



Code of Conduct

Introduction

The purpose of this Code of Conduct is to unify the fundamental concepts for guiding work and achieving the vision. The scope of application includes the General Assembly, the Administrative Board, employees, and volunteers.

Vision and Mission Da'em for Women Enhancement Association:

- Transparency and Integrity.
- Justice and Equality.
- Active Participation.
- Commitment and Confidentiality.

Organizational Structure of the Association:

The Administrative Board of the Association is an elected body by the General Assembly, with a term of four years. It is the authority responsible for approving and interpreting the rules of conduct, taking accountability and investigation procedures, forming committees, and taking measures to ensure the implementation of this Code.

1. Integrity, Transparency, and Compliance with Laws

Based on the Association's policy aimed at adhering to the rules, laws, regulations, and instructions in force with complete integrity and transparency, all concerned parties in the Association must apply standards and practices that reflect their commitment to the Association's Articles of Association and internal instructions and policies that comply with the legislation in force within the Hashemite Kingdom of Jordan. This includes, but is not limited to:

- Commitment to the nature of the work and what is required according to the tasks assigned to them within the specified time frame for completion.
- Adherence to the administrative and/or functional hierarchy and official correspondence in all work-related procedures.
- Not using the Association's logo or any other logos related to partners without informing the Association's management in advance.
- Not using the Association's private pages or any of its programs for purposes that do not serve matters agreed upon with the Association's management or for personal purposes.



All concerned parties managing the Association's affairs must act with honesty and integrity in accordance with the applicable laws, without any personal gain or interest. The Association's buildings and properties must be used responsibly, and these properties are not permitted to be used in any way that may jeopardize the Association's credibility or serve personal matters. Furthermore, the resources and properties of the Association, or even the private resources of the concerned parties, are not allowed to be used in an unlawful manner to achieve undeserved gains or advantages or discriminatory transactions in favor of the Association.

- Maintaining the Association's official books, correspondence, records, accounts, and financial statements in detail and in clear files that appropriately reflect the related matters, and comply with the legal requirements and the Association's internal control system.
- Records must be kept and/or destroyed in accordance with the Association's document retention policies, for a period not exceeding five years for each document.
- All concerned parties must perform their work with high integrity and ethics, as they are expected to deal with donors, suppliers, program partners, and beneficiaries fairly and transparently, each according to the nature of their work. They must not provide any of them with false or misleading records and documents, whether by manipulating information, misusing confidential information, misrepresenting material facts, or any unfair practice, or any deliberate falsification of any document or data by the concerned parties. Violation of this clause entails disciplinary action and/or termination of employment or even the imposition of criminal penalties stipulated by law.
- Ensuring the vitality and integrity of the voluntary work sector and enhancing community trust in it through financial transparency.

Not exploiting the association for any unlawful activities and ensuring proper documentation of information; accordingly, all concerned parties must adhere to the following, all concerned parties must adhere to the following:

- Identifying the identity of the donating, granting, supplying parties, or beneficiaries of the Association and verifying their legal status and the purpose of their relationship with the Association.
- Not dealing with anonymous persons or fictitious or suspicious institutions and companies.
- Reporting any operation suspected of being linked to money laundering or terrorist financing through the Association's management to the Secretary-General of the Associations Register.
- Retaining all records and papers related to the work according to the concerned location for a period of not less than five years after the need for them ends, whichever is longer.

2. Confidentiality

All data and information related to the Association, its employees (including those working in the Association's various programs), its managers, volunteers, beneficiaries of its services, the local community, or related parties involved in the projects implemented by the Association, which the concerned parties in this Code have accessed by virtue of their work or relationship with the Association, are considered proprietary information of the Association only.



All concerned parties are expected to maintain the confidentiality of all this information entrusted to them or that they have accessed, except in the case of disclosure permitted by authorized or mandated persons from the Administrative Board or if required by applicable laws. Confidential information includes all information not disclosed to the public, the disclosure of which may harm the Association, the beneficiaries of its services, or related parties. The duty of confidentiality and preservation of confidential information is a permanent duty that does not cease upon the departure of any of the concerned parties from the Association or the termination of their association with it.

3. Respect and Equality in Opportunities

The Association is committed to the principle of mutual respect and equal opportunities among all concerned parties and related parties, without any form of discrimination, disdain, or bias towards any party, regardless of the reason. All concerned parties must observe the following aspects in their dealings with their colleagues in the Association and related parties, including the beneficiaries of the Association's services, target groups, the local community, and supporting or funding entities:

- Treating others with equality and respect regardless of gender, marital status, family status, ethnic origin, color, health status and special needs, religion, age, political orientations, difference in viewpoints, or any other type of discrimination.
- Ensuring equal opportunities in appointment, election, or evaluation and selection of beneficiaries of the Association's services, based on pre-defined criteria built on professional and fair foundations related to competence and merit, away from any type of discrimination, in addition to applying the procedures followed in appointing, evaluating, and developing employees that have been adopted in the Association's administrative system.
- Showing all respect and appreciation to all beneficiaries of the Association's services and all members of the local community and target groups in a way that preserves their dignity, and dealing sensitively with actions that may be misunderstood or appear to be disrespectful or an invasion of others' privacy (for example, not taking permission before taking a picture of an individual or asking about family circumstances in a way that does not serve the nature of the concerned party's job).
- **Exercising the duty of care to achieve the Association's strategy** in bringing about positive developmental change that benefits the beneficiary groups and the surrounding environment. In the event of or expectation of any negative effects, the direct manager must be informed so that the Risk Management Committee can develop plans to avoid or mitigate any of the risks. No one is excused for overlooking any neglect, and reporting is mandatory. The duty of care is also considered a criterion for evaluating the duration of individuals' institutional affiliation and assumption of responsibility.
- Instilling reassurance in all beneficiaries of the Association's services and ensuring their safety and protection from any acts or practices in the Association that may affect their dignity or the services provided to them or limit their contribution in the local community. The Association recognizes that the beneficiaries of its services may be among the vulnerable or less fortunate groups, but they are in fact very capable of bringing about positive change in themselves and in the members of the local community around them at the same time.



Not engaging in any form of harassment, bullying, or abuse, including (but not limited to) annoying and unwelcome acts or comments towards any employee, manager, volunteer, beneficiary, or related party, or acts of violence, whether verbal abuse, personal harm, threat to do so, or acts of vandalism to public or private property, or any direct or indirect retaliatory act due to a difference of opinion, or prohibited acts in the Association such as drug or alcohol abuse or engaging in acts contrary to public morals, and other acts that do not comply with local customs or sound ethics.

The Association will not overlook or tolerate under any circumstances any of the concerned parties if they engage in any discriminatory act, harassment, or abuse, whether sexual in nature or not, and justification will not be accepted.

4. Active Participation

The Association seeks to motivate all concerned parties to increase their activity and enhance the effectiveness of their performance to complete the Association's activities and programs and achieve its goals through their contribution to planning activities, their continuous participation in their implementation, and the submission of suggestions for their development, each according to their position, as follows:

1. Commitment to participate in developing the Association's work plan within their field of work or expertise if requested to do so.
2. Commitment to review the work plan set for the activities they are assigned to participate in or supervise and to express any observations about the plan that would help in its implementation and increase the effectiveness of the Association's work.
3. Exerting maximum effort within the available capabilities during the execution of the assigned tasks in the plan without any dereliction. In the event of any reason preventing them from performing the tasks, they must report this to their direct manager with convincing reasons so that an alternative can be found.
4. Commitment to attend all programs for which they are nominated to participate, which relate to administrative development or raising the efficiency of employees, and to provide a report on the event and the most important recommendations presented at the event. This also applies in the case of joining local and regional alliances.
5. Commitment to attend the meetings they are invited to participate in, which relate to studying the achievements of the set plans, and to participate effectively in developing future plans, each according to their position.
6. Commitment to report any abuse, negligence, or administrative, social, or environmental misconduct that comes to the knowledge of the Association's employees, under penalty of responsibility, while maintaining transparency, credibility, and confidentiality as much as possible.



5. Duty to Report

All concerned parties and employees in the Supporting Association must report to the direct manager the existence of any practices or acts that contradict the provisions of this clause and do not observe respect for others and the preservation of their dignity or lead to their exposure to harassment that affects the work environment in the Association. The direct manager must also respond quickly to these concerns, verify them, and take the necessary measures to stop them and report them according to the Association's Code of Conduct and the reporting system.

6. Accountability

Adherence to the standards and restrictions imposed in this Code is considered a personal responsibility for each of the concerned parties when performing their duties towards the Association, including those related to accounting and auditing. Anyone who violates this Code among the concerned persons exposes themselves to accountability before the Administrative Board or the General Assembly, and the disciplinary procedures mentioned in the Association's Administrative System and Human Resources System apply to them (Warning / Reprimand / Termination), which may extend to legal accountability and prosecution.

Effectiveness: This Code was approved according to the decision of the Administrative Board in its regular periodic meeting on 27/11/2021. In accordance with the above date, it is circulated and reviewed by all members of the Administrative and General Assembly, and ignorance of it is no excuse.