



**ALMA**  
ALMATY MANAGEMENT  
**UNIVERSITY**

**Approved**

First Vice-Rector

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	<b>Job title</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
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## **1. Purpose of the document**

1.1. This Student Safety Policy (hereinafter referred to as the Policy) establishes uniform principles, requirements, and mechanisms for ensuring the physical, psychological, social, medical, and information security of students at Almaty Management University (hereinafter referred to as the University).

This document is intended for internal use by employees of Almaty Management University. Dissemination of the document to external stakeholders is permitted upon written request from the Rector.

1.2. The purpose of this Policy is to create and maintain a safe educational environment that protects the life, health, dignity, rights, and legitimate interests of students.

1.3. The main objectives of the Policy are:

- preventing risks threatening the life and health of students.
- preventing violence, bullying, cyberbullying, harassment, and discrimination;
- minimizing the consequences of emergency and crisis situations;
- fostering a culture of safety and mutual respect;
- ensuring a timely response to incidents;
- protecting students' personal data.

## **2. Scope of the Document**

2.1. The requirements of this Policy apply to:

- students of all forms of education;
- faculty;
- all University employees;
- visitors;
- Contractors and outsourcing organizations in fulfilling their obligations to the University.

2.2. Heads of the University's structural divisions ensure implementation and compliance with the requirements of the Policy within their competence.

## **3. References**

3.1. This Policy has been developed in accordance with the legislation of the Republic of Kazakhstan in the fields of education, labor protection, fire safety, sanitary and epidemiological welfare of the population, personal data protection, anti-discrimination, as well as other regulatory legal acts.

## **4. Terms and Abbreviations**

The following terms are used in this Policy:

**Bullying** — systematic (two or more times) actions of a humiliating nature, harassment, and/or intimidation, including those aimed at coercing someone to perform or refuse to perform any action, as well as the same actions committed publicly or using the mass media and/or telecommunications networks and/or online platforms (cyberbullying). **Harassment** — unwanted behavior that humiliates, intimidates, insults, or creates a hostile, unpleasant environment for another person.

**Discrimination** is a violation of the rights, freedoms, and equal opportunities of citizens, expressed in direct or indirect restrictions, preferences, or biased attitudes based on gender, race, nationality, language, religion, age, origin, or property status.

**Incident** is an event or action that creates a threat to the safety of a student or results in harm.

## **5. Responsibility**

5.1. The University management ensures the organizational and resource conditions for the implementation of this Policy.

5.2. The heads of structural divisions are responsible for compliance with the requirements of this Policy within the limits of their competence.

5.3. Employees and students are obliged to comply with the requirements of this Policy.

Violation of the requirements of this Policy entails liability in accordance with the legislation of the Republic of Kazakhstan and the internal regulations of the University.

## **6. Principles of Security**

The safety of students is ensured based on the following principles:

- priority of human life and health;
- respect for the rights and dignity of the individual
- inadmissibility of discrimination and violence in any form;
- confidentiality when considering complaints;
- objectivity and impartiality of investigations;
- prompt response;
- transparency of procedures;
- personal responsibility of officials;
- interaction with government and emergency services;
- prohibition of prosecution of individuals who report violations in good faith.

## **7. Key Security Focus Areas**

7.1. Physical security includes:

- Access control;
- Operation of video surveillance systems in accordance with the legislation of the Republic of Kazakhstan;
- Compliance with occupational health and fire safety requirements;
- Monitoring the technical condition of buildings and equipment;
- Conducting mandatory safety and electrical safety briefings in accordance with the University's internal regulations.

7.2. Psychological and social security includes:

- Prevention of bullying, cyberbullying, and harassment;
- Non-discrimination on any grounds;
- Operation of complaint mechanisms and their resolution;
- Activities of the psychological service;
- Conducting preventive and educational activities;
- Crisis support for students.

7.3. Medical security includes:

- Operation of the medical center;
- Compliance with sanitary and epidemiological requirements;
- Organization of preventive measures;
- Providing first aid (if necessary);
- Interacting with emergency medical services.

7.4. Information security includes:

- Protecting students' personal data;
- Complying with information security requirements;
- Preventing the dissemination of false information that could harm students;
- Teaching safe behavior in the digital environment;
- Preventing cyberthreats.

7.5. Security of academic and extracurricular activities includes:

- Assessing risks when organizing events;
- Conducting pre-event briefings;
- Providing escorts for off-site events;

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- Monitoring compliance with safety requirements in classrooms and specialized areas.

## **8. Prevention and Response Mechanisms**

8.1. Any person who becomes aware of a threat to a student's safety is obligated to immediately report it to the competent department (security service, department management, student affairs office, or other responsible services).

8.2. The University maintains channels for receiving complaints, including the option of confidential or anonymous reporting.

8.3. Upon receipt of information about an incident, the University will:

- register the complaint;
- conduct an investigation within its competence;
- take response measures within its competence;
- provide necessary assistance to victims;
- inform law enforcement agencies and emergency services, if warranted.

8.4. Complaints will be reviewed in compliance with the principles of objectivity, impartiality, and confidentiality.

8.5. No retaliatory measures will be taken against anyone who has reported a violation in good faith.

## **9. Final Provisions**

9.1. The owner of the process will oversee compliance with this Policy.

9.2. This Policy will be reviewed at least once every five years or early if legislation changes or the need to improve security mechanisms is identified.

9.3. All issues not regulated by this Policy shall be resolved in accordance with current legislation and the internal documents of the University.