

Orientation on **COAST Code of Conduct, Beneficiary engagement, Feedback collection, CRM, Risk assessment, Gender, Child & PSEA**

Background:

COAST Trust is a right based organization. It has policies to ensure not only successful program implementation but also to maintain standards of quality and accountability, especially in Humanitarian response. Here, we want to reaffirm that we are fully accountable to the beneficiaries and stakeholders by ensuring their participation and engagement, and collect



A full day orientation on COAST policies and practices for ensuring beneficiary participation, Code of Conduct, feedback collection, CRM, Risk Assessment, Gender, Child and PSEA, Means of Verifications and Documentation was organized on 3 September 2019 at Ukhiya Relief Operation Center-UROC, Ukhiya, Cox's Bazar.

feedback regarding project implementation. We established CRM system in all our projects and programs. All these procedures are still in place and are working fine. It is also to be noted here that COAST is an HQAI certified organization. HQAI (www.hqai.org) is an independent third party audit organization that verifies the nine commitments of Core Humanitarian Standards-CHS and issues certificate on behalf of CHS alliance (www.chsalliance.org).

COAST is member of CHS Alliance and being audited and certified (as

it is a four-year cycle) by the HQAI, especially for ensuring quality and accountability in humanitarian response programs. Now the four-year certification cycle is in progress and we are at the middle of the audit cycle. To continue with the nine commitments of CHS, we are committed, organization and staff have to be very careful about the standards of CHS nine commitments in implementation. Keeping in mind, to refresh the staff on policies and practices, COAST has arranged again a daylong orientation titled **“Staff Orientation on Code of Conduct, feedback collection, CRM, Risk Assessment, Gender, Child and PSEA, MoV and Documentation”** in UROC on 3rd September 2019. Md. Iqbal Uddin, AD-MEL & HA was present here as facilitator where Jahangir Alam, Regional Team Leader (RTL) moderated the program. All the project leaders in Cox's Bazar including other senior staff were present in the orientation.

Objectives:

- Orient all the PIU and senior staff about Code of Conduct, beneficiary feedback collection, CRM, Risk Assessment, Gender and PSEA and ensure their practices according to COAST policies.
- Bring them in a same platform as they can interact and share their ideas for improving the quality and accountability in their programs.
- Ensure beneficiary participation, share project information, collect feedback on activities, assess risk, demonstrate expected behavior to the beneficiary and stakeholder, encourage communities and stakeholders to submit complaint (if necessary), take necessary measure for the protection of sexual exploitation and abuse for children and women at office or beneficiary level, etc. in project implementation.

The following agendas were discussed in the orientation:

SL	Agenda	Facilitator
1	Introduction and objective of the orientation program	Iqbal Uddin and Jahangir Alam
2	Code of conduct and staff expected behavior	Razaul Karim
3	Beneficiary engagement in Humanitarian Response	Shahinur Islam
4	Collection of Beneficiary Feedback and assessment of unintended negative impact	Jasim Uddin Molla
5	Complaint and Response Mechanism	Jahangir Alam
6	Risk Assessment policy and practices	Moqbul Ahmed
7	Gender, Child and Protection from Sexual Harassment, Exploitation, and Abuse Policy	Taharima Afroj Tumpa
8	Means of Verification (MoV) and Documentation	Md. Zahidul Islam

1. Code of conduct and staff expected behavior:

Razaul Karim, Team Leader (TL) of UROC conducted the session. Here, he described COAST Code of Conduct in detail and as a staff of COAST, what would be our expected behavior in social and professional life, he discussed.

Code of conduct: A code of conduct defines the way an organization's employee should act on a day-to-day basis. It reflects the organization's daily operations, core values and overall organization culture. As a result, every code of conduct is unique to the organization it represents.

Objectives of Code of Conduct:

- Each employee and volunteer will follow the code of conduct.
- They will inform their code of conduct to the beneficiaries.

Professional life of an employee of COAST Trust will follow:

Staff of COAST Trust should follow some rules and regulation in his professional life. Some of these are given below:

- He must follow state laws.
- He will practice human rights.
- He will not discriminate in any races, ethnic, gender and religious groups.
- He will not engage in any activities against COAST policy and standard.
- Any circular will learn and practice by himself and never demand any orientation to learn these issues.
- He will not do any immoral act like women and child abuse, sexual harassment, oppression, cheating or any person to commit immoral acts, exploitation, child labor, use of indecent language or fear.
- He will not lend money from other colleagues, beneficiaries and partner
- He will not seek any unintended personal gain, do not take gift, and will not be spoiled by others.
- He will not cheat and deceive anyone.
- He will not offer bribe and will not take.
- He will not disobey the logical direction of management.



Razaul Karim, Team Leader, UROC

Besides these, the facilitator discussed many other policies of COAST Trust and explained those in details. He also discussed on the expected behavior of COAST staff. Some of them are given below;

- We will adhere to discipline and remain dedicated, responsible and accountable to time and work.
- We will honor and respect the people of the disaster-stricken population, the marginalized communities and the poor, especially women, children and elderly people.
- We will discuss with the beneficiaries and stakeholders and take necessary protection measure for preventing sexual exploitation and abuse in our programs.
- We will maintain fairness and transparency in transaction.
- Policies for the organization's health, accounting, micro-credit, grievance management, gender, sexual harassment prevention, information disclosure, protection of personal information and protection for the elderly, children and vulnerable older persons.
- We must follow zero tolerance policy of the organization.

After his presentation, the facilitator summarized the session and described importance of code of conduct.

2. Beneficiary engagement in Humanitarian Response:

Shahinur Islam, Head-Humanitarian Response, conducted this session. At the beginning, he defined what is humanitarian activity and then who is beneficiary? He shows core humanitarian standard of CHS. Humanitarian activities are generally meant to protect people's lives and property during and after crisis. For example: Rohingya crisis, Sidre, Aila, Roanu etc. Humanitarian activities include distribution of relief, purifying water, distributing cash, helping people to safe shelters, providing health care service, etc. The group of people who receive these services are called beneficiary. Beneficiaries are two kind; direct beneficiary and indirect beneficiary. He also discussed why beneficiary is the key in humanitarian activities. Here, he showed the activities of COAST Trust in humanitarian activities. Then



Shahinur Islam, Head-Humanitarian Response

he discussed how beneficiary should be included in humanitarian response. There are many ways to include them. Such as;

- Beneficiary opinion in the time of planning, implementing, auditing, and assessing the humanitarian agenda.
- Ensuring beneficiary agreement in humanitarian activities and result of those activities for getting feedback.
- Let them know about facilities of activities through meeting, discussion and in monitoring system.
- Providing regular improvement report and information if any change occurred.

After that he showed the way how COAST include beneficiary in humanitarian response. The most important ways are;

- In case of disaster, coast staff talk to the affected people, administration and Union Council and prepare the report in this regard.
- COAST initiate and implement any project discussing with affected people, stake holder and beneficiary.
- Monitoring and audit department regularly contact with beneficiaries and stake holders about progress and collect feedback and recommendation and inform them if any change is occurred.

3. Collection of Beneficiary Feedback and assessment of unintended negative impact:

Jashim Uddin Molla, Program Manager, UNICEF Education programme, conducted this session. Here, he discussed on beneficiary feedback collection format and the best possible ways to collect data. At the beginning of this format, FGD conductor will fill up the project name, hi/her name, designation, place and date. Then h/she will ask them some questions and someone will take note. For example;

- Please tell me about the services you have received from this project?
- Please tell me how you are benefitted with these services?
- Please tell me if there was any dissatisfaction?
- What do you think about improvement of the services, we provide?

Then he started discussing on negative impact assessment format. In this format, there are also some questions;

- What are the facilities of the project implementation that you think?
- What's the negative side of that services that you think?
- Did you need to give money or gift to have these services?
- Please tell us if there any behavior of worker that made you sad?
- If there any negative impact due to project implementation?
- Any SEA do you think might happen? etc.



Jashim Uddin Molla, Program Manager

Jasim Uddin discussed on every question and suggested to write down answer in short. He said that beneficiary feedback should be collected in every three months as COAST has an instruction on it. At the end of this session, the facilitator suggested not to ask beneficiary directly rather one should make question when another worker take note as he is not part of their FGD conversation.

4. Compliant and Response Mechanism:

Md. Jahangir Alam, Regional Team Leader, conducted the session. Here, he discussed Complaint and Response Mechanism policy and system of COAST Trust. He also mentioned "Page- 11 of COAST diary". COAST Trust is a people-oriented organization which is accountable to its community and stakeholder. It is committed to work in an open and responsible way building the trust and respect of stakeholders. So, COAST Trust Complaint and Response Mechanism Policy is very important, transparent and open to all. This policy has been disseminated to our stakeholders.



Md. Jahangir Alam, Regional Team Leader

Complaint could include the following:

- A violation of the COAST Trust policies, guidelines, manuals and code of conduct.
- A concern about the behavior of staff or the quality of the program implementation.
- How a service has been managed which has a direct impact on the affected population.
- Abuse of power manifested against those with less social power, and how they are treated physically and psychologically.
- Sexual harassment and manipulation by a person in a position of power providing any type of assistance in exchange for sexual acts
- Staff members involved in corruption or abuse of their position for private gain, such as misusing the financial and other resources of the organization.

He discussed about the process of “How to make complaint?”

- The complaints can be made through formal (e.g., written) and informal (e.g., telephone or verbal).
- There is a discussion with the different stakeholders and they expressed their views that they feel easier to make complaints through phone/verbal in the adjacent office(s).
- The complaints can be given to any staff member(s), any board member(s) and any COAST Offices.
- Through a trusted intermediary, e.g. gender focal (this means, this is important for sensitive complaints)
- Apart from this the Regional Program Coordinator, Regional Team Leader, Director, Executive Director and Chairperson -Board of Trustee (C-BoT). All of their communication means are available in the diaries, offices and website. Anyone can submit complaint directly them too, if necessary.
- All offices will display mobile numbers designated to receiving complaint.

How to respond complaints:

- Each office will receive the informal complaints from the different sources and the respective officials will try to solve the complaints by 7 days.
- If not possible by him/her/them then, those will be transferred to the immediate higher level and they will try to solve within next 10 days.
- If not possible by them then the complainant (s) will be reached to Secretary of Complaint Response Standing Committee.
- Any formal or written complaint (s) will be resolved by 15 days.
- The complaint related to sexual harassment, exploitation or abuse would be dealt by “Secretary of Complaint Response Standing Committee”.
- The serious complaints like corruption, fraud will not be dealt by local leader.
- Documenting the complaints: There is a system for the documenting the complaints in each office. The respective complaints response officials (RPCs for MF and PCs for donor funded projects) will record the complaints and send CRM report by 10th days of each month.
- Safety and confidentiality: The safety and confidentiality of the complaint and complainant will be maintained strictly except if it is not required by the state law.

5. Risk Assessment policy and practices:

This session was conducted by Moqbul Ahmed, Assistant Director. In this session he discussed different type of risk and solution in different field. The discussion of this session in the following –

At first, he discussed about the relation of gender and gender based violence between the staff and beneficiaries of organization. The probable risk of this type of relation and gender base violence are-

- For implementing any project, the project staff can use humiliating words for any female beneficiary of the project.
- Any supervisors may establish illegal affairs with female beneficiary for keeping secret his financial corruption.
- Giving illegal facilities to beneficiaries by establishing extra marital affairs with female beneficiaries.



Moqbul Ahmed, Assistant Director

The negative impact on employee, beneficiary, and other stakeholders for above mentioned activities could be-

- it could affect social, psychological, or economic status of beneficiaries
- It could hamper social status of beneficiaries
- The negative impact on employee or organization for above mentioned activities are-
- it could hamper social status of organization
- employee can leave organization because of hampering of social status
- organization can be hampered financially for corruption
- organization can dismiss the employee for financial irregularities
- The solution of above mention risks in the following-
- discuss the risk in the regular staff meeting
- encourage to take complain from beneficiary
- giving awareness related message regularly

He also discussed the risk issue of security, dignity and safeguarding of employee and organization. The discussion in the following-

- No one from local community willing to take responsibility which could cause to stop activities of organization which causes economic harm to beneficiaries.
- In overall discussion, the speaker discussed the risk issue in management level, cash and loan transaction, procurement, fixed asset of organization. In this discussion, he gives the solution of all risks where he mentioned existing policies of organization for avoiding all kind of risk in organization and employee level.

At the end of his session, every project through group work, presented their probable risks and relevant solution which are in the following-

Project Name: IPC Project			
Risk		Level	Probable solution
01.	Negative perception of host community about the project	H	Huge positive publicity
02.	Transport	M	Creating attention of authority
03.	Disagreement	L	Coordinate among groups

Project Name: Tearfund			
Risk		Level	Probable solution
01.	Duplication	H	Recap
02.	Govt. decision	H	Wait for govt. decision
03.	Vendor (Local)	M	Proper monitoring

Project Name: ENRICH (Somriddhi) Project			
Risk		Level	Probable solution
01.	Inadequate worker	M	Have to find out
02.	Embankment	H	Creating attention of policy maker
03.	No private office	H	Manage private office
04.	Ferry on river	H	Need to manage sea truck
05.	River erosion	H	Awareness in climate change

Project Name: COAST- Education Project			
Risk		Level	Probable solution
01.	Worker drop out	H	Recommendation for salary review, educational qualification and static

02.	Unable to implement plan because of fund delay	M	Regular contact with donor to get fund in time and manage loan from COAST
03.	Stealing of equipment from learning center	L	Managing night-guard and enactive LCMC committee

Project Name: PACE			
Risk		Level	Probable solution
01.	Receiving more than one advance in training	M	Providing highest two advance for training
02.	Sending new worker for training without orienting him/her beneficiary level	L	Orienting worker properly
03.	Drop out of worker	M	Make the job of worker permanent

Project Name: Hironnelle			
Risk		Level	Probable solution
01.	Eve teasing	H	Come and go by group and increasing awareness
02.	Misinformation	H	Proper research before program development
03.	Insecurity	H	Have to stay with team, not roaming alone and stay alert

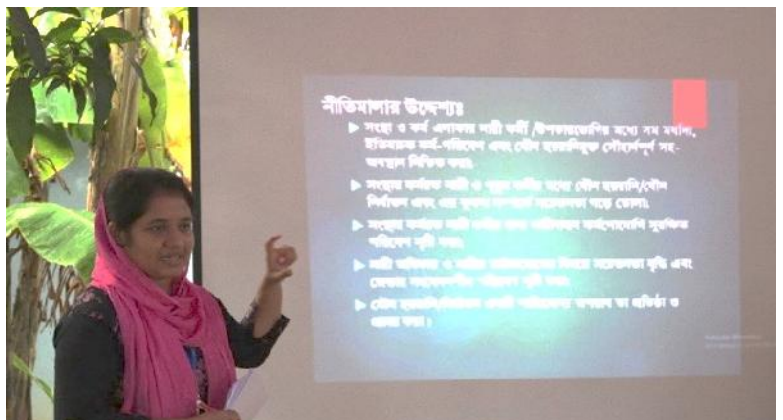
Project Name: Child Protection Project			
Risk		Level	Probable solution
01.	Worker drop out	M	Arranging training for worker
02.	Distance of camp and traffic jam	M	Managing private vehicle
03.	Sexual Harassment	H	Creating awareness in every monthly meeting

Project Name: YOUTH Project			
Risk		Level	Probable solution
01.	Reduce of adolescent boys'/girls' presence	M	Changing time of center with discussion
02.	Taking relief from various NGO by same beneficiary	H	Specify NGO activities according area
03.	Risk of not helping by providing cash money	H	Try to include the project under cash money support
04.	Insufficient trainer fee	H	Including enough budget for training fee
05.	Limitation of training period	M	Should increase period

6. Gender, Child Protection and Protection from Sexual Harassment, Exploitation & Abuse Policy:

This session was conducted by Taharima Afroj Tumpa, project manager, where she discussed overall of the gender and child protection policy of the organization. At first, she discussed the policy of “prevention of gender base violence” where she spoke about the objective of this policy in the following-

- To create sexual abuse free work environment
- To establish men and women’s equal right
- To create equity, safe and secure work environment for all and safe environment for a child.
- Keep the issue confidential and how the policy works for any of gender related complain.



Taharima Afroj Tumpa, project manager

In this session, she also discussed about the definition of “Child abuse” and “Sexual abuse” where she talked which behavior can be used as child and sexual abuse like to use abusive word to any female colleague or child, try to establish sexual relation by using power, sexual abusive gesture or attitude to female colleague or a child. She also discussed about the way out of implementing of these policies in this organization where she discussed some solution which are-

- All the policies, planning of organization must be gender and child sensitive
- To keep an eye on the work of the organization for identifying any kind of child or gender based violence
- To give all the rights to respective gender focal for stopping these issues.
- To discuss gender and child protection policy in monthly meeting of any level in the organization
- In this discussion, she also discussed about the four different ways of taking/giving complain against gender related issue which are-
 - a) Digital way like, giving message through phone, email etc
 - b) Verbal
 - c) Through gender box
 - d) Written complain

7. MoV and Project Documentation:

Md. Zahidul Islam, Head-MEAL & Social Development discussed the following issue of means of verification (MoV) and about the established processes of documentation. He discussed about means of verification in the following-

- It defines as like as that the way someone will be able to measure or identify the effectiveness, quality and the loopholes as well of a program activity or any disciplinary issues
 - a) Report
 - b) Attendance Sheet
 - c) Related pictures
 - d) Beneficiaries are informed about the project (For CRM also) through field visit
 - e) Bill/Voucher
- He also discussed about documentation in the following-
 - a) Project Management
 - b) Establish procedures to manage, monitor and document work and progress
 - c) Ensure regular flow of information for project control and coordination
 - d) To promote effective project management procedures
 - e) Why documentation is needed
 - f) For proper planning and management
 - g) Aiding in resolving claims and disputes
 - h) Will help to clarify any misunderstandings
- After that he discussed about the established Process of documentation. And these are:
 - i) Hard Copy
 - j) Soft copy



Md. Zahidul Islam, Head-MEAL & Social Development

Later on, all the participants had to participate on a test over the whole discussion of every sessions. In the concluding session, the moderator discussed on the following risks and our role as a staff of COAST Trust towards it. He said we have to give up these behaviors or habit for the welfare of us and the organization-

- Personal relationship builds up in office
- Using Facebook during office time and careless in showing attitude
- Extra personal relationship with vendors
- Not engage in Corruption
- Mixed reactions of employees came from other NGOs, be aware of that
- Do not exchange organizational message with the government officials or share Information, because you do not know the all and the organization has responsible person for that. Please refer to Zahangir Alam, the Regional Team Leader.

Having no other issues for discussion in the orientation, the orientation was ended with the vote of thanks of AD-MEL&HA.

Report Compiled By:

- a. **Md. Reaz Hossain**, M&E officer, IPC Project, COAST Trust
- b. **Ahmed Sajedul Anwar**, Coordinator- Operations, COAST Trust

Annex- 1: Questionnaire for a test on COAST policies and practices, discussed:

COAST organized a number of orientation for the staff on COAST policies and practices. This time participants had to do an exam. They received the question paper two days before the exam, had time for full preparation and did the exam. The exam result/ *khata* is preserved in their personnel file at their base office. The 50 marks questions were-

1. What is staff Code of Conduct? Please briefly discuss the objectives of COAST Code of Conduct and its implementation.
2. What is the expected behavior of beneficiaries to any COAST staff? Please discuss in brief.
3. How many ways we can ensure beneficiary engagement in our project implementation process?
4. In which ways COAST collects feedback from beneficiary? What is the objective of collecting that feedback?
5. What is Complaint and Response Mechanism? Who can submit a complaint?
6. What are methods of submitting or receiving complaints? Please discuss.
7. How COAST response to any complaint according to its CRM policy?
8. What is Risk Assessment? What are the possible risks do you feel might happen in your project? Please discuss.
9. How Gender Base Violence could be happened to the project staff or beneficiaries level? What are the possible ways it could be prevented?
10. What is means of verification? Discuss the necessity of proper documentation.

Annex-2: Participants List

SL	Name of Stuff	Designation	Project
01	Md. Razaul Karim	Project Manager	Tearfund Project
02	Saimon Chowdhury	Monitoring and Evaluation Officer	Tearfund Project
03	Md. Lutfur Rahman	Finance & Admin Officer	Tearfund Project

04	Dileep Bhowmik	Field Coordinator	Tearfund Project
05	Noor Ahmed	IGA- Coordinator	Tearfund Project
06	Tanjir Uddin Roni	Project Coordinator	COAST Hironnelle
07	Md. Sohel Chowdhury	Finance & Admin Officer	COAST Hironnelle
08	Tajul Islam	Project Manager	ERPORA
09	Ifratul Karim	Monitoring and Evaluation Officer	ERPORA
10	Junaidul Islam Juwel	Field Monitoring Officer	ERPORA
11	Bivob Dewan	Program Officer- T & MD	ERPORA
12	Farzana Bithi	Program Officer- T & MD	ERPORA
13	Tanjia Akter	Program Officer- T & MD	ERPORA
14	ThouehidaTabassum	Program Officer- CM&PSS	ERPORA
15	Md. Arifuzzaman	Technical Officer	ERPORA
16	Jasim Uddin Molla	Project Manager	UNICEF Education
17	Md Tarikul Islam	Monitoring and Evaluation Officer	UNICEF Education
18	Md Sariful Islam Bhuiyan	Finance & Admin Officer	UNICEF Education
19	Md. MasumBillah	Technical Officer	UNICEF Education
20	Mohammad Jabedul Islam	Technical Officer	UNICEF Education
21	Md. Azharul Hoque	Technical Officer	UNICEF Education
22	Morshedul Alam	Logistic Officer	UNICEF Education
23	Tahrira Afroz Tumpa	Project Manager	YOUTH Project
24	Iffat Jahan	Account and Admin Officer	YOUTH Project
25	Jahada Beugm	Program Organizer	YOUTH Project
26	Arif Ullah	Program Organizer	YOUTH Project
27	Shawkat Alam	Program Organizer	YOUTH Project
28	Rahim Ullah Upal	Program Organizer	YOUTH Project
29	Zahangir Alam	Project Coordinator/RTL	IPC Project
30	Md. Eakub	Account and Admin Officer	IPC Project
31	Md. Reaz Hossain	Monitoring and Evaluation Officer	IPC Project
32	Paiu Mong Chowdhury	D&C Officer	IPC Project
33	Ali Ahmed	Field Coordinator	IPC Project
34	Md. Hasibur Rahman	Project Coordinator	DAWN
35	Uttpol Nandi	Account and Admin Officer	DAWN
36	Mahbub Alam	UNAO	DAWN
37	Babul Hossain	UNAO	DAWN
38	Tariqul Islam	UNAO	DAWN
39	Abul Kasem	Quality Controlar	ILCPOP & MSF
40	Mogbul Ahmed	Assistant Director	CFTM
41	Abu Ufa Ibrahim	Account and Admin Officer	CFTM
42	Abbu Bakkaer Siddique	Program Officer	CEPI
43	Fazlul Hoque	Project Coordinator	ENRICH
44	Md. Farid Uddin	EDO	ENRICH
45	Maksudur Rahman	MIS Officer/ F&A Officer	PACE-Crab
46	Tanzira Khatun	Project Coordinator	PACE-Dry Fish
47	Chandan Kumar	Technical Officer	CJRF
48	Ahmed Sajedul Anwar	Coordinator	Operation
49	Akter Ahmed	MIS	ENRICH
50	Mukibul Minhaj	MB Officer	ERPORA
51	Shahinur Islam	Head- Humanitarian Response	Core Program
52	Iqbal Uddin	AD-MEL & HA	Core Program
53	Md. Zahidul Islam	H-MEAL – SD	Core Program