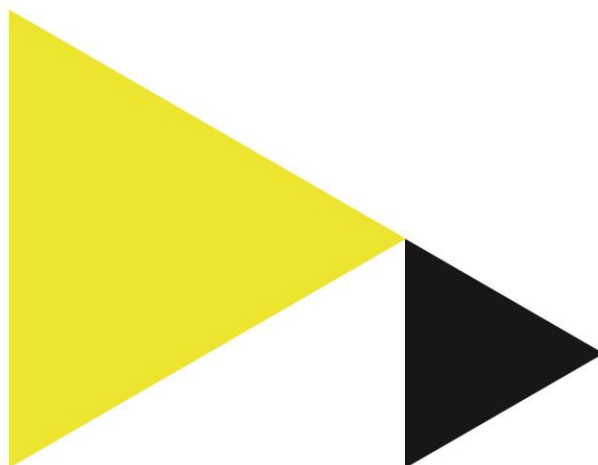


Annual report on social safety and wellbeing

Confidential advisers for students and staff, confidential adviser on research integrity, ombudsman, Inappropriate Behaviour Complaints Committee and Occupational Health and Safety Service

Strategic Advice Team for Social Safety and Wellbeing (SAT-SV & W)
2022



Annual report on social safety and wellbeing

Confidential advisers for students and staff, confidential adviser on research integrity, ombudsman, Inappropriate Behaviour Complaints Committee and Occupational Health and Safety Service

Authors

Marjolijn Kaak and Sander Christiaensen

Organisational unit

Strategic Advice Team for Social Safety and Wellbeing (SAT-SV & W)

Date

28-Mar-23

Project type

Annual Report

© 2023 Copyright Amsterdam University of Applied Sciences

All rights reserved. No part of this publication may be reproduced, stored in a computerised system or made public in any form or by any means, whether electronic, mechanical, through print-outs or copies, or through any other medium, without the prior written consent of Amsterdam University of Applied Sciences.

Introduction

This is the first time that the annual reports of all bodies involved in social safety, wellbeing and complaints, namely the Social Safety Coordination Team, the staff ombudsman, the confidential advisers for students, research integrity officer, the Inappropriate Behaviour Complaints Committee (KOG) and the Occupational Health and Safety Service, are presented in a single document. In this way we express our commitment to continuing our policy of working together to make the Amsterdam University of Applied Sciences (AUAS) a place where everyone feels welcome and safe.

The aim of this annual report is to provide a transparent account of the activities of the officials involved in ensuring social safety at the AUAS. It was decided not to mention cases of reported inappropriate conduct to protect the anonymity of the notifying parties. The present version is for open publication therefore does not mention such cases.

This joint annual report consists of a summary, the Executive Board's response and a report from the coordination team, followed by the annual reports of the individual bodies.

We thank all officials for their commitment to a safe AUAS and for their annual reports.

On behalf of the Executive Board,

Jopie Nooren
Chair of the Executive Board

With thanks to

The Strategic Advice Team for Social Safety and Wellbeing (SAT-SV & W),

Nadia El Gargouri
Director of Human Resources

Nataša Krivokuća
Director of Communications

Marjolijn Kaak
Director of Student Affairs

Sander Christiaensen
Safety and Security Secretary

The above persons have compiled this report based on input from the various parties involved in social safety.

Table of contents

Introduction	3
Table of contents	4
1. Summary	6
2. The Executive Board’s response.....	8
3. The Social Safety Coordination Team (CT)	9
4. Appendix – all individual annual reports	10
4.1 2022 annual report of the confidential students advisers.....	10
4.1.1 Introduction.....	10
4.1.2 Quantitative data	11
4.1.3 Overview by faculty and category	12
4.1.4 Peer review and training	16
4.1.5 Provision of information on social safety, inappropriate behaviour and the confidential adviser	16
4.1.6 Other tasks and activities	16
4.1.7 Recommendations	18
4.2 2022 annual report of the confidential staff advisers	19
4.2.1 Quantitative data	19
4.2.2 Contact and notifications from employees of the faculties, staff and service departments	21
4.2.3 Activities of the confidential advisers	28
4.2.4 Afterword and recommendations	29
4.3 2022 annual report of the confidential adviser for research integrity	30
4.3.1 Confidential adviser for research integrity	30
4.3.2 Complaints	30
4.3.3 Activities	30
4.4 2022 annual report of the ombudsman	31
4.4.1 Foreword	31
4.4.2 Nature of the job.....	31
4.4.3 Findings, observations and recommendations	33
4.4.4 Familiarity	Fout! Bladwijzer niet gedefinieerd.
4.4.5 Professional development.....	34
4.4.6 Other internal/external contacts	34



4.4.7	Publication details	35
4.5	2022 annual report of the Inappropriate Behaviour Complaints Committee (KOG)	36
4.5.1	Contact details.....	36
4.5.2	Composition	36
4.5.3	Meetings.....	36
4.5.4	Complaints and notifications	37
4.5.5	Other activities.....	37
4.5.6	Costs	37
4.5.7	Five-year overview of complaints and notifications.....	37
4.6	2022 annual report of the Occupational Health and Safety Service – HumanCapitalCare (HCC)	38



1. Summary

Issues such as the sexually inappropriate behaviour of the presenters of the Dutch TV programme *The Voice*, the Black Lives Matter anti-racism demonstrations, the #metoo movement against sexual abuse of power in the cultural sector, the furore over the intimidating behaviour of professors, politicians and presenters have firmly placed inappropriate behaviour, that is, socially unsafe behaviour, in the public eye.

The Amsterdam University of Applied Sciences (AUAS) is part of society at the heart of the Amsterdam Metropolitan Area. This university community of around forty-seven thousand students and more than four and a half thousand salaried employees studies and works together constructively on a daily basis. An inclusive and socially safe environment is crucial to ensuring that studying and working together is meaningful, productive and enjoyable for all members of the AUAS community. Such an environment does not occur naturally, especially when so many people from different backgrounds and circumstances come together.

This is why additional investments in social safety were made in 2022. The Strategic Advice Team for Social Safety and Wellbeing (SAT SV&W) was established as part of the strategy of further improving safety and security. This team's task is to design and implement policy to secure and expand what has already been achieved in ensuring social safety at the AUAS, the 'strengthening agenda'. This includes developing and implementing the AUAS-wide code of conduct, increasing the number of confidential advisers and investing in information provision and training courses for staff and students.

In addition, a Social Safety Coordination Team was formed in 2022 and is responsible for implementing the activities of the strengthening agenda. The formation of this Coordination Team and the implementation of the strengthening agenda are just some of the things made possible by the funding that was made available by the Executive Board agreement that identified social safety as an area of focus.

The year 2022 saw the expansion of the team of confidential advisers for students, the AUAS's signing of Amnesty International's Let's Talk About YES manifesto and the first steps being taken towards its implementation. Work was also started on developing an awareness programme and organising more opportunities for employee professional development concerning social safety.

The ultimate goal is to ensure that the principles of the new strategic framework for HR (Dutch title *Koers & Kompas*) apply to all AUAS students and employees:

- We make choices with daring and courage;
- We create equal opportunities;
- We take each other into account and listen to each other;
- We work as a team at AUAS.

This will help to achieve the higher goal of everyone at AUAS feeling welcome and safe, the first pledge of AUAS's Strategic Plan: 'At the AUAS, every student and every member of staff feels welcome, at home, challenged and safe and has equal opportunities.'

Combining the annual reports and publishing them in a single report together with the development of an integrated strategy have provided the Coordination Team with the inspiration and input they require to continue creating professional development opportunities. For example, the annual report of the confidential staff advisers states that there have been a high number of notifications of possible misconduct in management style and the power relationships between employees and managers, and management

Annual Report on Social Safety and Wellbeing

Strategic Advice Team for Social Safety and Wellbeing (SAT-SV & W)

style and power are now discussed in the professional development programme offered to managers by our AUAS Academy.

The report also mentions lecturers asking the confidential staff advisers for advice on how to deal with inappropriate student behaviour, and the AUAS is to introduce training sessions, workshops and presentations on this for students in 2023. Discussions about social safety and inappropriate behaviour are also now held with both students and employees wherever possible.

The confidential advisers regularly advise employees on how to start a dialogue with each other about social safety or provide social safety training to teams. These activities and other activities are now a regular feature at the AUAS instead of being offered only in response to reports of misconduct.

The confidential student advisers' report mentions that the number of notifications of possible misconduct has increased. A possible reason for this increase is the substantial investment in the visibility, accessibility and availability of the confidential advisers (facilitated by a staff increase) and the fact that social safety has become a trending topic at the AUAS and in society as a whole.

An issue raised in the reports of the confidential advisers is the need to develop an AUAS-wide guide to social services that explains who can be contacted about which issue. The report of the Inappropriate Behaviour Complaints Committee (KOG) also states that staff and students regularly contact the committee's secretary about potential complaints under the guise of notifications. In all these cases, the secretary then sends a detailed email containing all information on the AUAS inappropriate behaviour complaints procedure. No reports were made to the confidential adviser on research integrity (previously known as the confidential adviser on academic integrity) this year. A possible reason for this is a lack of familiarity with the help available. It can be therefore be concluded that an AUAS-wide guide to social services could help to improve the familiarity, findability and the referral of staff and students to the service most suited to providing them with further help in their particular situations.

In addition, there is a need to implement the recommendation made in the last annual report to devise a procedure for managers that focuses on handling complaints, reports and signals with due care and which includes de-escalation of the situation, the hearing of both sides, clarity on the consequences for the accused and reporting back to the complainant. The annual report of the confidential student advisers also recommends on agreeing a single policy in regards of the responsibilities of managers in terms of reporting back on the case and how it is proceeding. An action plan is needed for the provision of initial assistance and support to the accused. These tasks will be delegated to the Coordination Team, including the request that they incorporate these recommendations into their strengthening agenda.

The Occupational Health and Safety Service's annual report mentions that the number of cases of mental health problems is higher than the number of cases of physical health problems. The after-effects of the COVID-19 pandemic are certainly a contributing factor to this. Whatever the reason, it can be concluded that the wellbeing of our employees remains a key area of focus, and the results of the study on workload pressure and improving the work-life balance carried out by [The Work Lab - AUAS](#) (Dutch) are eagerly awaited.

The Occupational Health and Safety Service also reports an increase in the number of occupational physicians available to AUAS employees. This is a positive development because it helps ensure sufficient capacity for the prompt handling of notifications of possible misconduct to the Occupational Health and Safety Service. An appeal is made here to make good use of the sustainability stakeholder consultation (DIO). This cooperation between the relevant managers, HR official and the Occupational Health and Safety Service has also been approved by the Executive Board.

The Central Representative Advisory Council (CMR) recommended an exploratory study on the appointment of an ombudsman for students and this has now been completed. The current ombudsman still only provides support to staff, and she will quit her role at the end of 2022. Following a joint exploratory study by the HR staff department and Student Affairs, it was decided to appoint an ombudsman for both students and staff effective 2023.

2. The Executive Board's response

The Executive Board welcomes this first joint annual report and the introduction of an AUAS-wide coordination team tasked with implementing recommendations and professional development in response to the annual reports. It shows that a joint approach is being employed to improve the social safety of our employees and students.

The Executive Board agrees that there is a need for further professional development of managers and is happy to contribute to the discussion on the topic of social safety. The Executive Board also agrees that managers in our organisation need to be aware of the example they set in the performance of their duties.

The Executive Board emphasises the importance of effective information provision, professional development and the availability of clear instructions and procedures for students and staff, and looks forward to the new AUAS-wide 'guide to social services' that will quickly point employees and students in the right direction.

The introduction of an ombudsman for students, the increased number of confidential advisers for students, the formation of a Social Safety Coordination Team and the focus on social safety in professional development programmes all help to ensure that AUAS will soon have a broad range of prevention, support and escalation procedures for both employees and students. The Executive Board welcomes these measures to help ensure a safe AUAS.

The Psychosocial Workload Hazard Identification & Risk Assessment (R&E PSA) has been carried out in many areas of the AUAS. The Executive Board is pleased that this process is proceeding smoothly. Its initial results also indicate opportunities for further actions.

Although the rise in the number of notifications from students may also be due to the better findability and availability of information, the Executive Board still wishes to emphasise that everyone at the AUAS has a responsibility to help create a safe environment for all students and staff.

3. The Social Safety Coordination Team (CT)

Formation of the team

The CT was established in October 2022 at the request of the Strategic Advice Team for Social Safety and Wellbeing (SATSV&W). The multitude of tasks and ambitions concerning social safety were lacking incoordination. Examples include the tasks of launching an awareness campaign and developing training for managers, plans to sign Amnesty International's Let's Talk About YES manifesto aimed at sexually inappropriate behaviour, plans to review the AUAS Code of Conduct, which had been drawn up in great haste the previous year, and holding more discussions with students and staff in the process. Underlying all these separate initiatives was a desire to bring about a change in culture. The CT was tasked with combining all these activities in a strengthening agenda and coordinating its implementation.

The CT has three members: Sietske Bijman and Natasja van Schaik, both confidential advisers and subject-matter experts, and Matthijs Eijgelshoven, project manager and the team's process supervisor. Efforts are now being made to establish a 'shell' around this CT which will serve as a link between the most pertinent staff members in various departments and, of course, our students.

Achievements so far

The CT made preparations for the signature of Let's Talk About YES manifesto which was signed by the chair of the AUAS Executive Board in early December 2022.

The AUAS is currently working on the six commitments (Dutch) set out in the manifesto, including offering students the Level Playing Field (*Gelijkspel*) and Talk that Talk workshops in combination with the Time Out foundation's Safe Space presentation.

The CT has worked closely with the Communications Office to develop a campaign on inappropriate behaviour, with a positive approach. The communications and publicity, images and campaign are all ready to go and their launch has been planned for the start of the academic year. This gives managers the time to prepare themselves to be able to deal with a possible increase in notifications prior to the launch.

Work has started on the development of training for managers in cooperation with the AUAS Academy. The first trial has been planned for April 2023 and a pilot is scheduled to take place in summer 2023.

Initial steps were taken towards talking about behaviour at the Strategic Consultations in March 2023. These discussions will be held in many parts of the AUAS and deliver numerous benefits such as input for the Code of Conduct review.



Figure 1 Signing of the Let's Talk About YES manifesto - Jopie Nooren (AUAS) and Maaïke Groeneveld (Amnesty International).

4. Appendix – all individual annual reports

This section contains all the individual annual reports of the various officials (support structures) concerning social safety.

4.1 2022 annual report of the confidential students advisers

This section contains the 2022 annual report of the confidential student advisers.

4.1.1 Introduction

Staffing levels were significantly increased in the 2022 calendar year, from two hours per week per confidential adviser (0.2 FTE) to eight hours per week per confidential adviser (0.8 FTE), for four confidential advisers. These hours were divided between two confidential advisers (1 external, 1 internal) until 1 May 2022, after which three new confidential advisers were appointed and took up their duties. The external confidential adviser departed 1 July 2022.

See below for the allocation between the faculties.

Confidential adviser	Faculty
From 1-1-2022 Cora Verkley From 1-5-2022 Cora Verkley	AUAS-wide FMR/FDMCI
1-1-2022 to 1-8-2022 Jacqueline Pulles (external)	AUAS-wide
1-3-2022 (from 1-5-2022) Roy Verboom	FOO
1-3-2022 (from 1-5-2022) Renske Bijl	FT/FG
1-3-2022 (from 1-5-2022) Daniëlle de Boer	FBE/FBSV/ *Language and Preparatory Programme starting 1-1-2023

4.1.2 Quantitative data

Faculty	Number of students 1-10-2022	Number of notifying parties in 2021	Number of notifying parties in 2022	Female	Male	Total Number of reports 2022
FBE	11466	14	13	4	9	13
FBSV	3002	1	3	1	2	3
FDMCI	10329	20	39	27	12	39
FG	4165	5	18	8	10	18
FMR	7353	17	19	13	6	19
FOO	5583	11	16	15	1	16
FT	6689	18	17	11	6	17
Total	48587	86	125	79	46	125

* The category 'other' will be added to the categories of 'male' and 'female' starting this calendar year.

Statistics for previous years for the purpose of comparison:

2018-2019: 22 reports

2019-2020: 33 reports

4.1.3 Overview by faculty and category

To understand what the reports about inappropriate behaviour relate to, we have distinguished between five different types of inappropriate behaviour for each faculty. See below for a breakdown of reports by type for each faculty.

a. Number of reports of inappropriate behaviour in the Faculty of Business and Economics (FBE):

Reports of inappropriate behaviour	Number
Sexual harassment	0
Aggression and violence	0
Discrimination	3
Bullying	2
Intimidation	2
Other	6
Total	13

b. Number of reports of inappropriate behaviour in the Faculty of Sports and Nutrition (FBSV):

Reports of inappropriate behaviour	Number
Sexual harassment	1
Aggression and violence	0
Discrimination	0
Bullying	0
Intimidation	2
Total	3

c. Number of reports of inappropriate behaviour in the Faculty of Digital Media and Creative Industries (FDMCI):

Reports of inappropriate behaviour	Number
Sexual harassment	2
Aggression and violence	3
Discrimination	8
Bullying	3
Intimidation	9
Other	14
Total	39

d. Number of reports of inappropriate behaviour in the Faculty of Health (FG):

Reports of inappropriate behaviour	Number
Sexual harassment	1
Aggression and violence	3
Discrimination	2
Bullying	1
Intimidation	3
Other	8
Total	18

e. Number of reports of inappropriate behaviour in the Faculty of Applied Social Sciences and Law (FMR):

Reports of inappropriate behaviour	Number
Sexual harassment	1
Aggression and violence	0
Discrimination	2
Bullying	1
Intimidation	4

Other	11
Total	19

f. Number of reports of inappropriate behaviour in the Faculty of Education (FOO):

Reports of inappropriate behaviour	Number
Sexual harassment	0
Aggression and violence	1
Discrimination	1
Bullying	6
Intimidation	3
Other	5
Total	16

g. Number of reports of inappropriate behaviour in the Faculty of Technology (FT):

Reports of inappropriate behaviour	Number
Sexual harassment	1
Aggression and violence	1
Discrimination	3
Bullying	3
Intimidation	6
Other	3
Total	17

h. Comments on the statistics

- The numbers of reports do not tell us anything about the amount of work a confidential adviser has in a particular faculty. Students often want to stay in touch about progress and discuss the matter with an independent party from AUAS over a period of several months. A single notification can also require intensive involvement and an external investigation. This was the case in the last calendar year.
- The *Other* category includes reports for which the reason for the notification was lost in the transition to a new registration system on 25 October 2022. It was not possible to transfer all data from the old registration system. This was a technical issue. The *Other* category also includes reports that we referred on after one talk with the notifier, because we were not the appropriate point of contact to deal with the matter.
- There has been a noticeably large increase in the number of notifications to the Faculty of Health (FG). The incoming notifications currently provide no clear explanation for this increase.
- The number of notifications has increased for the whole of the AUAS. A possible reason is that we have invested heavily in increasing staff awareness of the existence of the confidential advisers and we believe that this is reflected by the increase in the number of notifications.
- Another possible reason for the increase is the ending of the coronavirus measures.

i. Allocation between faculties and service departments

Allocation of Confidential Advisers between Faculties. We have appointed a primary contact person and a secondary contact for each faculty. The secondary contact person is approached if the primary contact person has a backlog of reports.

Faculty	Confidential advisers
Business and Economics (FBE)	Daniëlle and Cora
Sports and Nutrition (FSN)	Daniëlle and Roy
Digital Media and Creative Industries (FDMCI)	Cora and Renske
Health (FG)	Renske and Roy
Applied Social Sciences and Law (FMR)	Cora and Daniëlle
Education (FOO)	Roy and Cora
Technology (FT)	Renske and Daniëlle
Language and Preparatory Programme	Daniëlle (since 1-1-2023)

In determining the allocation, we have taken into account the independent position of the confidential adviser and paired them up with a different colleague for each faculty to ensure that we work with each other as much as possible.

4.1.4 Peer review and training

The four confidential student advisers started their confidential adviser training with Bezemer & Schubad on 28 March 2022 and have now completed this course. Some have already gained certification and some are in the process of obtaining certification.

Consultation structure:

- The confidential advisers for students meet once every two weeks to spend 90 minutes discussing cases.
- A meeting is held with Lieke Boot (head of Student Wellbeing) and administrative support officer Richard Jansz once every four weeks.

A peer review process will commence in March 2023 under the supervision of Bezemer & Schubad.

4.1.5 Provision of information on social safety, inappropriate behaviour and the confidential adviser

We have produced an information video for students. This video (Dutch) can be found on the internal AUAS site on the page for confidential advisers for students.

Click here to view the video: [AUAS confidential advisers for students - AUAS](#)

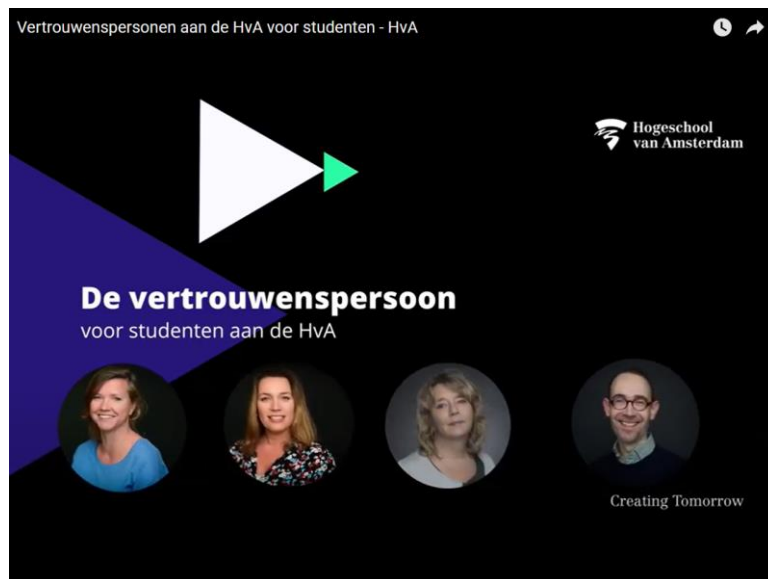


Figure 2 Information video for the confidential advisers for students.

The Student Affairs Communications Office has been asked to have the video subtitled in English.

4.1.6 Other tasks and activities

In addition to handling notifications, the confidential advisers have also taken part in activities such as:

- Introductory meetings with the faculty deans, directors, project managers and portfolio holders;
- Providing information (film, face-to-face information sessions with students and lecturer teams);

Annual Report on Social Safety and Wellbeing

Strategic Advice Team for Social Safety and Wellbeing (SAT-SV & W)

- Discussing cases with individual employees at the AUAS;
- Consulting with the confidential staff advisers;
- Peer review.

The following table shows how much time was spent on these activities:

FDMCI adviser	Activity and date	Time
Cora and Renske	Weeklies May 2022	2 hours
Cora and Renske	Internship information sessions Sept 22	30 minutes
Cora and Renske	Discussion with the director of AMFI March and June	4 x 30 minutes
Cora and Renske	SD and CA staff	1 hour
Cora	Case discussion with lecturer	1 hour
FMR adviser	Activity and date	time investment
Daniëlle	Case discussion with lecturer (4-11)	30 minutes
Cora	Introductory meeting with faculty dean and portfolio holder	60 minutes
Cora	Case discussion with lecturer	60 minutes
FT adviser	Activity and date	time investment
Daniëlle and Renske	Introductory meeting with Patricia (O&O)	30 minutes
Renske	Referrals to Engineering programme manager/dean of the FT	15 minutes
FBE adviser	Activity and date	time investment
Daniëlle	Preparatory telephone discussion (14-10)	15 minutes
Daniëlle	Email referral of student to student counsellor (English) (9-11)	15 minutes
FBSV adviser	Activity and date	time investment
Daniëlle	Support/transfer and consultation through telephone and app contact (Sept-Oct-Nov-Dec)	Total = 3 hours
FOO adviser	Activity and date	time investment
Cora/Roy	Discussion with faculty dean and portfolio holder	1 hour
FG adviser	Activity and date	time investment
Daniëlle	Question and answer session with staff on the CA's responsibilities including case (3 x) (Sept-Oct-Nov)	Total = 30 minutes
All	Four to five online sessions with the Inproces functional application manager on the new registration system	Total = 4 hours per person

4.1.7 Recommendations

- A major case arose in this calendar year. Following a discussion with all the parties involved, the faculty management took swift action. The confidential adviser who handled this case found that from this point onwards she was no longer kept up to date on the process and was consequently unable to provide the notifying party with the proper information and support. How can we keep each other properly informed about progress to ensure the notifying party receives the best possible support? We believe this is a problem that needs to be addressed.
- We have noticed that when one engages with an employee following a notification about the employee, the employee in question can become defensive. Employees can perceive it as a threat if the confidential advisers try to contact them. We take these emotions into account, but emails often go unanswered or employees stop answering them. We therefore request a greater focus on the provision of information to employees about the role of the confidential student adviser on inappropriate behaviour.
- As the confidential advisers still receive a large number of questions that should be directed elsewhere, we call for an AUAS-wide guide to social services. In the current situation, this is organised differently from faculty to faculty.
- We also suggest commissioning a satisfaction survey to find out how satisfied with the confidential adviser the notifying parties are. It would be interesting to examine whether this can be included in procedures.

22 February 2023

Amsterdam University of Applied Sciences
Confidential student advisers on inappropriate behaviour

4.2 2022 annual report of the confidential staff advisers

This section contains the 2022 annual report of the confidential staff advisers.

4.2.1 Quantitative data

Confidential adviser	Service department/faculty
Natasja van Schaik	FBE/FG/SZ Natasja transferred the Student Affairs Office (SZ) to the external CA in October 2022, due to her new duties within the SZ service department.
Sietske Bijman	FT/FDMCI
Francis van Hekelen	FOO/Executive Staff Department and Central Service Departments (except SZ)
Janneke Gaanderse	FMR/FSN (January-March 2022) Janneke Gaanderse was no longer available from April 2022 as she left the employment of AUAS.
Michael Stamatiou	External CA from March 2022 to December 2023. Replacement for the internal CA for FMR/FBSV/SZ from September – December 2022, until the appointment of the new confidential advisers on 1 January 2023.

Faculty	Total number of notifying parties	Female	Male	Total number of notifications in 2022	Total number of notifications in 2021
FBSV	0	0	0	0	9
FBE	23	19	4	23	26
FG	13	11	2	13	10
FDMCI	38	29	9	38	79
FMR	4	1	3	5	25
FOO	7	2	5	7	9
FT	11	8	3	11	14
Service departments and staff	18	11	7	18	11
Total	114	81	33	114	183

Total number of AUAS employees: 4469

Annual Report on Social Safety and Wellbeing

Strategic Advice Team for Social Safety and Wellbeing (SAT-SV & W)

To give a clear overview of the reports, they have been divided into two main categories. Notifications concerning inappropriate behaviour in accordance with Article 1 of the Regulations on Inappropriate Behaviour, which relate exclusively to inappropriate behaviour, have been distinguished from the other notifications arising from differences of opinion and conflicts of interest between parties involved and that can cause or exacerbate feelings of being in a socially unsafe environment.

Number of notifications of inappropriate behaviour:

Notifications of inappropriate behaviour	Number
Sexual harassment and intimidation	18
Aggression and violence	15
Discrimination	1
Bullying	1
Abuse of power	9
Total	44

Other notifications	Number
Constant socially unsafe environment/culture of fear	3
Management style	36
Employment-related and legal matters	6
Career-related matters	3
Issues surrounding sickness and rehabilitation	10
Regulations and policy	
General integrity	1
Academic integrity	
Workload pressure	1
Personal or romantic relationships at work	1
Stalking	
Coronavirus measures	1
Privacy	
Problems with working together as colleagues	8
Total	70

4.2.2 Contact and notifications from employees of the faculties, staff and service departments

FACULTY OF SPORTS AND NUTRITION (FBSV)	
Total number of employees	201
Number of notifications	0
Number of notifying parties	0
Male	0
Female	0

Whereas the confidential staff adviser received nine notifications from FBSV employees in 2021, only one employee got in touch about inappropriate behaviour or other complaints in 2022.

FACULTY OF BUSINESS AND ECONOMICS (FBE)	
Total number of employees	766
Number of notifications	23
Number of notifying parties	23
Male	4
Female	19

A total of 23 employees submitted a notification to the confidential staff adviser. The number of notifications fell slightly compared to 26 notifications in the previous year.

Twelve notifications related to inappropriate behaviour

Notifications of inappropriate behaviour	Number
Sexual harassment and intimidation	3
Aggression and violence	7
Abuse of power	2
Total	12

Eleven notifications related to other situations

Other notifications	Number
Constant socially unsafe environment/culture of fear	1
Management style	5
Issues surrounding sickness and rehabilitation	3
Personal or romantic relationships at work	1
Problems with working together as colleagues	1
Total	11

FACULTY OF HEALTH (FG)	
Total number of employees	310
Number of notifications	13
Number of notifying parties	13
Male	2
Female	11

A total of thirteen employees submitted a notification to the confidential staff adviser. The number of notifications rose slightly compared to ten notifications in the previous year.

Five notifications related to inappropriate behaviour

Notifications of inappropriate behaviour	Number
Sexual harassment and intimidation	4
Abuse of power	1
Total	5

Eleven notifications related to other situations

Other notifications	Number
Management style	3
Issues surrounding sickness and rehabilitation	2
Problems with working together as colleagues	3
Total	8

FACULTY OF DIGITAL MEDIA AND CREATIVE INDUSTRIES (FDMCI)	
Total number of employees	828
Number of notifications	38
Number of notifying parties	38
Male	9
Female	29

A total of 38 employees submitted notifications. The number of notifications fell significantly compared to 85 notifications in the previous year.

Eleven notifications related to inappropriate behaviour

Notifications of inappropriate behaviour	Number
Sexual harassment and intimidation	6
Aggression and violence	4
Abuse of power	1
Total	11

27 Notifications related to other situations

Other notifications	Number
Management style	11
Employment-related and legal matters	5
Career-related matters	2
Issues surrounding sickness and rehabilitation	5
General integrity	1
Workload pressure	1
Coronavirus measures	1
Problems with working together as colleagues	1
Total	27

FACULTY OF APPLIED SOCIAL SCIENCES AND LAW (FMR)	
Total number of employees	583
Number of notifications	4
Number of notifying parties	4
Male	3
Female	1

A total of four employees submitted a notification to the confidential staff adviser. The number of notifications fell compared to 23 notifications in the previous year.

Notifications of inappropriate behaviour	Number
Sexual harassment and intimidation	1
Total	1

Other notifications	Number
Management style	1
Employment-related and legal matters	1
Career-related matters	1
Total	3

FACULTY OF EDUCATION (FOO)	
Total number of employees	458
Number of notifications	7
Number of notifying parties	7
Male	2
Female	5

A total of seven employees submitted a notification to the confidential staff adviser. The number of notifications fell slightly compared to nine notifications in the previous reporting year.

Four notifications related to inappropriate behaviour

Notifications of inappropriate behaviour	Number
Sexual harassment and intimidation	1
Aggression and violence	1
Discrimination	1
Abuse of power	1
Total	4

Three notifications related to other situations

Other notifications	Number
Constant socially unsafe environment/culture of fear	1
Management style	1
Problems with working together as colleagues	1
Total	3

FACULTY OF TECHNOLOGY (FT)	
Total number of employees	581
Number of notifications	11
Number of notifying parties	11
Male	3
Female	8

A total of eleven employees submitted a notification to the confidential staff adviser. The number of notifications fell slightly compared to 14 notifications in the previous year.

Nine notifications related to inappropriate behaviour

Notifications of inappropriate behaviour	Number
Sexual harassment	2
Aggression and violence	3
Abuse of power	4
Total	9



Two notifications related to other situations

Other notifications	Number
Management style	1
Career-related matters	1
Total	2

CENTRAL SERVICE DEPARTMENTS AND STAFF	
Total number of employees	742
Number of notifications	18
Number of notifying parties	18
Male	8
Female	10

A total of eighteen employees submitted a notification to the confidential staff adviser. The number of notifications rose compared to eleven notifications in the previous year.

Three notifications related to inappropriate behaviour

Notifications of inappropriate behaviour	Number
Sexual harassment and intimidation	1
Bullying/gossiping	1
Total	2

Four notifications related to other situations

Other notifications	Number
Management style	14
Problems with working together as colleagues	2
Total	16

4.2.3 Activities of the confidential advisers

Peer review and training

The confidential advisers organised a joint peer review session to discuss cases five times a year. The confidential advisers also attended the annual conference held by the National Association of Confidential Advisers (*Landelijke Vereniging Vertrouwenspersonen*) in Utrecht, and underwent training in subjects relevant to their activities as confidential advisers in the context of continuing professional development. In addition, the confidential advisers received training in the use of a digital registration system (Inproces) to record and process notifications.

Consultation with faculty and service department managers

The confidential advisers once again invested a great deal of time in improving their visibility and accessibility within the faculties and service departments. The confidential advisers attended a number of management and HR meetings to introduce themselves and to discuss developments, social safety strategy and what action is needed to raise awareness of the role of the confidential advisers within the faculties and service departments. Agreements were also reached on communication and information activities on social safety and inappropriate behaviour.

Provision of information on social safety, inappropriate behaviour and the confidential adviser

Information sessions and study sessions were held. For example, the confidential advisers were involved and played an active part in a social safety Strategic Consultation session for all AUAS education managers.

The information about confidential advisers on the internal AUAS websites was updated again last year to further improve findability, and the confidential advisers wrote a number of articles on inappropriate behaviour that were published on both the AUAS-wide news page and the faculty news pages. Information was provided to lecturer teams, new employees, the HR team and MT teams in a number of areas of the organisation. Some faculties and service departments actively asked the confidential advisers to provide information or hold a study session on inappropriate behaviour and social safety.

Cooperation with other parties at the AUAS

The confidential advisers continued to cooperate with other contact points in the complaints process this year. Introductory meetings were held with the ombudsman, the confidential adviser on academic integrity and the new confidential student advisers. Since October 2022, two confidential advisers have had an active role in the Social Safety Coordination Team, under the supervision of the Strategic Advice Team for Social Safety, with the aim of further developing and implementing social safety policy within AUAS.

4.2.4 Afterword and recommendations

The number of notifications handled by the internal confidential advisers fell compared to the previous reporting year. Where 183 notifications were received in 2021 (plus four months of 2020), the number received in 2022 was 114 (excluding the fifteen notifications submitted to the external confidential advisers). The fall is largely attributable to stabilisation of the situation involving the Amsterdam Fashion Institute (AMFI) of the Faculty of DMCI. Although there is still a long way to go, AMFI has made substantial progress thanks to changes in management and a stronger focus on social safety and the legal position of its employees.

AUAS's confidential staff advisers received an average of 52 notifications per year in the period of 2016 to 2020. Total staffing levels of confidential advisers were considerably lower in those years (around 0.6 FTE), allowing much less time for the provision of information on inappropriate behaviour and social safety. The increase in staffing levels in 2019 and the recent appointment of two new confidential advisers has now expanded the overall manpower of the confidential adviser team. A temporary external confidential staff adviser was also appointed. This temporary confidential adviser was appointed in March 2022.

We can tentatively assume that the number of notifications will remain high due to the higher staffing levels and due to a greater awareness of the work of the confidential advisers. The #MeToo movement and the increased media coverage of various forms of inappropriate behaviour and socially unsafe situations have also made staff more aware of the potentially inappropriate behaviour that can occur in a work context, leading to an increased willingness to report such behaviour. The result is that the confidential adviser has become more familiar and also more accessible. After more than 20 years, the work of the confidential adviser has moved from niche to mainstream, accompanied by an increase in focus and administrative responsibility for this issue not only by the boards of the universities of applied sciences but also by the government due to the appointment of a government official on inappropriate behaviour in spring 2022.

The last annual report in 2021 made recommendations that have largely been implemented and which have given a significant boost to social safety at AUAS. The AUAS Academy is for example devising social safety training for managers, the retention period for confidential adviser records has been extended in the internal Regulations on Inappropriate Behaviour, cooperation with the confidential student adviser has improved, and the higher levels of governance have permanently increased their focus on social safety.

The notifications of recent years show however that a large proportion of inappropriate behaviour notifications and other complaints concerns the behaviour of managers. This is perhaps partly inherent in the problems that can arise in a relationship of power. The AUAS needs to continue training and supporting managers to ensure a safe working environment, set an example and duly intervene when inappropriate behaviour occurs. An associated recommendation made in the last annual report that still needs to be implemented is to devise a procedure for managers that focuses on handling complaints, notifications and signals with due care, one which incorporates de-escalation, hearing both sides, clarity on consequences for the accused and feedback to the complainant.

4.3 2022 annual report of the confidential adviser for research integrity

This section contains the 2022 annual report of the confidential adviser for research integrity.

AUAS has an Academic Integrity Complaints Procedure under which employees can lodge a complaint against suspected breaches of academic integrity. It also has a confidential adviser for research integrity who serves as a gateway to the Committee on Academic Integrity (CWI). Since the confidential adviser did not receive any complaints in 2022, the Committee on Academic Integrity also did not handle any complaints. For this reason, we argue that the annual report of the confidential adviser for research integrity is sufficient for the annual report on social safety.

4.3.1 Confidential adviser for research integrity

In September 2022 we said farewell to Professor Louis Tavecchio. Since then the term 'confidential adviser for research integrity' has been used. The new confidential adviser for research integrity is Dr E. (Eltje) Bos, emeritus professor.

4.3.2 Complaints

No complaints were submitted to the confidential adviser for research integrity in 2022. Two complaints about academic integrity were submitted to the confidential adviser on academic integrity in 2021. One complaint was resolved in joint consultation. In the case of the second complaint, the confidential adviser referred the complainant to the Committee on Academic Integrity.

4.3.3 Activities

The new confidential adviser for research integrity, Eltje Bos, contacted the other confidential advisers on inappropriate behaviour and the ombudsman to coordinate procedures in 2022. The confidential adviser for research integrity has now also joined the network of the other confidential advisers and the National Association of Confidential Advisers. In addition, she plans to take the confidential adviser training course of Van Oss and partners and to raise awareness of the role of the confidential adviser for research integrity at the AUAS in 2023.



4.4 2022 annual report of the ombudsman

This section contains the 2022 annual ombudsman's report. Due to the format of the annual report submitted by the ombudsman, it was decided to include in this joint annual report the text only, without the accompanying illustrative images.

4.4.1 Foreword

The year 2022 was characterised by the end of the coronavirus pandemic, which had a massive impact on everyone's wellbeing.

At the start of 2022, the Dutch web series BOOS aired an episode on sexually inappropriate behaviour and abuse of power on a talent show programme. This became a major national story. The '#me-too' movement has also placed a spotlight on inappropriate behaviour.

Public debate about these issues has intensified and talk has also since turned to how to handle such behaviour and how to exercise due care when discussing these issues. The research community has also seen examples of inappropriate behaviour recently come to light.

The tasks and powers of the ombudsman are:

1. the ombudsman issues solicited and unsolicited advice;
2. the ombudsman has the authority to ask the bodies and individuals at the university of applied sciences to provide or grant access to all information or documents relating to the ombudsman's investigation, in accordance with the standard of reasonableness, and
3. the bodies and individuals may decide that information or documents that they believe should be kept confidential will only be provided on the condition that confidentiality is maintained.

The ombudsman is an individual appointed by the Executive Board and who is independent and not affiliated with the university. The ombudsman is available to students and staff.

As acting ombudsman, I gladly commit to making a positive contribution to Amsterdam University of Applied Sciences. I also thank the staff involved and the Executive Board for their confidence in me.

A. (Agnita) Mur, acting AUAS staff ombudsman

M: 06 10895485 (secretary's office)

E: ombudsmanhvpersoneel@hva.nl

4.4.2 Ombudsman's duties and responsibilities

As an impartial third party, the ombudsman handles and reviews cases or complaints submitted to them by individual employees relating to what the complainant believes to be improper or unfair treatment by an employee or governing body. To this end, the ombudsman carries out independent and impartial investigations as stipulated in the Ombudsman Regulations. In principle, any employee can directly approach the ombudsman and the ombudsman will generally encourage the organisation to resolve the complaint. As an impartial third party, the ombudsman issues advice on options, rights and obligations in situations relating to legal status and mediates from an independent position with the aim of reaching an agreement. The ombudsman also has the option to investigate and review complaints. In such cases, a report of findings and an opinion are drawn up and recommendations can be made to dispel, remedy or fix the complaint or its cause. If the complaint can be more appropriately dealt with under another complaints

Annual Report on Social Safety and Wellbeing

Strategic Advice Team for Social Safety and Wellbeing (SAT-SV & W)

procedure at the university, the complainant will be referred to the relevant procedure and to the 'other' contact point, stating the reasons for this.

The ombudsman reports institutional issues and injustices at the university to the governing body involved and/or to the Executive Board based on the cases and complaints received. Where appropriate, the ombudsman can make suggestions in the form of recommendations to the competent authority to prevent the consequences of the inappropriate behaviour. In the performance of her task, the ombudsman is not subordinate to other organisational units or individuals within the university and has the authority within the institution to request information and inspect documents relating to the complaint. The ombudsman's powers differ from those of others within the organisation in this respect. The ombudsman is bound by a duty of confidentiality which also applies to the parties involved in the investigation. In addition to independence, key features of a proper complaints process are availability and accessibility.

The ombudsman discusses issues with the chair of the AUAS Executive Board at least once a year. The anonymity of the notifying party is maintained in these discussions.

The AUAS staff ombudsman was absent due to illness in the reporting year. A request was submitted through the network to find another ombudsman who could stand in for Jacqueline van Meerkerk. The Inholland staff and student ombudsman Agnita Mur was appointed acting ombudsman. She is assisted by secretary Rob Bredzé. Both are externally affiliated with both universities of applied sciences. In her acting capacity, the ombudsman has taken over ongoing cases as well as accepting new cases.

Procedure

An intake interview is always conducted with an employee by digital or other means. In some cases it takes longer to establish the nature of the complaint and to identify the appropriate point of contact. If the notifying party so wishes, any follow-up discussions can also take place face to face. The secretary confirms receipt of notifications by email. Intake interviews are scheduled as soon as possible following receipt of the notification.

The ombudsman carries out a file search and includes this in her report. The ombudsman's secretary produces reports of the interviews, findings and, if desired, a final report. Depending on the situation, the final report is shared with the notifying party or other directly involved parties upon request.

The ombudsman liaises with internal and external parties and, where applicable, seeks information on regulations and policy rules from officials within the organisation that are related to the case. Obtaining clarification takes time.

Complaints handling

Most people submit complaints to the ombudsman by email. The ombudsman always has an in-depth conversation with the complainant to establish the nature of the complaint. This discussion also serves to determine whether the ombudsman is the right point of contact. Referrals are sometimes made to a confidential adviser. Referrals are also made to an HR adviser where circumstances so dictate. A meeting was held between the ombudsman and the AUAS confidential advisers in 2022. The topics discussed included the various options to improve coordination.

Employees contact the ombudsman to verify allegations of procedural negligence or improper or unfair treatment. The provision of advice is a desirable method of complaint handling if an employee wants to remain in control of the process.

Employees can then resume talks with their manager with information from the ombudsman. The applicable laws and regulations are always the first consideration and can in some cases provide immediate

Annual Report on Social Safety and Wellbeing

Strategic Advice Team for Social Safety and Wellbeing (SAT-SV & W)

clarification. The ombudsman sometimes recommends that talks with the manager are resumed, which can provide a common frame of reference and a new approach to the problem.

If the complaint cannot be resolved through recommendations, a conciliation process can be initiated with the complainant's agreement. In that case, the ombudsman will carry out further investigations and ensure that both sides are heard to obtain a complete overview of the case. The purpose of hearing the other party is to give them the opportunity to state their views on the account and to gather facts. Based on the findings, the ombudsman proposes an approach such as conciliation. Conciliation always takes place on a voluntary basis. Once the employee has agreed to a conciliation process, the ombudsman will enquire as to whether the manager is also open to this approach. The difference with mediation is that the ombudsman conciliation process focuses on the complaint, which must be resolved. A conclusion must be reached in one or two sessions, whereas mediation is aimed at repairing the relationship, which can be a longer process.

If a tripartite meeting under the guidance of the ombudsman does not resolve the issue, or if the complainant remains dissatisfied, the complainant has the option to lodge a formal complaint with the ombudsman by requesting a review of the complaint. A formal complaint report from the ombudsman can provide the parties involved with a decisive answer on the complaint, while providing the organisation with clarification on the circumstances leading to the complaint.

The formal complaints procedure is recorded and set out in the AUAS Staff Ombudsman Regulations. The ombudsman's decision will be sent to the complainant, the accused, the relevant faculty dean or head of staff or service department and the Executive Board. The ombudsman has the power to give an opinion on the merits of the complaint. The ombudsman cannot impose sanctions, but where a complaint is justified she can make recommendations to the Executive Board for the resolution of the complaint.

The ombudsman is independent and, at the same time, also part of the complaints process at the AUAS. In this process, the confidential advisers are the first point of contact for complaints by employees and they can refer cases to the ombudsman. The ombudsman handles complaints relating to the improper or unfair application of rules or procedures. The ombudsman can often take up a complaint if the complainant does not receive a response to their complaint or remains dissatisfied with the outcome, or if the complainant does not wish to submit the complaint to their primary point of contact (due to a breach of trust).

Number of complaints and how they were handled

The ombudsman handled seven complaints in the reporting year from May 2022. No formal complaints were submitted for review and the ombudsman made one report to a faculty in relation to allegations of failure to follow correct procedure. The associated investigation is ongoing in 2023. Most cases were resolved through conciliation or by means of a recommendation.

4.4.3 Findings, observations and recommendations

The ombudsman investigates the circumstances leading to the complaint. The investigation then results in recommendations on how to prevent complaints. The recommendations are based on findings that the ombudsman found significant during the investigation.

Rebuilding trust

Where errors have been made or something has gone wrong, the situation is often rectified by the manager and the ombudsman advises that a focus is placed on rebuilding trust through dialogue. This is also a recommendation.

Communication

In most instances, the cases or complaints received by the ombudsman are the result of miscommunication between parties. It is good that face-to-face meetings are again possible after a period of exclusively digital meetings.

Managers must hear both sides

Where a manager receives a complaint about an employee, it is reasonable for the manager to also apply the principle of the hearing of both sides of the argument and therefore make enquiries with the person who is the subject of the complaint. It is important that the manager does not give an opinion on the complaint at this stage based on what they have heard, and refrains from drawing any conclusions. If both sides are not heard, the employee is unable to defend themselves. It may also be that the situation is very different than initially presented.

Recommendations

Other recommendations need to be discussed with the chair of the AUAS Executive Board.

4.4.4 Awareness of the existence of the ombudsman

To ensure that employees are aware of the existence of the ombudsman and what the ombudsman does, the Communications Office keeps the search function in the A-Z list on the intranet and contact information on internal faculty and service department pages up to date.

4.4.5 Professional development

The effectiveness of the ombudsman also depends on the quality of her work. Professional development and keeping abreast of changes in the laws and regulations are essential in order to maintain professional standards. The ombudsman is a member of the Dutch Association of Ombudsmen in Higher Education (*Vereniging Ombudsmannen in het Hoger Onderwijs*, VOHO).

The association aims to promote the professionalism and effectiveness of its members in their work, but also to enhance knowledge, improve skills, provide support in and strive for the professional practice of ombudswork in education. Where possible, the ombudsman takes part in the VOHO's general meetings and peer review sessions to share experiences and expertise in pursuit of the aforementioned objectives. Membership of the European Network for Ombudsmen in Higher Education (ENOHE) and the American International Ombudsman Association provide information in a variety of ways on the latest developments in the right of complaint and case law in ombudswork.

The ombudsman has access to information on the right of complaint through the newsletter and symposiums of the Dutch Association for the Right of Complaint (*Veneniging voor Klachtrecht*). The goal of this association is to further professionalise and improve internal and external complaints procedures to promote the professional competence of internal and external complaints handlers.

4.4.6 Other internal and external contacts

Due to the temporary replacement of the unavailable ombudsman, the acting ombudsman did not attend the annual meeting of confidential advisers with the Inappropriate Behaviour Complaints Committee.

The ombudsman has met the confidential advisers and discussed the procedure for referrals to the AUAS staff ombudsman. It was noted that there can be a degree of overlap. The ombudsman makes use of referrals where necessary.

Annual Report on Social Safety and Wellbeing

Strategic Advice Team for Social Safety and Wellbeing (SAT-SV & W)

The Association of Ombudsmen in Higher Education (VOHO) meets several times a year for the purpose of discussion, peer review and a General Members Meeting.

4.4.7 Publication details

Composition

Ombudsman Agnita Mur
Ombudsman's Secretary Rob Bredzé

March 2023

Contact details

AUAS Staff Ombudsman's Secretary
M: +31 (0)6 5783 6978
E: Ombudsmanpersoneelhva@hva.nl

Amsterdam University of Applied Sciences
Wibautstraat 2-4
1091 GM Amsterdam
The Netherlands
www.AUAS.nl



4.5 2022 annual report of the Inappropriate Behaviour Complaints Committee (KOG)

This section contains the 2022 annual report of the Inappropriate Behaviour Complaints Committee (KOG).

4.5.1 Contact details

Secretary:	Mr O. Jungst LLM email: o.jungst@hva.nl
Postal address:	P.O. Box 1025 1000 BA Amsterdam
Visitor address:	Wibautstraat 5a 1091 GH Amsterdam

4.5.2 Composition

Chair

- Ms M.A. Goslings LLM

Deputy Chair

- Ms A.M.L. Broekhuijsen-Molenaar LLM

Members

- Ms D. de Boer (until 1 March 2022)
- Ms M.J. Koolen MSc (from 1 June 2022)
- Mr J.E. van Hijfte MA

Deputy Member

- Ms F. van 't Hooft LLM (from 1 June 2022)
- Mr P.J.L. Brugmans (until 1 November 2022)

4.5.3 Meetings

The Complaints Committee held a joint meeting with the confidential advisers on 17 March 2022. Prior to this meeting, the Complaints Committee and the confidential advisers exchanged information with the chair of the Executive Board, Ms J.E.A.M. Nooren. All parties involved found this exchange highly productive and worth repeating.

4.5.4 Complaints and notifications

A total of three complaints were submitted to the Complaints Committee in 2022. In addition, the secretary received three notifications of inappropriate behaviour. None of the notifications ultimately led to the submission of a complaint to the Complaints Committee.

4.5.5 Other activities

The chair, assisted by the deputy chair, was also heavily involved in editing a number of amendments to the Regulations on Inappropriate Behaviour proposed by the Executive Board during this reporting year. In this context the chair, in turn, proposed that a number of articles from the Complaints Committee Regulations be moved to the Regulations on Inappropriate Behaviour in view of their relevant nature. This will be put into effect in the first quarter of 2023.

4.5.6 Costs

A total of €5,090 was paid to the chair and the deputy chair.

The other members receive no remuneration for the sessions and annual meetings, but are granted time to attend by the faculty or service department in which they work.

4.5.7 Five-year overview of complaints and notifications

Year	Number of complaints and notifications
2017-2018	0 complaints and 6 notifications
2018-2019	1 pro forma complaint (withdrawn) and 4 notifications
2019-2020	3 complaints (2 inadmissible, 1 withdrawn) and 1 report
2020	4 complaints (2 unfounded, 1 manifestly unfounded, 1 withdrawn) and 1 report
2021	6 complaints (1 unfounded, 1 manifestly unfounded, 1 manifestly inadmissible and 3 withdrawn) and 4 notifications
2022	3 complaints (1 manifestly inadmissible, 1 withdrawn, 1 handled in 2023) and 3 notifications.

4.6 2022 annual report of the Occupational Health and Safety Service – HumanCapitalCare (HCC)

This section contains the 2022 annual report of the externally appointed Occupational Health and Safety Service HumanCapitalCare (HCC).

HumanCapitalCare officially started providing services on 1 January 2021. Followed by two years marked by the COVID-19 pandemic and the associated measures, we were able to deliver our services as intended in 2022. As a partner, we have identified a number of opportunities and our goal is to capitalise on these opportunities. One of the ways we can do this is by pursuing shared views and ambitions for vitality and long-term employability that are supported and pursued within the organisation. It has been proposed that the KPIs are readjusted in line with the current reality. This will enable us to further optimise and coordinate our services and cooperation.

Effective cooperation between the AUAS and the HumanCapitalCare professionals is of vital importance. Our client team is eager to continue working together over the coming years to improve the long-term employability of AUAS employees. We each do this with our own qualities and expertise. Some great results have already been achieved. For instance, we made a start on the Psychosocial Workload Hazard Identification & Risk Assessment in a number of faculties in 2022. This major project will be completed in 2023. The majority of the faculties have now received the reports and some faculties have even produced an action plan for improvements. Activities scheduled for 2023 include taking the initial steps in the Preventive Medical Examination (PME) roll-out. We will start with a pilot and continue to roll out the PME within the organisation based on its results.

Our client team remains fully committed to achieving excellent results in 2023.