



CONFIDENTIALITY CHARTER

Regarding Participant Input and Personal information

Optimis is an independent Swiss-based firm specialized in organizational diagnostics where confidentiality is a key element of its business proposition. This charter sets out our commitment to respect the confidentiality of the information and input that participants of our surveys provide. Our surveys can be either research studies which Optimis initiates, or surveys run for our clients around the world to collect input from staff and/or stakeholders. Optimis follows a rigorous survey management process in order to respect the following confidentiality principles:

1. We recognise that participants are sharing confidential/personal information with us and treat this information as confidential, as directed by the European Statistics Code of Practice.
2. Input and information provided by participants are not available to our clients. We only provide consolidated results reports.
3. Participants may be asked to provide personal or demographic information such as functional belonging, tenure, hierarchical level, age group, gender etc. These details are treated as confidential information. The sole purpose of this information is to be able to report consolidated results by demographic categories.
4. Results can be reported in segments by combining demographic categories. However, these results must consolidate a minimum of 5 individual responses by segment in order to be displayed. Therefore full anonymity is guaranteed. In other words, at no time will the input of an individual be reported or available to our clients.
5. Online surveys are performed using a secure platform which has internal security protocols in place.
6. Paper survey questionnaires are completed by the participant and placed into a sealed envelope which is deposited in a ballot box. The ballot box is then sent to Optimis for processing.
7. We ensure that Optimis employees are aware of their obligations regarding survey confidentiality, and follow correct procedures at all times in order to protect the confidentiality of participants' information.