

Middle East University: Protection against Intolerance and Discrimination Policy

- 1. Document Description** : To foster a secure and equitable university environment, free from all forms of violence and discrimination.
- 2. Objectives** :
- ❖ To prevent all forms of violence and discrimination within Middle East University (MEU).
 - ❖ To cultivate a professional environment devoid of hostility and prejudice.
 - ❖ To define the mechanisms and channels available for reporting incidents of discrimination and violence.
- 3. Regulatory Framework and Associated Policies** :
- The implementation of this policy is governed by the following legislative and internal instruments:
- ❖ Jordanian Labour Law.
 - ❖ Social Security Law.
 - ❖ The Ministry of Labour Policy on Protection from Violence, Harassment, and Discrimination in the Workplace.
 - ❖ The Ministry of Labour Manual for Combating Violence and Sexual Harassment in the Workplace.
 - ❖ MEU Faculty Bylaws.
 - ❖ MEU Staff Bylaws.
 - ❖ MEU Faculty Regulations.
 - ❖ MEU Student Disciplinary Regulations.
 - ❖ MEU Student Club Foundations.
 - ❖ MEU Code of Professional Conduct for Administrative Staff.
 - ❖ MEU Code of Professional Conduct for Faculty Members.
 - ❖ MEU Staff Regulations.
 - ❖ Accountability Policy.
 - ❖ Student Conduct Control Policy.
 - ❖ Student Club Policy.
 - ❖ Student Admission Policy.
 - ❖ Security and Safety Policy for University Members and Visitors.
 - ❖ Policy for the Appointment of Full-time and Part-time Faculty.
 - ❖ Administrative Staff Policy.
 - ❖ Schedule of Penalties.
 - ❖ Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG, 2015).
 - ❖ Quality Management Systems (ISO 9001:2015).
 - ❖ Educational Organizations Management System (ISO 21001:2018).

- ❖ Information Security Management System (ISO/IEC 27001:2022).
- ❖ Compliance Management System (ISO 37301:2021).
- ❖ Business Continuity Management System (ISO 22301: 2019).
- ❖ Risk Management System (ISO 31000:2018).

4. Definitions : **The University** : Middle East University (MEU).

University Members : Comprising faculty members, administrative staff, and students.

Discrimination : Any direct or indirect conduct involving differentiation, exclusion, isolation, or preference based on political opinion, social origin, or physical appearance, which serves to impede equal opportunity or treatment in employment and occupation. Differentiation or exclusion based on the inherent requirements of a specific role does not constitute discrimination.

Violence : Any aggressive act likely to result in physical, psychological, sexual, legal, economic, or social harm.

5. Institutional Procedures:

To achieve the objectives of this document, the University has adopted the following measures:

- ❖ **Core Values:** The University adheres to several fundamental values, which it actively promotes among all members:
 - **Ethical Integrity:** A cornerstone of the University's interactions with all stakeholders, characterised by tolerance and intellectual flexibility.
 - **Dialogue and Intellectual Enrichment:** Maintaining an environment conducive to the exchange of ideas among faculty, staff, and students is vital for eradicating violence and intolerance. This embodies the University's commitment to organisational culture, etiquette, and protocol.
 - **Job Security and Freedom of Expression:** A primary value in regulating the mutual rights and obligations between the University and its members.
- ❖ **Admissions and Recruitment:** Students are admitted based on merit and academic performance in accordance with the Ministry of Higher Education and Scientific Research policies. Similarly, the University provides equal opportunities for faculty and administrative applicants, with selection based strictly on qualifications and competence.
- ❖ **Reporting Mechanisms:** Any student, staff member, or visitor subjected to violence or discrimination on campus may submit a formal complaint via the official "Suggestions, Complaints, and Appreciation" procedures. All submissions are reviewed on a weekly basis.
- ❖ **Anonymity and Grievance Procedures:** The University grants complainants the discretion to remain anonymous when submitting grievances, whether via physical documentation or the official electronic portal. The primary institutional focus directs attention towards

resolving underlying issues and investigating root causes, rather than identifying the claimant.

- ❖ **Disciplinary Action:** The University investigates all violations through relevant councils. Students are subject to the Student Disciplinary Policy, while faculty and staff are governed by the Accountability Policy.
- ❖ **Orientation and Awareness:** New appointees are briefed on the Code of Conduct, which delineates the standards for professional and interpersonal relations within the campus community.
- ❖ **Prohibition of Harassment:** The University strictly prohibits all members of the academic and administrative staff from engaging in, or inciting, any form of abuse against university members or visitors. Disciplinary sanctions are enforced against those found in breach of these regulations.
- ❖ **Equality and Non-Discrimination:** Through the "Code of Professional Conduct for Academic Staff", the University mandates that faculty members uphold students' rights and engage with them with impartiality, respect, and objectivity. Discrimination is strictly forbidden on the grounds of race, gender, religious or political beliefs, social status, or any other protected characteristic.
- ❖ **Support for Students with Disabilities:** The "Code of Professional Conduct" further stipulates that academic staff must provide adequate care and assistance to students with special educational needs.
- ❖ **Inclusion Policies:** Specialised attention is afforded to students with disabilities. To this end, the University has implemented the "Support Policy for Students with Disabilities", designed to provide the necessary facilities and services to ensure their full integration into all aspects of university life.
- ❖ **Digital Moderation:** Relevant administrative units actively monitor the university's official social media platforms to prevent and remove any derogatory or offensive content.
- ❖ **Behavioural Awareness:** The University organises educational workshops and group guidance sessions for students, focusing on institutional etiquette, mutual respect, the acceptance of diversity, and the eradication of bullying.
- ❖ **Quality Management Review:** Senior Management conducts an annual review of the volume and resolution rates of complaints and suggestions. This review is integrated into the formal Management Review Meeting to ensure compliance with **ISO 9001:2015** Quality Management System requirements.
- ❖ **Institutional Accountability:** The University has secured multiple ISO certifications. The application of these international standards facilitates an integrated administrative system rooted in justice, transparency, and accountability. This framework ensures robust policies are in place to protect the university community from bias, enhance data confidentiality, manage risks proactively, and foster a safe, inclusive environment that guarantees equal opportunity for all.
- ❖ **Whistleblower Protection:** The University guarantees the protection of individuals reporting incidents of discrimination. It ensures that no retaliatory measures or adverse effects on academic or professional progression shall occur as a result of a good-faith disclosure.

- ❖ **Security Surveillance:** For the safety of the community, buildings, common areas, and lecture halls are monitored via a comprehensive CCTV network.
- ❖ **Access Control:** Access to the campus is restricted to authorised personnel via designated gates upon the presentation of valid University identification.
- ❖ **Mutual Respect:** The University strictly prohibits the defamation of religious beliefs or political opinions—both on and off-campus—and mandates respect for the rights of all university members.
- ❖ **Regulations and Disciplinary Code:** The University enforces a set of regulations and a disciplinary code which defines prohibited conduct, including—but not limited to—acts of violence and discrimination.
- ❖ **Student Engagement:** Student clubs have been established to facilitate the exchange of diverse perspectives, promoting tolerance and rejecting intolerance by bringing together individuals from varied cultural and intellectual backgrounds.
- ❖ **Judicial and Investigative Councils:** The University has established the following independent bodies to adjudicate violations:
 - ❖ The Primary Disciplinary Council for Faculty Members.
 - ❖ The Appellate Disciplinary Council for Faculty Members.
 - ❖ The Disciplinary Council for Administrative Staff.
 - ❖ The Student Disciplinary Council.
 - ❖ Faculty Investigative Committees.

6. **Document Review Cycle** : **Frequency:** Biennially (every two years) or as required, predicated on feedback received from the university community.

7. **Responsibility for Implementation** : Responsibility for the adherence to and implementation of this policy rests with all University Members.

8. **Key Performance Indicators (KPIs)** :

- **Resolution Rate:** The percentage of submitted grievances successfully addressed and closed.
- **Satisfaction Indices:** Results derived from stakeholder surveys regarding the university environment and institutional climate.