

## CENTRAL CONCEPTS

### Inappropriate behavior

Inappropriate behavior means acting in a way towards other people that violates common decency. It can be, for example, unjustified criticism, denigration, exclusion from a community or recurrent inappropriate behavior, such as nettling or shouting.

### Barrier-free environment

Barrier-free environment refers to the elements of the constructed environment, signs as well as the physical properties of equipment. An environment or building is barrier-free when it is functional, safe and pleasant to its users, and when all of a building's facilities and floors are easily accessible. Although barrier-free environment emphasizes the functionality of service especially from the point of view of handicapped or otherwise physically challenged people, facilities and their functions should be as easy to operate, logical and safe for all user groups.

Barrier-free environment is also associated with, for example, sight, hearing, communication and electronic communication. Barrier-free environment means the accessibility of services, the usability of equipment, the understandability of information and the opportunity to participate in decision making that concerns oneself. Barrier-free environment is a form of equality and a part of sustainable development. Barrier-free environment can be viewed as a form of accessibility: good accessibility means a barrier-free environment.

### Harassment

Harassment is systematic and recurrent negative activity or behavior. Harassment is, for example, creating a threatening, hostile, demeaning, humiliating and aggressive atmosphere, through acts like name calling, threats or social isolation.

Harassment can manifest, for example, as inappropriate insinuations regarding age, sex, skin color, opinions or beliefs. Offensive behavior through words, actions or attitudes are also harassment. Harassment can be sexual harassment or molestation. The employer and the educational institution have an obligation to intervene in harassment at the work place or at the educational institution as soon as they become aware of it.

Not all negative behavior is harassment or other forms of inappropriate treatment. For example, minor and isolated acts such as incidental inappropriate speech are not harassment.

## Bullying

Bullying is defined as a situation where one or more members of a community are made the target of recurrent and systematic negative or hostile behavior. Belittling of opinions, conscious impolite behavior, inappropriate insinuations and talking behind someone's back, unjustified questioning of someone's judgement, isolation from community, abuse of a supervisory position, demanding disproportionate amounts of work of an employee, recurrently giving assignments to an employee that are beneath their skill level or position, as well as all forms of discrimination are examples of things that can be considered bullying.

## Reasonable accommodation

According to the Non-discrimination Act, the employer or education provider must make due and appropriate adjustments necessary for a person with disabilities to be able, equally with others, to gain access to education or work, as well as to manage their work tasks and to advance their career. In each situation, reasonable accommodation means the necessary and appropriate adjustments or arrangements that ensure the equal human rights and fundamental freedoms of persons with disabilities. Reasonable accommodation must not cause a disproportionate burden to the employer or the education provider.

## Multiculturalism

Multiculturalism is a concept that is most commonly understood as the diversity of cultures between the various ethnic groups. Nowadays the concept of multiculturalism is used more widely also as a synonym of diversity that also covers the diversity of, for example, sexual identities. Sometimes multiculturalism is also replaced with the term intercultural dialogue.

## Multiple discrimination

A person can be discriminated against on a different basis in different situations, or in the same situation on multiple different bases of discrimination. A single factor may not necessarily explain the discrimination. To eliminate discrimination, examination of other personal characteristics besides sex or gender is required. The most common of these so called secondary characteristics are age and sex.

## Formal equality

Formal equality means that all people are treated the same way in all situations without discrimination. A teacher, for example, should treat all their students in the same way. Since formal equality means being treated the same regardless of one's characteristics (for example age, health, language or sex), it does not guarantee de facto equality.

## Positive discrimination

Positive discrimination means special actions taken to improve the position and circumstances of certain groups that are vulnerable to discrimination (for example the elderly, children, ethnic minorities). The aim of these actions is to ensure de facto equality without being so severe as to cause discrimination of other groups.

## Accessibility

The term accessibility is often used to refer to other things than just physical environment. The established use of the term in Finland is in reference to online services, applications and publications. This means that, for example, services, communication and web pages ought to be designed in such a way that they are as accessible as possible to everyone. In an accessible environment, everyone can act and participate equally regardless of their personal characteristics. A general atmosphere and attitude of taking the diversity of people into consideration is also a form of accessibility.

## Sexual harassment

Sexual harassment means unwanted verbal, non-verbal or physical behavior of sexual nature, which intentionally or factually violates a person's mental or physical integrity, especially by creating a threatening, hostile, degrading, humiliating or oppressive atmosphere.

## Gender-based harassment

Gender-based harassment means unwanted behavior related to a person's gender, which is not sexual in nature and which intentionally or factually violates their mental or physical integrity, especially by creating a threatening, hostile, degrading, humiliating or oppressive atmosphere.

## Gender expression

Gender expression means expressing one's gender by clothing, behavior or other such way. Gender can be expressed by wearing clothing that is considered typical of men or women, or by behaving in a way that is considered characteristic of men or women. There are people who, at times, experience the need to express a gender other than their assumed gender through clothing or otherwise.

## Sex segregation

Segregation means differentiation and exclusion. Sex segregation in work life and education means the division of work, assignments and fields of study into women's and men's fields or work. The employment market and education are very strictly segregated in Finland.

- Horizontal segregation means the distribution of women and men into different fields of education and work, or into different sectors.

- Vertical segregation means the distribution of women and men into different education levels and into work life positions of different requirement levels, such as into managerial or leadership positions and assisting positions.

## Gender

Gender is a diverse and complicated matter to define, as there are deeply ingrained cultural conceptions of it and assumptions regarding it. Gender can mean, for example, gender roles, the social implications of being a woman or a man, gendered behavior or an individual's gender identity. Gender equality as a term is often used to mean equality between women and men. However, gender is a more diverse concept than this simple dichotomy.

## Gender identity

Gender identity means an individual's personal experience of their own gender. For most people, gender corresponds to the sex they were assigned at birth. Gender identity, however, is always an individual matter and it does not necessarily correspond with the sex assigned at birth.

## Gender role

Gender roles are behavior that is expected of a certain social gender. Gender roles are learned models of behavior and they vary greatly between different communities and cultures. Gender roles are constantly changing and are therefore a product of their specific time. Gender roles are intrinsically connected to the division of labor in communities and societies.

## Gender stereotypes

Gender stereotypes are simplified and schematic expectations and assumptions regarding what men and women "usually" are like or how women and men ought to behave in order to be "the right kind". Gender stereotypes are mostly subconscious and deeply, culturally ingrained axioms. Stereotypes often include negative preconceptions, which may be used to uphold a status quo of inequality.

## Gender impact assessment

Gender impact assessment means the assessment of a measure or action beforehand to identify its possible consequences for the state of equality between women and men. The goal is to prevent undesirable effects for the genders and to promote equality. Based on the assessment, it is possible to make remedial propositions to reduce the undesirable effects, to promote equality and to remove equality obstacles.

## Gender minorities

Gender minorities consist of people whose biological, anatomical, social, mental or legal sex or gender cannot be coherently defined as either woman or man. These minorities include intersexual, transvestite, transsexual and transgendered people. Gender minorities should not be confused with sexual minorities: one's gender identity does not indicate one's sexual orientation or preferences.

### Intersexual

Intersexuality is a congenital state, whereby an individual's physical sex defining characteristics are not unambiguously female or male. Intersexuality is often identified immediately after a child is born or it can be discovered later, during the child's growth and development. In our culture, an intersexual child is often raised as a girl or a boy. An intersexual person can experience their own gender in a variety of ways, often in the same way as other women and men.

### Transvestism

A transvestite is a man or a woman, who is able to empathize with both genders and who has a need to express both their feminine and masculine sides alternately. Transvestism is one way of coping as a person whose gender differs from the norm in a predominately binary-gendered culture.

### Transsexuality

Transsexuality refers to people who experience an extreme form of incongruity between their gender identity and anatomic sex. Other people's perception of their gender also does not correspond to their own experience of it. Experiences concerning incongruity between gender identity and anatomic sex vary greatly between individuals.

### Transgender

Transgendered is a term used for gender identities other than man or woman. People who identify as transgendered may consider themselves to be both a man and a woman, neither of them or completely outside the binary gender system. Some want to have only certain aspects of the opposite gender; others want them all.

## Gender equality

Gender equality means equal rights and opportunities for the genders in society and work life and fair distribution of power and resources. When talking about equality, a distinction is often made between formal equality, which means non-discrimination and equal rights and treatment, and de facto gender equality, which concerns the actual end results of, for example, political decisions. The concept of equality also covers gender diversity and the role of gender in relation to other personal characteristics that cause inequality.

## Groups vulnerable to discrimination

Groups of people who are more vulnerable to discrimination than others include, for example, children and youth, the elderly, handicapped people as well as people who belong in religious, ethnic, linguistic, sexual and gender minorities. Although there are such groups that are vulnerable to discrimination, it is important to remember that discrimination always concerns the individual and their identity.

## Discrimination

Discrimination means placing a person in a position that is inferior to that of others, for example when organizing studying or working conditions. Treating a person worse than others in a comparable situation based on one or several personal characteristics is discrimination. Multiple discrimination means being discriminated against based on two or more personal characteristics. A handicapped Finnish Romani, for example, may be discriminated both based on their disability and their ethnic origin.

Discrimination is always prohibited, regardless of whether it is based on a fact or an assumption concerning the person herself/himself or someone else. According to the acts on equality and occupational safety, the employer must take action to remove harassment as soon as it is brought to their attention.

According to the Non-discrimination Act, no one may be discriminated against on the basis of age, origin, nationality, language, religion, belief, opinion, political activity, trade union activity, family relationships, state of health, disability, sexual orientation or other personal characteristics. Discrimination is prohibited, regardless of whether it is based on a fact or assumption concerning the person him/herself or another. The Act also determines harassment, denial of reasonable accommodation as well as an instruction or order to discriminate as discrimination. An instruction or order that constitutes discrimination can be, for example, an instruction, directive or obligation that promotes or causes discrimination. Such an instruction or order given from a superior position may constitute discrimination regardless of whether the recipient of the instruction or order carries it out or not.

According to the Non-discrimination act, denial of reasonable accommodation also constitutes a prohibited act of discrimination. An authority, education provider, employer or provider of goods and services has to make due and appropriate adjustments necessary in each situation for a person with disabilities to be able, equally with others, to deal with the authorities and gain access to education, work and generally available goods and services, as well as to manage their work tasks and to advance their career. Failure to make such adjustments may constitute discrimination as described in the Act.

### Denial of reasonable accommodation

Denial of reasonable accommodation may constitute discrimination, for example if the University has not made the due and appropriate adjustments necessary to make an exam situation accessible and barrier-free, or if the employer does not make the due and appropriate adjustments necessary to enable a person with disabilities to be employed and manage their work tasks and advance their career equally with others.

### Gender discrimination

Discrimination based on gender means putting a person in an unequal position based on their gender. Sexual or gender-based harassment are also forms of discrimination. The discrimination can be indirect, for example if an apparently neutral action, law, rule, policy or practice has a disadvantageous effect on a specific gender. The Act on Equality between Women and men prohibits gender-based direct and indirect discrimination.

### Direct discrimination

Discrimination is direct if a person, on the grounds of personal characteristics, is treated less favourably than another person was treated, is treated or would be treated in a comparable situation. For example, a foreign national being paid a lower wage than a Finnish employee, or same sex customers being refused a hotel room due to their sexual orientation, can both be considered direct discrimination.

### Direct gender discrimination

Direct gender discrimination means putting a person in a disadvantageous position directly based on gender, gender identity or gender expression. For example, hiring a male applicant to a work position despite there being a female applicant who is more qualified for the position may constitute direct discrimination. Similarly, setting a higher age restriction to a restaurant for men than women may also constitute direct discrimination. Putting someone in a disadvantageous position due to pregnancy or other child-bearing-related reason is also considered direct discrimination.

### Indirect discrimination

Discrimination is indirect if an apparently neutral rule, criterion or practice puts a person at a disadvantage compared with others on the grounds of personal characteristics. For example, requiring perfect command of the Finnish language of an employee, even though it is not necessary for the work position in question, may constitute indirect discrimination.

### Indirect gender discrimination

Putting a person into a disadvantageous position based on an apparently neutral rule, criterion or practice, may constitute indirect gender discrimination. The same applies also if the persons involved may, due to such procedure and because of their gender, factually end up in a position that is disadvantageous. For example, laying off only a predominately female personnel group while not laying off a predominately male personnel group may constitute indirect discrimination, unless there is an acceptable justification for targeting the layoff in this way. Putting a per-

son in a disadvantageous position due to parenthood or family obligations may also be considered indirect discrimination.

### Equality

Equality means that no one may be discriminated against on the basis of age, origin, nationality, language, religion, belief, opinion, political activity, trade union activity, family relationships, state of health, disability, sexual orientation or other personal characteristics.

### De facto equality

De facto equality means that people's different backgrounds and opportunities are taken into consideration by arranging support measures and positive action for those who need it. De facto equality may require active promotion of equality by deviating from the principle of equal treatment.