Kumamoto University
Guidelines on Prevention of Harassment

STOP Harassment

For A Harassment-free Campus

Kumamoto University

? What is harassment?

Harassment interferes with someone's right to pursue education and right to pursue education and the right to work.
Kumamoto University is committed to stopping all harassment, and to providing training to prevent it.
We hope to create a comfortable study and work environment that is free from harassment.

Kumamoto University Guidelines on Prevention of Sexual Harassment

Ⅰ Purpose of These Guidelines

These Guidelines are prepared based on the following concepts:

1. Sexual harassment denies human dignity and prejudices several human rights, including moral rights, the right to receive education, the right to work, etc.
2. Kumamoto University (the "University") strives for prevention and awareness raising on sexual harassment on the basic stance of absolutely never allowing sexual harassment, and aims at forming and maintaining a good studying and working environment free from sexual harassment.
3. When sexual harassment occurs, the University will exert itself to protect and rescue the victim, meanwhile treating the assaulter strictly after necessary deliberations by Education and Research Council, etc.

Ⅱ Definitions

1 Definition of sexual harassment

For the purposes of these guidelines, "sexual harassment, etc." refers to (1) sexual harassment and (2) sexual violence, etc.

(1) Sexual Harassment

This term refers to the following acts collectively:

ⅰ) Acts in which a staff member, student, or other individual is the perpetrator or victim, occurring both on and off campus, that harm the other party's personality and dignity through sexual remarks or conduct that causes discomfort, thereby impairing the environment for study, work, education, or research; or acts in which the other party is granted certain benefits or subjected to disadvantages in the course of study, work, education, or research based on their compliance with or refusal of unwanted sexual demands

ⅱ) When a staff member, whether on or off campus, engages in conduct of a sexual nature that causes discomfort to a job applicant or similar individual, thereby infringing upon that person's personality and dignity and undermining the environment for job hunting or similar activities; or when the staff member grants or withholds certain benefits or disadvantages in the course of job hunting or similar activities based on the applicant's compliance with or refusal of unwanted sexual demands

In this definition, “uncomfortableness” is determined by the judgment of the person on the receiving end of the “conduct of a sexual nature.” Even if the person engaging in such conduct is completely unaware that their actions constitute sexual harassment, it may still be considered sexual harassment if the other party feels “uncomfortable.”

(2) Sexual Violence, etc.

・This refers to sexual acts performed without the other party’s consent (including situations in which the other party is unable to form the intent to refuse consent or other situations in which consent cannot reasonably be deemed to have been given) in which a staff member, student, or other individual is the perpetrator or victim (excluding those listed in the following item).

・This refers to acts that constitute sexual violence against children and students as defined in Article 2, Paragraph 3 of the Act on the Prevention of Sexual Violence Against Children and Students by Educational Staff, etc. (Act No. 517 of Reiwa 3).

2 Definitions of students, etc. and workers

In these Guidelines, the terms students, etc. and workers are used with the following meanings:

(1) Students, etc. means all the persons who study at the University, including undergraduate school students, graduate school students, foreign students, research students, credited auditors, special auditors, lecture takers of open lectures, children and students of kindergarten, elementary school, junior high school and special education school affiliated with the University. Depending on the cases, persons who formerly studied shall also be included.

(2) Workers means all persons who work at the University, irrespective of whether they be full-time or part-time. Depending on the cases, persons who formerly were workers shall also be included.

[Note] The latter part of (1) and (2) refers to cases in which a currently enrolled student or currently employed staff member leaves the institution or resigns after having been a victim of harassment or having committed harassment since the institution’s incorporation.

Ⅲ Scope of Application of These Guidelines

1. These Guidelines shall be applicable to sexual harassment that occurs among constituent members of the University (this means executives, workers, students, etc. and other persons who are engaged in education or research, etc. at the University), irrespective of whether such occurs inside or outside the University.

2. In the case of sexual harassment that occurs between constituent members of the University and outsiders, these Guidelines shall be applicable to the case where a constituent member of the University is the assaulter, and besides the event occurs in connection with education or research activities and duties at the University. It shall be noted that, concerning sexual harassment commit- ted by a constituent member of the University in the position of part-time lecturer, etc. at another university, etc., the relevant other university, etc. shall handle the matter. However, when an unjust act comes to light, based on the results, if the dignity and credibility of the University are significantly damaged by the event, the assaulter may be subject to punitive disposition in accordance with the Work Rules for Workers of National University Corporation Kumamoto University, etc.
3. If a non-university member commits sexual harassment or similar acts against a member of the university community, the university will, as necessary, request that the non-university member's employer or other relevant party cooperate in verifying the facts and in implementing measures to prevent recurrence.

Ⅳ Responsibilities of Awareness Raising and Prevention Concerning Sexual Harassment

1. The President of the University shall assume responsibility for creating and maintaining an environment at the University free from sexual harassment through efforts for awareness raising and prevention concerning sexual harassment, and required trainings under the relevant laws and regulations.
2. Heads of the departments and faculty meetings, etc. shall assume responsibility for awareness raising and prevention concerning sexual harassment in departments.
3. The Kumamoto University Sexual Harassment Prevention Committee (the "Prevention Committee") shall assume responsibility for review and implementation of specific measures such as awareness raising including training and preparation of leaflets, actual situation research, materials development, and education, etc. on sexual harassment.
4. The Prevention Committee shall assume responsibility for proper installation and operation of a consultation window for handling notifications of complaints and consultations properly and swiftly.
5. All the constituent members of the University shall equally assume responsibility to prevent and eliminate the occurrence of sexual harassment, so that no harm will occur.

Ⅴ For Prevention of Sexual Harassment

1. The relationship between teaching staff and students, etc., the hierarchy in the workplace, seniors / juniors among students, etc., do not determine any ranking of value as a human. In addition, needless to say, males and females are partners of equal status. Absolutely no person may control another person as a sexual object using his/her force, adding psychological pressure, or physical hurt.
2. In any and every case, do not forget to respect the character and human rights of the other party. It is necessary for each of us to be more sensitive to things that may make others uncomfortable, and be constantly conscious of our own speech and behavior. Everyone must be especially careful at student parties or training camps, etc.
3. Words and actions based on fixed notions of gender roles (e.g., "Men should work outside the home, and women should take care of the household") can be a cause or underlying factor in incidents such as sexual harassment. Please be careful to avoid such words and actions. In addition, words and actions that contain contempt, discrimination, or aversion regarding sexual orientation (who one is attracted to) or gender identity (how one perceives one's own gender), as well as inappropriate words and actions that lack consideration for sexual diversity, also constitute sexual harassment and similar offenses, so caution is required.
4. Note that, in the case where the other party's social, cultural, or religious environment is different, as in the case of foreign students, sometimes speech or behavior that is considered not to fall under sexual harassment may be taken as sexual harassment.
5. On campus, there are places that may easily be hotbeds of sexual harassment. For example, in places that can become closed rooms, such as research labs or experimental rooms, sexual harassment tends to occur more. In such places, pay meticulous attention to your speech and behavior. The same shall apply to the case where there are fewer workers or students, etc. of the opposite sex.
6. Only when all the constituent members of the University make constant efforts for prevention of sexual harassment will a good environment be guaranteed.

Ⅵ Handling when Victimized by Sexual Harassment, or Observe Cases of Victimization by Sexual Harassment

1 When you experience sexual harassment

(1) Gather your courage and clearly convey the feeling of "being uncomfortable" to

the other party, with your words and behavior.

(2) Concerning acts that are considered to be sexual harassment of you, make a note of the situation there, the date and time, place, details of the act, whether or not a third party was present, etc. in as much detail as possible. These will constitute important materials for judgment on the occurrence of sexual harassment.

(3) Do not feel stressed or suffer by yourself, but the important thing is to reveal the facts and consult friends or staff, etc. whom you can trust. You do not need to blame yourself.

(4) Consult a Consultation Window when you are victimized. Any Window can be consulted. If you cannot go directly to the Consultation Window, you can also consult by phone, fax, email, etc. (consultation can be done under anonymous name as well). The privacy of the consulter and secrets of details of consultation will be absolutely kept.

(5) When time passes after you suffer and before consultation on victimization and filing of a complaint, confirmation of the facts will be more difficult, so in principle please consult within three (3) years of the occurrence of victimization (for cases where victimization is ongoing, within three (3) years of the end of the victimization). Please note that you must file your petition within one year of your resignation, graduation, completion of the program, or withdrawal from school.

2 When you observe sexual harassment victimization

(1) Sexual harassment affects living of students, etc. and workers. Please do not leave it as though it's none of your business. If you leave it, there is risk of escalation.

(2) When you see victimization, make a note about the situation there, the date and time, place, and details of the act, in as much detail as possible. These will constitute important materials for judgment on the occurrence of sexual harassment.

(3) When necessary, please be a counselor for the victim, encourage the victim to go to the Consultation Window or accompany the victim. If you cannot go directly to the consultation counter, you can also consult by phone, fax, email, etc. (consultation can be done under anonymous name as well).

Ⅶ Handling of Filing of Complaints and Consultations

1. At the University, Consultation Windows and Prevention Committee are established to handle sexual harassment.
2. Consultation Windows are established in each department, and at the Health Center,

etc. A list of names and contact numbers for consultants at the Consultation Windows is always posted on the bulletin board of each department. These are also published at all times under "Harassment Consultation " on the website of the University.

3. When a "consultation" is held at a Consultation Window, the Consultation Window will serve the person who comes to consult (the "consulter") in good faith, and provide various kinds of support so that the consulter himself /herself can make a decision about the handling to take.
4. When the consulter files a "complaint motion" and requests an appropriate investigation and disposition, the consultant shall report the contents of the consultation to the Chairman of the Prevention Committee, and the Chairman of the Prevention Committee shall consult with the Prevention Committee and then decide on the handling for the complaint filed, such as establishing the Investigation Committee under the Prevention Committee as a result of the deliberations.
   If withdrawal of the complaint motion is desired by the consulter himself/herself, the consulter shall submit a "Complaint Motion Withdrawal Request" to the Chairman of the Prevention Committee, and after deliberations at a meeting of the Prevention Committee, withdrawal of the complaint motion may be approved.
5. The Investigation Committee shall interview both of the parties concerned, and investigate all of the facts. When necessary, the Committee shall also interview the other parties concerned.
6. In the interview by the Investigation Committee, if the accused person claims that "it was a relationship based on mutual consent," the accused person shall be responsible when he/she proves that this claim is true.
7. Despite an investigation by the Investigation Committee, there could be cases where, the claims of the accuser and the accused person are in direct confrontation as to whether there was sexual speech or behavior that is considered to fall under sexual harassment, and it is considered impossible or difficult to gain decisive proof. Even in such instance, the Prevention Committee (and Investigation Committee) will examine whether there is greater credibility in the claims of the accuser or the accused, while checking the trends of judgments by the courts in relation to recent sexual harassment cases, and strive to make judgment on whether or not sexual harassment did occur, to the extent possible.
8. The Investigation Committee shall summarize the results of investigation within two (2) months and report on the results to the Chairman of the Sexual Harassment Prevention Committee promptly. However, in the case where the investigation is not complete within two months, if there is an unavoidable reason, the investigation may

be extended for a reason- able period. In such instance, the Chairman of the investigation Committee shall explain the reasons to the Chairman of the Prevention Committee and the consulter.

9. The Chairman of the Prevention Committee shall, based on the results of deliberations in the Prevention Committee, report to the President on rescue from sexual harassment or environment improvement measures, etc. when necessary.
10. The President shall notify the accused person and the head of the department with which the accused person is affiliated of rescue from sexual harassment or environment improvement measures, etc.
11. When the head of the department with which the accused person is affiliated receives a notification from the President, the head shall perform improvement measures promptly and report them to the President, and notify the accuser of the details of the measures.
12. When the head of the department with which the accuser is affiliated receives a notification from the President, the head shall perform improvement measures promptly and report them to the President.
13. The Chairman of the Prevention Committee shall explain the details of the measures to the complainant and the respondent.
14. The accuser may request an explanation about the status of progress of handling pertaining to the relevant case from the Chairman of the Prevention Committee.
15. Individuals who have cooperated with the counseling office or investigations, as well as those involved in the prevention and elimination of sexual harassment and other related matters, are obligated to give the utmost consideration to protecting the privacy of those involved and shall not disclose any confidential information they have learned to others without just cause (*).

    (*) Limited to cases where the university issued in connection with the matter under consultation and it is necessary to establish the facts concerning that matter, among others.
16. At none of the stages provided in these Guidelines, that is, "consultation," "complaint motion ," and "handling by the University including investigation" shall the parties concerned be precluded from bringing a legal action.
17. You will not be subject to any adverse treatment on the grounds that you filed a harassment complaint, cooperated with an investigation conducted by an investigative committee, or, with respect to the Labor Bureau, filed a complaint, requested assistance with dispute resolution, filed an application for mediation, or complied with a summons to appear for mediation.

Ⅷ Protection and Rescue of Victims

1. The University shall make the utmost efforts to protect and rescue victims. In particular, we will take prompt and appropriate action when we determine that urgent measures are necessary based on the following criteria:
   - When it is determined that there is a risk of self-harm or harm to others
   - When it is determined that there is a risk of misconduct
   - When it is determined that the academic or work environment of students or faculty and staff is being harmed, and this significantly hinders employment, further education, or similar opportunities
   - In other cases where it is determined that urgent measures are necessary, such as when multiple complaints or consultations involve the same individual
2. When a victim is a student, etc., if there is a request for change of dissertation advisor or replacement of a subject to study, the University shall make efforts to respond to the request as fully as possible.
3. When a victim is a worker, the University will not grudge any efforts for improvement likewise, for development of the education and research environment and work environment.
4. In the case of suffering harm due to sexual harassment, at the responsibility of the University, care such as expert counseling, etc. shall be provided.
5. After a disposition against the assaulter by the University, for publication in the mass media, the content of the announcement shall be explained to the victim in advance and the utmost consideration shall be given to the privacy of the victim.

Ⅸ Handling of Assaulters

1. Based on the results of swift and proper investigations, the University shall take a strict stance against sexual harassment assaulters.
2. The University shall make assaulters apologize in writing to victims, and obligate assaulters to undergo training for prevention of recurrence.
3. Acts of revenge against victims shall be handled severely.

Ⅹ Prohibition of Harassment and Threatening Acts

1. The University shall take possible and proper measures so that no harassment or threatening act will be made against workers or students, etc. who conduct "consultations" on sexual harassment by other workers or students, etc.
2. The University shall take possible and proper measures so that no harassment or threatening act will be made against workers who are engaged in business relevant

to prevention, etc. of sexual harassment by other workers or students, etc.

XI Other

1. Persons who perpetrate false motions or testimonies in consultations, complaint motions and interviews on sexual harassment will be subject to disposition under the School Regulations, etc.
2. For each school year, the University shall disclose an overview of sexual harassment (the number of consultations, number of complaint motions made, details and measures, etc.). In disclosure, the utmost consideration shall be paid to the privacy of victims.
3. These Guidelines shall be reviewed when necessary.

Examples of harassment

Speech or behavior based on lighthearted feelings may cause another person to feel uncomfortable.
If attention is not paid, anyone can be the victim or assaulter.

※Even the speech or behaviors not exemplified below could constitute harassment

Examples of sexual harassment

Examples of Sexual Harassment

(1) Conduct Based on Sexual Interest or Demands

・Persistently staring at someone's body.
・Asking about someone's sexual experiences or sex life.
・Spreading sexual rumors or making someone the subject of sexual teasing.
・Making sexually explicit phone calls or sending sexually explicit letters or emails.
・Telling obscene jokes that are intolerable to hear.
・Persistently inviting someone to meals or dates.
・Providing unnecessary one-on-one instruction.
・Forcing someone to accompany them on a business trip or unnecessarily inviting them to their room at the destination.
・Forcing someone to provide transportation to or from their home.
・Following someone to their home or elsewhere.

(2) Conduct Based on an Intention to Discriminate on the Basis of Gender

・Saying things such as, "You're a man—show some backbone," or "You can't entrust work to women."
・Using infantilizing or disrespectful forms of address toward adults, such as "boy," "girl," "lad," "sonny," "young lady," "uncle," or "auntie."
・Forcing someone to serve tea, clean, perform auxiliary tasks, or run personal errands merely because she is a woman.
・Unfairly evaluating someone's work or research achievements lower solely because she is a woman.

(3) Prejudice Related to Sexual Orientation or Gender Identity

LGBT is an acronym for lesbian, gay, bisexual, and transgender, and is used as a collective term for sexual minorities.

Words or conduct reflecting prejudice against LGBT people also constitute sexual harassment.

・Words or conduct denying the existence of LGBT people.
・Words or conduct expressing contempt, discriminatory attitudes, or aversion toward LGBT people.
・Words or conduct, primarily directed at gay or transgender people, that includes expressions of contempt or aversion.
・Although being LGBT is not a matter of personal preference but of sexual orientation or gender identity, words or conduct that fail to understand this and deny the personal rights and interests of LGBT people.
・Inappropriate words or conduct that fails to respect sexual diversity, such as assuming that there are only two gender categories—male and female—or that the person one falls in love with is of the opposite sex.
・Inappropriate words or conduct that fails to recognize that some couples cannot legally marry.

(4) Sexual Harassment Against Job Applicants and Others

・When a job applicant or other person visits a faculty or staff member, being asked by that person to engage in a sexual relationship, causing the applicant or other person distress and reducing their motivation to pursue employment or related activities.
・During training or an internship, faculty or staff intentionally and repeatedly making sexual jokes or teasing job applicants or others, causing them distress and making it difficult for them to participate in the internship or training activities.
・During training or an internship, faculty or staff persistently inviting a job applicant or other person to private meals, causing the applicant or other person distress and reducing their motivation to pursue employment or related activities.

Examples of Sexual Violence and Other Misconduct

・Indecent acts carried out by using influence based on one's position.
・Touching another person's sexual parts by taking advantage of the person being severely intoxicated.
・Secretly photographing another person's sexual parts without a legitimate reason.

Kumamoto University Guidelines on Prevention of Harassment
(excluding Sexual Harassment and Customer Harassment)

Ⅰ Purpose of These Guidelines

1. Concept of these Guidelines

Harassment prejudices rights and interests regarding study, research and employment improperly, and harms the human dignity. These Guidelines are prepared based on the following concepts , in accordance with the "Kumamoto University Rules on Prevention, etc. of Harassment."

2. Basic stance of Kumamoto University

Kumamoto University (the "University") strives for prevention and awareness raising on harassment on the basic stance of never allowing harassment, and aims at forming and maintaining a good studying, research and working environment free from harassment.

3. Representations on protection and rescue of victims, strict treatment of assaulters and improvement

When harassment is committed, the University will exert itself to protect and rescue the victim, meanwhile treating the assaulter strictly. In addition, the University shall take improvement measures so that the same harassment will not occur repeatedly.

Ⅱ Scope of Application of These Guidelines

1. What is harassment?

(1) Under these guidelines, "harassment" means conduct against another member, whether on or off university premises (for example, at a business-trip or training location), including behavior arising from a position of superiority or other inappropriate conduct that exceeds what is reasonably necessary and appropriate, thereby harming the other member's personality or dignity, unjustly infringing on their rights and interests related to study, work, education, or research, or unjustly impairing the environment for study, work, education, or research.

It also means unjustly obstructing an employee's work environment through remarks or conduct concerning the use of systems or one's condition related to pregnancy, childbirth, or infertility treatment, or concerning the use of

systems for childcare leave, family-care leave, or other purposes related to child-rearing or family caregiving.

(2) The "conduct arising from a position of superiority" referred to in (1) includes, for example, the following:

- Conduct by a person holding a higher position in academic or professional matters
- Conduct by a colleague, subordinate, or junior member who possesses educational, research-related, or professional knowledge or extensive experience necessary for the relevant work, such that it would be difficult to carry out education, research, or work smoothly without their cooperation
- Collective conduct by colleagues, subordinates, or junior members against which it would be difficult to resist or object

The "conduct that exceeds what is reasonably necessary and appropriate" referred to in (1) includes, for example, the following:

- Conduct that is clearly unnecessary for education, research, or work
- Conduct that substantially deviates from the purpose of education, research, or work
- Conduct inappropriate as a means of carrying out education, research, or work
- Conduct whose manner or means, including the number of occurrences or people involved, exceeds the range acceptable under generally accepted social standards

"Unjustly infringing," "unjustly impairing," or "unjustly obstructing," as referred to in (1), means causing an unacceptable degree of interference, such as physical or mental distress resulting from the conduct, making the environment for study, work, education, or research unpleasant, or causing serious adverse effects on study, work, education, or research.

(3) Even if a person in a superior position engages in conduct without realizing that it may constitute harassment, it constitutes harassment when, according to generally accepted social standards, the other party feels that they have been treated unfairly and experiences difficulty in studying, working, receiving education, or conducting research as a result.

(4) In cases of harassment occurring between a member of this university and an external party, if the university member is the perpetrator and the harassment occurred in connection with educational or research activities or duties at the university, the university shall cooperate when the external party requests

necessary assistance, such as confirmation of the facts. If misconduct is established, the university member may, depending on the circumstances and in light of the results, be subject to disciplinary action under the university's employment regulations.

2. What is a constituent member?

In these Guidelines, the term constituent members is used with the following meanings:

(1) Constituent members mean students and workers.

(2) Students mean all the persons who study at the University, including undergraduate school students, graduate school students, foreign students, research students, credited auditors, special auditors, lecture takers of open lectures, trainees at hospital attached to the School of Medicine, children and students of kindergarten, elementary school, junior high school and special education school affiliated with the University. Depending on the case, persons who formerly were students shall also be included.

(3) Workers mean workers provided in Article 2 of the Work Rules for Workers of National University Corporation Kumamoto University (education staff, general staff, medical staff, fixed term contract workers, re-employed workers, individual contract workers), executives of the University, and any other person who is engaged in the business of the University under dispatch contract or other contract. Depending on the case, persons who formerly were workers shall also be included.

(Note) The latter parts of (2) and (3) assume the case where a person who was a student or worker of the University leaves the school or post after being victimized by harassment or after committing harassment.

Ⅲ Responsibilities of Awareness Raising and Prevention Concerning Harassment

1. Responsibilities of the President

The President of the University shall assume responsibility for creating an environment at the University free from harassment through efforts for awareness raising and prevention concerning harassment, and required trainings.

2. Responsibilities of the heads of departments and faculty meetings, etc.

Heads of the departments and faculty meetings, etc. shall assume responsibility for awareness raising and prevention concerning harassment in departments.

3. Responsibilities of Antidiscrimination Measures and Human Rights Issues

Committee Antidiscrimination Measures and Human Rights Issues Committee of Kumamoto University (the "Antidiscrimination Measures and Human Rights Issues Committee") shall assume responsibility for examination and implementation of specific measures such as awareness raising, training and education on harassment.

4. Responsibilities of constituent members

All the constituent members of the University shall equally assume responsibility to strive so that no harassment will occur.

Ⅳ For Prevention of Harassment

1. Calling attention to speech and behavior of constituent members

In any and every case, do not forget to respect the character and human rights of the other party. It is necessary for each of us to be more sensitive to things that may make others think they were unfairly treated, and be constantly conscious of our own speech and behavior.

2. Prevention of psychological pressure and mental/bodily damage by using rights or status among constituent members.

The relationship between teaching staff and students, the hierarchy in the workplace, seniors/juniors among students do not determine any ranking of value as a human. Absolutely no person may exert psychological pressure or hurt mentally or physically another person using power or status.

3. Consideration of society, culture, religion and living customs, etc.

Speech or behavior that is considered not to fall under harassment may be taken as harassment by others, due to differences of society, culture, religion, etc. Always take note to fully understand mutual differences.

4. Consideration in Dealing with Non-University Members

Caution is required when interacting with non-university members involved in the University's educational and research activities or in official business (such as contractors, interns, and job seekers, including students seeking employment), as one may unconsciously engage in behavior based on a sense of superiority.

Ⅴ Handling when Victimized by Harassment or Observed Cases of Victimization by Harassment

1. When you experience harassment

(1) Clearly convey with your words and behavior

Gather your courage and clearly convey the feeling of "being treated unfairly" to the other party, with your words and behavior.

(2) Record the harm

When feeling you received harassment, make a note of the situation there, the date and time, place, details of the speech or behavior, whether or not a third party was present, etc. These will constitute important materials for judgment on the occurrence of harassment.

(3) Consult Consultation Window

Do not feel stressed or suffer by yourself, go consult at the Consultation Window. The privacy of the consulter and secrets of details of consultation will be kept. Consultation Windows are established in each department, and at the Health Center, etc., and any Windows can be consulted.

*Please note that as it becomes difficult to verify the facts if a significant amount of time has passed since the harm occurred, consultations and filings should, as a general rule, be made within three years of the occurrence of the harm (or, in the case of ongoing matters, within three years of their conclusion).

(4) When you cannot consult at the Consultation Window

If you cannot go directly to the Consultation Window, you can also consult by phone, fax, email, etc. (consultation can be done under anonymous name as well). However, in anonymous cases, sometimes handling may be difficult.

2. When you observe harassment victimization

(1) Do not leave it as though it's none of your business Harassment affects living

of students and workers directly, so please do not leave it as though it's none of your business. If you leave it, there is risk of escalation of harassment.

(2) Record when you observe victimization

When you observe victimization of harassment, make a note about the date and time, place, details of the speech and behavior, etc., in as much detail as possible. These will constitute important materials for judgment on the occurrence of harassment.

(3) Be a counselor

Please be a counselor for the victim of harassment, encourage the victim to go to the Consultation Window or accompany the victim.

Ⅵ Handling of Consultations Concerning Harassment

1. Establishment of Consultations Window and Antidiscrimination Measures and Human Rights Issues Committee

At the University, Consultation Windows and Antidiscrimination Measures and Human Rights Issues Committee are established to handle harassment.

2. Consultation Window

At Consultation Windows, the University consultants will respond to consultations. A list of names and contact numbers for consultants at the Consultation Windows is always posted on the bulletin board of each department. These are also published at all times under "Harassment Consultation" on the website of the University.

3. Responsibilities of consultant

Consultant will keep the secrecy of privacy of the consulter and details of consultation and serve the consulter in good faith.

4. Report by consultant to the Chairman of the Antidiscrimination Measures and Human Rights Issues Committee or the head of department, etc.

When the consent of the consulter has been obtained, the consultant will report on the details of consultation to the Chairman of the Antidiscrimination Measures and Human Rights Issues Committee, or the head of the department, etc. in relation to the consultation details. The head of department, etc. will, when receiving a report from a consulter, promptly report to that effect to the Chairman of the Antidiscrimination Measures and Human Rights Issues Committee.

5. Regarding the Adjustment Procedure

(1) If the complainant wishes to resolve the matter through the adjustment procedure, the chairman of the Human Rights Committee, while taking into consideration the protection of privacy and the prevention of secondary harm, shall request the head of the department or other relevant organization related to the content of the complaint consultation to conduct the adjustment procedure.

(2) The head of the department or other relevant organization receiving the request shall personally take the necessary measures. However, if there are special circumstances preventing the head from personally taking action, the head may have a person designated by the head do so.

(3) The head of the department or other relevant organization shall seek to resolve the matter within approximately two months from the date on which the

request was made by the chairman and shall report to the chairman on the necessary measures taken.

6. Investigation Procedures

(1) If the complainant wishes to resolve the matter through an investigation procedure, the Chairman of the Human Rights Committee shall refer the matter to the Consultation Case Review Working Group (hereinafter referred to as the "WG") and, with due consideration for privacy protection and the prevention of secondary harm, request the head of the relevant department or other organizational unit to investigate the facts relating to the complaint or consultation (Departmental Investigation Committee). However, if the complaint or consultation concerns the words or conduct of the head of a department or other organizational unit, or if the WG determines that the matter is unsuitable for investigation by the department or other organizational unit, an Investigation Committee (Human Rights Committee Investigation Committee) shall be established within the Human Rights Committee.

(2) Departmental Investigation Committee

The head of the department or other organizational unit shall establish an Investigation Committee within the department or other organizational unit and, in principle, report the results to the Chairman of the Human Rights Committee within six months. However, the investigation period may be extended if there are unavoidable circumstances.

(3) The Chairman of the Human Rights Committee shall refer the results reported by the head of the department or other organizational unit to the WG, which shall deliberate on whether the conduct constitutes harassment and other related matters.

① The Chairman of the Human Rights Committee shall report the results of the deliberations to the President and explain the results to the complainant.

② If the WG deems it necessary, it shall request the head of the relevant department or other organizational unit to reinvestigate the facts.

(4) Human Rights Committee Investigation Committee

The Chairman of the Human Rights Committee shall appoint members of the Investigation Committee from among the members of the Human Rights Committee and establish an Investigation Committee within the Human Rights Committee.

In principle, the Investigation Committee shall report its results to the Chairman of the Human Rights Committee within six months from the date of its establishment. However, the investigation period may be extended if there are

unavoidable circumstances.

(5) When the Chairman of the Human Rights Committee receives a report of the investigation results from the Human Rights Committee Investigation Committee, the Chairman shall refer the matter to the Human Rights Committee, which shall deliberate on whether the conduct constitutes harassment and other related matters.

① The Chairman of the Human Rights Committee shall report the results of the deliberations to the President and explain the results to the complainant.

② If the Human Rights Committee deems it necessary, it shall request the Human Rights Committee Investigation Committee to reinvestigate the facts.

(6) The Investigation Committee shall, with due consideration for privacy protection and the prevention of secondary harm, hear the circumstances from both the complainant and the other party and investigate the facts. Where necessary, it shall also hear the circumstances from other relevant persons.

(7) None of the stages specified in these Guidelines "consultation," "report (filing of a complaint)," or "the University's response, including an investigation" –shall prevent the parties from initiating legal proceedings.

(8) No person shall be subject to disadvantageous treatment on the grounds that they consulted about harassment, cooperated with an investigation conducted by the Investigation Committee, consulted with the Labor Bureau, requested assistance in resolving a dispute, applied for mediation, or responded to a request to appear at mediation.

7. Privacy Protection

Individuals who cooperate with investigations, including those at consultation services, and those involved in preventing and eliminating harassment and similar conduct have an obligation to give the utmost consideration to protecting the privacy of the parties concerned. Accordingly, they will not disclose any confidential information they have learned to others without a legitimate reason*.

(*) This applies only in cases such as when the university issued in connection with a consultation matter and needs to establish the facts relating to that matter.

Ⅶ Protection and rescue of persons victimized by harassment

The University shall strive to protect and rescue persons who are victimized by harassment by the following methods:

1. When a victim is a student

When a victim of harassment is a student, the University takes measures of change of dissertation advisor, etc. or replacement of a subject to study, and makes efforts to respond to the request as fully as possible.

2. When a victim is a worker.

When a victim of harassment is a worker, the University strives to take measures to improve the education and research environment and the work environment.

3. Care for psychological harm

In the case of suffering mental damage due to harassment, at the responsibility of the University, care such as expert counseling, etc. shall be provided. When it is determined that urgent measures are necessary based on the following criteria, prompt and appropriate action will be taken:

- When it is determined that there is a risk of self-harm or harm to others
- When it is determined that there is a risk of misconduct
- When it is determined that students' or faculty and staff members' learning or working environments have been compromised, causing significant difficulties with employment, further education, or other matters
- When it is otherwise determined that urgent measures are necessary, such as when multiple complaints or consultations have been received concerning the same party

Ⅷ Handling of Persons who Conduct Harassment

1. Swift and strict handling

Based on the results of swift and proper investigations, the University shall take a strict stance against harassment assaulters.

2. Handling of revenge act

Acts of revenge by the harassment assaulter to harassment victims will be handled severely.

Ⅸ Handling of Persons who Conduct Harassment and Threatening Acts

1. Handling of acts by a third party

If there is harassment or threats, etc. against workers or students who consult on harassment by other workers or students, handling shall be severe.

2. Consideration of safety for workers who are engaged in the harassment-related services

The University shall take possible and proper measures so that no harassment or

threatening act will be made against workers who are engaged in business relevant to prevention, etc. of harassment by other workers or students, etc.

X Other

1. Handling of false petitions, etc.
   Persons who perpetrate false motions or test1mon1es 1n consultations and interviews on harassment will be subject to disposition under the School Regulations, etc.
2. Handling of persons who leave the school or workplace Even if a person who is considered to have committed harassment has already left the school or workplace, the University will still strive to confirm the facts and conduct proper handling, to the extent possible.
3. Report on summary of harassment consultations
   For each school year, the Chairman of the Antidiscrimination Measures and Human Right Issues Committee shall report on a summary of harassment consultations (number of consultation cases, number of complaint motions, details and measures thereof, etc.) to the Antidiscrimination Measures and Human Rights Issues Committee. In reporting the maximum effort shall be made so that individuals will not be identified.
4. Examples of harassment
   Examples of speech and behavior that may const itute harassment will be given in attached materials.
5. Review of Guidelines
   These Guidelines shall be reviewed when necessary

Examples of harassment

Speech or behavior based on lighthearted feelings may cause another person to feel uncomfortable.
If attention is not paid, anyone can be the victim or assaulter.
※Even the speech or behaviors not exemplified below could constitute harassment

Examples of harassment
(excluding sexual harassment and customer harassment)

1. Examples of Academic Harassment

When educational or research guidance, mainly provided by faculty members to students, goes beyond what is necessary and appropriate, it may be considered harassment. However, strict warnings or guidance given for legitimate reasons, such as ensuring safety during experiments, do not constitute harassment.

(1) Conduct Related to a Student's Status

① Obstructing Graduation, Completion, or Advancement

・Unjustly refusing to award credits.

② Obstructing Employment or Further Education

③ Unilaterally forcing students to join a particular seminar or laboratory

(2) Conduct Related to Educational and Research Guidance

① Forcing students to follow learning or research plans contrary to their wishes

② Unilaterally imposing a research topic

③ Exploiting research results

・Failing to include a student who made a significant contribution to the research as an author.

・Writing a paper by claiming a student's idea as one's own.

④ Abandoning supervisory responsibilities or discriminating in supervision

・Failing to provide necessary research guidance or advice.

・Prohibiting students from learning experimental methods from third parties.

・Completely prohibiting students from consulting third parties about their research.

⑤ Obstructing learning and research activities

・Preventing students from using literature, books, or equipment without a legitimate reason.

・Prohibiting students from entering the laboratory without a legitimate

reason.

・Making only one individual perform cleaning or tidying duties without a legitimate reason.

⑥ Forcing supervision under inappropriate conditions

・Requiring unnecessary late-night or holiday supervision, overnight experiments, or experiments on holidays.

・Making exercises or seminars excessively long without a legitimate reason.

⑦ Forcing a particular style of dress or conduct

・Requiring students to dress or behave in ways they do not wish to, without a legitimate reason.

(3) Mental Abuse, Defamation, Discrimination, and Other Conduct

① Mental abuse and defamation

・Making remarks or engaging in conduct that hurts students.

・Spreading false rumors.

・Distributing documents containing defamatory or slanderous content.

② Discrimination

・Discriminating against specific students, international students, auditing students, or others.

・Giving students nicknames that disregard their dignity.

(4) Acts of Violence and Coercion to Engage in Misconduct

① Acts of violence

・Inflicting mental or physical violence, including at social gatherings involving alcohol.

② Coercion to engage in misconduct or illegal acts

・Forcing students to fabricate or falsify research data, misuse research funds, or engage in other improper activities.

(5) Invasion of Privacy

・Trying to learn more than necessary about a student's private life.

・Trying to interfere in a student's private affairs.

2. Examples of Power Harassment

When work-related instructions or other conduct directed at employees exceeds what is necessary and appropriate, it may be considered harassment. Work-related instructions or other conduct do not constitute harassment when there is a legitimate reason.

(1) Conduct related to an employee's employment status

① Coercion to transfer, etc.

・Forcing an employee, without legitimate reason, to transfer to another workplace, change jobs, or resign.

・Forcing an employee to choose between marriage and their workplace.

・Driving an employee into a situation in which they have no choice but to resign.

(2) Conduct related to the performance of duties

① Denial of personality, mental abuse, and defamation

・Repeatedly interrogating an employee over a minor mistake.

・Severely reprimanding an employee in front of others.

・Making statements or engaging in conduct that harms an employee's personality or dignity.

・Spreading false rumors.

・Distributing documents containing defamatory or slanderous content.

② Unilateral coercion

・Refusing to tolerate differing opinions and rejecting such opinions outright.

・Forcing others to follow one's own rules of thumb based on personal experience.

・Shifting one's own responsibilities onto subordinates.

・Forcing an employee who has received a complaint from an external party to apologize despite having done nothing wrong.

・Forcing an employee, without legitimate reason, to move offices, laboratories, or other facilities.

・Forcing an employee to work late at night or on holidays.

③ Coercion to engage in illegal or improper conduct

・Forcing an employee to falsify or alter ledgers or reports.

・Making an unqualified person perform duties.

④ Discriminatory conduct

a. Work-related discrimination

・Obstructing research activities.

・Preventing the use of literature, books, equipment, or other resources without legitimate reason.

・Prohibiting entry into a laboratory without legitimate reason.

・Restricting the use of offices, laboratories, or other facilities without legitimate reason.

・Restricting only one individual's use of research funds without legitimate reason.
・Imposing a workload only on one individual without legitimate reason.
・Failing to assign work without legitimate reason.
・Failing to provide information necessary for work.
・Requesting unnecessary preparation of materials without appropriate instructions.
・Prohibiting an employee from providing research guidance to students.
・Completely prohibiting consultation with third parties regarding research.
・Preventing an employee from providing medical care without legitimate reason.

b. Organizational discrimination

・Refusing to speak to an employee.
・Refusing to explain how to perform work even when asked.
・Excluding an employee from a group.

⑤ Exploitation of research Findings

・Failing to include an employee who made a significant contribution to the research as an author.
・Writing a paper by presenting another person's idea as one's own.

(3) Acts of violence

・Inflicting mental or physical violence, including at drinking parties.

(4) Invasion of privacy

・Attempting to learn more than necessary about an employee's private life.
・Attempting to interfere in an employee's private life.

(5) Abuse of authority or position

"Abuse of authority or position" means a supervisor using their official authority to exert tangible or intangible pressure on a subordinate regarding matters unrelated to the subordinate's duties, or regarding work-related matters but beyond the appropriate scope.

・Using one's official position or status as a pretext to make abusive remarks that deny a subordinate's personality.
・Isolating a subordinate in the workplace.
・Endangering a subordinate's health by forcing them to take on an excessive workload.
・Using verbal violence, such as shouting insults at a subordinate in front of colleagues, or committing physical violence.
・Threatening a subordinate by using one's official position.

・Making statements or engaging in conduct that damages a subordinate's reputation.
・Forcing a subordinate to attend banquets or other events outside working hours.
・Using work as a pretext to force a subordinate to socialize privately.
・Forcing a subordinate to provide transportation to and from work or other locations.

3. Examples of Harassment Based on Pregnancy, Childbirth, Fertility Treatment, Childcare Leave, or Family Care Leave

When conduct concerning the use of systems or an employee's condition related to pregnancy, childbirth, or fertility treatment, or conduct concerning the use of systems related to childcare leave, family care leave, or other childcare or family caregiving, unjustly interferes with an employee's working environment, it may be considered harassment.

(1) Disadvantageous treatment by an employer (prohibited by law)

・Being told, "Maternity leave and childcare leave will not be approved."
・After reporting a pregnancy, being told, "You will have to resign."
・After announcing a pregnancy, being told, "Your contract will not be renewed."
・After being hospitalized for threatened miscarriage, being told, "You do not need to come back. Write your resignation letter."
・Despite being a regular employee, being told after becoming pregnant, "You should become a part-time employee."

(2) Harassment by supervisors or colleagues (preventive measures must be taken pursuant to law)

・After reporting a pregnancy to a supervisor, being told, "We will have to hire someone else, so you will have to quit as soon as possible."
・While working reduced hours for childcare, repeatedly being told by colleagues, "Everyone around you is inconvenienced because you leave early," causing severe mental distress.
・After consulting a supervisor about taking leave for a prenatal checkup, being dismissed with the response, "You are supposed to go to the hospital on your day off."
・Being told by a supervisor, "I don't think you will be promoted next time."

・Being told by a colleague, “I provide care without using family care leave. You should do the same.”
・Being told by a colleague, “It’s unfair that you are the only one who gets to sit while working.”
・Being told by a colleague, “It’s unacceptable for a man to take childcare leave.”
・Being told by a senior colleague, “You have only just started working here, yet you became pregnant and have the nerve to take maternity and childcare leave.”

Kumamoto University Guidelines on Prevention of Customer Harassment

Ⅰ Purpose of These Guidelines

These guidelines have been developed based on the following principles.

Kumamoto University (hereinafter referred to as "the University") recognizes that it has an important responsibility to ensure an environment in which faculty and staff can perform their duties with peace of mind in education, employment, teaching and research, and medical care.

In accordance with the amended Comprehensive Labor Policies Promotion Act, the University will take the necessary measures in its employment management to ensure that the working environment of faculty and staff is not adversely affected by customer harassment.

Ⅱ Scope of Application of These Guidelines

1. What Is Customer Harassment?

(1) In these guidelines, "customer harassment" refers to conduct by persons concerned or other relevant individuals in connection with the operation, educational and research activities, or clinical activities of the University (hereinafter referred to as "educational, research, and other activities"), where such conduct exceeds the bounds generally accepted by society in light of the nature of the duties performed by faculty and staff members and other relevant circumstances (hereinafter referred to as "conduct by persons concerned or other relevant individuals"), thereby harming the educational, research, or other activities or the working environment of faculty and staff members and others. This includes conduct carried out not only in person but also by telephone, email, social networking services, or other means over the Internet.

(2) "Conduct exceeding the bounds generally accepted by society" as described in (1) includes, for example, the following:

- Assault, verbal abuse, or intimidating conduct
- Persistent demands or complaints made over an extended period
- Unreasonable demands for apologies or monetary compensation
- Conduct that denies a person's character, insults them, or defames them

・Demands that are extremely difficult or impossible to address

・Other conduct that places a physical or mental burden on faculty and staff members and interferes with their studies, work, educational and research activities, or clinical activities

"Damage to educational, research, or other activities or the working environment" as described in (1) means that the conduct causes physical or mental distress and makes the educational, research, or other environment or working environment uncomfortable, resulting in a serious adverse impact on the ability to perform one's duties or other consequences that cause an unacceptable degree of disruption to education, research, or work.

2. Definitions of Faculty and Staff, Students, Business Partners, Related Parties, Supervisors, and Departments

(1) In these Guidelines, "faculty and staff" means the following:

Officers and employees of Kumamoto University (meaning the employees prescribed in Article 2 of the Kumamoto University Employee Work Regulations, enacted on April 1, 2004), persons dispatched to work at the University pursuant to the Act on Securing the Proper Operation of Worker Dispatching Undertakings and Protection of Dispatched Workers (Act No. 88 of 1985), and all other persons working at the University.

(2) In these Guidelines, "students" means the following:

Students of Kumamoto University (including pupils, children, and infants), research students, non-degree students, special auditing students, graduates, and completers, as well as their parents or guardians and other relevant persons, and patients of the University Hospital and their family members and other relevant persons.

(3) In these Guidelines, "business partners" means the following:

Persons engaged in commercial, industrial, financial, or other business activities, or officials of the national government, local governments, or similar entities, who engage in transactions involving goods, services, or other items with the University (including persons who may engage in such transactions in the future).

(4) In these Guidelines, "related parties" means the following:

Students, business partners, and other persons who have an official relationship with the University or a relationship with businesses conducted by the University.

(5) In these Guidelines, “supervisors” means the following:
Persons holding positions of section chief or higher, or persons who in practice supervise faculty and staff.
(6) In these Guidelines, “departments” means the following:
The departments prescribed in Article 2, Paragraph 1 of the Kumamoto University Internal Administrative Rules (enacted on April 1, 2004), and the various divisions of the administrative organizations (meaning the Audit Office, the Executive Planning Headquarters, and the respective divisions).

3. General Manager for Customer Harassment

The University shall appoint a General Manager for Customer Harassment (hereinafter referred to as the “General Manager”), who shall be the Director in charge of personnel and labor affairs. The General Manager shall oversee responses to customer harassment.

Ⅲ Responsibility for Raising Awareness and Preventing Customer Harassment

1. Responsibilities of the President

The President shall establish the basic policy for preventing and addressing customer harassment at the University, provide faculty and staff with the necessary information and awareness-raising, and take other measures, including establishing the systems necessary to prevent and address customer harassment.
If customer harassment occurs or is likely to occur, the President shall take the necessary measures to ensure the safety of faculty and staff and a suitable working environment.

2. Responsibilities of the Heads of Departments and Other Organizational Units

The heads of departments and other organizational units shall be responsible for preventing and addressing customer harassment within their respective departments or organizational units. They shall provide their faculty and staff with the necessary information and awareness-raising concerning customer harassment and endeavor to prevent its occurrence.
If customer harassment occurs or is likely to occur within their department or organizational unit, the heads shall cooperate with the relevant departments as necessary and take the necessary measures.

3. Responsibilities of Supervisors

Supervisors shall alert the faculty and staff under their supervision to customer harassment, deepen their understanding and awareness of it, and endeavor to prevent its occurrence.

If faculty or staff under their supervision experience customer harassment or are at risk of experiencing it, supervisors shall ascertain the circumstances from the relevant individuals, cooperate with the relevant departments as necessary, and take the necessary measures.

4. Responsibilities of Faculty and Staff

Faculty and staff shall respect the rights of relevant parties and cooperate in resolving issues arising from customer harassment (hereinafter referred to as "issue resolution").

When consulting about customer harassment or cooperating in issue resolution, faculty and staff shall not make false statements or conceal information.

Faculty and staff shall endeavor to take actions that contribute to the prevention of customer harassment.

5. Responsibilities of Relevant Parties

Relevant parties shall refrain from engaging in customer harassment and shall cooperate in issue resolution.

When consulting about customer harassment or cooperating in issue resolution, relevant parties shall not make false statements or conceal information.

Relevant parties shall not obstruct the necessary measures taken to prevent or address customer harassment.

Ⅳ In cases of experiencing or witnessing harassment, etc.

1. Respond as an organization

Customer harassment will be handled organizationally by sharing information with the department head and relevant departments, rather than leaving the response to the individual person in charge.

2. Respond calmly and firmly

We will listen sincerely to the other party's opinions and requests. However, regarding unreasonable demands or nuisance behavior, we will provide the necessary explanations and respond with a firm attitude.

3. Distinguish legitimate opinions and requests from unreasonable demands

We will confirm the content of the other party's opinions, requests, and complaints and respond appropriately. However, when the content, means, or manner of the demand exceeds what is considered socially acceptable, we will handle it as customer harassment.

Organizational Response

Customer harassment is addressed organizationally through cooperation among supervisors and relevant departments, rather than leaving the matter to the individual staff member in charge.

- Report the details of the incident and the status of the response to the supervisor and other relevant personnel, and share the information.
- When necessary, have multiple people handle the matter and consider the response policy.
- For malicious cases, consider coordinating with relevant authorities, such as the police and attorneys.

*Specific response procedures are described in the Manual for Preventing Customer Harassment (hereinafter referred to as the "Manual").

Ⅴ Responding to Consultations Regarding Customer Harassment

1. Consultation System, etc.

Employees and other personnel who have experienced customer harassment shall promptly consult with or report the matter to their supervisor or the head of their department or division.

If it is difficult to consult with or report the matter to their supervisor or the head of their department or division, they may consult with a consultant. The consultant roster and contact information are continuously posted on the bulletin boards of each department or division. They are also continuously published on the university's website under "Harassment Consultation."

2. Response by Supervisors or Heads of Departments or Divisions

A supervisor or head of a department or division who receives a consultation or report shall confirm the circumstances of the employee concerned, coordinate with relevant departments as necessary, and take the necessary measures. The supervisor or head shall report the results to the general manager.

When responding, the supervisor or head shall coordinate with the police, attorneys, and other relevant organizations as necessary.

3. Response by Consultants

When a consultant receives a consultation, the consultant shall, with the consent of the person seeking consultation, report the specific details of the consultation to the general manager.

4. Response by the General Manager

When the general manager receives a report from a consultant, the general manager shall request the head of the department or division related to the matter to take measures to protect the physical and mental well-being of the person seeking consultation and improve their work environment. The head of the department or division receiving the request shall coordinate with relevant departments as necessary, take the necessary measures, and report the results to the general manager.

5. If, despite the necessary measures having been taken, inappropriate conduct by the relevant persons or others continues and interferes with the performance of duties, the university may suspend or refuse to respond to the persons concerned. When responding, the university shall coordinate with the police, attorneys, and other relevant organizations as necessary.

*Specific responses to customer harassment are described in the manual.

Ⅵ Cooperation with Relevant Parties

If this university is requested by parties concerned or others to cooperate in confirming the facts regarding customer harassment involving its faculty or staff members, or in otherwise resolving the issue, the department or other organizational unit to which the relevant staff member belongs shall respond. When the general manager deems it necessary, the matter may be transferred to the chairman of the Human Rights Committee.

Ⅶ Others

1. Prohibition of Adverse Treatment

Employees or other relevant persons must not be subjected to adverse treatment on the grounds that they have consulted about or reported customer harassment, cooperated with fact-finding, or otherwise cooperated with related measures.

2. Confidentiality

Persons involved in consultations, investigations, or measures concerning customer harassment must not disclose to others, without legitimate grounds, any confidential information learned in the course of their duties.

3. Measures by Departments and Other Organizational Units

When a department or other organizational unit establishes measures for addressing customer harassment, such measures shall be governed by the provisions established by the head of that department or organizational unit, in addition to those set forth in these guidelines.

4. Response to False Claims and Testimony

Any person who makes a false claim or gives false testimony during consultations or interviews concerning customer harassment may be subject to disciplinary action under the work rules and other applicable regulations.

5. Response Regarding Former Employees and Others

Even when the person alleged to have experienced customer harassment has already left the university, the university will make every effort, to the extent possible, to verify the facts and take appropriate measures. Such consultations must be made within one year after the consultant’ s retirement.

6. Reporting of the General Overview of Customer Harassment Consultations

The number of consultations concerning customer harassment will be disclosed annually. When preparing and disclosing such reports, the university will take the utmost care to ensure that individuals cannot be identified.

7. Review of the Guidelines

These guidelines will be reviewed as necessary.

Examples of harassment

Speech or behavior based on lighthearted feelings may cause another person to feel uncomfortable.
If attention is not paid, anyone can be the victim or assaulter.

※Even the speech or behaviors not exemplified below could constitute harassment

Examples of customer harassment

1. Examples of Customer Harassment

Unlike legitimate opinions or requests, conduct that exceeds the socially accepted limits for relevant parties and obstructs the work environment constitutes customer harassment.

(1) Assault, Threats, and Intimidating Conduct
- Shouting loudly
- Hitting desks or throwing objects
- Confronting someone in an intimidating manner

(2) Excessive Demands and Persistent Complaints
- Repeatedly making complaints over a prolonged period
- Continuing to make unreasonable demands
- Forcing demands that cannot be accommodated

(3) Unreasonable Apologies and Monetary Demands
- Forcing someone to prostrate themselves in apology
- Demanding excessive apologies
- Demanding money without grounds for compensation

(4) Personal Denigration, Insults, and Defamation
- Abusive or insulting remarks
- Conduct that denies or disparages someone's character
- Slander or abusive statements on social media

(5) Invasion of Privacy and Inappropriate Recording
- Taking photographs or making recordings without permission
- Disseminating personal information on social media

(6) Restraint and Interference with Business Operations
- Detaining someone for a prolonged period
- Any conduct that interferes with business operations

Harassment Consultations and Handling Flow Figure

Consultations Windows are established to handle harassment consultations at Kumamoto University.
At Consultation Windows, harassment consultants will respond to consultations.

Kumamoto University Harassment Consultation

- If you cannot go directly to a Consultation Window, consultations via telephone, fax or email is also possible. (Anonymous is possible.
  However, in anonymous cases, sometimes handling may be difficult.)

- The privacy of the consulter and secrets of details of consultation will be kept.

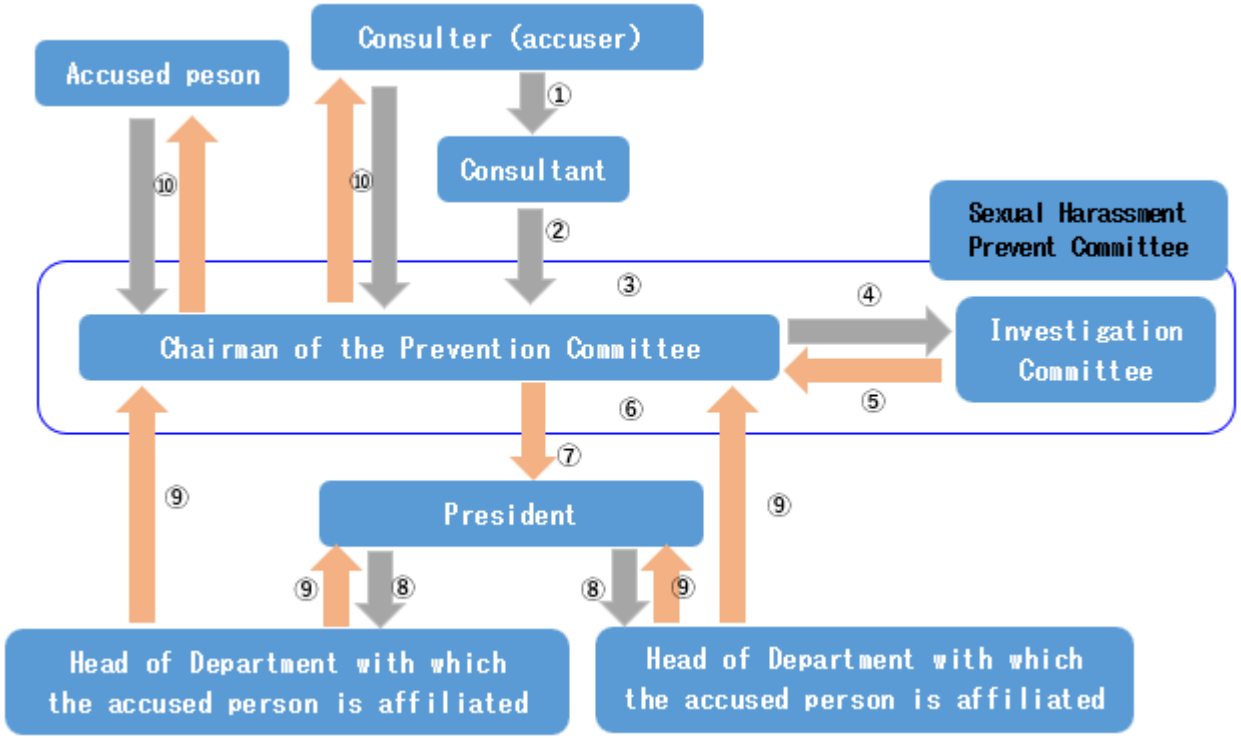
- You will not be disadvantaged due to the fact that you hold consultations on harassment.

- If, following a consultation at the Consultation Window, you decide to file a harassment complaint with the Chair of the Sexual Harassment Prevention Committee or the Chair of the Human Rights Committee, you will be required to file the complaint using your real name.

The Handling Flow Figures are provided on the following pages.

・Case of Sexual Harassment
・Case of Harassment(excluding sexual harassment and Customer harassment)
(1)Survey procedure
(2)Adjustment
・Case of Customer Harassment

Case of Sexual Harassment

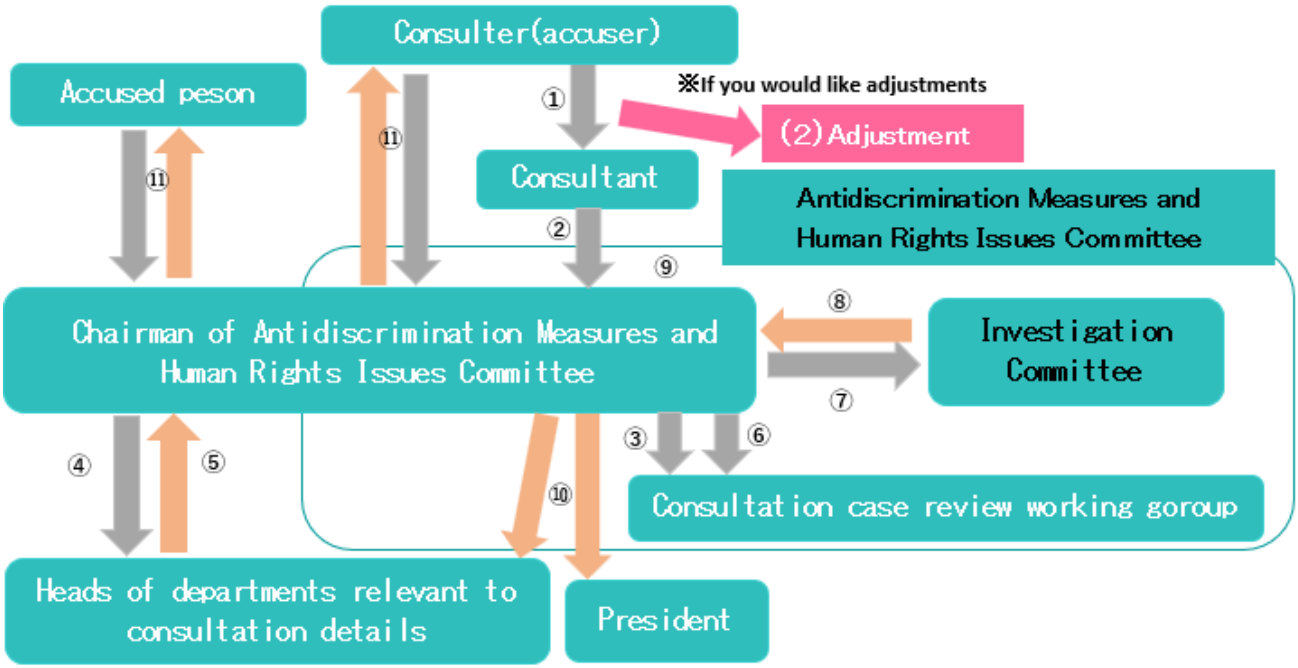


①Consulter consults with the consultant.
②The Consultant shall obtain the consent of the person consulted and report the content of the consultation to the chairperson of the Prevention Committee (hereinafter referred to as "chairperson").
③The Chairperson of the Prevention Committee shall consult with the Prevention Committee regarding the content of the consultation reported by the Consultant.
④The chairperson shall establish an investigation committee under the Prevention Committee based on the results of the deliberations of the Prevention Committee.
⑤The Investigation Committee shall investigate the facts, compile the results of the investigation within two months, and report these to the chairperson. However, if the investigation cannot be completed within two months and there are unavoidable reasons, the investigation period may be extended for a reasonable period of time.
⑥ The Chairperson shall consult with the Prevention Committee on the investigation results reported by the Investigation Committee, and the Prevention Committee shall deliberate on the fact-finding of sexual harassment, etc., remedies for damage, and responses.
⑦The Chairperson of the Committee shall report the results of the deliberations of the Prevention Committee to the President.
⑧Based on the report from the Chairperson, the President shall, if necessary, provide the complainant and the head of the department to which the complainant belongs (in the case of administrative departments, the head of the General Affairs Department) with information on relief from sexual harassment, etc. or measures to improve the environment. The same shall apply hereinafter).
⑨Notification to the head of the department to which the appellant and the complainant belong (in the case of a department of an administrative organization, the head of the general affairs department)
The head of the department to which the appellant belongs shall promptly take remedial measures, report to the President, and notify the Chairperson of the Committee and the head of the department to which the appellant belongs of the details of the measures taken. The head of the department to which the complainant belongs shall also take necessary measures, report to the President, and notify the Chair of the Committee of the details of the measures taken.
⑩Prevention Committee shall explain the details of the measures taken to the complainant and the respondent. Both the accuser and the accused person may file an appeal with the chairperson.

※However, if it is determined that urgent action is necessary to provide relief to the complainant, other measures may be taken. In some cases, however, other measures may be taken.

Case of Harassment(excluding sexual harassment and Customer harassment)

(1) Investigation procedure



① Consulter consults with the Consultant.
② The Consultant shall obtain the consent of the Consulter and report to the Chair, Human Rights Affairs Committee.
③ Upon receiving a report from the Consultant, the Chairperson shall consult with the Consultation case review working group (hereinafter referred to as "WG").

◇In the Case of an Investigation Committee Established by a Department or Other Organizational Unit

④ The chairman shall request the head of the department or other organizational unit related to the consultation to investigate the facts.
※However, if the complaint or consultation concerns conduct by the head of the department or other organizational unit, or if the WG deems it necessary, the Human Rights Committee shall establish an Investigation Committee.
⑤ The head of the department or other organizational unit shall establish an Investigation Committee within the department or other organizational unit and report the results to the chairman within six months from receipt of the investigation request. However, if there are unavoidable circumstances, the period may be extended for a reasonable period.
⑥ The chairman shall refer the results reported by the head of the department or other organizational unit to the WG for deliberation on whether the conduct constitutes harassment and on the measures to be taken.
→ Proceed to ⑩ and ⑪

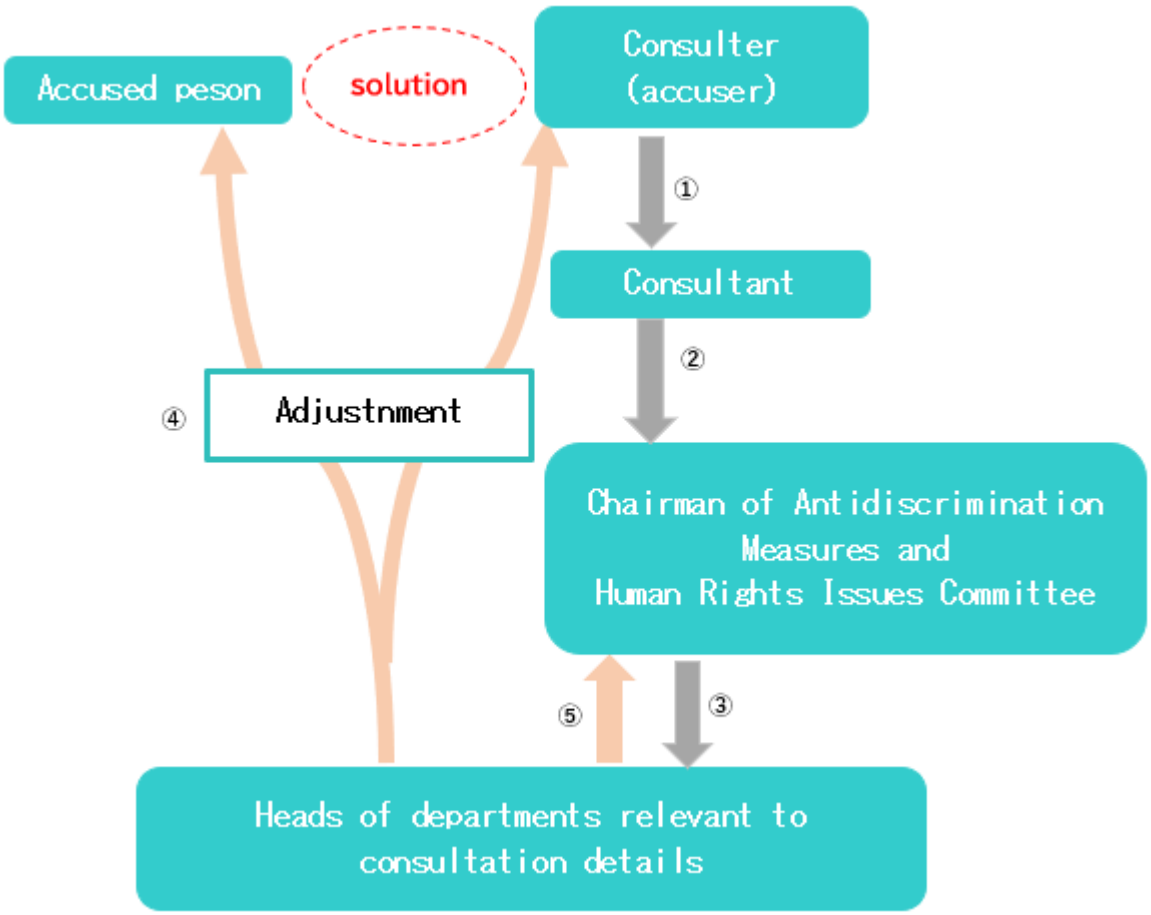
◇In the Case of an Investigation Committee Established by the Human Rights Committee

⑦ If the complaint or consult concerns the head of a department or other organizational unit, or if the WG determines that an investigation by the department or other organizational unit is inappropriate, the Human Rights Committee shall establish an Investigation Committee.
⑧ The Human Rights Committee Investigation Committee shall report the investigation results to the chairman within six months from the date of its establishment. However, this shall not apply if there are unavoidable circumstances.
⑨ Upon receiving a report of the investigation results from the Human Rights Committee Investigation Committee, the chairman shall refer the matter to the Human Rights Committee for deliberation on whether the conduct constitutes harassment and on the measures to be taken.

⑩ The chairman shall report the results of the deliberation to the president and the heads of the relevant departments or other organizational units.
⑪ The chairman shall explain the results of the deliberation to the accuser and the accused person.

※If the content of the complaint or consultation is deemed unsuitable for investigation procedures or otherwise deemed necessary, it will be transferred to Adjustment procedures.

Case of Harassment(excluding sexual harassment and Customer harassment)
(2) Adjustment



① The Consulter shall consult with the Consultant

② The Consultant shall obtain the consent of the Consultant and report to the Chair, Human Rights Affairs Committee.

③ The chairperson of the committee will request the heads of departments, etc. related to the content of the consultation to carry out the adjustment procedures.

④ In principle, the head of the department, etc. himself/herself shall take the necessary measures (including measures related to study and employment).

However, if there are special circumstances that prevent the head of the department, etc. from taking action himself/herself, he/she may have a person designated by the head of the department, etc. take action.

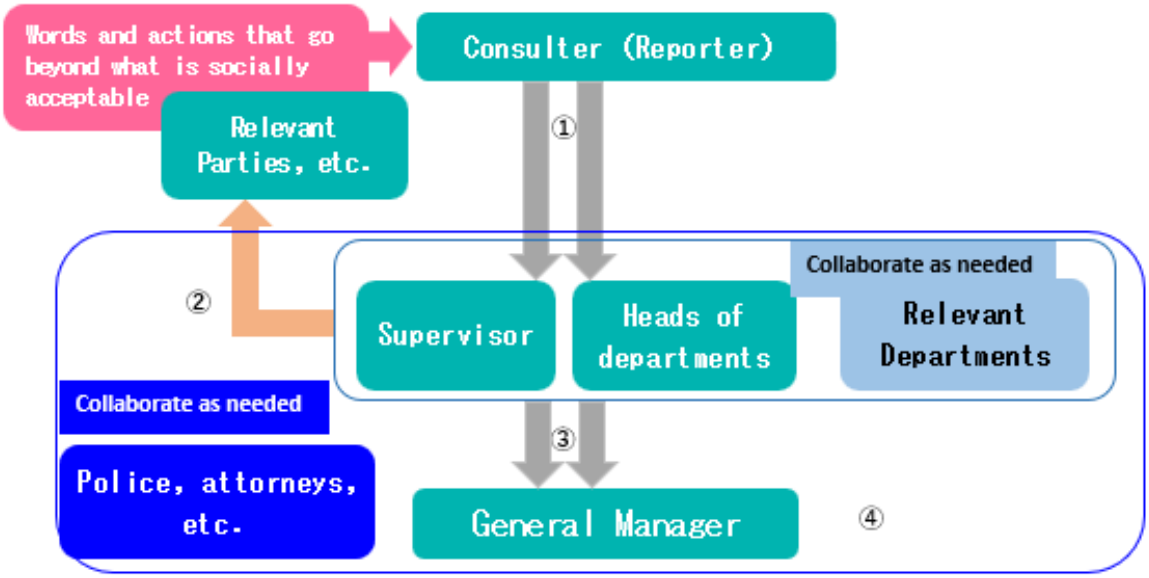
⑤ The head of the department, etc. shall report to the chairperson regarding the handling of the adjustment.

*In the case of adjustment procedures, the applicability of harassment shall not be determined.

*If the complainant is dissatisfied with the response to the adjustment, he/she may request the chairperson to move to the investigation procedure.

Case of Customer Harassment

(1) When consulting with or reporting to a supervisor or the head of a department or division



① Employees or other personnel subjected to customer harassment shall promptly consult with or report the matter to their supervisor or the head of their division or department.

② The supervisor or head of the division or department who receives the consultation or report shall confirm the circumstances of the relevant employee or other personnel and, where necessary, coordinate with the relevant departments and take necessary measures.

③ The supervisor or head of the division or department who receives the consultation or report shall report the results of the measures described in ② to the overall responsible person.

④ The overall responsible person who receives the report described in ③ shall, where necessary, take appropriate action on behalf of the university as a whole.

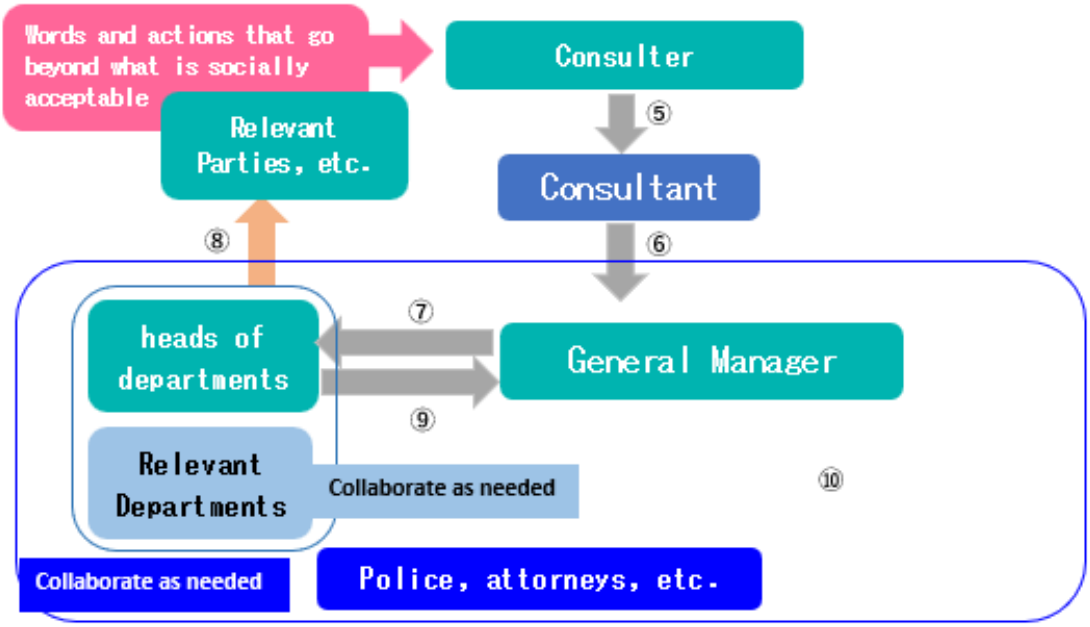
※ In responding to customer harassment, the university shall coordinate, where necessary, with the police, attorneys, and other relevant organizations.

※ For information on necessary measures, refer to the Manual for Preventing Customer Harassment.

Case of Customer Harassment

(2) When Consulting a Consultant

(when consulting with or reporting to a supervisor or the head of a division or department is difficult)



⑤ Employees or other personnel subjected to customer harassment may consult with a counselor when consulting with or reporting to their supervisor or the head of their division or department is difficult.

⑥ With the consent of the person seeking consultation, the counselor shall report the details of the consultation to the overall responsible person.

⑦ The overall responsible person shall request the head of the relevant division or department to take measures to protect the physical and mental well-being of the person seeking consultation and improve their working environment.

⑧ The head of the division or department shall confirm the circumstances of the relevant employee and, where necessary, coordinate with the relevant departments and take necessary measures.

⑨ The head of the division or department shall report the results of the measures described in ⑧ to the overall responsible person.

⑩ The overall responsible person who receives the report described in ⑨ shall, where necessary, take appropriate action on behalf of the university as a whole.

※ In responding to customer harassment, the university shall coordinate, where necessary, with the police, attorneys, and other relevant organizations.

※ For information on necessary measures, refer to the Manual for Preventing Customer Harassment.