

Our points of contact

Our aim is for people to address disrespectful behaviour early on in order to stop it quickly and effectively. We have created several points of contact for this purpose, including ones on a low-threshold level. The graphic and accompanying text list the existing points of contact and illustrate what happens depending which one you turn to.

Your **line manager** has a duty of care towards you and is the first point of contact in the case of disrespectful behaviour or conflicts. They will listen to your concerns and advise and support you in finding a solution. If no solution can be found in this manner, a 'formal procedure' can be initiated with your consent. Your line manager is entitled to act on their own authority if they judge the situation to be serious.

→ If you and your line manager find a satisfactory solution together, the consulting situation ends here. If you do not find a satisfactory solution, you can turn to Human Resources or to a Confidential Advisor.

Human Resources are available to advise you as points of contact. They can assist and support you in conflict situations. If no solution can be found in this manner, a 'formal procedure' can be initiated with your consent. Human Resources is entitled to act on its own authority if it judges the situation to be serious.

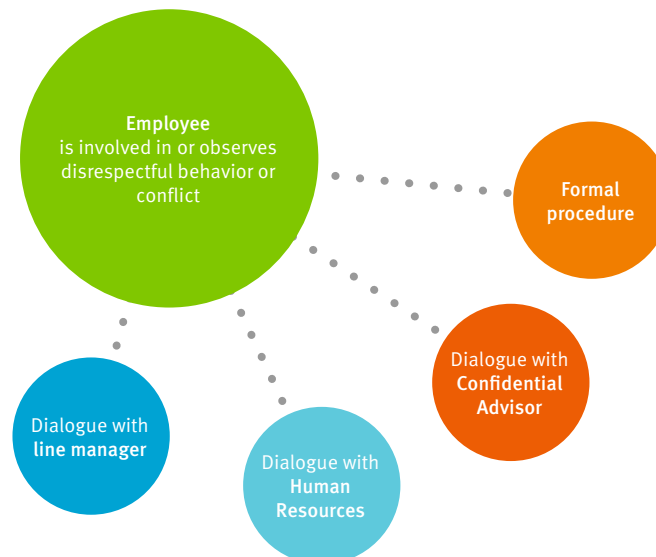
→ If you find a satisfactory solution with the support of Human Resources, the consulting situation ends here.

If you would like to consult with a neutral contact person, there are a range of internal and external **Confidential Advisors** available as part of the '**confidential procedure**'. These contact persons offer you advice and support on all subjects related to conflicts and disrespectful behaviour. In this context, confidentiality is ensured. A Confidential Advisor will only take measures if you have given your consent, unless the situation involves endangerment of self or others.

→ You decide independently on when to end the consulting situation.

In the '**formal procedure**' you, as the affected or accused person, have the option of lodging a complaint which may result in punitive measures. This procedure involves Human Resources, your direct line manager and the next higher line manager. In this process, maintaining confidentiality is only possible to a limited extent. The complaint is processed by Human Resources. In this context, Human Resources must hear the statements of all parties involved in the conflict in order to fulfil its duty of care.

→ This procedure ends either after the situation has been resolved to the mutual satisfaction of all persons involved or after the initiated measures have been implemented.



SEE IT.

HEAR IT.

SAY IT.

Code of Conduct Respect

At PSI we embrace diversity and want to be a recognised role model for inclusion policy. This culture of respect is reflected in the conduct of all PSI employees.

→ How can we implement this?

RESPECT AT PSI.

As employees

- we take care of ourselves and behave in a respectful manner towards other employees.
- we address disrespectful behaviour early on if we experience or observe it so that we can quickly put a stop to it.
- we can also address disrespectful behaviour after the fact if we were not able to in the moment.

As line managers

- we maintain a respectful, appreciative and motivating working atmosphere.
- we are particularly aware of our function as role models in this context.
- we fulfil our duty of care towards our employees. This means that we are jointly responsible for the personal integrity of our employees and must pursue any reports of misconduct.

As the directorate

- we communicate our values in a proactive manner and raise employee and particularly line managers awareness regularly.
- we define processes and penalties in the event of infringements and ensure that these are implemented.
- we define processes and penalties in the event of fraudulent accusations and act on the presumption of innocence.

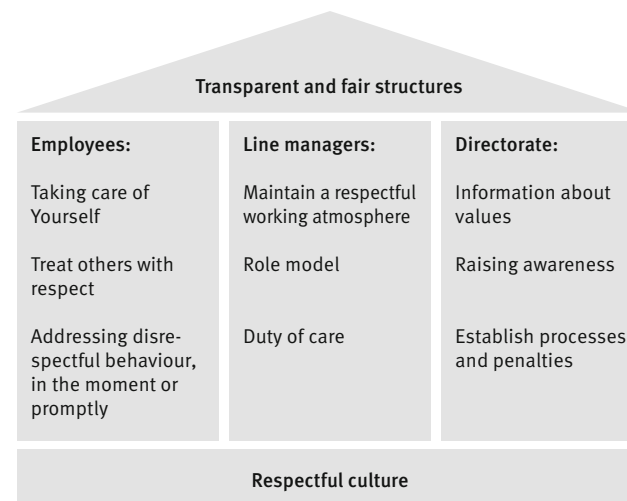
EVERY
ONE

is called not to look away if disrespectful behaviour is noticed or suspected, based on justifiable grounds. This means that everyone has to step up to address and try to stop improper behaviour.



www.psi.ch/en/respekt

RESPECT AT PSI.



WE

recognise that no institution is completely immune against infringements of personal integrity, and that includes PSI. That is why we want to do everything in our power to promote respectful interaction.

Respectful interaction means interacting free from discrimination, harassment, mobbing, threats, violence and abuses of power.

We want to prevent behaviour and statements that fall into these categories and, if they do occur, we want to penalise them and stop them in a professional, prudent and effective manner.



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