



Step 1: Report Your Concern

If you suspect a violation of our employee handbook or behavioral commitments, please report to your manager, a member of People and Culture (HR department) or the EthicsPoint website/call in phone line. You may choose to remain anonymous if reporting through the EthicsPoint website or phone line.



Step 2: Assessing Your Concern

Your report will be reviewed and assigned to a member of the appropriate team for investigation, whether the concern was raised from within an MSF USA office or international field-based project setting. A member of the investigation team will contact the reporter (claimant/complainant) to gather additional details, discuss confidentiality and our organizational non-retaliation policy.



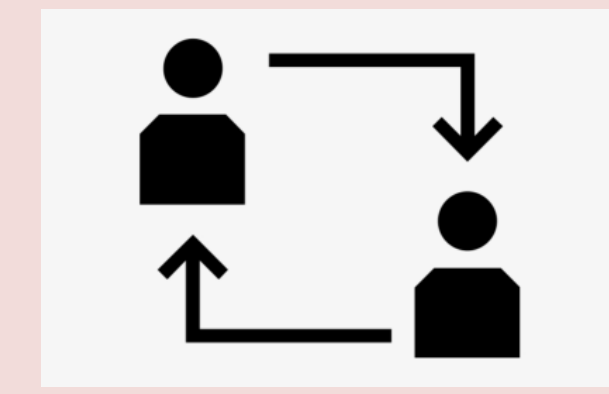
Step 3: Information Gathering & Case Interviews

Involved parties, including any possible witnesses and the subject (respondent) of the report will be scheduled for interviews by an investigator. Interviews will be conducted to gather facts and additional information. The investigator may also partner with appropriate stakeholders to retrieve details that may be relevant to help resolve the matter. The investigator will keep in contact with the reporter to provide updates on case status throughout the process and check in with the reporter to ensure they are not experiencing any further negative behavior from the subject.



Step 4: Analysis & Review

Upon completion of the investigation, a determination of appropriate outcome and actions to be completed will be made by relevant stakeholders. Necessary steps will then be taken to complete all actions. Due to confidentiality, the details of any corrective or disciplinary actions applied to the subject are not typically shared with the reporter.



Step 5: Follow-Up

The reporter and the subject of the investigation will be contacted by the investigator or a People and Culture (HR) team member. A general overview of the findings and next steps will be shared with both reporter and subject. However, specific details of the findings of the investigation may not be able to be shared due to confidentiality. Reporter and subject will be given the opportunity to ask questions during the follow-up discussion.