

**UNIVERSITI
MALAYA**

**CODE OF FREE FROM SEXUAL
EXPLOITATION, ABUSE
AND HARASSMENT AT
UNIVERSITI MALAYA (UM)**

First Printing 2021

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FOREWORD BY THE VICE CHANCELLOR

Bismillahirrahmanirrahim

Assalamualaikum Warahmatullahi Wabarakatuh and Warm Greetings.

The Code of Free From Sexual Exploitation, Abuse and Harassment at the University of Malaya (UM) is an effort by the University to provide a working and learning environment that is safe and free from sexual exploitation, abuse and harassment. I believe that every member of the UM community has the right to be treated fairly and with dignity without discrimination based on status, background, race, ethnicity and religion.

Efforts to establish a Code of Practice for the Prevention and Handling of Sexual Harassment Cases began with the first edition which was published in 2007, followed by a second edition in 2008 and the last publication was in 2012. The Code of Practice was later improved to take into account current issues arising from case management and extending it to issues related to sexual exploitation and harassment. Thus, the Code of Free From Sexual Exploitation, Abuse and Harassment was created to replace the existing Code of Practice for the Prevention and Handling of Sexual Harassment Cases.

With the Code of Free From Sexual Exploitation, Abuse and Harassment at Universiti Malaya, it is hoped that it can provide a brief and accurate explanation to UM community on the effects of sexual exploitation, abuse and harassment, complaint procedures and compliance with rules and laws in force to make UM, a campus free from sexual exploitation, abuse and harassment.

Congratulations to the Integrity Unit and all who were directly or indirectly involved in the production of the Code of Free From Sexual Exploitation, Abuse and Harassment at Universiti Malaya. Together we instill new core values of Passion, Oneness, Integrity, Sincerity, Empathy (P.O.I.S.E).

Serving the Nation. Impacting the World.

Professor Dato' Ir. Dr. Mohd Hamdi Abd Shukor
Vice Chancellor

Effective Date: **8 September 2021**

Approval of the University Management Committee (JKPU) Meeting: **7 September 2021**

1. CODE OF FREE FROM SEXUAL EXPLOITATION, ABUSE AND HARASSMENT AT UNIVERSITI MALAYA (UM)

According to the Occupational Safety and Health Act 1994, employers are responsible for providing a healthy and safe environment for their employees to carry out their daily tasks. This includes matters relating to physical and mental health and safety. Although the official complaints related to sexual harassment cases received at Universiti Malaya so far is low (a total of 18 complaints received by the Integrity Unit for the period of 2017 to 2021), this number shows that there are indeed incidents of sexual harassment at Universiti Malaya. Based on a study conducted by Universiti Sains Malaysia (USM), it was reported that 75.1% of the 369 undergraduate students (respondents of the study) had experienced sexual harassment on campus at least once¹. Of these, 62.5% (173 respondents) were female students while 37.5% (104 respondents) were male students. The higher percentage among female students is due to their larger population in Public Universities which was at a rate of 60% in 2009².

Based on a study of 455 female nurses working in a government hospital in the state of Melaka, it was found that 51.2% of them had experienced sexual harassment³. The perpetrators of this act of sexual harassment are on average men whether they are patients, friends of patients, relatives of patients, colleagues or medical officers. Meanwhile, in a study among lawyers in Kuala Lumpur and Selangor conducted in 2013, it was said that about 10% of 198 lawyers had experienced sexual harassment⁴. Of the 20 people who admitted to having been sexually harassed, 17 of them were women, while the rest were men. Thus, the percentage of female lawyers compared to male lawyers being sexually harassed is much higher in view of the fact that the percentage of female lawyers (52%) is more or less balanced with the percentage of male lawyers (48%). However, there is a tendency for sexual harassment cases not to be reported for various reasons. The study also showed that about 55% of them were unaware of the existence of the Code of Practice on the Prevention and Eradication of Sexual Harassment which was adopted by the Bar Council in 2007.

¹ Noraida Endut, et al. (2011). *Understanding and Experiences of Sexual Harassment amongst University Students: A Case Study of Undergraduates in Universiti Sains Malaysia. Proceedings of 2011 international conference on humanities, historical and social sciences (CHSS 2011) presented at the 2nd International Conference on Humanities, Historical & Social Sciences in Cairo, Egypt, 2011.*

² Kementerian Wanita (2010) dirujuk dalam Noraida Endut, et al. (2011). *Understanding and Experiences of Sexual Harassment amongst University Students: A Case Study of Undergraduates in Universiti Sains Malaysia. Proceedings of 2011 international conference on humanities, historical and social sciences (CHSS 2011) presented at the 2nd International Conference on Humanities, Historical & Social Sciences in Cairo, Egypt, 2011.*

³ Suhaila, O., and Rampal, K.G. (2012). *Prevalence of Sexual Harassment and its Associated Factors among Registered Nurses Working in Government Hospitals in Melaka State, Malaysia. Med J Malaysia*, 67 (5), 506-517. <https://pubmed.ncbi.nlm.nih.gov/23770869/>.

⁴ Lai, S.Y., et al. (2014). *Final Report: Baseline Study on the Working Conditions of Male and Female Lawyers in Kuala Lumpur and Selangor. Kuala Lumpur: Association of Women Lawyers.*

The latest survey conducted by YouGov Omnibus involving 1002 Malaysians found that 36% of women compared to 17% of men had experienced sexual harassment⁵. Of those, half of them (or approximately 53%) were found to have shared or reported incidents of the sexual harassment; of which 54% shared with friends, 51% shared with family members and only 15% reported to the police. Most of them did not report for the following reasons: embarrassment, feeling that no action would be taken, fear of retaliation or revenge. This also shows that the cases officially reported to the police is much lower than the actual incidents.

Thus, various parties have taken the initiative to organise or develop programmes or policies to address sexual harassment in their respective institutions as one of the ways to encourage victims to report incidents of sexual harassment they experienced. Experience in places that have enforced directives and programmes to address sexual harassment suggests that a successful approach to addressing this issue begins with establishing anti-sexual harassment policies and providing internal methods or mechanisms for resolving complaints. For example, the Ministry of Human Resources has introduced a Code of Practice for the Prevention and Eradication of Sexual Harassment in the Workplace which was published in 1999 and Service Circular No. 5 of 2018 issued by the Public Service Department (PSD).

Universiti Malaya (UM) has established a Code of Practice for the Prevention and Handling of Sexual Harassment Cases with the first edition being printed in 2007, followed by the second edition in 2008 and the last printing being in 2012. The Code of Practice was later improved to take into account current issues arising from case management and extending them to issues related to sexual exploitation and abuse. Thus, the Code of Free From Sexual Exploitation, Abuse and Harassment was created to replace the existing Code of Practice for the Prevention and Handling of Sexual Harassment Cases.

⁵ Ho, Kim. (2019). *Over a third of Malaysian women have experienced sexual harassment*. <https://my.yougov.com/en-my/news/2019/08/06/over-third-malaysian-women-have-experienced-sexual/>

2. UNIVERSITI MALAYA (UM) POLICY ON SEXUAL EXPLOITATION, ABUSE AND HARASSMENT

2.1 RATIONALE

UM community is an important human capital to the country. This human capital can be developed to the optimum level through the provision of a safe and conducive environment. Accordingly, the protection of UM community from sexual exploitation, abuse and harassment is an important aspect and should be given priority.

A person's response to a particular act may be different. Therefore, we have to be careful. Something that is considered a joke may be characterised as an act of sexual harassment and can lead to exploitation and abuse. Sometimes a person does not accept that his behavior is wrong and assumes that those around him are familiar with his behaviour that likes to 'joke'. If a person has said or clearly indicated directly or through a third party that he or she is unhappy with a behaviour, his or her stand should be respected. One must be sensitive and understand one's actions from the point of view of the person being targeted and respect the stand that such sexual attention is unwanted or unwelcome. Thus, a clear definition of sexual exploitation, abuse and harassment is an important component in the effectiveness of internal mechanism to prevent and handle cases of sexual exploitation, abuse and harassment. A detailed definition is necessary so that UM community is clear about acts that can be considered as sexual exploitation, abuse and harassment.

Universiti Malaya (UM) is committed to providing a healthy and safe learning and working environment, free from any acts of discrimination or violence. Sexual exploitation, abuse and harassment in any form is against UM's aspiration and UM community is strictly prohibited from doing so. Sexual exploitation, abuse and harassment which is also a form of sexual discrimination contradicts the mission and vision of UM and threatens the career, learning experience and well-being of UM community in general. Sexual exploitation, abuse and harassment can occur regardless of a person's position and status. However, when sexual exploitation, abuse and harassment occur between academics and students or between supervisors and employees, then this act is seen as more serious as it involves abuse of power among authoritative parties and selected individuals entrusted with power and leadership. The Code also reaffirms UM's commitment to enhancing understanding through increasing awareness and education programmes as per **Article 10**, providing counseling and training to UM community on sexual exploitation, abuse and harassment, its impact on UM individuals and community and measures to address them.

This code is also an addition to Part 3.1.1 of item [18], Part 3.1.2 item [7] and Part 3.1.3 item [6] of Universiti Malaya Code of Ethics 2010. Therefore, the act of violating the content of this code is also a violation of Universiti Malaya Code of Ethics. Apart from the possibility of being convicted of sexual exploitation, abuse and harassment offence as well as actions to be taken by UM, a person can also be prosecuted in accordance with the Act and Laws currently in force.

Sexual exploitation, abuse and sexual harassment is a form of gender-based discrimination. According to the Federal Constitution under section 8 (2) on equal rights, gender-based discrimination is strictly prohibited. This is also in line with the International Convention, that is, the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) 1979 which was signed by the Government of Malaysia in 1995.

2.2 STATEMENT OF POLICY

- 2.2.1 Sexual harassment and any act of sexual exploitative nature or abuse of any gender or group of persons is a misconduct that cannot be tolerated in any context whether between staff and students, amongst staff, amongst students, supervisors and subordinate staff or other relationships.
- 2.2.2 UM is committed to providing an environment that supports learning (nurturing) that is free from sexual exploitation, abuse and harassment. UM community is responsible for ensuring that the community is free from any form of sexual exploitation, abuse and harassment.
- 2.2.3 Sexual exploitation, abuse and harassment is a misconduct that is considered serious and may be subjected to appropriate action in accordance with the procedures as in **Article 5**.
- 2.2.4 All Heads of Centres of Responsibility (PTj) are required to take appropriate measures to increase understanding on sexual exploitation, abuse and harassment through awareness and education programmes held.
- 2.2.5 Complaints about sexual exploitation, abuse and harassment will be handled with confidentiality. Any form of inappropriate action against member of UM community who exercises rights to make a complaint is prohibited and may be subjected to actions.

3. SCOPE FOR CODE OF FREE FROM SEXUAL EXPLOITATION, ABUSE AND HARASSMENT

3.1 TARGET GROUP

The Code of Free from Sexual Exploitation, Abuse and Harassment is applicable and enforced to the entire UM community and external parties who have dealings with UM which includes the following relationships:

- 3.1.1 Staff and students;
- 3.1.2 Amongst students;
- 3.1.3 Amongst Staff;
- 3.1.4 Supervisors and subordinate staff; and
- 3.1.5 Staff/ student and external party.

3.2 STAFF AND STUDENT RELATIONSHIP

- 3.2.1 An academic is not allowed to make statements or commit acts that have elements of sexual exploitation, abuse and harassment to students, including forcing students out for dates or having sexual relationship, or committing any acts of sexual in nature with a student.
- 3.2.2 Any romantic or sexual relationship or act is not allowed at all between an academic and a student when:
 - The student registers for a course taught by the academic and the final grade has not been received;
 - The academic is an academic advisor or supervisor to the student, or is a committee member for the examination of the student's thesis or dissertation; or
 - The student's activities are evaluated or supervised by the academic staff concerned (for example: Principal/ Hostel Warden, Association/ Club Advisor of which the student is a member, etc.).
- 3.2.3 If there is an unclear relationship between a student and an academic that may indirectly affect the student's academic evaluation or career opportunities, the principles of academic ethics should still be followed.
- 3.2.4 The principles stated in **Article 3.2** also apply to the relationship between non-academic staff and students.

3.3 SUPERVISOR AND SUBORDINATE STAFF RELATIONSHIP

The relationships referred to in **Article 3.1.4** include the following situations:

- 3.3.1 The supervisor has the authority to determine reward or restrictions on the subordinate staff concerned;
- 3.3.2 The supervisor evaluates the work performance of the subordinate staff concerned; or
- 3.3.3 Group leader who oversees the division of labour of his group members.

3.4 PEER/ GROUP RELATIONSHIP

The relationships referred to in **Article 3.1.2** and **Article 3.1.3** include the following situations:

- 3.4.1 The relationship of an academic with another academic;
- 3.4.2 The relationship of a student with another student; or
- 3.4.3 The relationship of a non-academic staff member with another staff member.

3.5 RELATIONSHIP BETWEEN MEMBERS OF THE UNIVERSITY COMMUNITY AND EXTERNAL PARTIES

The relationship referred to in **Article 3.1.5** includes the relationship between University staff or students with external parties who have dealings with UM community including:

- 3.5.1 University Visitors and Customers;
- 3.5.2 Users of University facilities;
- 3.5.3 Supplier companies;
- 3.5.4 Construction workers and
- 3.5.5 Others

4. UNDERSTANDING SEXUAL EXPLOITATION, ABUSE AND HARASSMENT

4.1 DEFINITION OF SEXUAL EXPLOITATION AND ABUSE

The UN Secretary-General Bulletin (“Special Measures for Protection from Sexual Exploitation and Abuse, ST/SGB/2003/13”)⁶ has introduced the following definitions of sexual exploitation and abuse that apply to all sectors and contexts:

“Sexual Exploitation” is any form of abuse or attempt to abuse a position over a weakness, difference of power or belief for sexual purposes, including, but not limited to financial gain, social or political benefit from sexual exploitation against another person.

“Sexual Abuse” is physical aggression of a sexual nature that is actual or threatening, whether involving violence, or in a state of inequality of position or coercion.

The following acts of Sexual Exploitation and Abuse involving University staff or students and customers are prohibited:

- 4.1.1 Sexual conduct with children (individuals under 18 years of age) is strictly prohibited, regardless of the age of majority and the age permitted under applicable laws. The excuse that they do not know a person’s true age cannot be used as a reason for defense and justification.
- 4.1.2 The exchange of money, employment, goods or services for sexual service, including humiliating, demeaning, offending, insulting and threatening is prohibited.
- 4.1.3 Any sexual relationship between the service provider and the recipient or participant of programme, activity or aid mission involving abuse of rank or power is prohibited.

⁶ United Nations. (2013). *The UN Secretary-General Bulletin Special Measures for Protection from Sexual Exploitation and Abuse*, ST/SGB/2003/13. <https://www.unhcr.org/en-my/protection/operations/405ac6614/secretary-generals-bulletin-special-measures-protection-sexual-exploitation.html>

4.2 DEFINITION OF SEXUAL HARASSMENT

Sexual harassment is any form of sexual attention, whether spoken or an act of sexual in nature that is unwanted or unwelcome, which can also occur repeatedly, and includes:

- 4.2.1 Acceptance or consent to the act is expressed explicitly or implicitly as a condition for position or employment opportunity or acceptance in a course, programme or other activities.
- 4.2.2 Acceptance or rejection of the act is used as the basis for any decision regarding a person's employment or education.
- 4.2.3 The act causes or aims to produce disruption to a person's employment, educational performance or status.
- 4.2.4 The act causes or intends to produce an environment full of stress, threats or hostility.

4.3 CATEGORIES OF SEXUAL HARASSMENT

Sexual harassment can be categorised as:

4.3.1 Sexual Coercion

Sexual intimidation is sexual harassment that a person perceives as a condition which is sexual in nature on his or her employment or education or benefits in respect of his or her employment (“quid pro quo”). The harassment has a direct impact on a staff member’s position, a staff member’s employment status or a student’s academic performance or leading to tangible gain or loss of employment benefits such as appointments to certain positions, promotions that are difficult to refuse, support for awards of excellence or salary shifts, opportunities or support to attend seminars abroad, support and approval of applications for financial assistance, leave and so on. An example of sexual intimidation is when a Head uses his power over the promotion of his staff by forcing them to have sexual relationship. If followed, the staff will receive a promotion and a higher salary. On the other hand, if not followed, opportunity for the promotion is lost. An example in the context of students is when, there is pressure to accept the practice of ‘sex for good grades’. For the external party, it is when a staff member asks for sexual service from the public who deals with him to approve an application or obtain a tender for a project.

4.3.2 Sexual Annoyance

Sexual annoyance is sexual conduct that is considered insulting or embarrassing, threatens personal safety and is displeasing to the person who is harassed, but has no direct bearing on one’s employment opportunities or employment benefits. However, such disruptive behavior results in an unsettled, unhealthy and unsafe environment. This situation has to be faced by the one who is harassed if he or she continues to be in the environment. An example of such sexual annoyance is an invitation to socialise among fellow staff or among students that has been explicitly rejected by the person who is harassed. Incidents such as a supplier company agent being harassed by a staff member, are included in this category. However, when the staff member threatens to discredit the agent to the company manager if he does not accept the harassment, the incident falls into the category of sexual intimidation.

4.4 FORMS OF SEXUAL HARASSMENT

Sexual harassment can be committed by an individual in his or her personal capacity or even in the capacity of group activities. Sexual harassment can be found in various forms as follows:

4.4.1 Verbal Harassment

This form of harassment can be seen in the use of obscene language through conversation, storytelling, jokes, making noises, criticising, commenting praising or asking sexually implied questions about appearance, dress, behaviour, body or sexual activity that is explicitly stated or hidden (figuratively) until a person feels offended, insulted, threatened or disturbed to have dealings with the staff/ student concerned. Example:

- Statements, comments, teasing about a woman's appearance or body, commenting on the size of her breasts or buttocks.
- Requests, suggestions for sexual relationship or service.
- Invited out for dates despite invitation being repeatedly rejected.
- Ordinary conversations and situations turn uncomfortable and embarrassing simply by inserting words, comments, allusions and jokes that contain sexual elements. For example, when a woman is discussing salary with a male colleague, the friend says "rub first, then get a raise".

4.4.2 Non-Verbal Harassment (By Gesture)

This form of harassment is exhibited through the attitude or behaviour of a staff/ student that gives meaning or an impression of sexual desire. Example:

- Staring, glancing or looking indecently at body parts such as the breasts or buttocks.
- Acts such as licking lips, holding or eating food in a 'meaningful' or sexually implied manner.
- Hand gesture or sign language that implies sexual act.
- Continuous flirting through gestures, for example winking.

4.4.3 Visual Harassment

The act of sending notes, letters, electronic mail (e-mail), pictures (photos), posters, objects, reading materials or any message through various types of mediums such as Short Messaging System (SMS), Multimedia Messaging System (MMS), WhatsApp, Telegram or any chat room in social media that contain sexual elements through the use of any form of media equipment, electronic equipment or communication equipment to the complainant that causes the complainant to feel offended, insulted or intimidated. Example:

- Showing one's genitals/ private parts (flasher).
- Showing, displaying or distributing pornographic pictures/ sketches/ materials.
- Sending letters/ written notes that contain sexual elements.

4.4.4 Psychological Harassment

The act of attempting to sexually approach, induce, urge, threaten or persuade to satisfy the sexual desires of the harasser either by letter, telephone, e-mail or any form of communication medium to the complainant such that it causes emotional and mental stress on the complainant. Example:

- Repeated unwanted social invitations.
- Continuous persuasion, pleading for a date or activity of sexual in nature.
- Sexual harassment that produces mental fear.

4.4.5 Physical Harassment

Sexual harassment in the form of sexual physical contact such as approaching another person at very close distance that the person feels uncomfortable, holding, brushing against, tickling, hugging, patting, stroking, rubbing, pinching, squeezing, kissing, groping or any other form of touch which is sexual in nature and which is unwanted such that the complainant feels offended, humiliated or intimidated. Example:

- Boss who gives a hug that enable touching of breasts or buttocks.
- Lecturers who intentionally are too close to students on the pretext of checking student assignments or vice versa.
- Those who constantly touch a friend in an unpleasant way during dealings with them.

4.5 SEXUAL ASSAULT

The act, intimidation or attempt, to touch the private parts of another person; act of forcing a person to have sex; undressing a person without reasonable excuse is categorised as an act of sexual assault. However, sexual assault acts as set forth herein are not limited only to the acts stated. Sexual assault offenders can also be prosecuted under current laws.

5. PROCEDURE FOR RECEIVING AND INVESTIGATING CASES OF SEXUAL EXPLOITATION, ABUSE AND HARASSMENT

5.1 Introduction to Procedure for Receiving and Investigating Cases of Sexual Exploitation, Abuse and Harassment

- 5.1.1 This procedure is developed to assist the University to conduct a full and fair investigation into all complaints of sexual exploitation, abuse and harassment submitted to the Integrity Unit. Complaints can be made by the University community or external parties.
- 5.1.2 Complaints of sexual exploitation, abuse and harassment must be investigated on the principle of presumption of innocence and investigations must be conducted in confidence and adhere to issues of sensitivity among all parties involved. Investigation procedures should also be applied with adherence to high ethical principles and integrity at all times so that investigations are always conducted ethically.
- 5.1.3 This procedure is not a static document where it can be amended or modified accordingly by the University Management Committee according to current needs and suitability.

5.2 Procedure for Receiving and Investigating Cases of Sexual Exploitation, Abuse and Harassment

5.2.1 Complaints of Sexual Exploitation, Abuse and Harassment

- (a) The Integrity Unit (IU) is responsible for receiving any complaints on sexual exploitation, abuse and harassment filed by the University community or external parties, and conducting preliminary investigations into such complaints. The IU must take appropriate steps to ensure all information and evidence is obtained.
- (b) Any incidents of sexual exploitation, abuse and harassment that occur must be formally reported to the UM Integrity Unit, by completing the prescribed **Complaint Form** which can be accessed on the **Integrity Unit Website** or **by e-mail to the official e-mail of the Integrity Unit (integrity@um.edu.my)** and submit as much information and evidence as possible to ensure that the matter can be investigated properly and fairly.
- (c) A complaint may also be made by a person other than a victim who is sexually exploited, abused or harassed subject to the individual having information or being a witness to such conduct occurring on or committed by a student, staff or external party. The individual concerned must provide sufficient evidence regarding the incident experienced by the victim.

- (d) If the incident occurs after office hours and/or during weekends and/or on public holidays, the informant/complainant may submit a formal complaint to the relevant authorities (such as the police, UM Security Office or any security or legal service provider as in **Article 11.2**) and submit the same complaint formally to the IU as soon as possible thereafter.
- (e) If a complaint is made to the Head of PTj and/or Head of Department, the Head of PTj and/ or Head of Department concerned may instruct or advise the informant/ complainant to submit the complaint formally to IU.
- (f) IU will issue an acknowledgment of receipt of the complaint and inform the informant/ complainant of the procedures involved as well as take certain steps to conduct a preliminary investigation to confirm whether the complaint submitted has grounds or not for further investigation (within fourteen (14) days from the date the complaint is submitted).
- (g) The informant/complainant must be informed that he/she has the option of either pursuing internal action by the University or making a report to the relevant authorities. (Complainants will be asked to fill in the prescribed option form). Internal investigations can still be continued by the University even if a complaint has been made to the authorities as long as it does not prejudice the ongoing investigation by the authorities.
- (h) If the informant/ complainant is a victim of an incident of sexual exploitation, abuse or harassment, the victim may be referred to a psychological officer/ counselor to receive support assistance if agreed.

5.2.2 Preliminary Investigation Process

- (a) The preliminary investigation process on the complaint received shall be conducted by the IU immediately to identify whether the complaint;
 - (i) is serious and requires a formal investigation by a Panel of Investigating Team; or
 - (ii) is unfounded and the complaint should be dismissed; or
 - (iii) arises from misunderstandings or disputes between individuals and can be resolved through informal discussions or other means such as mediation and decided through an agreement on settlement; or
 - (iv) has been made in bad faith, and if proven, an action should be taken against the informant/ complainant; or
 - (v) has been made in good faith and even if unfounded, the informant/ complainant will be protected from any form of punishment/ retaliation.

- (b) The party conducting this preliminary investigation has the authority to access all relevant sources, information and documents and may conduct a site inspection, if necessary, in order to meet the objectives of the preliminary investigation. If IU is of the opinion that the complaint on misconduct requires immediate involvement or notification to a specific body/authority, then IU will report the matter to the relevant authority after consultation with the Vice Chancellor. The results obtained will be notified to the informant/complainant.
- (c) If IU is of the opinion that the complaint on misconduct is subject to a disciplinary action, IU shall initiate a process or action to report the complaint to the Secretariat of the relevant Disciplinary Committee based on the rules and procedures governing a disciplinary action. The process of such disciplinary action will be given priority and precede this Procedure and all relevant documents will be submitted to the relevant disciplinary committee. This matter will be notified to the informant/complainant.
- (d) If IU is of the opinion that the complaint needs to be investigated further, IU will take action for a Panel of Investigating Team (PPP) to be established as set out in **Article 5.2.3** below. IU will submit all relevant documents and preliminary investigation papers to the PPP and inform this matter to the informant/complainant. If the PYD is a staff, IU will also take action to submit a recommendation to the Disciplinary Committee for the Party on Whom Complaint is Made (PYD) to be restrained from working during the investigation period.
- (e) IU needs to cooperate with other parties such as PTj, Department, Security Office, Residential College and so on to monitor the situation and ensure that no negative action ("retaliatory action") is taken against the informant/complainant or victim.

5.2.3 Procedure for Conducting Investigation

- (a) If the IU is of the opinion that the complaint needs to be further investigated, the IU shall take action for a PPP to be established as follows:

Matters of Complaint	Authorities Appoint/Establish
Complaint which involves Executive staff (Grade 1 – 40)	Head who leads administration of Human Resources
Complaint which involves Management and Professional staff (Grade 41 and above) (Non-Academic)	Registrar
Complaint which involves Academic staff (Grade 45 – JUSA and above)	Deputy Vice Chancellor (Academic & International)
Complaint which involves University Management Committee	Chairman, University Board of Directors (LPU)
Complaint which involves student	Deputy Vice Chancellor (Student Affairs)

- (b) The PPP will convene to review and examine the documents and evidence that have been collected during the preliminary investigation process and continue with the investigation.
- (c) In conducting its investigation, the PPP shall obtain evidence from the parties relevant to the complaint submitted, including but not limited to the informant/ complainant, the victim (if the victim is not the informant/ complainant), PYD and relevant or named witnesses by the informant/ complainant, if any.
- (d) The victim or PYD may bring any other party as an observer (“watching brief”) when he is called by the PPP to give evidence subject to the victim or PYD informing and obtaining the prior consent of the PPP. These observers are tasked with providing moral support to the victim or PYD but cannot answer or question any evidence on behalf of the victim or PYD.
- (e) The PYD shall be given an opportunity to defend himself and present witnesses, if any, as well as other relevant evidence. To give justice to the PYD, he can be informed of the facts of the incident complained of without revealing the identity of the victim or the informant/complainant. However, if in certain circumstances the identity of the victim needs to be informed to the PYD so that the PYD can obtain more complete information or facts to defend himself, this matter must be informed to the victim first.
- (f) The entire investigation process shall be recorded and documented.
- (g) If there are other incidental findings during the ongoing investigation that suggest misconduct other than the original complaint involving another person or other issues, the findings must be reported to IU for preliminary investigation into the other findings.
- (h) The PPP shall provide a record of evidence obtained from each party called to give evidence. A copy of the record of evidence must be submitted to the parties from whom evidence is taken to verify the accuracy of the details of the facts contained in the evidence record. Any amendments that need to be made must be agreed by the PPP and the parties involved.

- (i) Next, upon completion of the investigation, the PPP shall produce a detailed report on its findings containing:
 - (i) a summary of the investigation including complaints, relevant issues, evidence etc.;
 - (ii) a statement of whether the complaint was upheld in whole, or in part, or not upheld, together with the reasons for the findings, and if any, other relevant opinions;
 - (iii) recommendation for further action; and
 - (iv) procedural and policy matters or improvements that arise during the course of the investigation.
- (j) The “burden of proof” used by the PPP in determining its findings is based on the balance of probabilities.
- (k) In making a recommendation for further action, as set out in **Paragraph (i) (iii)** above, the PPP may make an acknowledgement as to whether the complaint of such sexual exploitation, abuse or harassment:
 - (i) is justified and should be referred for disciplinary action in line with the facts and seriousness of the act concerned. The disciplinary action taken is based on the provisions contained in the Statutory Bodies Act (Discipline and Surcharge) 2000 [Act 605] for cases involving staff or the Universiti Malaya Rules (Discipline of Students) 1999 for cases involving students. [A copy of Act 605 is as in **Appendix A** and a copy of the Universiti Malaya Rules (Discipline of Students) 1999 is as in **Appendix B** for reference];
 - (ii) unfounded and complaints should be dismissed;
 - (iii) arises from misunderstandings or disputes between individuals and can be resolved by agreement on settlement as in **Appendix C1** and **Appendix C2**;
 - (iv) the complaint has been made in bad faith, and, an action (whether disciplinary or non-disciplinary action) must be taken against the informant/complainant. Examples of actions that can be recommended are disciplinary action or administrative warnings or termination of administrative positions currently held or blacklisted from holding administrative positions at the University and so on;
 - (v) unfounded but because the complaint is made in good faith, the informant/ complainant will be protected from any form of punishment/retaliation; and or

- (vi) is a criminal offence and recommends that a report be made by the informant/ complainant or victim to the appropriate authorities. Further action can still be taken against PYD as long as it does not prejudice the ongoing investigation by the authorities.
- (l) The PPP shall conduct its investigation and prepare a report as set out in **Paragraph (i)** above within **sixty (60) days** from the date the PPP is established. The PPP report must be submitted to the IU for further review and for the purpose of obtaining confirmation or approval of the authority that has established the PPP.
- (m) IU is responsible for reviewing the report prepared by PPP within **seven (7) days** from the date the report is submitted to IU. If the IU deems that the report is incomplete or requires further investigation, the report may be resubmitted to the PPP for completion.
- (n) Within **seven (7) days** from the date the complete and final report is received, IU is responsible for submitting the report to the authority that has established the PPP for its approval/ agreement or any other instructions as appropriate.
- (o) The finalised report will be kept as a secure record by the IU along with all documentation or evidence collected during the course of the investigation. The findings from the investigation conducted and any recommendation of action proposed by the PPP shall be notified to the informant/ complainant or victim and the PYD, where relevant, within **seven (7) days** from the date the authority's decision on the PPP report is received by IU.
- (p) The informant/ complainant or victim may submit views or feedback on the findings of the PPP within **fourteen (14) days** from the date the decision is notified to the informant/ complainant. The PPP may reconvene to view and consider the feedback received from the informant/complainant or victim. Any PPP decision thereafter is **FINAL**.
- (q) IU shall be responsible for ensuring that cases recommended for disciplinary action or action to the relevant authority, where relevant, are referred for consideration by the Disciplinary Committee or such authority, within a period not later than one (1) month from the date the authority's decision on the PPP report is accepted by the IU as in **Paragraph (o)** above. If possible, the period for the completion of the disciplinary action by the Disciplinary Committee is within a minimum of **ninety (90) days** from the date the disciplinary action is referred to the Disciplinary Committee.

- (r) If the complaint submitted involves a victim in the category of a child (under 18 years of age), the investigation process shall take into account the appropriate procedures for children as set out in the relevant guidelines and applicable laws regarding handling of cases of sexual offenses against children.

6. CONFIDENTIALITY

- 6.1** Allegations of sexual exploitation, abuse and harassment are serious allegations and can damage a person's reputation even if they cannot be proven. Therefore, the aspect of confidentiality should be emphasised at every stage of action taken by all parties involved to maintain the dignity and reputation of the informant/ complainant or victim, PYD, PTj, Department and University as a whole.
- 6.2** Nevertheless, if any party involved in conducting an investigation or disciplinary action is called to give evidence in court, there is no legal impediment for them to give evidence in court if it is decided that the evidence is relevant to the case and not contradictory to public interest.

7. PROTECTION AND PREVENTION MEASURES FOR CASES OF SEXUAL EXPLOITATION, ABUSE AND HARASSMENT

For those who have been proven to be harassed, or have been found guilty of harassment, there are a number of protective measures or appropriate actions that can be taken, among them:

- 7.1.1 If the complaint is proven to be true, the victim may file an appeal for reconsideration against all benefits that may have been denied. For example: evaluation of course grade, academic exercise, thesis, dissertation, performance evaluation, promotion and so on.
- 7.1.2 If the victim is proven to have suffered financial loss or had to stop work or studies as a result of sexual exploitation, abuse and harassment, then the victim can take action to refer his case to the relevant parties, such as the Department of Industrial Relations Malaysia, Ministry of Human Resources for staff to seek compensation as a result of the denial of any benefits to which they are entitled. If a settlement cannot be reached, the victim can claim his or her rights through the legal process.
- 7.1.3 For complaints that are found to be unproven and unfounded and made in bad faith, apart from disciplinary action against the informant/ complainant, PYD may also claim his rights through a claim for damages or appropriate compensation, if he has suffered loss in terms of monetary, image and others based on relevant legal provisions.
- 7.1.4 If agreed and requested by the victim or PYD, Psychological Officer/ Counsellor may provide psychological services to the victim or PYD after a decision on alleged case of sexual exploitation, abuse and harassment is obtained as an intervention and remedial measure for both parties involved. In addition, the victim or PYD can also be referred for other support assistance as follows:
 - i. **Medical Assistance**
If there are signs of injury, pain, sexual assault-immediately refer to the nearest clinic/ medical centre.
 - ii. **Police**
If the victim wants to make a police report or if there is a safety and security risk to others.
 - iii. **Legal Services**
If the victim wishes to seek legal advice.
- 7.1.5 The list of sources that can be contacted for reference on support assistance in cases of sexual exploitation, abuse and harassment is as in **Article 11**.

8. EFFECTS OF SEXUAL EXPLOITATION, ABUSE AND HARASSMENT

Sexual exploitation, abuse and harassment can negatively effect victims and organisations as follows:

8.1 Effects of Sexual Exploitation, Abuse and Harassment on Victims

Victims of sexual exploitation, abuse and harassment can experience negative effects such as both physiologically and psychologically that ultimately impact the organisation. Among the negative effects that can disrupt the victim's life are as follows:

8.1.1 Physiological Effects

From the aspect of physiological implications, the harassed person can/may exhibit symptoms such as headaches, sleep disturbances (nightmares), loss of appetite or has frequent weight changes.

8.1.2 Psychological Effects

Victims of sexual exploitation, abuse and harassment also tend to experience depression, anxiety, anger, fear, frustration, shame, confusion, phobia, panic, feeling inferior, helpless (incapable), isolating or blaming themselves which can lead to suicide attempt.

8.1.3 Effects on Career

Victims tend to isolate themselves, avoid being present at office, experience decreased levels of job satisfaction or performance, lose employment or promotion opportunities, change career goals, lose focus on study and failing in exams.

8.1.4 Effects on Society

Sexual harassment can generally be detrimental to family relationships, relationships at work as well as leave a negative effect on productivity. In general, it can also have an impact in terms of health costs, and costs in terms of increased sick leave and training new employees. Therefore, preventive measures and policies that are intolerant to sexual harassment are important.

8.2 The Effects of Sexual Exploitation, Abuse and Harassment Cases on Organisations

Organisations can also experience the following negative effects:

- 8.2.1 From the aspect of job performance and performance of study programme, staff who experience sexual exploitation, abuse and harassment tend to show a decrease in productivity, quality and motivation while for students they tend to show poor performance;
- 8.2.2 Staff or students also tend to resign or quit the programme of study as a last resort if staff feel sexual harassment has become more serious;
- 8.2.3 The action of a student to drop out of studies is a loss to the University, especially if the student has potential and excels in academics and co-curriculum; and
- 8.2.4 If sexual exploitation, abuse and harassment involve external parties, the image of staff and the organisation is also affected when the issue of sexual exploitation, abuse and harassment is made public.

9. DEALING WITH THE EFFECTS OF SEXUAL EXPLOITATION, ABUSE AND HARASSMENT ON VICTIM, PARTY ON WHOM COMPLAINT WAS MADE (PYD) AND HEAD OF DEPARTMENT

9.1 Victims can deal with the effects of sexual exploitation, abuse and harassment by:

- 9.1.1 informing others of incidents of sexual exploitation, abuse and harassment so that they can provide support, raise awareness of others from experiencing similar incidents and lodge complaints if they have also experienced sexual exploitation, abuse and harassment; and
- 9.1.2 seeking psychological assistance from a Psychological Officer/ Counsellor or a mental health professional or relevant support group who can handle the effects of sexual exploitation, abuse and harassment.

9.2 PYDs can address the effects of sexual exploitation, abuse and sexual harassment by:

- 9.2.1 obtaining psychological assistance from a Psychological Officer/ Counsellor or mental health professional who can help PYD stop the act of sexual exploitation, abuse and harassment; and
- 9.2.2 attending workshops, courses or programmes on understanding sexual exploitation, abuse and harassment.

9.3 The Head of Department may address the effects of sexual exploitation, abuse and harassment by:

- 9.3.1 providing understanding and creating awareness on sexual exploitation, abuse and harassment among the staff of the Department;
- 9.3.2 creating and maintaining a conducive environment in the Department free from sexual exploitation, abuse and harassment;
- 9.3.3 referring victims of sexual exploitation, abuse and harassment to seek psychological and other support services; and
- 9.3.4 taking action based on existing policies and regulations in force.

10. PROGRAMMES TO RAISE AWARENESS, EDUCATION AND PREVENTION OF SEXUAL EXPLOITATION, ABUSE AND HARASSMENT AT UNIVERSITI MALAYA (UM)

There is no denying that an important element in efforts to prevent incidents of sexual exploitation, abuse and harassment from occurring is through the organisation of programmes to raise awareness and education on sexual exploitation, abuse and harassment.

To this end, UM is responsible for developing, expanding and implementing comprehensive awareness raising and education programmes on sexual exploitation, abuse and harassment for the entire university community. The awareness raising programme also includes education on sexual exploitation and abuse of any gender and group of people including children.

Among the programmes or activities that can be held include:

- (a) Programmes for new students and staff and expand them with follow-up programmes, for example during Student Orientation Week (MHS)/ UM-WOW ("UM Week of Welcome") and through the Mind Transformation Programme (PTM).
- (b) Train certain students and staff in the official structure of university administration as well as from student associations and trade unions with information on sexual exploitation, abuse and harassment policies, reporting mechanisms as well as investigation procedures and referral for counseling if necessary for friends who are victims of sexual exploitation, abuse and harassment. The focus should be on understanding and handling of sexual harassment cases in a gender sensitive manner.
- (c) Provide understanding to the staff of the Residential Colleges and orientation facilitators on matters related to the problem of sexual exploitation, abuse and harassment as well as its handling in a gender sensitive manner.
- (d) Conduct or collaborate with student associations and trade unions to conduct talks/ seminars/ workshops etc. on the problem of sexual exploitation, abuse and harassment from a gender sensitive perspective.
- (e) Plan and implement announcements on the existence of policies and other matters related to sexual exploitation, abuse and harassment. Specifically, the visibility of the complaints policy and mechanism can be emphasised in a pamphlet placed at strategic locations in departments, student accommodation on campus and administrative offices with the latest telephone and e-mail numbers for complaints clearly outlined. Generally, announcements can also be made through the distribution of posters, flyers, booklets, PTJ website and so on from time to time.

- (f) Collaborate to organise workshops, seminars, lectures and others related to sexual exploitation, abuse and harassment with any party inside and outside the University including providing feedback on curriculum and courses, and collaborating to obtain data on sexual exploitation, abuse and harassment.
- (g) Provide basic advice and referral services related to the problem of sexual exploitation, abuse and harassment.
- (h) Creating panic buttons at strategic locations in the university.
- (i) Disseminate statistical information related to cases of sexual exploitation, abuse and harassment received which may consist of the following information:
 - (i) the total number of cases reported;
 - (ii) the number of perpetrators and victims in terms of gender;
 - (iii) the number of perpetrators and victims whether they are students, administrative staff, non-academic management and professional staff, academic staff, university management committee or external parties; and or
 - (iv) the number of cases in terms of categories and forms of sexual exploitation, abuse and harassment as listed in this policy; and the number of cases found to be substantiated and the types of disciplinary action imposed.

11. SOURCES OF INFORMATION AND ASSISTANCE

UM community can obtain information and assistance on the problem of sexual exploitation, abuse and harassment from the following sources:

11.1 Sources of Information

ACADEMY/ FACULTY/ CENTRE

1. **Centre for Foundation Studies in Science University Malaya (PASUM)**
Director's Office
Tel: +603-7967 5800/ 5821/ 5849
Fax: +603-7957 6478
E-mail: pasum@um.edu.my
2. **University of Malaya Centre for Continuing Education (UMCCed)**
Director's Office
Tel: +603-2246 3633
Fax: +603-2246 3621 o
E-mail: umcced@um.edu.my
3. **Centre for Sport & Exercise Sciences (PSSE)**
Director's Office
Tel: +603-7967 3210
Fax: +603-7956 9590
E-mail: psse@um.edu.my
4. **Faculty of Arts and Social Sciences (FSSS)**
Dean's Office
Tel: +603-7967 5500
Fax: +603-7967 5707
E-mail: sastera@um.edu.my
5. **Faculty of Business and Accounting (FPP)**
Dean's Office
Tel: +603-7967 3800
Fax: +603-7967 3980
E-mail: dekan_fpp@um.edu.my
6. **Faculty of Computer Science and Information Technology (FSKTM)**
Dean's Office
Tel: +603-7967 6300
Fax: +603-7957 9249
E-mail: dekan_fsktm@um.edu.my
7. **Faculty of Dentistry**
Dean's Office
Tel: +603 -7967 4800
Fax: +603 -7967 4809
E-mail: dekan_dental@um.edu.my
8. **Faculty of Economics and Administration (FEP)**
Dean's Office
Tel: +603-7967 3600
Fax: +603-7956 7252
E-mail: fea@um.edu.my

9. **Faculty of Education**
Dean's Office
Tel: +603-7967 5000 / 5133
Fax: +603-7956 5506
E-mail: dekan_pendidikan@um.edu.my
10. **Faculty of Engineering (FK)**
Dean's Office
Tel: +603-7967 5200 / 5201 / 5202
Fax: +603-7955 5781
E-mail: engine@um.edu.my
11. **Faculty of Languages and Linguistics (FBL)**
Dean's Office
Tel: +603-7967 3177
Fax: +603-7957 9707
E-mail: dekan_fbl@um.edu.my
12. **Faculty of Law (FUU)**
Dean's Office
Tel: +603-7967 6500/ 650
Fax: +603-7957 3239
E-mail: law@um.edu.my
13. **Faculty of Medicine (FoM)**
Dean's Office
Tel: +603-7949 2050
Fax: +603-7954 0533
E-mail: fomadmin@um.edu.my
14. **Faculty of Science (FS)**
Dean's Office
Tel: +603 - 7967 4200
Fax: +603- 7956 6343
E-mail: science@um.edu.my
15. **Faculty of Built Environment (FAB)**
Dean's Office
Tel: +603-7967 5395
Fax: +603-7967 5713
E-mail: fab@um.edu.my
16. **Faculty of Creative Arts (FSK)**
Dean's Office
Tel: +603-7967 3454
Fax: +603-7967 3576
E-mail: creativearts@um.edu.my
17. **Academy of Islamic Studies (APIUM)**
Director's Office
Tel: +603-7967 6000
Fax: +603-7956 0705
E-mail: aka_islam@um.edu.my
18. **Academy of Malay Studies (APM)**
Director's Office
Tel: +603-7967 7200
Fax: +603-7967 7214
E-mail: apm@um.edu.my

19. **Institute of Advanced Studies (IAS)**
Dean's Office
Tel: +603-7967 4600
Fax: +603-7956 8940
E-mail: dekan_ias@um.edu.my
20. **Institute of Research Management and Monitoring (IPPP)**
Director's Office
Tel: +603-7967 4643
Fax: +603-7967 4699
E-mail: pen_ippp@um.edu.my
21. **International Institute of Public Policy and Management (INPUMA)**
Director's Office
Tel: +603 – 7967 7972
Fax: +603 – 7967 7971
E-mail: inpuma@um.edu.my
22. **Asia - Europe Institute (AEI)**
Executive Director's Office
Tel: +603-7967 4645
Fax: +603- 7954 0799
E-mail: pengarah_aei@um.edu.my

ADMINISTRATION

23. **Vice Chancellor**
Office of the Vice Chancellor
Level 9, Chancellery
Tel: +603-7956 8400/ +603-7697 3213 / 3510
Fax: +603-7954 7551
E-mail: pej_nc@um.edu.my / vc@um.edu.my
24. **Academic & International**
Deputy Vice Chancellor's Office
Level 9, Chancellery
Tel: +603-7967 3203 / 3256
Fax: +603-7957 2314
E-mail: tnc_aka@um.edu.my
25. **Research and Innovation**
Deputy Vice Chancellor's Office
Level 8, Chancellery
Tel: +603-7967 3202 / 3226 / 3435 / 3396
Fax: +603-7957 5451
E-mail: tnc_pi@um.edu.my
26. **Student Affairs**
Deputy Vice Chancellor's Office
Level 2, Block E
Perdanasiswa Complex
Tel: +603-7967 3201 / +603-7956 7344
Fax: +603-7956 8611
E-mail: tnc_hep@um.edu.my
27. **Development**
Deputy Vice Chancellor's Office
Level 1, Chancellery
Tel: +603-7967 7700
Fax: +603-7967 7733
E-mail: tnc_p@um.edu.my

28. **Registrar**
Registrar's Office
Level 7, Chancellery
Tel: +603-7967 3204 / +603-7956 7561
Fax: +603-7956 4004
E-mail: registrar@um.edu.my
29. **Financial Controller/ Bursar**
Bursar's Office
Level 3, Chancellery
Tel : +603-7967 3205
Fax : +603-7956 8905
E-mail: bendahari@um.edu.my
30. **Chief Librarian**
Chief Librarian's Office
Main Library, Universiti Malaya
Tel : +603-7967 3206 / 7956 3367
Fax : +603-7957 3661
E-mail: ketua_pustakawan@um.edu.my
31. **Corporate Communication Office (CCO)**
Director's Office
Lobby, Chancellery Building
Tel: +603-7967 3238
Fax: +603-7956 0027
E-mail: corporate@um.edu.my
32. **Global Planning and Strategy Centre (PPSG)**
Director's Office
Level 3, Chancellery
Tel: +603-7967 3324 / 3475 / 7767 / 3378
Fax: +603-7967 3594
E-mail: ppsg@um.edu.my
33. **Academic Administration and Services Centre (AASC)**
Examination Building
Tel: +603-7967 3282
Fax: +603-7967 3581
E-mail: pengarah_aasc@um.edu.my
34. **Senior Assistant Registrar's Office**
Level 6, Chancellery
Tel: +603-7967 3208
Fax: +603-7956 2158 / 7967 7094
E-mail: pej_tpk@um.edu.my
35. **Internal Audit Section (SKAD)**
Level 8, Chancellery
Tel: +603-7967 7840 / 7841
Fax: +603-7967 7847
E-mail: audit@um.edu.my
36. **Occupational Safety, Health and Environment Section (OSHE)**
Director's Office
Level 3, Chancellery
Tel: +603-7967 3532
Fax: +603-7967 3484
E-mail: oshe@um.edu.my

37. **Legal Unit**
Level 7, Chancellery
Tel: +603-7967 3330 / 3237
Fax: +603-7967 3233
E-mail: legal@um.edu.my
38. **Centre Alumni Relations & Institutional Advancement (CARIA)**
Level 8, Chancellery
Tel: +603 7967 7903
Fax: +603 7967 4412
E-mail: caria@um.edu.my
39. **Integrity Unit Universiti Malaya**
Level 9, Chancellery
Tel: +603-7967 3400/ 7854/ 7934/ 7910
Fax: +603-7955 2975
E-mail: integrity@um.edu.my

RESIDENTIAL COLLEGE/ OFF CAMPUS

40. **First Residential College**
(Tuanku Abdul Rahman)
Tel: +603- 7956 7898 / 7967 3415
Fax: +603- 7956 6117
41. **Second Residential College**
(Tuanku Bahiyah)
Tel: +603- 7967 3416
Fax: +603-7957 1608
42. **Third Residential College**
(Tunku Kurshiah)
Tel: +603-7956 8821 / 7967 3417
Fax: +603-7957 9496
43. **Fourth Residential College**
(Bestari)
Tel: +603-7967 3418
Fax: +603-7957 7269
44. **Fifth Residential College**
(Dayasari)
Tel: +603-7956 7948 / 7967 3419
Fax: +603-7956 0121
45. **Sixth Residential College**
(Ibnu Sina)
Tel: +603-7967 4977
Fax: +603-7956 7306
46. **Seventh Residential College**
(Za'ba)
Tel: +603-7967 3420 / 7956 7946
Fax: +603-7956 3432
47. **Eighth Residential College**
(Kinabalu)
Tel: +603-7967 3216 / 7955 8643
Fax: +603-7955 8662

- 48. Ninth Residential College**
(Tun Syed Zahiruddin)
Tel: +603-7957 3336 / 7955 1116
Fax: +603- 7957 3749
- 49. Tenth Residential College**
(Tun Ahmad Zaidi)
Tel: +603-7967 3385
Fax: +603-7625 0513
- 50. Eleventh Residential College**
(Ungku Aziz)
Tel: +603-7967 4629
Fax: +603-7625 7334
- 51. Twelfth Residential College**
(Raja Dr. Nazrin Shah)
Tel: +603- 7960 7371
Fax: +603- 7960 3237
- 52. International House**
Section 17
Fax: +603-7967 7710 (ISC fax)
E-mail: int.house@um.edu.my
- 53. University House (UM Guests House)**
Universiti Malaya
E-mail: seleraku@um.edu.my

11.2 Sources of Assistance

SECURITY & LEGAL SERVICES

- 1. Security Office Universiti Malaya**
Level 2, The Old Bursary Building
Tel: +603-7967 3470
Hotline: +603-7967 7070 (24 hours)
Fax: +603-7967 3535
E-mail: keselamatan@um.edu.my
- 2. Sexual Crime, Women and Children Investigation Division (D11), Bukit Aman**
PDRM Headquarters
Bukit Aman, 50560 Kuala Lumpur
Tel: +603-2266 2222
Fax: +603-2070 7500
E-mail: rmp@rmp.gov.my
- 3. District Police Headquarters (IPD)**
Brickfields District Police Headquarters, No. 12, Jalan Travers,
50480 Kuala Lumpur
Tel: +603-2297 9222
Fax: +603-2297 9223
E-mail: kpdbfields@rmp.gov.my
- 4. Pantai Police Station**
Jalan Pantai Baharu, 59200 Kuala Lumpur
Tel: +603-22822222
E-mail: kpb_pantai@rmp.gov.my

5. **Kuala Lumpur Legal Aid Centre**
Tel: +603 2991 1121/ +603 2692 1122
Union3.03, Level 3 Wisma Badan Peguam Malaysia, No.2 Leboh Pasar Besar 50050
Kuala Lumpur

For legal assistance in other States:

<https://www.malaysianbar.org.my/article/find/bc-legal-aid-centres/legal-aid-centres/find-legal-aid-centres>

6. **Malaysia Computer Emergency Response Team (MyCERT)**
1-300-88-2999 (Office hours)
SMS to 15888: CYBER999 REPORT (email) (report).

HEALTH SERVICES

7. **Health Clinic Universiti Malaya (KKUM)**
Siswarama Building
Faculty of Arts and Social Sciences
(FSSS)
Tel: +603-79676445 / 6444
Fax: +603-79677002
E-mail: kkpum@um.edu.my
8. **University Malaya Medical Centre (UMMC)**
Tel: +603-7949 4422
Fax: +603-7956 2253
E-mail: ummc@ummc.edu.my
9. **One Stop Crisis Centre (Hospital Kuala Lumpur – HKL)**
Tel: +603 2615 5320
23 Jalan Pahang, 50586 Kuala Lumpur

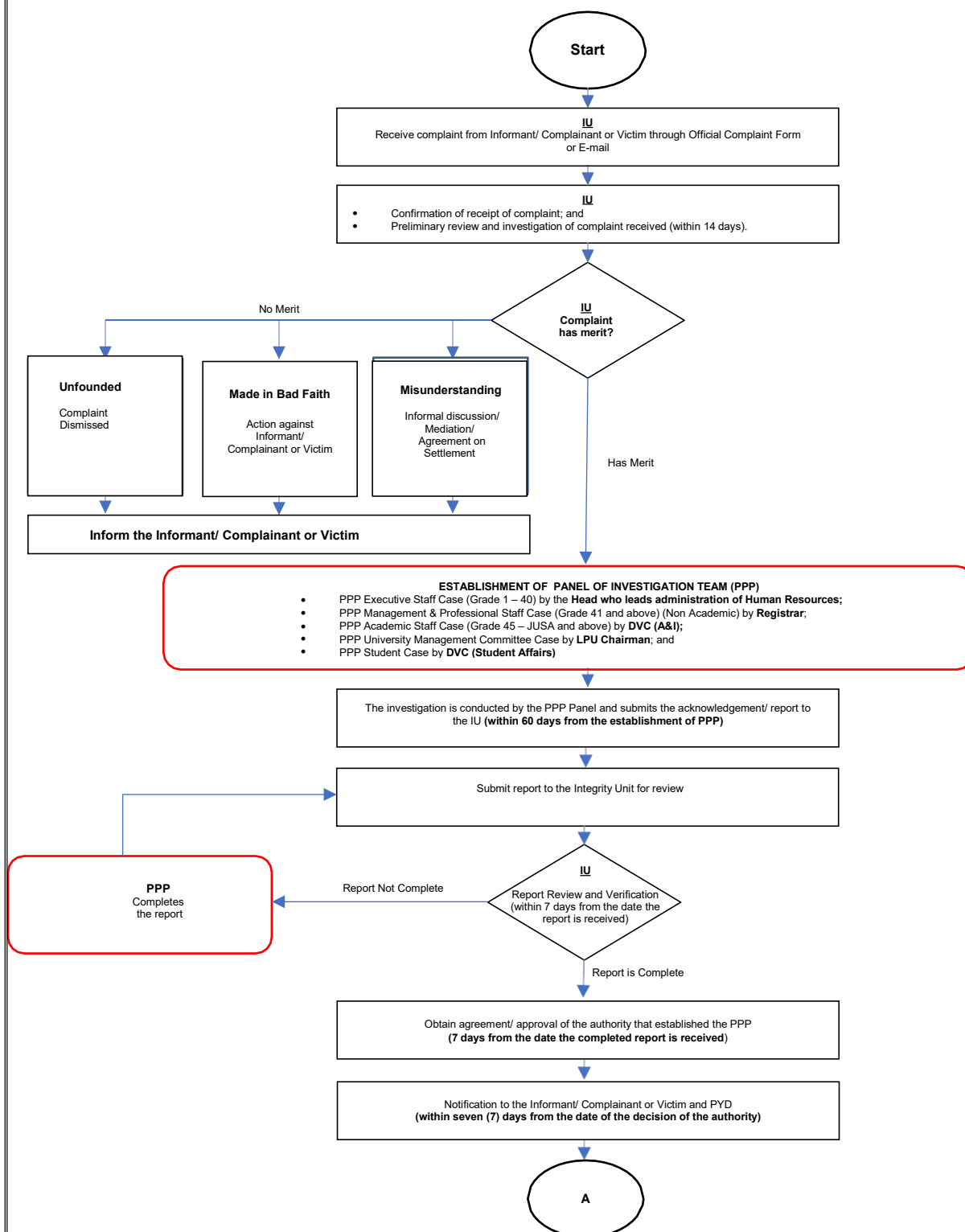
HOTLINE & PROTECTION SERVICES

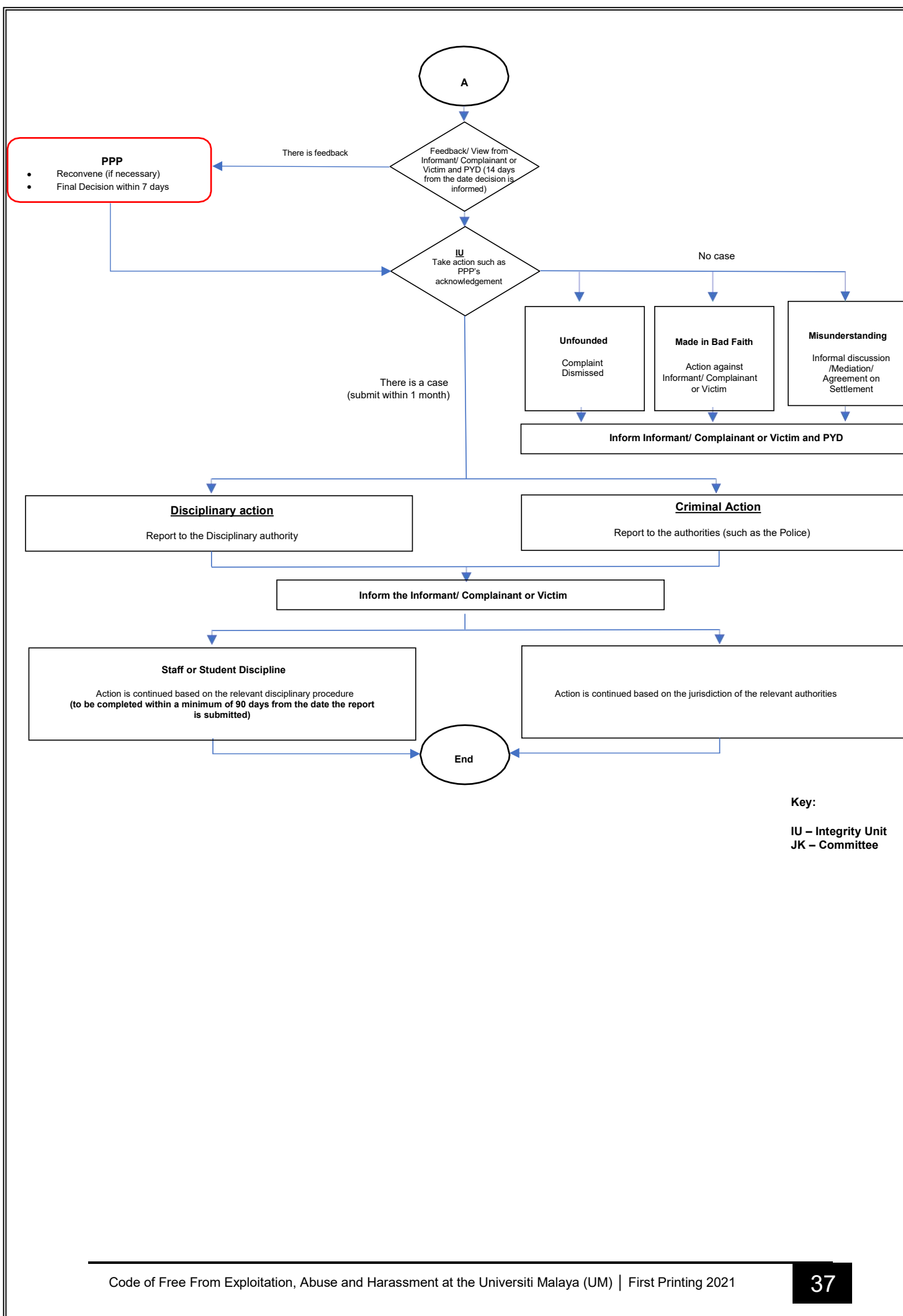
10. **Emergency Line Malaysia**
Hotline: 999
11. **Love Line (*Talian Kasih*) Malaysia**
Hotline: 15999
WhatsApp: +6019 261 5999
12. **1MOCC Call Center**
Tel & SMS: +603-8000 8000
Fax: +603-8000 8000
E-mail: 80008000@1mocc.gov.my
Facebook: facebook.com/myGovernment
Twitter: twitter.com/myGovPortal
Website: www.malaysia.gov.my
13. **Speak Up Malaysia**
Tel: +6 012-626 8490
E-mail: connect@speakupmalaysia.com
14. **All Women's Action Society (AWAM)**
No. 85, Jalan 21/1, Taman Paramount,
46300 Petaling Jaya, Selangor
Tel: +603-7877 4221/ +6016-237 4221/ +6016-228 4221
E-mail: awam@awam.org.my

15. **Women's Aid Organisation (WAO)**
P.O. Box 493, Jalan Sultan
46760 Petaling Jaya Selangor
Tel: +603 7957 5636 / 0636 (Office Number)/ +603 3000 8858
(Hotline Number)/ +6018 988 8058 (SMS/WhatsApp)
E-mail: info@wao.org.my
16. **Crisis Preparedness and Response Centre (CPRC) Kebangsaan**
Tel: +603 88810200, +603 88810600, +603 88810700
E-mail: cprc@moh.gov.my
17. **P.S. The Children (PSC)**
Tel: +6016-721 3065
(Monday to Friday 8.30 am – 5.30 pm)
SMS/WhatsApp: +6016-721 3065
18. **Good Shepherd**
Tel: +603-4256 3941, +6019-534 9044, +6014-323 4618 (24 hours)
E-mail: [info@globalshepherds. my](mailto:info@globalshepherds.my); info@goodshepherd.my
19. **Tenaganita**
(Focus on refugees and immigrants experiencing human rights violations)
Tel: +6012-335 0512; +6012-339 5350 (24 Hours)
E-mail: general@tenaganita.net
20. **Women's Centre for Change (WCC)**
Tel: +604-228 0342
Hotline: +6011-3108 4001
(Monday to Friday 9.00 am – 5.00 pm)

WCC Seberang/ Women's Service Centre (PPW)
Tel: +604-398 8340
Hotline: +6016-439 0698
(Monday to Friday 9.00 am – 5.00 pm)

12. FLOWCHART ON DEALING WITH CASES OF SEXUAL EXPLOITATION, ABUSE AND HARASSMENT AT UM





Key:

IU – Integrity Unit
JK – Committee

CONFIDENTIAL

OFFICIAL COMPLAINT FORM SEXUAL EXPLOITATION, ABUSE AND HARASSMENT AT UNIVERSITI MALAYA (UM)

To:

Integrity Unit Universiti Malaya

Level 9, Office of the Vice-Chancellor

Chancellery, Universiti Malaya

50603, Kuala Lumpur.

(attn: Head, Integrity Unit)

- | | | |
|-----|-----------------------------------|---|
| 1. | Name | : |
| 2. | Staff/Matric No. | : |
| 3. | I/C/ Passport No. | : |
| 4. | Gender | : |
| 5. | Marital Status | : |
| 6. | Position/ Grade | : |
| 7. | Department | : |
| 8. | Faculty/ PTj/ Organisation | : |
| 9. | Office Tel No. | : |
| 10. | Mobile No. | : |
| 11. | E-mail | : |
| 12. | *Details of Complaint | |

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

*if there are supporting documents please email to integrity@um.edu.my using your name as reference.

CONFIDENTIAL**Complainant's Acknowledgement:**

- (1) I confirm that all information and details stated above are true to the best of my knowledge;
 (2) I confirm that this complaint was made without any malicious intent;
 (3) I confirm that (tick (/) in the relevant space):

- ☐ I request further action to be taken by the University without forwarding the complaint to the Police; or
- ☐ This report is intended as a University record only. Complaints will be lodged directly with the Police for further action.

- (2) I need the following services (tick (/) in the relevant column):

- ☐ Yes; or
☐ No

If "Yes", state the type of service required (tick (/) in the relevant space):

- ☐ Medical treatment;
☐ Mental Health Services/ Psychological Support;
☐ Temporary Placement;
☐ Security and Protection Services;
☐ Child Welfare Services;
☐ Legal Aid;
☐ Others (please specify):

.....

- (3) Agreement to share information:

I, (Name of Complainant/ Victim),
 understand the purpose of reference and disclosure of this information to Universiti Malaya (UM) is to ensure on par safety and care between the organisations involved. UM has clearly explained the referral procedure to me and has listed the information that will be disclosed. By signing this form, I authorise the exchange of this information.

Date of Complaint:

Signature of Complainant/ Victim

Signature of Parents/ Guardian
 (if victim is a child)

13. REFERENCES

1. Ministry of Human Resources Malaysia. (1999). Code of Practice for the Prevention and Eradication of Sexual Harassment at the Workplace.
2. Service Circular No. 5 of 2018 Guidelines for Handling Cases of Sexual Harassment at the Workplace in the Public Service.
3. Universiti Malaya Code of Ethics, 2010.

14. ACKNOWLEDGEMENTS

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50560 Kuala Lumpur
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Sexual, Women and Children Investigation Division (D11) Bukit Aman
Criminal Investigation Department
PDRM Headquarters Bukit Aman
50560 Kuala Lumpur
3. **Cik Emellia binti Shariff**
Managing Partner
Speak Up Malaysia
4. **Puan Jeyashree Nadarajah**
Child Protection Specialist
UNICEF Malaysia
5. **Puan Sarinah binti Sallip**
Acting Senior Deputy Registrar (Organisational Administration & Human Resources Management)
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6. **Puan Salmi Marsita binti Shaari**
Director
Centre for Academic Administration & Services (AASC)
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7. **Puan Noorihan binti Ali Yusoff**
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8. **Puan Salwati binti Mohd Aris**
Head, Legal Unit
Legal Unit
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9. **Human Talent Management Division (HTM)**
Registrar's Department
Universiti Malaya

- 10. Human Talent Service Division (HTS)**
Registrar's Department
Universiti Malaya
- 11. Human Talent Development Division (HTD)**
Registrar's Department
Universiti Malaya
- 12. Psychology Management and Counselling Section (SPPK)**
Student Affairs Division (BHEP)
Universiti Malaya
- 13. Dr. Lai Suat Yan**
Vice President, PKAUM and
Coordinator & Senior Lecturer
Gender Studies Programme
Faculty of Arts and Social Sciences (FSSS)
Universiti Malaya
- 14. International Institute of Public Policy and Management (INPUMA)**
- 15. University of Malaya Community & Sustainability Centre (UMCares)**
- 16. University of Malaya Academic Staff Association (PKAUM)**
- 17. University of Malaya Association of Administrative & Professional Officers (PEKERTI)**
- 18. University of Malaya General Staff Union (KKAUM)**
- 19. University of Malaya Student Union (KMUM)**
- 20. President of the University of Malaya Residential College (SPKUM) Secretariat**
- 21. Secretariat:**
- i. Puan Nor Aishah binti Samah**
Head, Integrity Unit
Universiti Malaya
 - ii. Puan Mahfuza binti Mohd Nasir**
Assistant Registrar
Integrity Unit
Universiti Malaya
 - iii. Encik Mohamad Nazreen bin Abd Razak**
Assistant Registrar
Integrity Unit
Universiti Malaya
 - iv. Encik Muhammad Shazuan bin Sharom**
Administrative Assistant (Clerical/ Operations)
Integrity Unit
Universiti Malaya

15. APPENDICES

No.	Appendices
1.	Appendix A – Statutory Bodies Act (Discipline and Surcharge) 2000 [Act 605]
2.	Appendix B – Universiti Malaya Rules (Discipline of Students) 1999
3.	Appendix C1 – Agreement on Settlement Form (Informant/ Complainant)
4.	Appendix C2 – Agreement on Settlement Form (PYD)

CONFIDENTIAL

**AGREEMENT ON SETTLEMENT FORM
COMPLAINT ON SEXUAL EXPLOITATION, ABUSE AND
HARASSMENT CASE AT UNIVERSITI MALAYA FOR THE PARTY
ON WHOM COMPLAINT IS MADE (PYD)**

(Settlement without formal action taken against PYD agreed by the Victim)

Agreement is reached between(Name)
..... (I/C.No.)
(Position/ Grade) from (PTj/ Organisation)
(hereinafter referred to as PYD) and..... (Name)
.....(I/C. No.).....(Position/ Grade)
from(PTj/ Organisation) (hereinafter referred to as Victim).

It is hereby agreed that:

- (a) PYD apologises for the act of sexual exploitation, abuse and harassment committed against the Victim;
- (b) The Victim agrees to forgive the act of sexual exploitation, abuse and harassment committed by the PYD;
- (c) The PYD promises not to commit any more forms of sexual exploitation, abuse and harassment against the Victim and others in the future; and
- (d) Both parties agree not to extend the issue to other parties.

Therefore, this issue is considered resolved.

.....
(PYD)
Name :
Position/ :
Grade :
Staff/Matric :
No. :
Date :

.....
(Victim)
Name :
Position/ :
Grade :
Staff/ Matric :
No. :
Date :

.....
(Integrity Unit/ PPP Representative)
Name :
Position/ :
Grade :
Staff No. :
Date :

CONFIDENTIAL

AGREEMENT ON SETTLEMENT FORM
COMPLAINT ON SEXUAL EXPLOITATION, ABUSE AND
HARASSMENT CASE AT UNIVERSITI MALAYA FOR
INFORMANT/ COMPLAINANT

(Settlement without formal action taken against the Informant/ Complainant agreed by PYD)

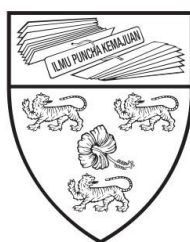
Agreement is reached between..... (Name)
..... (I/C No.)
(Position/ Grade) from (PTj/ Organisation)
(hereinafter referred to as PYD) and..... (Name)
..... (I/CNo.).....(Position/
Grade) from (PTj/ Organisation) (hereinafter referred to as
Informant/ Complainant).

It is hereby agreed that:

- (a) The Informant/ Complainant apologises for the complaint made against PYD;
- (b) PYD agrees to forgive the Informant/ Complainant for the complaint made;
- (c) Both parties agree that this complaint has arisen as a result of an unintentional misunderstanding;
- (d) Both parties agree not to extend this issue to other parties.

Therefore, this issue is considered resolved.

..... (Informant/ Complainant) (PYD)
Name :	Name :
Position/ :	Position/ :
Grade	Grade
Staff/Matric :	Staff/Matric :
No.	No.
Date :	Date :
..... (Integrity Unit/ PPP Representative)	
Name :	
Position/ :	
Grade	
Staff No. :	
Date :	



UNIVERSITI MALAYA

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