good balance between work/studies, family and private life

The number of days spent on family leave in 2019 decreased clearly compared to previous years. Men also accounted for a smaller share, as they took only 4% of family leave days. Therefore, efforts to encourage men to take family leave have not been particularly successful. On the other hand, the general drop in the birth rate has also been reflected in the decrease in the number of family leave days.

Supervisors have been encouraged to raise the subject of wellbeing and coping at work in performance and development reviews, and to discuss issues regarding the work–life balance. Arrangements concerning working hours, including increased remote work opportunities and other forms of flexibility, have been used with the aim of promoting a work–life balance or study–life balance that allows employees/students to attend to various care obligations, for example. Employees must agree on arrangements concerning flexible working hours with their supervisor.

#### Accessible study and work environment

Metropolia's operations were centralised in 2019–2020 at four new or refurbished campuses in Myllypuro, Myyrmäki, Arabia and Leppävaara.

The campuses are designed to be accessible. All of the campuses also include quiet spaces where people can relax and focus.

#### Prevention of sexual harassment

Metropolia University of Applied Sciences does not tolerate any kind of sexual harassment or sexually inappropriate behaviour towards its staff or students.

Experiences of sexual harassment and sexually inappropriate behaviour were surveyed as part of the occupational safety risk assessments at the campuses and workplace surveys by the occupational health care services in 2019 and 2020. Based on these surveys, no experiences of sexual harassment or sexually inappropriate behaviour were detected. The Better Work Community survey did not ask the staff about the issue in separate questions, and sexual harassment was not brought up in the open responses, either. However, active intervention in inappropriate behaviour was brought up in the open responses to the survey. Inappropriate behaviour at some campuses and in some work communities was also mentioned in responses to the preliminary questionnaires for the workplace surveys.

Metropolia aims to be a work and study community where everyone feels safe to work and study and where everyone is valued and treated with respect. Metropolia promotes a culture of transparency, in which everyone has the right to speak or to refuse to speak about their private life.

Metropolia employs the Early Support and Intervention Model and it has issued the Promoting Good Behaviour Guide, both of which aim to increase awareness in order to prevent and identify harassment and inappropriate treatment and to promote the appropriate handling of harassment cases. If harassment or inappropriate or disrespectful behaviour is encountered, the UAS community must intervene in it immediately. The anti-harassment contact persons at the METKA Student Union provide help, support and advice to students who have experienced harassment or wish to report inappropriate behaviour directed at them or others. The anti-harassment contact persons support the students who reach out to them for as long as the situation requires, and if necessary, refer them to Metropolia's Student Welfare Services or other welfare services. The students also have the opportunity to raise an issue in their degree programme or request help from the student health care services or Metropolia's student welfare services. The guidelines for seeking help can be found in the Student Guide.



## Realisation of equality and non-discrimination as part of the assessment of the quality of teaching

Communications about special teaching arrangements have been increased, and efforts have been made to make the learning process for students in need of special teaching arrangements as flexible as possible by, among other things, appointing special lecturers at each campus. Drop-out statistics have been collected according to gender and they are analysed so as to form a basis for a possible action plan.

As of 2021, Metropolia will conduct a student survey every second year to find out about the students' experiences of equality and non-discrimination at Metropolia. The results of the survey will be used in the promotion and development of equality and non-discrimination work.

## 4. Promoting equality and non-discrimination at Metropolia in the 2021–2022 period: description of current status, aims and measures for each responsible party

### 4.1 Description of current status

A review of the equality and non-discrimination situation at Metropolia was conducted on the basis of the statistics in the Staff Report 2019. The statistics used are presented in an appendix to this plan. The set of questions asking the staff about the status of equality was included in the Better Work Community staff survey conducted in autumn 2019.

The gender distribution of Metropolia's staff has been stable from one year to the next, and it reflects the traditional distribution into male-dominated and female-dominated occupations. Currently, 75% of lecturers in Technology and Transport are men, whereas in 87% of lecturers in Health Care and Social Services are women. The Faculty of Business is also female-dominated, with women accounting for 65% of the lecturers. The most even gender distribution between men and women is in Culture, where women accounted for 51% of lecturers at the end of 2019. Of the entire staff, 61% are women and 39% are men, which is also the gender distribution in administration and support services.

The average age of full-time employees has risen gradually, and the proportion of those aged over 50 clearly stands out in the age structure. At the end of 2019, the average age of the entire staff was 49.6 years. The average age of the teaching staff was 52.4 years and the average age of other experts was 45.4 years. The biggest age groups among the full-time employees were 56–65 years (295) and 46–55 years (276).

The number of fixed-term employees has increased in recent years. At the end of 2019, 14.2% (133 employees) of Metropolia's full-time staff had a fixed-term employment contract.

A significantly lower number of family leave days were taken in 2019 compared to the previous year, and they were still predominantly taken by women. Men accounted for only 4% of family leave days. This corresponds to 142 days out of a total of 3,086 family leave days taken. Paternity leave accounted for 140 days and care leave for two days. Men did not exercise their right to parental leave at all.

Arrangements concerning working hours, including increased remote work opportunities and other forms of flexibility, have been used with the aim of promoting a work–life balance or study–life balance that allows employees/students to care for their children or other relatives, for example.

Based on the Better Work Community survey, women feel more of a work load and more stress at work than men. They also considered their development and influencing opportunities at work (work management) to be weaker than men did. When examined according to background groups, those aged over 40 and the permanent staff feel more work load and stress than younger age groups and the fixed-term employees. There were no large differences with regard to development and influencing opportunities between the background groups. As a whole, the key indicators of the survey (staff wellbeing, basic prerequisites for work, functioning of the work community and prerequisites for developing the work community) were somewhat higher for the fixed-term staff and those aged under 40. In the case of the permanent staff and those aged over 40, the indicators were at a clearly lower level.

In the responses to the open questions of the survey, the comments on equality and non-discrimination concerned wage equality, equal distribution of work, good behaviour and a good conversation culture, and

intervention in inappropriate behaviour. In the salary statistics for teachers, there is a gap between men and women in the average for the total salaries paid for various job titles. Depending on years served and the job title (lecturer/principal lecturer), the gap favours men by about 187–378 euros. The gap has narrowed slightly since the previous salary comparison. The gap can be explained by the availability supplement paid to the lecturers in the Technology faculty on the basis of the General collective agreement for the private teaching sector (Finnish Education Employers), corresponding to 13.1%–26.2% of the lecturer's base salary under the collective agreement. The supplement is reflected in the overall salary.

The work duties of administration and support service staff are dominated by one gender, and therefore the comparison information in the salary review is limited, making it difficult to compare salaries for individual job titles. In difficulty categories 6–9 for administration and support service staff, there is a wage gap of more than 1,000 euros between women and men. The wage gap is due to the availability supplement paid to the heads of department in the faculty of Technology. The salary reviews for the teaching staff and the administration and support service staff are presented in Appendix 2.

## 4.2 Aims and measures for the 2021–22 planning period

### 4.2.1 Recruitment, career development and remuneration

Objectives	Measures	Responsible parties
Openness and equality in recruitment.	Develop the recruitment process. Explore anonymous recruitment and its applicability to Metropolia's operations.	HR Services
A consistent induction process that guarantees at least a basic level of induction for all new Metropolia employees, including part-time staff.	Further develop the induction process and coach the supervisors to enable them to manage induction consistently.	HR Services, supervisors and senior management
Equal training and development opportunities, regardless of work duties or unit, in line with Metropolia's goals.	Add and diversify the training offered to the staff, clarify equal opportunities to participate in training and develop a monitoring system for participation in training that promotes openness.	HR Services, supervisors in the units
Equal opportunities for career advancement.	Develop the internal job rotation. Create career paths to support vertical and horizontal career advancement.	HR Services, supervisors in the units, senior management

	Coach the supervisors in holding discussions concerning the development of competence and career planning.	HR Services
Supporting a work–life balance or study–life balance.	Encourage the supervisors to pay attention to the planning of work and the equal distribution of duties.	HR Services, supervisors in the units, senior management
Metropolia is an age-friendly workplace where the strength of age diversity is valued and utilised.	Coach the supervisors in managing diversity and work ability.	HR Services, senior management, occupational health care services
Open and transparent remuneration system	Establish a wage working group.	Senior management
	Develop a consistent salary determination process that accounts for various forms of employment.	HR Services, senior management
	Communicate actively about the remuneration system using a brief and unambiguous medium that is available to all.	HR Services

#### 4.2.2 Studying and teaching

In the equality planning workshops, the students raised the issue that they had experienced harassment, discrimination and the use of inappropriate language in teaching situations, for example. The participants in the workshops stated that there was a need to pay attention to how people in the UAS community speak and how words and the language used can shape people's thinking and influence their attitudes. The students considered it important to increase awareness of how language and speech can strengthen the feeling of belonging and mutual appreciation, but they can also sustain inequality and harmful norms. People sometimes use discriminatory language, for example gender-biased expressions, implicitly and unconsciously. Appropriate language does not exclude anyone.

The joint workshops also revealed that some of the students feel that group assignments related to the studies are a burden. These adverse experiences are influenced by the students' prior educational background, language skills and various life situations as well as the aims set for the studies. According to the students, discrimination in group assignments is a serious problem that must be intervened in. Grouping situations, in particular, are instances where discrimination or exclusion may sometimes occur between students.

Objectives	Measures	Responsible parties
Survey the students' experiences of equality and non-discrimination with a questionnaire.	Conduct an equality and non-discrimination survey among the students in early 2021.	Learning activities, UAS services
Safe studying environment where harassment and discrimination are not tolerated.	Strengthen and diversify communications on how to act in harassment or discrimination situations. Ensure that every student knows how to act if they feel they have been harassed or discriminated against.	Students, staff, student union
Taking diversity into account in teaching and guidance. <ul style="list-style-type: none"> <li>• Learning contents and teaching practices do not include discriminatory elements, and assessments are transparent and fair.</li> <li>• Every student has an equal right to receive guidance within a reasonable amount of time regardless of the stage of their studies or their degree programme.</li> <li>• The rules in group assignments are clear, the aims and assessment of the work</li> </ul>	In the induction of new lecturers, emphasise that diversity must be taken into consideration in teaching and all activities.  Reinforce the operating model that ensures equality and non-discrimination in guidance.	HR Services, supervisors, learning activities  Learning activities

are reviewed from the perspective of equality and non-discrimination.

Consider expanding the assessment basis of group assignments by utilising work distribution reports, for example, which would enable individual assessments of the members of a group.

Learning activities

Reinforce the operating model under which forming a mutual understanding of group work becomes standard practice.

Ensure that the principles for working are known to all (e.g. forming groups, group roles and dynamics, and commitment)

#### 4.2.3 Management, operating culture and communications

In accordance with Metropolia's strategic intent, a community-based and participatory culture encourages every one of us to give their best towards achieving our common goals. Our operating culture manifests itself in agile and experimental renewal and in day-to-day efficiency. We work in a people-oriented way, we conduct important work using our strengths in diverse settings and we focus on creating an operating culture that values dialogue and diversity.

The responses to the Better Work Community survey question "Have you detected inequality in the way men and women are treated at your workplace?" resulted in a score of 1.8/5, which corresponds to the score for the reference group. The score given concerning the treatment of older and younger employees (1.8/5) indicates slightly less age discrimination than the score for the reference group (1.9/5). Respondents felt there was slightly more inequality in the treatment of permanent and fixed-term staff (1.9/5) than in the aforementioned cases, but less than those in the reference group. However, the respondents identified more inequality in the treatment of people working in different occupation groups (2.2/5) than those in the reference group (2.1/5). The least amount of unequal treatment was experienced in the treatment of people from other cultures (1.3/5). The biggest room for improvement was found in intervention in unequal treatment (2.6/5).

The assessment on the accessibility of communications was conducted in early 2020. According to this assessment, accessibility is good in many areas of Metropolia's communications, but the website does not yet fully comply with regulations, and efforts should be made to provide clearer communications and more bilingual content. Accessibility should be generally seen as a positive thing. There are still instances of inappropriate communication in, for example, emails and messaging between individuals.

#### **Objectives**

#### **Measures**

#### **Responsible parties**

There should be clearer responsibilities for equality and non-discrimination work, and it

Establish a separate equality working group to monitor the

Senior management

should be integrated into day-to-day activities	realisation of equality and non-discrimination	
Promoting a community spirit, openness and dialogue through a culture that values diversity.	Offer the staff and students training and opportunities for dialogue by, among other things, organising briefings and theme days, such as the "Equality and Non-discrimination Day".	HR, Management Group and supervisors, all staff and students
We do not tolerate discriminatory speech in any form.	Promote respectful behaviour in the work community.	HR, Management Group and supervisors, all staff and students
Good behaviour should become standard practice and the threshold for intervening in inappropriate behaviour should be low.	Clarify the early intervention process particularly with regard to intervention in (harassment, discrimination and) inappropriate behaviour.	HR Services
	Coach supervisors in identifying and raising the issue of inappropriate behaviour within the work community.	HR Services, senior management, supervisors, Communications and Marketing
Improve the accessibility of communications by increasing easy-to-read elements and bilingual content.	Develop the readability of communications on the website. Increase bilingual content.	Communications and Marketing, all communicators (staff and students)
Make equality and non-discrimination work visible and encourage the participation of the staff and students through communications.	Use various communications channels diversely, for example the website, the intranet, announcements, academies and forums held for the staff, meetings of the Management Group, strategy days etc.	Communications and Marketing, senior management, supervisors, Equality Working Group

## Sources

Universities of Applied Sciences Act, <https://www.finlex.fi/en/laki/kaannokset/2014/en20140932>

Act on the Provision of Digital Services, <https://www.finlex.fi/fi/laki/alkup/2019/20190306> (available in Finnish only)

Hyvä käytös kunniaan - Toimintatavat epäasiallisen kohtelun ja työpaikkakiusaamisen ehkäisyyn ja käsittelyyn (Promoting Good Behaviour – Procedures for Preventing and Dealing with Inappropriate Treatment and Workplace Bullying). Metropolia University of Applied Sciences. <https://oma.metropolia.fi/hyva-kaytos-kunniaan>

Act on Equality between Women and Men, <https://www.finlex.fi/en/laki/kaannokset/1986/en19860609>

Act on Occupational Safety and Health Enforcement and Cooperation on Occupational Safety and Health at Workplaces, <https://www.finlex.fi/en/laki/kaannokset/2006/en20060044>

Act on Disability Services and Assistance, <http://www.finlex.fi/fi/laki/ajantasa/1987/19870380> (available in Finnish only)

Act on Co-operation within Undertakings, <https://www.finlex.fi/en/laki/kaannokset/2007/en20070334>

Degree Regulations of Metropolia University of Applied Sciences Ltd

Special teaching arrangements at Metropolia University of Applied Sciences. 29 October 2017

The Constitution of Finland, <https://www.finlex.fi/en/laki/kaannokset/1999/en19990731>

The National Building Code of Finland (incl. F1 (2005) Accessible building, regulations and guidelines), <https://ym.fi/en/the-national-building-code-of-finland>

Employment Contracts Act, <https://www.finlex.fi/en/laki/kaannokset/2001/en20010055>

Occupational Safety and Health Act, <https://www.finlex.fi/en/laki/kaannokset/2002/en20020738>

Non-discrimination Act, <https://www.finlex.fi/en/laki/kaannokset/2014/en20141325>

## Appendix 1. Principles guiding equality and non-discrimination

### Metropolia's principles concerning people's age and life situation

- Metropolia values people of all ages and their competence.
- We create a positive atmosphere for collaboration between students, employees and visitors of different ages.
- We cater to the needs of people of different ages and in different life situations in the operations of the university of applied sciences.

Students studying in daytime courses, multiform courses and lifelong learning courses are of different ages and their life situations vary. The balance between family, studies and work is supported with diverse learning and teaching arrangements.

Taking the diversity of the staff into account is an important part of wellbeing. Metropolia aims to take the individual needs of its employees into consideration by enabling them to adapt their work in the work communities to their life situation, for example through part-time work. In addition, it is important to see to the wellbeing of the staff and the transfer of tacit knowledge from experts to their successors. We support the entry of young people and recent graduates to the work community by providing them with a common induction programme and personal mentoring.

### Metropolia's principles concerning people's personal views and beliefs

- We respect different personal views and beliefs
- We value people's diversity in the recruitment and application process.
- We communicate openly, respectfully and in a user-friendly manner.

At Metropolia, every person's values and way of life are respected. The atmosphere is open to various beliefs, and different beliefs are regarded as equal. People's personal views or beliefs, however, cannot unreasonably impact studies, work or the UAS community's activities. Offending other people's beliefs or discriminating against others based on one's own beliefs is not acceptable.

### Metropolia's principles concerning people's ethnic background and language

- We respect ethnic and cultural diversity.
- We do not tolerate racism or discrimination based on ethnicity.
- We value a diverse and conversational operating culture.
- We create the possibility for and support equal interaction and encounters.
- We provide communications in English, in addition to Finnish, when necessary.
- We take participants who speak Finnish and other languages into consideration when organising events.

Metropolia is an international university of applied sciences that values cultural diversity. Metropolia's teaching languages are Finnish and English. Efforts are made to communicate in Finnish and English at joint events and in announcements.

### Metropolia's principles concerning gender, sexual identity and sexual orientation

- All students, employees and visitors are treated equally and with respect regardless of gender, gender identity or gender expression.
- We respect people's sexual orientation.
- We do not tolerate discrimination or demeaning behaviour against others on the basis of their gender identity, gender expression and/or sexual orientation, nor sexual harassment or harassment on the basis of gender.
- Work duties and study assignments are distributed according to people's motivation and competence, not their perceived gender.
- We promote equal application by students for various fields of study.



- We promote the assignment of employees to various duties and create equal opportunities for them to advance their careers and develop their competence.
- We promote equality and non-discrimination in wages.
- We develop studying and working conditions so as to make them suitable for everyone, regardless of gender.
- We encourage everyone to take family leave, regardless of gender.

At Metropolia, we respect people's right to define or decline to define their gender. We make sure that applicants for jobs and study places have an equal opportunity to apply to and be selected by Metropolia, as long as they fulfil openly announced application criteria.

#### Metropolia's principles concerning people's health and special needs

- People are not defined on the basis of their disability or state of health.
- We see health limitations as a resource that helps us understand different people.
- Everyone has the right to ask for help or special arrangements.
- We aim to enable special arrangements in teaching, learning and work settings in cooperation with the parties involved in the matter.
- Our campus premises are accessible.

At Metropolia, the diversity of the UAS community is seen as a source of wealth. Metropolia actively aims to identify and remove practices and structures that create and maintain inequality. The aim is to maintain an atmosphere that respects diversity and a studying and working environment that promotes wellbeing. Our activities are steered by the Universities of Applied Sciences Act and the Universities of Applied Sciences Regulation, as well as Metropolia's Degree Regulations, ordinances and ethical and pedagogic codes of conduct, which ensure a high quality, equal and safe educational, learning and working environment.

#### Metropolia's principles concerning behaviour

- We should behave appropriately.
- We create an environment where others are respected.
- We encourage expressing one's opinion and taking others into consideration.

Metropolia does not accept inappropriate treatment, workplace bullying or harassment. Every person working or studying at Metropolia is expected to behave appropriately, work together with other people and respect people's diversity. Metropolia creates the conditions for a working and studying environment where the staff and students are able to work safely and without disturbance.

Inappropriate behaviour often consists of occasional hostility accompanied by offensive language or unfair treatment towards one or several people. It can also take the form of belittling work or study performance, mockery, physical violence or sexual harassment. Inappropriate treatment also includes shunning someone from the work or study community or refusing to greet them.

Bullying is a form of psychological abuse which is usually systematic and recurring. Bullying can occur in the form of negative behaviour, insults, oppression, harassment or social exclusion. A bully can be a colleague, student or manager. We actively intervene in bullying and harassment, regardless of whether it is directed at the staff or students.

Sexual harassment and harassment on the basis of one's gender are considered inappropriate behaviour that everyone in the working and studying environment must intervene in immediately. *The Promoting Good Behaviour guide includes a separate section on sexual harassment.*

## Behaviour in social media

Metropolia encourages people to express their opinions and engage in constructive dialogue on social media. Every member of the UAS community must, however, abide by the code of conduct on social media and discuss it with others. The rules are the same as in the physical world – you must take other people into consideration. No harassment or inappropriate treatment is accepted on social media. Other people's information or photos also may not be shared without their consent. If inappropriate messages or hate speech is detected on social media, they must be reported to the administrator of the service in question. Everyone working or studying in the UAS community should remember that what they say on social media as private persons can be connected to Metropolia.

## How to act in the case of violations of equality and non-discrimination

All Metropolia students and employees are responsible for making sure that all members of this community are treated as equals, regardless of their personal characteristics or gender. Those who feels that they have been treated at Metropolia in a manner that violates the Equality and Non-Discrimination Policy can take action according to the guidelines stated below. If a student or member of staff experiences such treatment, he or she must make it clear that such behaviour is inappropriate and offensive.

## Metropolia's instructions for students

Students can take up the matter with the offender. If they wish, a student can also ask for support from the staff (e.g. the student counsellor, lecturer tutor) or METKA student union. Further measures will be agreed on with the student. Depending on the seriousness of the case, the matter can be resolved through discussion or it may be put forward to Metropolia's Legal Protection Committee. (Figure 4).



Figure 4. Guidelines for students in cases of violations of equality and non-discrimination

## Metropolia's instructions for the staff

The employee should first raise the issue with the person who has behaved inappropriately. If a conversation does not help, the employee can contact their supervisor, the occupational safety representative or the shop steward. Further measures will be agreed on with the employee. The health care services are also available to the employee. (Figure 5).



Figure 5. Guidelines for the staff in cases of violations of equality and non-discrimination