



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

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# Goals

- Update on EPFL's support and complaint procedure
  - Trust and Support Network (TSN)
  - Respect Compliance Office (RCO)
  - How to proceed
- Questions/discussion

# Context 2020

- Need to review EPFL's support and complaint procedure and work on our institutional culture
- Demonstrated by:
  - Paye ton EPFL" campaign in 2020
  - Sexual harassment survey in 2021
  - Audits by external experts
  - ...



# EPFL response / some prevention and support measures since 2021



- Task Force Harassment A-Z & Promoting a Culture of Respect:
  - New support and complaints procedure (LEX 1.8.3 **new**, LEX 1.8.1 **revised**)
  - “Respect” campaigns (2021, 2022, 2023)
  - E-learning "You're not alone. Promoting respect".
    - -> Have you taken it?
  - ...

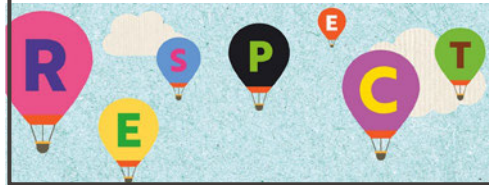
**Trust Point**  
**Outil pour**  
**vous guider**



**Trust & Support Network (TSN)**  
Listen, support, and referral  
based on specific needs



**Respect Compliance  
Office (RCO)**  
Internal instance to file  
formal complaints



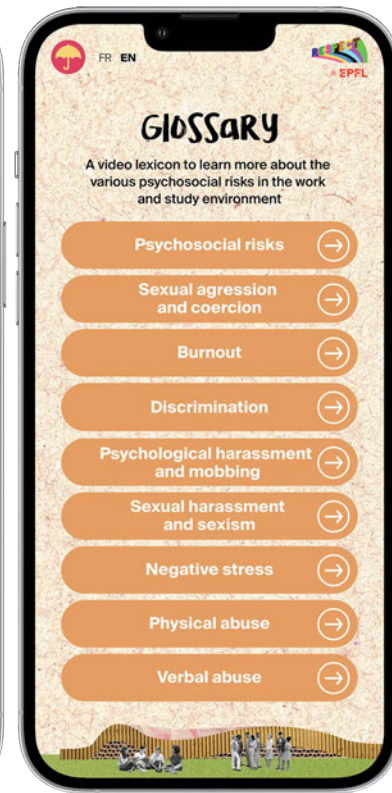
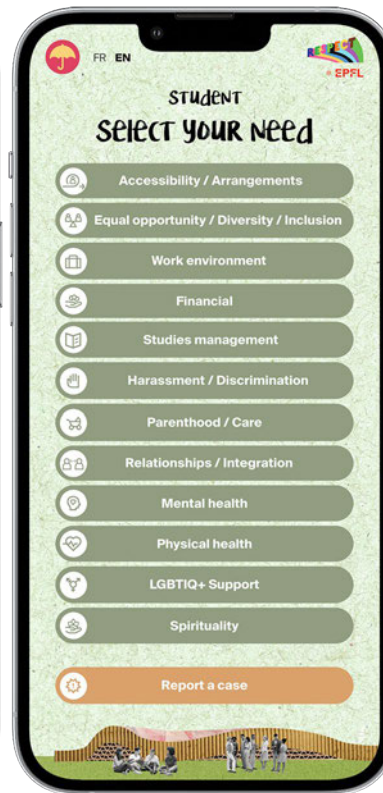
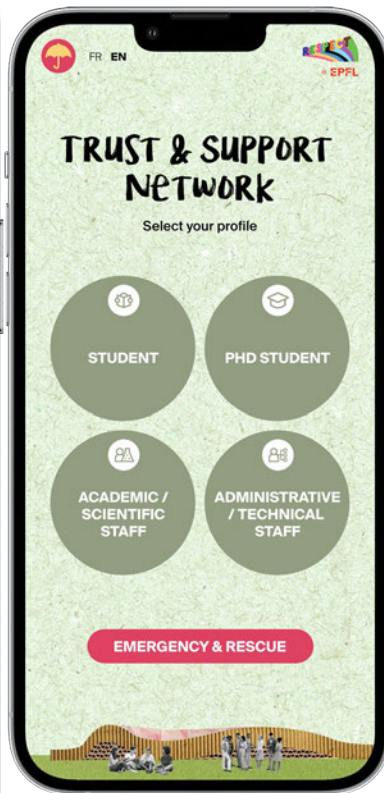
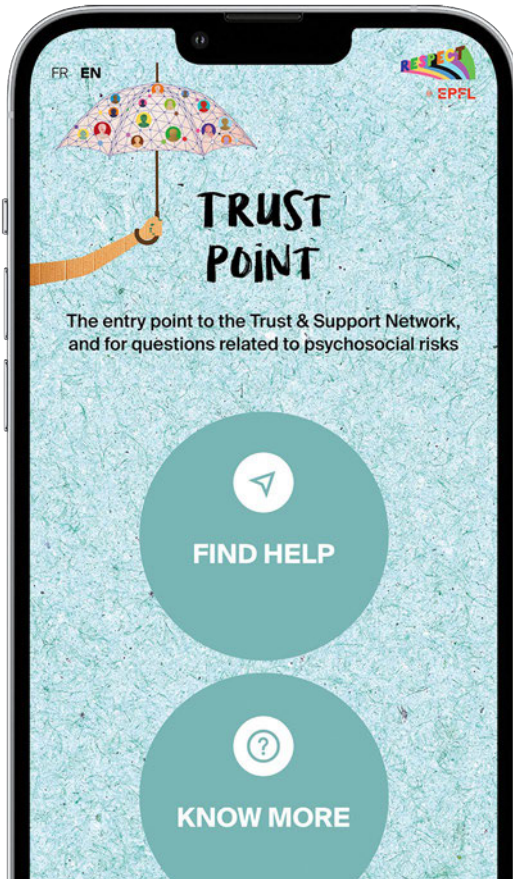
**External investigations**  
Administrative or  
disciplinary

# Trust Point

Need help? Tool to guide you



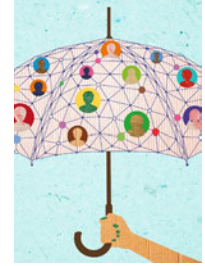
Via the EPFL  
Campus application



# Trust and Support Network

## Listen, support and advice

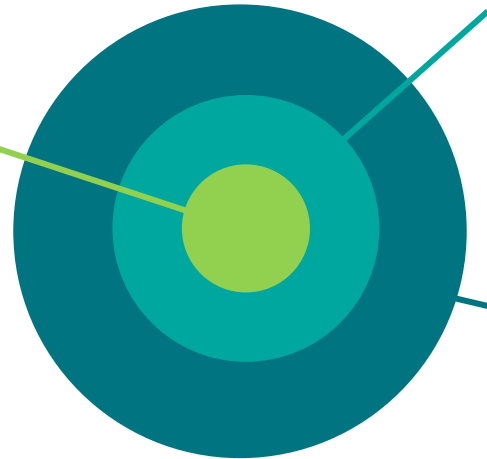
### Who is part of it ?



TSN instances/entry points have different roles and responsibilities:

#### Professional Support Trust point

*Social consultation, Psychotherapeutic consultation, Person of Trust, Equal Opportunity Office, Occupational Health, Nurse Consultation, Spiritual Care, Human resources, TSN Lead, etc.*



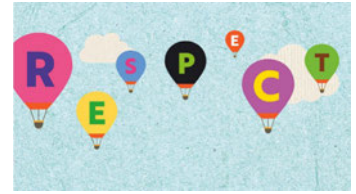
#### Institutional Support (obligation to intervene)

*Immediate Supervisor, Thesis Supervisor (PI), Program Directors (EDOC), HR Manager, Section Directors & Deputy, Institute Directors, Professors, Deans & Deputy, etc.*

#### Referral Support

*Class delegates, student assistants, coaches & super coaches, PolyPrev (AGEPoly), Polyquity bien-être, Planqueur, administrative assistants, CoSEC, PhD student representatives, ACIDE, mentors (EDOC), student mentors, Peer2Peer, APEL, PolyDoc, ACC, APC, Transfair etc.*

# Respect Compliance Office (RCO)



## Objective

A human solution oriented approach to de-escalation with consent on the process by the parties involved

## Mission

(Directive 1.8.3 on psychosocial risks at l'EPFL in force since June 1st 2023)

Manage official complaints filed directly from the target people through a formal procedure

## Scope

Harassment, discrimination or other violation of personality and or integrity

## Target groups

EPFL community



# Steps to report a case to RCO by the target person



## Ask for a confidential & informal interview with the RCO

Explanation on the process and possible outcomes (optional)



## File a formal complaint

Based on facts, dates, documentation (support form optional) : [respect@epfl.ch](mailto:respect@epfl.ch)



## Complaint management

- First analysis from the RCO, psy. support
- Bring the case to the RCO Committee
- Search for possible solutions
- Response in a timely manner
- If no consensual solution is found, recommends the opening of an external investigation: administrative or disciplinary



# How to proceed

- If someone (directly impacted or a witness) tells you about a situation, **it means they trust you**.
- Initial listening and referral :
  - To TSN professional experts -> use Trust Point to guide the person
  - Institutional support (management or HR)
  - To the Respect Compliance Office (RCO)
- If you're not sure what to do, or if you're facing difficult situations ->
  - Contact the TSN experts for support and advice.

# EPFL's support and complaint procedure

## Questions? Thank you!

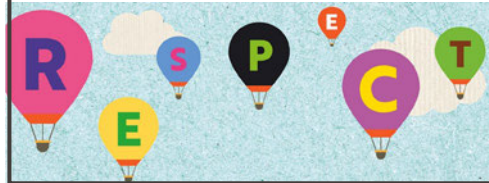
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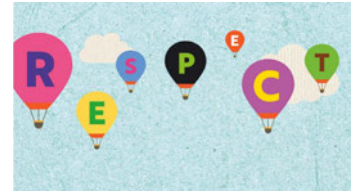


**Respect Compliance**  
**Office (RCO)**  
Internal instance to file  
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**External investigations**  
Administrative or  
disciplinary

# RCO's guiding principles



- **Confidentiality : protect all people involved**
- **Non-retaliation**
- **Recusation of RCO members possible in case of conflict of interest**
- **Good faith**
- **Presumption of innocence**
- **The right to be heard**

# Trust and Support Network

## Listen, support and advice

### What are the **goals** ?

- *Ensure that same advice, support and information are provided throughout the institution (**alignment, training, collaboration**)*
- *Increase **visibility** of the existing professional support*
- *Improve **prevention** (Charter of good conduct for AE...)*



# Trust and Support Network

## Listen, support and advice

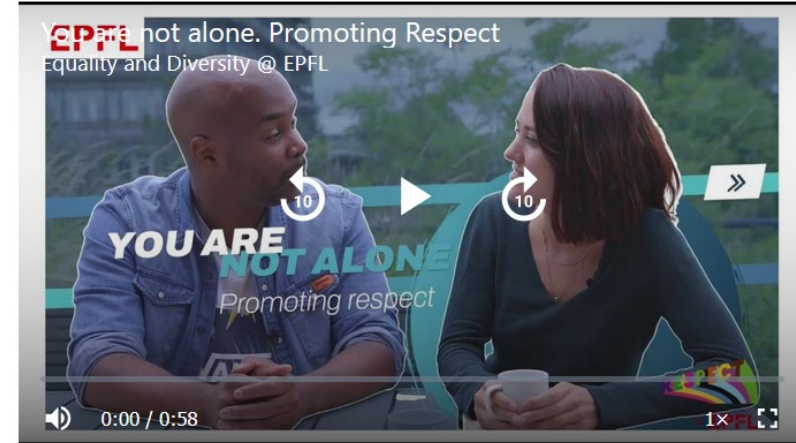
*Internal and external instances that offer support in situations that impact our physical and mental well-being.*

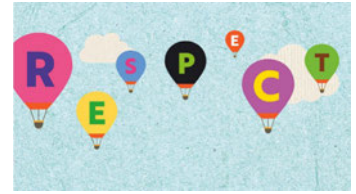


# Réseau de Soutien et Confiance (TSN)

## Trainings

- *E-learning "You're not alone. Promoting respect".*
- *«Protection of personality, mobbing, sexual harassment, rights and duties»*
- *«Welcoming practice and care (psychosocial aspects)»*
- *Thematic skills:*
  - *Prevention and intervention in mental health*
  - *Welcoming and supporting LGBTIQ people during their studies and at*





## Composition :

The RCO is composed of the **Respect Compliance Officer**, a *coordinator* and other *representative members of the EPFL community*, appointed ad personam by the senior management.

This balanced body acts in complete *independence*.

All its members are bound by an *obligation of confidentiality*.