



**Trust and Support
Network (TSN)
&
Respect Compliance
Office (RCO)**



Goals

- Present EPFL's support and complaint procedure
 - Trust and Support Network (TSN)
 - Respect Compliance Office
- Questions/discussion

- Need to review EPFL's support and complaint procedure
- Work on our institutional culture
- Shown by:
 - “*Paye ton EPFL*” campaign in 2020,
 - ETH Women Professors Forum report 2020,
 - Sexual harassment survey in 2021,
 - Audits by external experts,
 - ...



EPFL EPFL's response/actions since 2021

- Task Force Harassment A-Z & Promotion of a culture of respect
- Outcomes of the Task Force
 - A new support and complaint procedure, required new Directives (LEX 1.8.3. **new**, LEX 1.8.1. **revised**)
 - Initiatives focused on prevention
 - Respect campaigns (2021, 2022, 2023)
 - E-learning “You are not alone. Promoting Respect. **Have you taken it ?**”
 - Prevention actions in the context of student events (Challenge, Artiphys, Balélec...) (2021, 2022, 2023)
 - Discussion groups / *Midis du Respect* (2021-2022)
 - Trust Point application (“under construction”)



External investigations

Administrative or disciplinary investigations

Respect Compliance Office (RCO)

Internal instance to file formal complaints (replaces Cellule Respect)

Trust & Support Network (TSN)

Initial support, guidance and referral based on need

Trust Point

App to guide and support



Trust and Support Network

What is the focus ?

- **Psychosocial risks** : Risks to physical and mental health
 - excessive stress
 - burn-out originating in a professional or academic context
 - actions that could compromise personal integrity (such as sexual and psychological harassment, discrimination or violence).
 - ...



Trust and Support Network

What is the aim ?

- **Ensure that the same advice** is provided through out the institution
(Alignment, training & collaboration)
- **Increase visibility** of the existing professional support
- **Improve prevention**



Trust and Support Network trainings

■ Modules for 2023:

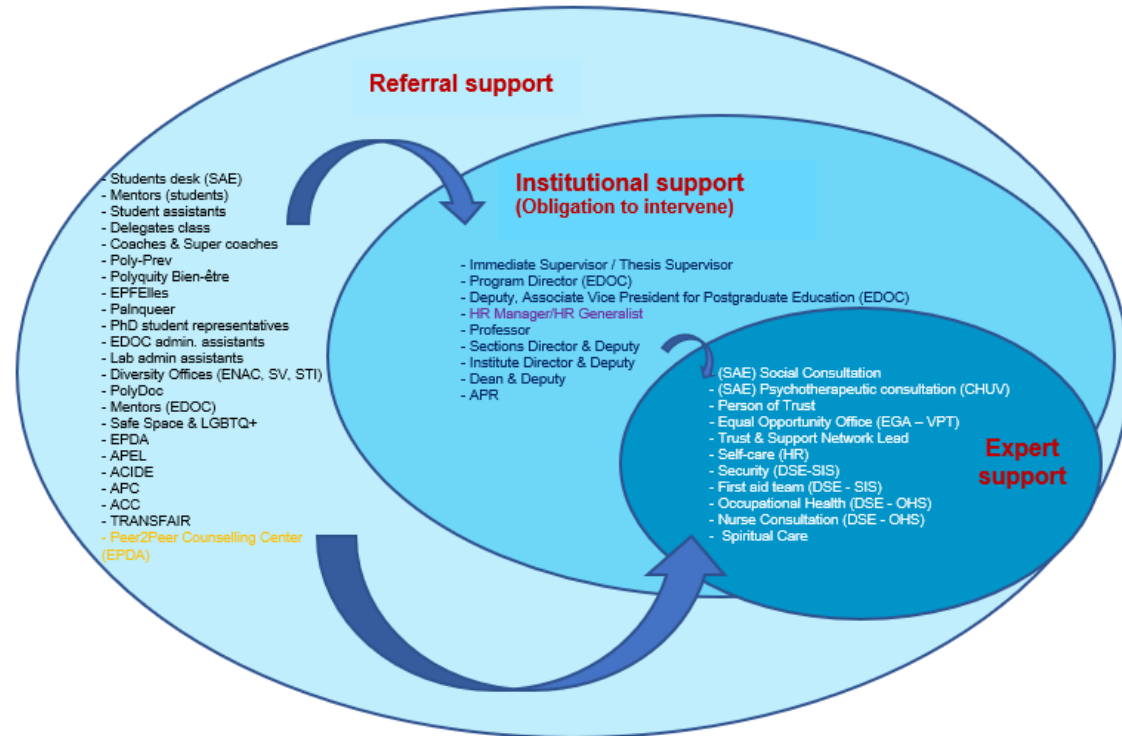
- 1) E-learning “You are not alone. Promoting Respect”
- 2) "Protection of personality, mobbing, sexual harassment, rights and duties"
 - Launched fall 2022
- 3) "Pratique d'accueil et prise en charge (aspects psychosociaux)"
 - Pilot to be launched in July 2023
- 4) Thematic competencies
 - Discrimination and LGBTIQ+ Sexual harassment & consent; Burn-out (to be finalised).



Trust and Support Network

Who is part of it ?

- TSN instances/entry points have different roles and responsibilities:
 - Professional support
 - Institutional support
 - Referral support





Steps to take / who to contact

- If someone (directly impacted person or witness) reports a situation to you:
 - Makes sure the person is supported. Consider their needs.
 - Refer them to the professional experts of the TSN.
 - In case of questions or need for guidance contact ines.ariceta@epfl.ch
(Trust&Support@epfl.ch)

Respect Compliance Office (RCO)

- When the situation is not resolved at the TSN level, the person who has been targeted can file a formal complaint with the *Respect Compliance Office* (RCO).
- It is also possible to file a complaint directly with the RCO.
- TSN professionals can offer support in this process

Steps to report a case to the RCO

- Write to respect@epfl.ch
- Describe the situation in detail (facts, dates, documents/emails ..). There is a support form to do so (optional).
- It is possible to ask for a meeting with the Respect Compliance Officer.
- Complainant will receive an automatic acknowledgement of the email reception. Mailbox is confidentially managed by the RCO coordinator.
- RCO committee will discuss the situation during their following meeting. Complainant will receive an initial response within once month.

Respect Compliance Office (RCO)

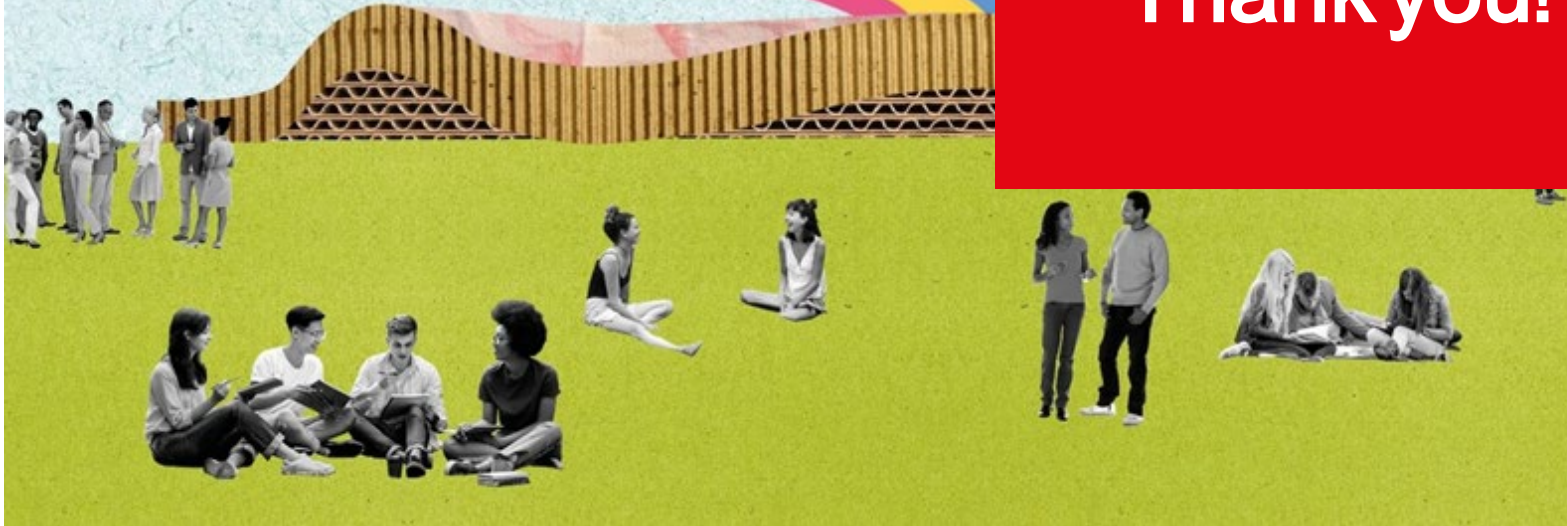
- Composed by the Respect Compliance Officer (RCO) + RCO Committee.
- The RCO is a new role at EPFL. Emmanuel Noyer started on May 1, 2023.
- Current Cellule Respect members will serve as members of the Respect Compliance Office committee until the end of 2023 to ensure transition.
- The directives on Psychosocial Risks (LEX 1.8.3, **new**) and Whistleblowing (LEX 1.8.1, **revised**) came into force on **June 1, 2023**.

Summary – thank you! Questions?

- New respect structure with 3 phases validated by the Direction
- New Directives (LEXs) to support the implementation of the new structure
- TSN is the initial phase of support:
 - Tailored to our community needs.
- RCO is the instance to file formal complaints
- Implementation -> **ongoing**

RESPECT

Thank you!





TSN Professional experts

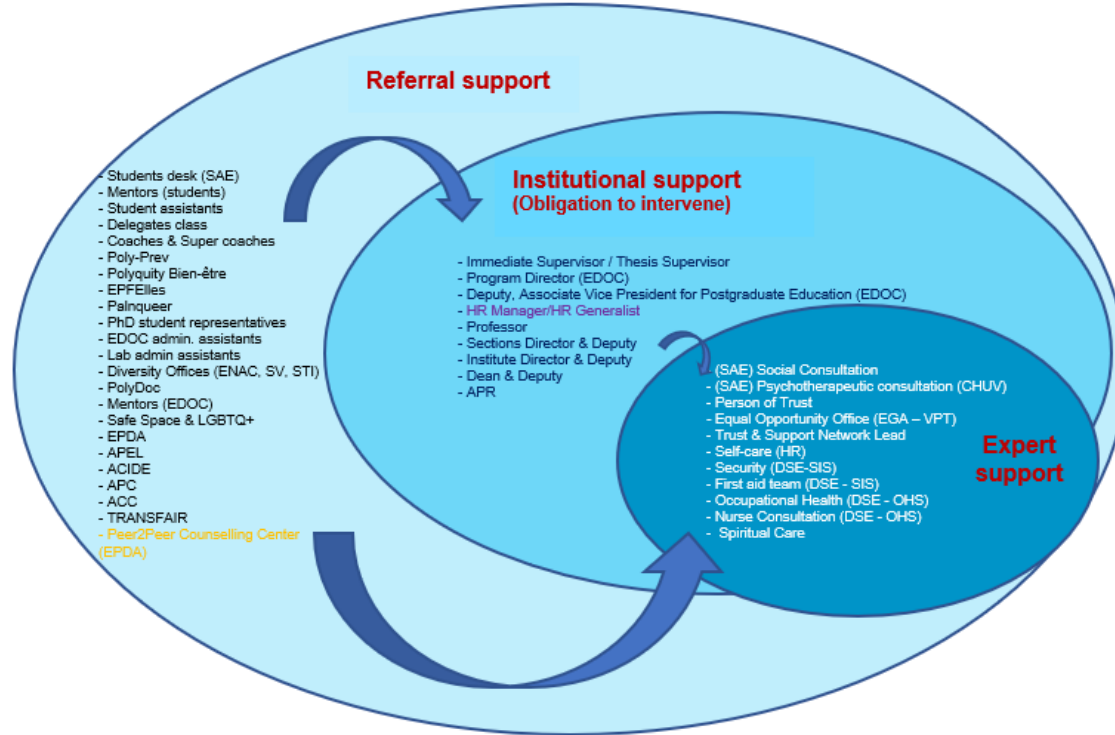
For students & PhD students

- Social Consultation
- Psychotherapeutic consultation
- Person of Trust
- HR (PhDs, TAs only)
- Equal Opportunity Office
- Trust & Support Network Lead
- Self-care (PhDs only)
- Occupational Health (PhDs only)
- Nurse Consultation
- Security
- First aid team
- Spiritual care

For staff & Professors

- Person of Trust
- HR
- Equal Opportunity Office
- Trust & Support Network Lead
- Self-care
- Occupational Health
- Nurse Consultation
- Security
- First aid team
- Spiritual care

Trust and Support Network





Trust and Support Network

Who is part of it ?

■ Professional support

The purpose is to create a network of people that redirect the suffering person to the adequate Professional support

- Social Consultation
- Psychotherapeutic consultation
- Person of Trust
- HR (PhDs, TAs only)
- Equal Opportunity Office
- Trust & Support Network Lead
- Self-care (PhDs only)
- Occupational Health (PhDs only)
- Nurse Consultation
- Security
- First aid team
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Trust and Support Network

Who is part of it ?

■ Institutional support

The concerned person can also contact a **member of the institution** , who will redirect them .

Or use **Trust point** and be directed directly to professionals

Institutional support (obligation to intervene) (TSN conseil)

- Immediate Supervisor
- Program Directors (EDOC)
- Thesis Supervisor
- Deputy, Associate Vice President for Postgraduate Education (EDOC)
- Associate Vice President for Postgraduate Education (EDOC)
- HR Manager
- HR Generalist
- Section Directors & Deputy
- Professors
- Deans & Deputy
- Institute Directors & Deputy
- APR



Trust and Support Network

Who is part of it ?

But the suffering person could potential also contact a new of other people/associations

- Students desk (SAE)
- Mentors (students)
- Student assistants
- Delegates class
- Coaches & Super coaches
- Poly-Prev
- Polyquity Bien-être
- EPFEilles
- Palnqueer
- PhD student representatives
- EDOC admin. assistants
- Lab admin assistants
- Diversity Offices (ENAC, SV, STI)
- PolyDoc
- Mentors (EDOC)
- Safe Space & LGBTQ+
- EPDA
- APEL
- ACIDE
- APC
- ACC
- TRANSFAIR
- Peer2Peer Counselling Center (EPDA)