

About ZOA

ZOA is an international relief and recovery organization supporting vulnerable people affected by violent conflicts and natural disasters in fragile states, by helping them to realize dignified and resilient lives.

Code of conduct in short

- We treat everybody equally
- We protect vulnerable groups
- We avoid conflicts of interest
- We use internet properly
- We stay away from alcohol and drugs
- We adhere to our duty to report

Description

A series of three simple training sessions, which use tools to aid the conversations, including photo cards, theme cards, credit card sized versions of the code of conduct, posters for every office of a summary of the code of conduct, and case scenarios to discuss.



The sessions can be done separately, or all in one day (each lasting 60 – 90 minutes). A short manual is included in the materials, to explain the size, setting, purpose, and materials needed for each session. In short, the sessions cover:

- Session 1 The importance of the Code of Conduct (including integrity and the duty to report)
- Session 2 Getting to know the Code of Conduct
- Session 3 Real life experiences from daily work situations

Objective

As most organizations, ZOA has a Code of Conduct which is signed by each staff at the start of employment, but that is not often looked at by staff afterwards.

The training materials were developed to:

- ensure the Code of Conduct is an active document within ZOA,
- that it is integrated in the way we work and treat others, and
- to lower the threshold in order for staff to when they can/have a duty to report something and how to do so.

For whom

The materials have been designed for all staff, regardless of the position. They are to be used in the country programmes, as well as in the headquarters. They are intended for current as well as new staff that join the organization.

Implementation

All materials are currently available in Dutch, English, French, Arabic, and Farsi. Some country programmes are translating them into the local languages.

Within the next 12 months, every staff member is required to have attended all three sessions mentioned above. Senior managers are responsible to give the trainings within his/her team/project area.

At ZOA's headquarters we keep track on who attends the trainings. This allows us to monitor and report to those we are accountable to.

Information

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