

## Learning, feedback & dealing with mistakes

### ERROR AND FEEDBACK CULTURE

We stand by our mistakes and take responsibility.

### LEARNING CULTURE

We contribute to an environment where questions, doubts and new ideas are welcome.

### QUALITY

We combine medical excellence with shared responsibility for the best possible quality.

## Responsibility, integrity & future viability

### INTEGRITY

We act in accordance with ethical, legal and professional standards.

### SUSTAINABILITY

We take environmental, social and economic aspects into consideration in our day-to-day actions.

### INNOVATION

We shape the medicine and care of tomorrow and promote education, research and innovation.

## Concerns, reporting concerns and finding support

Early intervention helps to reduce risks, avoid hazards and strengthen trust in the University Hospital Zurich. Suspected violations can (anonymously) be reported to the Speak Up Office (tel. no. 043 254 04 80, [speakup@usz.ch](mailto:speakup@usz.ch) or Speak Up Reporting Platform USZ). In case of questions or uncertainty, all employees are explicitly encouraged to contact the Compliance Office ([compliance@usz.ch](mailto:compliance@usz.ch)).

## We all bear responsibility!

University Hospital Zurich, Corporate Center Functions (CCF) department  
Rämistrasse 100, 8091 Zurich

## The principles of our actions



Dear colleagues,

The University Hospital Zurich is a place of cutting-edge medicine, research and teaching. Above all else, however, it is a place where people are there for people. Over 10'800 employees from a wide range of professional groups and with diverse backgrounds contribute to fulfilling our public mission every single day. This level of diversity is one of our great strengths. It enriches our work and enables performance at the highest level.

Our diversity is valuable. We need a common approach so that it unites us rather than dividing us. Our Code of Conduct is the basis for this. It describes what we stand for and how we want to interact with each other as well as with patients, relatives, partners, the authorities and the public in general. It provides guidance in our day-to-day work and supports us in acting responsibly, with integrity and professionally even in demanding situations.

Trust forms the basis of our work – the trust of our patients, of our partners and of the public. This trust is built through our daily actions: through respect, reliability, transparency and the willingness to take responsibility. This also includes learning from our mistakes, speaking openly with each other and taking care of one's own physical and mental health. Self-care is not something we do on the side, but is part of our professional responsibility.

As a university hospital, we operate in an environment of constant innovation and actively shape the healthcare of tomorrow. Innovation opens up opportunities and at the same time requires particular sensitivity towards ethical issues, protecting sensitive data and patient safety as well as transparency in dealing with uncertainties. Our Code of Conduct also provides us with reliable guidance in this respect.

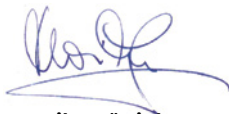
The Code of Conduct applies to all of us, regardless of our function or where we find ourselves in the hierarchy. Managers bear a special responsibility in this regard: They lead by example and promote a culture characterised by appreciation, openness and clarity. At the same time, each individual is called upon to take a stand through their own actions and, in case of uncertainties or possible violations, not to look the other way but to address the issue or use the designated reporting points.

Our shared guiding principle "Responsible – Together – For the Benefit of All" sums up what unites us. This Code of Conduct is an expression of this guiding principle. It gives us guidance, creates a sense of security and contributes to ensuring that University Hospital Zurich remains a place where professionalism, humanity and integrity naturally belong together.

We thank you all for your commitment every single day and for upholding our values and living them in your day-to-day life.



**André Zemp**  
Chairman of the Hospital Supervisory Board



**Monika Jänicke, Dr. phil. II**  
CEO, Chief Executive Officer  
of the Hospital Executive Board

## Our principles & guidelines

### Respect & appreciation

#### DIVERSITY

We accept and promote diversity in all its forms (e.g. age, gender, origin, cultural background, sexual orientation, skills)

#### LISTENING

We listen actively and take different perspectives seriously – regardless of hierarchy or function.

#### RESPECTFUL LANGUAGE

We communicate respectfully to avoid discrimination, degradation or exclusion.

### Transparency & trust

#### TRACEABILITY

We make decisions transparently and explain our reasons clearly.

#### COMMITMENT

We keep our commitments and stand by our word.

#### CONFIDENTIALITY

We handle sensitive information confidentially and protect the privacy of patients and co-workers.

### Working across professions and disciplines

#### JOINT SUCCESS

We share responsibility and successes as a team.

#### DIALOGUE

We create space for exchange and find solutions together.

#### SUPPORT & APPRECIATION

We help each other to ensure our processes run smoothly.