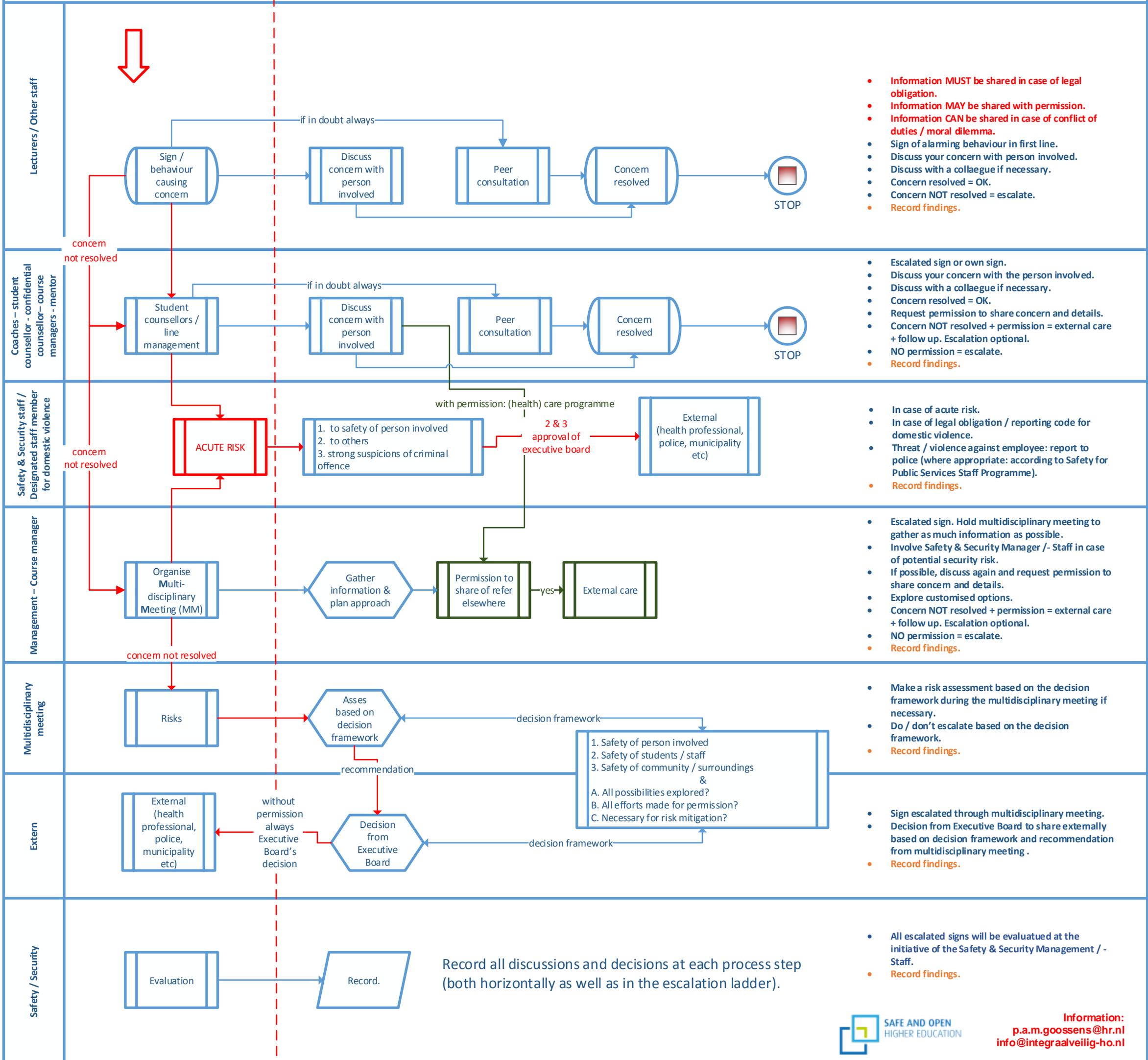


# Process for alarming behaviour

## ESCALATION LADDER



- Information **MUST** be shared in case of legal obligation.
- Information **MAY** be shared with permission.
- Information **CAN** be shared in case of conflict of duties / moral dilemma.
- Sign of alarming behaviour in first line.
- Discuss your concern with person involved.
- Discuss with a colleague if necessary.
- Concern resolved = OK.
- Concern NOT resolved = escalate.
- Record findings.

- Escalated sign or own sign.
- Discuss your concern with the person involved.
- Discuss with a colleague if necessary.
- Concern resolved = OK.
- Request permission to share concern and details.
- Concern NOT resolved + permission = external care + follow up. Escalation optional.
- NO permission = escalate.
- Record findings.

- In case of acute risk.
- In case of legal obligation / reporting code for domestic violence.
- Threat / violence against employee: report to police (where appropriate: according to Safety for Public Services Staff Programme).
- Record findings.

- Escalated sign. Hold multidisciplinary meeting to gather as much information as possible.
- Involve Safety & Security Manager /- Staff in case of potential security risk.
- If possible, discuss again and request permission to share concern and details.
- Explore customised options.
- Concern NOT resolved + permission = external care + follow up. Escalation optional.
- NO permission = escalate.
- Record findings.

- Make a risk assessment based on the decision framework during the multidisciplinary meeting if necessary.
- Do / don't escalate based on the decision framework.
- Record findings.

- Sign escalated through multidisciplinary meeting.
- Decision from Executive Board to share externally based on decision framework and recommendation from multidisciplinary meeting.
- Record findings.

- All escalated signs will be evaluated at the initiative of the Safety & Security Management /- Staff.
- Record findings.