

POLICY	Fundación Universidad de las Américas, Puebla	DATE: 05/08/2019	
POL-132-07	PREVENTION OF PSYCHOSOCIAL RISKS	PAGE 1 / 5	ED. 1.0
REVIEWED BY:		AUTHORIZED BY:	
Ms. Mónica Ruiz Huerta Administrative Vice President		Dr. Luis Ernesto Derbez Baustista President	

On the 23rd of October of 2018, through a publication in the Official Gazette of the Federation, OFFICIAL MEXICAN NORM NOM-035-STPS-2018, FACTORS OF PSYCHOSOCIAL RISK IN THE WORKPLACE – IDENTIFICATION, ANALYSIS, AND PREVENTION was issued, whose purpose is to establish the elements to identify, analyze, and prevent factors of psychosocial risk, as well as to promote a favorable organizational environment in the workplace; said Norm operates throughout the national territory and applies to all places of work, including Fundación Universidad de las Américas Puebla, as of the year following its publication in the Official Gazette of the Federation. In addition to the fact that, in accordance with the stipulations of point number 5 called Employer obligations, point 5.1 established the employer’s obligation to establish in writing, implant, maintain, and diffuse in the work center, a policy for the prevention of psychosocial risks which considers: a) The prevention of factors of psychosocial risk, b) The prevention of workplace violence, and c) The promotion of a favorable organizational environment; this Policy is issued with the purpose of fulfilling said Norm.

I. Objective

To disseminate the principles and commitments established by the “University” to prevent factors of psychosocial risk and workplace violence and promote a favorable organizational environment, with the purpose of encouraging a culture for the procurement of dignified work and the continuous improvement of workplace conditions.

II. Definitions

- **Severe traumatic event:** That which is undergone during or because of work and is characterized by the event of a death or which represents a real danger to the physical integrity of one or several persons and which may cause a posttraumatic stress disorder for those suffering or witnessing it.

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- **Favorable organizational environment:** That which promotes the sense of belonging of workers to the institution; training for correct execution of assigned duties; the precise definition of the responsibilities of the workers of Fundación Universidad de las Américas, Puebla; the proactive participation and communication amongst the community; the appropriate distribution of workload, with workdays regulated as according to the Federal Labor Law, and the evaluation and recognition of performance.
- **Factors of psychosocial risk:** Those which may cause anxiety, circadian rhythm, severe stress, or adjustment disorders, caused by the nature of the functions of the work station, the type of workday, and exposure to severe traumatic events or actors of workplace violence against an employee stemming from the work taking place. These comprehend dangerous and unsafe conditions in the work environment; workloads exceeding the employee’s capacity; a lack of control over work (possibility of influencing the organization and the development of its activity when the process permits); workdays longer than those foreseen in the Federal Labor Law, shift rotations including night shifts without periods of rest and recovery; interference in the work-family relationship; and negative leadership and negative relationships at work.
- **FLL:** Federal Labor Law.
- **Worker:** Natural person providing subordinate personal labor for Fundación Universidad de las Américas, Puebla.
- **University:** Fundación Universidad de las Américas, Puebla.
- **Workplace violence:** Acts of harassment, bullying, or mistreatment against a worker, which damage their integrity or health.

III. Provisions

1. At the “University”, with regards to the prevention of factors of psychosocial risk, the prevention of “workplace violence”, and the promotion of a “favorable organizational environment”, the following commitments are assumed:

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- a. It is the obligation of supervisors, coordinators, heads of areas, directors, managing directors, vice presidents, the president, and any “worker” exercising functions of management, supervision, and/or oversight over another “worker” to apply this policy and predicate by example.
 - b. Acts of “workplace violence” within the “University” will not be tolerated, as well as any incident which propitiates factors of psychosocial risk or actions against a “favorable organizational environment”.
 - c. The “University” applies measures aimed towards the prevention of factors of psychosocial risk, the prevention of “workplace violence”, and the promotion of a “favorable organizational environment” to prevent their negative consequences.
 - d. The “University” will receive, through the existing complaints and suggestions box, reports of practices opposing a “favorable organizational environment” and to denounce acts of “workplace violence”, which will be referred immediately to the Managing Office of Human Resources, which will attend to and follow up on them, guaranteeing confidentiality of the reported and received cases at all times.
 - e. The “University” will carry out actions of sensibilization, information and training programs for the personal and professional improvement of all its “workers”.
 - f. The preventive policies and measures are published on the “University” Intranet and disseminated through the official means of communication of “workers”.
 - g. All “University” “workers” must know of and put this policy into practice.
 - h. Spaces for participation and consultation are created at the “University”, considering the ideas of the “workers” and community members.
2. The policy is based on the following principles:
- a. To have a “favorable organizational environment” at the “University”, the “workers” regulate their behavior according to the values established in the *UDLAP Code of Ethics*, which is found on the institutional Intranet.
 - b. To promote the sense of belonging of the “workers” to the institution, the “University encourages social, cultural, and labor mixing, prohibits any type of discrimination, and

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promotes work equality between men and women regarding access to jobs, generates opportunities, and offers equitable compensation, training, and professional development to all its “workers” equally.

- c. The “University” has an *Organizational Manual* which indicates the institution’s organizational structure, as well as the positions that comprise it.
 - d. To achieve proactive participation and communication, the “University” published, through institutional communication media, any announcements, news, and notices of interest to its “workers” regarding its work, operations, cultural integration, sporting, family, and healthcare activities.
 - e. To promote dignified work and achieve a “favorable organizational environment”, the “University” distributes the functions of each work station appropriately, according to the institutional regulations and the stipulations of the “FLL”.
 - f. To recognize the performance of the “University” “workers”, collective and individual goals are established for the “workers”, according to the institutional annual plan, which are annually evaluated.
 - g. The “University” is committed to overseeing compliance with the norms directed towards preventing any kind of conduct or behavior implying “workplace violence”, to safeguarding the information collecting, to process and intervene, opportunely, in the complaints received in writing through the established means.
3. Any situation not foreseen in this policy will be analyzed and authorized by the President or whomsoever they should designate.

IV. Temporary

This policy abrogates any previous normativity on the topic and enters into force on the day following its publication on the Intranet.

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V. Related documents

UDLAP-02 UDLAP Code of Ethics

Organizational Manual

VI. Change history

Edition no.	Description of the change	Date of change
1.0	Newly created document	August 2019

VII. Annexes

This document has no annexes.