



Tökum höndum saman

Checklist for managers when handling EKKO cases



The checklist is intended as a support material for managers when dealing with cases of bullying, harassment and violence in the work environment. It gives a detailed overview of the points that are important to keep in mind in order to ensure a good procedure according to Regulation no. 1009/2015, on Actions Against Bullying, Sexual Harassment, Gender-Based Harassment and Violence in the Workplace.

Professional assistance

- ☐ An employer can always call on an external party to help resolve issues related to bullying, harassment and violence in the workplace.

First response

- ☐ Act as quickly as possible to ensure the safety and well-being of employees in accordance with the workplace Health and Safety Plan.
- ☐ Show prudence and discretion in all actions with respect and the privacy of the employees involved in mind, including sharing information about bullying, harassment and violence.
- ☐ Make a decision as soon as possible about who will be involved in the investigation of the case and whether an external party should be requested.
- ☐ Inform the parties to the case about the next steps, including the intended victim that they will need to explain their case in more detail.
- ☐ Assess whether the situation needs to be dealt with immediately, to prevent further problems or to eradicate the situation. This may mean that something needs to be changed in the work environment or organization, temporarily or for the long term. Examples of adaptation of working conditions are changes in shifts, teams or workstations and even granting temporary leave from work.

Assessment of the situation

- ☐ The employer evaluates the situation in cooperation with the occupational health and safety representative, as appropriate, and external parties, if a decision has been taken on such consultation.
- ☐ Relevant employees are given the opportunity to present their views.
- ☐ As a rule, one party to the case is interviewed at a time.



Sharing of information

- ☐ Inform the parties to the case regularly about the status of the case, from its beginning until it is considered closed. It is important to notify them about delays or other things that may affect the progress of the case.
- ☐ Inform the parties to the case about the support that is available, both inside and outside the workplace.
- ☐ Inform the parties to the case of the right to bring a party with them to interviews for the investigation of the case, such as a union social representative, a workplace safety representative or an attorney, if they choose.
- ☐ A flowchart of the process can help parties understand the response process and get an overview of it.

Record-keeping

- ☐ Record in an organized manner everything related to the handling of a case, including: testimony, incidents, actions, decisions and dates.
- ☐ Assess whether the signature of the parties to the case should be requested to confirm the testimony that has been given and that information has been provided.
- ☐ During all recording, the requirements for fair and objective processing and reliability of personal information must be observed. Special care may need to be taken when recording information that can have a very negative effect on the recorded person, and it is then generally necessary to assess how reliable the information is.

Confidentiality

- ☐ Case records must be stored in a safe place where unauthorized persons cannot access.
- ☐ The Data Protection Act and the processing of personal information must be taken into account when handling the case.

Safety and wellbeing

- ☐ The safety and wellbeing of employees must be taken into consideration during and after the case.
- ☐ A risk assessment must be revised following the emergence of an issue.
- ☐ The conditions complained of must be eradicated if they still exist and prevented from recurring.
- ☐ It is a good idea to plan targeted follow-up with the results of the actions you decide to take. Job satisfaction surveys, interviews and absence figures can give important clues about the situation and where improvements are needed.

Support

- ☐ Determine if and what support is available for the parties to the case within the workplace or through it.

- ❑ Find out what support is available to the parties outside the workplace, for example from a trade union or healthcare center, and inform them about that support.

Fairness

- ❑ Show prudence and discretion in all actions with respect and the privacy of the employees involved in mind.
- ❑ Emphasize impartiality when evaluating facts of the case and the reliability of the data presented.
- ❑ Fairness is a key factor in building trust and a healthy workplace culture. Employees are less likely to come forward if they do not trust that the procedure will be fair.

In conclusion

- ❑ Inform all parties when the case has been closed by the employer and report the outcome.
- ❑ From the time the employer has informed that the case is closed, the parties have six months to request written confirmation of this.

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