



Comprehensive Code of Conduct | Zimam for Youth Creativity

Who We Are

Zimam (“reins” or “taking the initiative” in Arabic) is a pioneering grassroots youth movement that challenges the status quo. We invest in young leaders and provide them with the skills, confidence, and network they need to transform themselves and their society.

We believe that if we empower progressive young leaders to be the voices of tomorrow and inspire the silent majority to speak up against extremist thinking, corruption and political decay, Palestine will necessarily become more peaceful, more tolerant, and more innovative.

We work across nine governorates in the West Bank, Gaza, and East Jerusalem. We do what we do because we believe that our communities deserve better and because we trust that Palestinians have the talent and capabilities to make real change.

Inspired and driven by values of democracy, pluralism, non-violence, and responsibility, we are building the foundations for a peaceful future. A future where we live in a sovereign and prosperous Palestinian state free from occupation.

Values and principles

- I agree to abide by the organisation’s values and principles
- I agree to act in accordance with our constitution, and agreed aims and policies
- I agree to act in the best interests of the organisation and the beneficiaries

Decision making

- I agree to taking and upholding collective decisions as a committee or staff
- I will support the principle of clear and transparent decision making except where confidentiality must be maintained

Meetings

- I will read papers and prepare for trustee and team meetings
- I will participate in debates, but will accept a majority decision
- I will express dissent where necessary, but avoid conflict if possible

Conflicts of interest

- I will not accept any financial benefit as a committee or staff member, other than that authorised by the constitution and properly agreed by the board

- I will not exert any influence as a trustee or team member to attempt to gain preferential treatment
- I will declare conflicts of interest as soon as they come to my attention, and withdraw from the decision making process on that issue

Money laundering and terrorist financing

- I will not engage in money laundering or terrorist financing in any way shape or form
- I commit to stay away from suspicious activity which may be linked to money laundering or terrorist financing
- I agree to inform the executive leadership and the relevant authorities if I become aware of any money laundering or terrorist financing related activities.

Confidentiality

- I will maintain confidentiality and will not disclose any confidential information concerning any aspect of the committee/organisation, and I will seek clarification from the committee if I am unsure

Working relationships

- I will maintain respectful relationships with my fellow committee and staff members and with employees and/or volunteers
- If I carry out another role as a volunteer I agree to keep the two roles separate

Spokesperson

- I will only speak on behalf of the committee/organisation when I have been authorised to do so

Good governance

- When recruiting new committee or staff members I will support a fair and open process in line with our constitution
- I will support the committee and executive team to comply with relevant legal and regulatory expectations and with our agreed policies and procedures

Support

- I will seek support when needed and offer support to other committee and staff members when requested
- I will participate in learning and development activities

Leaving the board (board members only)

- I agree to resign from the committee if requested to do so by the rest of the committee following a serious breach of this code of conduct
- If there is no clear term of office, then I will give notice in writing to the chair of my intention to leave

The committee's obligations to me in turn (board members only)

- I will be sent regular financial reports and an update of activities

- I will be given adequate notice of meeting, and receive agenda and papers in advance
- The chair will ensure that the committee have opportunities to discuss goals, activities and plans
- Other committee members, staff and/or volunteers will deal with me in a straightforward and respectful way

Safeguarding

Zimam is committed to Safeguarding Adults in line with national legislation and relevant national and local guidelines.

We will safeguard adults by ensuring that our activities are delivered in a way which keeps all adults safe.

Zimam is committed to creating a culture of zero-tolerance of harm to adults which necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

Zimam is committed to best safeguarding practice and to uphold the rights of all adults to live a life free from harm from abuse, exploitation and neglect.

Policy Statement

Zimam believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

Zimam is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.

Zimam acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

Zimam recognises that health, well-being, ability, disability and need for care and support can affect a person's resilience. We recognise that some people experience barriers, for example, to communication in raising concerns or seeking help. We recognise that these factors can vary at different points in people's lives.

Zimam recognises that there is a legal framework within which its activities need to work to safeguard adults who have needs for care and support and for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

Actions taken by Zimam will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

Purpose

The purpose of this policy is to demonstrate the commitment of Zimam to safeguarding adults and to ensure that everyone involved in Zimam is aware of:

- The legislation, policy and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

Scope

This safeguarding adult policy and associated procedures apply to all individuals involved in Zimam including Board members, Staff, Coaches, Volunteers and Members and to all concerns about the safety of adults whilst taking part in our organisation, its activities and in the wider community.

Commitments

In order to implement this policy Zimam will ensure that:

- Everyone involved with Zimam is aware of the safeguarding adult procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.
- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up in line with Zimam Safeguarding Adults Policy and Procedures.
- The well-being of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to (see the Safeguarding Adults Procedures).
- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with our Data Protection Policy and Procedures.
- Zimam acts in accordance with best practice and advice of Palestinian and international legal systems.
- Zimam will cooperate with the Police and the relevant Local Authorities in taking action to safeguard an adult.
- All Board members, staff, and volunteers understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.
- Zimam uses safe recruitment practices and continually assesses the suitability of volunteers and staff to prevent the employment/deployment of unsuitable individuals in this organisation and within the sporting community.
- Zimam shares information about anyone found to be a risk to adults with the appropriate bodies in both the local and national authorities.

- When planning activities and events, Zimam includes an assessment of, and risk to, the safety of all adults from abuse and neglect and designates a person who will be in attendance as a safeguarding lead.
- Actions taken under this policy are reviewed by the Board and senior management team on an annual basis.
- This policy and the Safeguarding Adults Procedures are reviewed no less than on a yearly basis and whenever there are changes in relevant legislation and/or government guidance as required by law

Staffing & Structure

Zimam's board of directors, employees and volunteers work together to ensure adequate implementation of the above policy statement in accordance with the following structure:

The safeguarding lead (Mohammad Asideh) is Zimam's field safeguarding officer whose responsibilities include:

- Ensuring that all programs, activities and campaigns that Zimam implements have been carefully review for safety procedures;
- Informing activity leads, trainers and participants about safeguarding procedures and policies to which Zimam is committed;
- Observing and addressing any safeguarding issues which come up during activities or events which are organized by Zimam or for which Zimam takes responsibility;
- Following up on any complaints or concerns where are brought to his attention within a timely manner;
- Reporting to the Executive Director and board of directors any safety or safeguarding incident or concerns.

Executive Director & Board of Directors are the overarching structure who will be responsible for overseeing the implementation of the above policies and procedures and for managing and holding accountable the safeguarding lead. Safeguarding reviews are part of Zimam's quarterly board meetings. Any issues that come up are addressed on those bases except urgent matters which require the meeting of the safeguarding committee. Committee meetings are called based on the request of the safeguarding lead and/or the executive director at any point during the calendar year. The safeguarding committee including the following board members:

- Raya Fatayer
- Nisreen Shaheen
- Khaled Doudeen
- Ibrahim Mubarak

Whistle-blower protection policy

Zimam requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of Zimam, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that Zimam can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and

volunteers to report concerns about violations of Zimam's code of conduct or suspected violations of law or regulations that govern Zimam's operations.

No Retaliation

It is contrary to the values of Zimam for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Zimam. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting Procedure

Zimam has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with the Executive Director, or a board member. Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the executive director, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor or the Executive Director.

Compliance Officer

Zimam's Compliance Officer is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Compliance Officer will advise the Board of trustees of all complaints and their resolution and will report at least annually to the Treasurer/Chair of the Finance Committee/Audit Committee on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters

Zimam's Compliance Officer shall immediately notify the Audit Committee/Finance Committee of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

Zimam's Compliance Officer will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Sanctions for misconduct

- Violations of the above policies will be taken seriously and will be treated in accordance with the level of violation and the nature of the violation
- Serious violations may lead to severing of employment contract immediately

- Misconduct which violate individual and/or public safety and security and/or violate individuals' natural right will be transferred to the relevant authorities including the police and judiciary

Reporting channels

- Zimam's staff, volunteers and projects participants are informed of the policies above and are providing with reporting channels to the executive director and other members of staff.
- Those concerned can email info@zimam.ps from a personal or anonymous email and the staff in charge will acknowledge receipt and move the issue to the executive management and board.

Authorised Signatory – ZIMAM

Abdallah Hamarsheh | Executive Director

January 10th, 2021

