

UNHCR _ Zaatari Camp

INCENTIVE-BASED VOLUNTEERING IN ZAATARI CAMP STANDARD OPERATING PROCEDURES

- First revised in December
2021

- Last revised in December
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1. INTRODUCTION:

Since the establishment of Zaatari Camp in July 2012, Incentive-Based Volunteering (IBV) has been a key aspect of refugee participation in the delivery of humanitarian assistance and other services in the camp. As of December 2022, 3,208 individuals (almost 10% of the camp population above 18 years old) were engaged in various IBV functions across various projects implemented by organizations in the camp. Approximately 42% of IBV participants were females and around 28%, (1422) persons have specific needs. The IBV scheme is considered a mechanism to provide incentives and capacity development to refugees who volunteer for various organizations in the camp and provide quality service provision to their community in a way that builds self-reliance and ownership; in line with the commitment of humanitarian actors towards the Accountability to affected populations (AAP)¹.

The Incentive-based Volunteering Scheme (IBVs) is one of the four possible forms of income-generating opportunities for refugees in Zaatari Refugee Camp, which are:

- A. Incentive-based Volunteering Scheme (IBVs).
- B. Private business on the local market.
- C. Work Permits.
- D. Home-Based Businesses (HBBs).

Throughout 2014, 2015, 2021 and 2022 at various community gatherings, focus group discussions (FGDs) and other community feedback mechanisms, the refugee community highlighted the lack of unified practice of implementation of IBV across projects, which led to unequal access to available opportunities. In July 2015, the Basic Needs and Livelihoods Working Group (BNLWG) developed the first version of these Standard Operating Procedures (SOPs). Based on continuous feedback from organizations and the refugee community, assessments and lessons learned on IBV dynamics in Zaatari Camp, the BNLWG reviews and updates the SOPs. Following such updates, the BNLWG develops a summary of the SOPs in Arabic with relevant highlights and shares it with the refugee community.

- Throughout November 2021, the BNLWG worked on reviewing the SOPs to capture the feedback gathered both from the refugee community and the members of the BNLWG.
- Throughout December 2022, the IBVs focal points from each respective INGO, and BNLWG have worked in reviewing the SOPs to overlap the needed roles to be in a place and to amend the SOPs, as of the needs of the refugees and the BNLWG.

The goal of the present SOPs is to streamline IBV procedures among agencies, increase awareness among refugees of IBV processes and rights as Incentive-Based Volunteers improve

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the equitable access to opportunities for refugees in the camp, and facilitate the monitoring of IBV programs in line with the rules in place.

This document serves as a guide for all actors seeking to engage refugees in IBV activities. The document specifically aims to achieve the following:

- Harmonize the recruitment, rotation, and eligibility requirements
- Improve access of vulnerable groups to IBV opportunities and increase gender parity
- Ensure IBV partners have effective and responsive complaint mechanisms in place
- Standardize the reporting and data management system for IBV opportunities through the special module on RAIS
- Ensure adequate provision of health and safety of refugees by IBV partners.
- Unify hiring agencies' approach to ensure that IBVs are aware of and comply with the Code of Conduct upon signing a contract (governed by Annex 6).

The revised SOPs also aim to enhance the transparency and fairness of the selection process among those refugees enrolled in the incentive-based scheme, as well as to streamline IBVS procedures among agencies including recruitment, rotation, and eligibility requirements.

Compliance with the present IBV SOPs is mandatory for all organizations implementing a project with an incentive-based volunteering component in Zaatari Camp. If an agency hires a contractor that wishes to engage Syrian volunteers, the agency is responsible for ensuring that the contractor complies with the SOPs. If agencies face any specific challenges with complying with the IBV SOPs, these challenges must be discussed thoroughly with the BNLWG co-chairs on a case-to-case basis to agree on solutions.

2. CLASSIFICATION OF SKILLS, INCENTIVES, ROTATIONAL PERIODS, AND BREAK OF SERVICE REQUIREMENTS:

a) Skill levels, rates, and rotations

To avoid competition between agencies and ensure fair incentives, all agencies should adhere to the below rates and rotational periods defined according to the classification of skill, as per the below table:

Table 1 IBV Skill levels, Rates, and Rotations

Skill Level Classification	Incentive per hour ¹ \ Piece of Rate	Maximum Rotation Period	Examples of classified IBV activity
Semi-skilled – The IBV activity does not require specialized skills or technical know-	1.00 JD	Quarterly (3 months) Exceptions for Cleaners 4 months, security	Committee volunteers, outreach, office, or camp cleaners, warehouses IBVs (loading and Off-

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how, or heavy physical involvement		guards from 3 to 6 months	loading items), and crowd, controller, cleaner contracts will be extended to 4 months period of rotation, guards, day laborers, field Assistants.
Skilled – The IBV activity requires minimal training or minimum skills to perform tasks.	1.50 JD	1 Year with no exceptions. Exceptions For Health, nutrition volunteers, community Health ONLY	Tailors, hairdressers, trainers, handcraft makers, data entry, hygiene promoters, hotline operators, supervisors of semi-Volunteers, construction IBVs, Welders, carpenters, tiling works, painting works. plumber, data collector, electrician.
Highly skilled – The IBV activity requires specific skills or experience relevant to the task performed.	2.00 JD	1 year. An exception for highly skilled positions can be considered in case of a limited available qualified workforce.	Medical personnel, storekeepers, office assistants, welders, carpenters, plumbers, painters, supervisors of skilled IBV, Makani center facilitator
Technical– The IBV activity requires specialized knowledge and experience, such as with specific tools or machinery, or requires a specific educational background Note: Given the high salary pay, the volunteers cannot receive more than 120 JD per week (e.g., maximum: 2.5 JOD per hour X 8 hours per day X 6 days per week)	2.50 JD	Maximum 2 years, an exception for Technical skilled positions can be considered in case of limited available qualified workforce.	Teachers, machinery operators, engineers, site inspectors and surveyors, draftsmen (AutoCAD designers, etc.), supervisors of highly skilled IBV

b) Exceptions to rotation

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Given the varying positions and contexts of IBVs positions in the camp, exceptions to the IBV rotations may be permitted in certain circumstances. However, all exceptions requests must be addressed through E-mail to BNLWG chair and co-chair. The requests for exception to be submitted to the BNLWG one month before the expiration of the concerned IBVs contracts. Here is a non-exhaustive list of example reasons for a rotation exception:

- The position requires specific long-term training (half the contract period).
- The program's specific has protection objectives that require the long-term involvement of the volunteer (long-term psychosocial support, reduction of domestic violence, social empowerment, IBVs working with children with disabilities). This includes all IBV positions related to Children with Disabilities (CWDs) including playground minders, inclusive transportation assistants, inclusive facilitators, and inclusive shadow teachers.
- IBV working with SRAD are exempted from rotation due to security reasons. cleaners, welders, etc. However, the rotation can take place annually with close consultation of SRAD.

Community Health Volunteers, however, this is to be reviewed when the situation is back to normal.

- IBVs working as medical cleaners
- Rotational periods for guards have been discussed and agreed with the Security Working Group with the result that for semi-skilled guard opportunities the maximum rotational period is six months.

c) Break of service requirements

Certain refugees have easier access to IBV opportunities based on qualifications and experience, and even when the rotation mechanism is enforced, the same refugees are continuously accessing IBV opportunities. Therefore, organizations agreed to a mandatory time gap ("break") between one and three months in between two IBV opportunities. Compliance with this requirement will be checked through the IBV Module on RAIS. Break of service is applicable only when the duration of IBV opportunities is more than one month and as follows:

Table 2 Break of service requirements

Duration of the IBV opportunity	Duration of the break of service period
30 days or less	No break of service period required
31 days – 90 days	1 Month
91 days – One year	3 Months
365 days and more	4 Months
Resignation within 10 days of the contract	14 Days

The following have been agreed as exceptions for a break of service:

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- Contract's extension if it is within the maximum rotation period relevant to the skill level
- Promotion: only if the individual's opportunity is upgraded to reward exceptional performance or reflect additional responsibilities, or due to projects changed, - as the IBV should continue the signed contract if it's up to one year, then to fall in the break of service period before a new hiring.
- For the Skilled, highly skilled, and technical classifications, the IBV cannot be enrolled with the same agency after finishing the break of the service period, which means the IBV should apply to opportunities in another agency.

d) Additional Incentives

In addition to the incentives paid by the hour; IBV participants are eligible for the following:

Time out of volunteering due to sickness	Right to resume the full duration of the agreement after certified sickness ⁵ is considered as a paid leave, and period, Sick leave is upon the agreement between the IBVs and hiring organizations, however, IBVs have the right to resume the full duration of the agreement after certified sickness.
Maternity benefits	Right to resume the full duration of agreement after a 40-day maternity period ⁶ One hour of breastfeeding paid break per day during breastfeeding for one year. Agencies can opt for paid maternity leave if their budget allow, however this is not mandatory. Sick leave is upon the agreement between the IBVs and hiring organizations, however, IBVs have the right to resume the full duration of the agreement after certified sickness.

5 For example if a IBV participant is sick for 2 weeks; 2 weeks should be added to the agreement to compensate for the time during sickness.

6 Organizations should provide a signed document with a date of return and revise agreements accordingly.

3. RECRUITMENT PROCESS:

A) Advertisement of an IBV opportunities

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To facilitate fair and transparent access to IBV opportunities, all agencies must advertise any opportunity publicly to the refugee community before conducting a further interview and recruitment processes. The IBV advertisement must include the following information:

- Number of IBV opportunities available
- Qualifications required
- Terms of Reference (TORs)
- Duration of the IBV assignment
- Classification of Skill Level (4 levels: semi-skilled, skilled, highly skilled, technical)
- Application process & timeline to apply (*minimum of 5 working days)
- Site location of the opportunity
- Volunteering hours Any agencies that utilize pools of candidates, particularly for large recruitments of semi-skilled opportunities, must advertise access to those pools according to what is established in this updated version of the IBV SOPs. Agencies are encouraged to share IBV advertisements through the BNLWG and directly with all relevant partners to maximize recruitment dissemination. In December 2018, it was agreed that all agencies would share available vacancies with protection and IBV focal points on the shared email addresses. Agencies can also write When agencies decide to recruit in district(s), IBV advertisements must be placed at the following locations in the respective district(s):

Table 4 Required IBV Advertisement Locations by District (paper announcements)

	D01	D02	D03	D04	D05	D06
Location 1	Al Kabeer Mosque (B6)	Blumont Community Center (B04)	Al Kuwati Mosque (B4) Saladin Mosque (B06)	Yaser Mosque (B06)		Blumont Center (B10)
Location 2			UN Women Oasis	UN Women Oasis	Almubarak Mosque (B20)	Common Distribution Center - NRC (B04)
Location 3			Blumont Service Unit (B08)	Bread distribution center		

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	D07	D08	D09	D10	D11	D12
Location 1	Blumont Center (B15)	Oxfam Center (B11)	Blumont Center (B03)	Blumont Center (B04)	Masjd al Wada (B04)	Blumont Service Unit (B05)
Location 2	UN Women Oasis	Safeway	UN Women Oasis	Bread distribution center	Blumont Service Unit (B09)	
Location 3	Tazweed & Bread distribution center	Bread distribution center	Bread distribution center	Save the Children Center		

Required IBV Advertisement (Electronic announcements)

Must be shared with the UNHCR Focal point, however all INGOs are responsible facilitate and help the POCs how to fill in the applications.

If the IBV recruitment is camp-wide, advertisements should be placed by the relevant organization in the locations stated in Table 4 plus all the following locations:

- Common Distribution Center (D6)
- Tazweed (D7) and Safeway Malls (D8)
- UNHCR Service Area

B) Eligibility Requirements

As part of the recruitment process, all agencies must adhere to the following eligibility requirements.

Any refugee intending to participate in a IBV program must comply with the following:

- Registration in Zaatari Camp
- 18 years old and above
- COVID19 Vaccination certificate with 2 doses, or one dose and pending the second dose. (The IBV did not miss the date of the first dose).
- The individual must not currently engage in another IBV activity
- No other individual in the same case (Proof of Registration) is not currently engaged in an IBV activity (for Semi-skilled /skilled/highly skilled and technical classification).

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- Individual not currently in a break of service as per the criteria established in section II engaged in another IBVs activity
- Individual in the same nuclear family (Separate Proof of registration) is not currently engaged in IBV opportunities. Individual in the same case (Proof of registration) or same nuclear family (Separate Proof of registration) has not engaged in another IBV activity in the last two months including polygamy cases. However, IBVs worked for one month and below are not subjected for two months break of service and will remain eligible. To ensure quality of education in the camp, highly skilled and technical IBVs working in the Education sector are not subject to any break-in service and will remain eligible if all other eligibility criteria have been met
- Individual is not currently shop owner.
- Individual is not currently running a business in the markets through renting a shop.
- Individual in the same case (Proof of registration) is not currently running a shop in the market through rental.
- Individual in the same nuclear family (Separate Proof of registration) is not currently owning a shop or running a shop in the market through rental. (On hold)
- Individuals does not have an active work permit. However, cases with individuals holding active work permits will be less prioritized during the second eligibility check by UNHCR, (on hold)
- Individuals in the same case (Proof of registration) or same nuclear family (Separate proof of registration) are not currently supported with HBBs.

C) Interview Process

To avoid favoritism and unfair hiring practices, IBV volunteers should not be involved in any part of the recruitment process. Furthermore,

- 1) IBV recruitment should go through a normal interview process, and
- 2) at least two staff members should be present when conducting IBV interviews to increase transparency during the process.

D) Verification and Reporting

- The IBV RAIS module will be used to verify the eligibility of potential IBV volunteers in line with the present SOPs, and to record the IBV's information and any incentives paid to the IBV.

• Pre-Eligibility Check

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Through the IBV RAIS Module, agencies must pre-check the eligibility of IBV candidates BEFORE officially checking their eligibility with UNHCR. The IBV Module will flag individual cases that are not eligible based on the requirements outlined in the SOPs.

As such, the information flagged on the IBV Module will allow IBV agencies to make more informed and quicker decision about IBV recruitment and ensuring equal access to opportunities.

• UNHCR Field Unit:

After doing the pre-eligibility check, and BEFORE formally engaging any IBV volunteer, agencies must verify the eligibility through UNHCR Field Unit. Agencies must fill out the Zaatari Camp Interagency IBV Reporting Form (Annex I) and submit to UNHCR Focal Point 3 days BEFORE the IBV volunteer enrolment date. UNHCR Field Unit will provide feedback to the respective agency within 1 day before the enrolment date. Using the IBV Module, UNHCR will flag inconsistencies with the eligibility requirements and inform the relevant agency. Agencies must address these inconsistencies accordingly and immediately. Once the final list of IBV volunteers is cleared, UNHCR will save the cases on the IBV Module. <https://jordan.rais.unhcr.org>

• IBV Assistance Recording on RAIS

Once the eligible volunteers are engaged, all payments of cash incentives must be uploaded on RAIS by the respective agency. Agencies using the Common Distribution Center for Humanitarian Assistance (CDCHA) will have all assistance recorded on RAIS automatically during the payment process. Agencies not using the CDCHA will be responsible for recording the assistance on RAIS themselves. **All agencies with over 50 IBV opportunities engaged highly encouraged to use the CDCHA for IBV payments.**

In Apr 2021, UNHCR led a pilot for digitizing cash assistance for IBV payments directly using digital financial services -Mobile Wallets.

Building on the positive outcomes from previous digitizing experiences, more UN agencies, and NGOs with the IBVs programs transferred gradually to mobile wallets as a modality to deliver the IBVs payments.

Digitizing IBVs cash payments through wallets is considered another advanced step towards more inclusion for refugees financially, all agencies with over 50 IBV opportunities engaged are highly encouraged to move forward to digitalize their IBV payments.

The CDCHA for IBV payments will not be available in 2023 to facilitate the IBV payments, and the agencies that have not shifted to Mobile Wallets will have to use their centers or arrange with other agencies to use their centers to facilitate their IBVs Payments.

• Monthly Reporting on Expenditure

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All agencies should report on the total expenditures on IBV activities segregated by donor no later than the first week of every month.

E) Engagement and Agreements

- All IBV volunteers should have an agreement with the agencies they are volunteering with. It must have identification information for the volunteer, incentive rate (JD/hour), start and end date, code of conduct, complaint mechanism, complaints focal point, and a nominated person (not registered on the same case) to receive their payment if their case is closed or inactivated. The agreement also must be in Arabic and English, and there must be one copy for the IBV volunteer and one for the organization. We suggest a group agreement for all IBV opportunities that will easily be linked with attendance and payment sheets, and additionally individual agreements for opportunities longer than one month. The BNLWG recommends the standard templates for these agreements provided in Annex III. All hiring agencies must ensure that new IBVs sign the common Interagency Code of Conduct Commitment Form (included in Annex 6 to these SOPs) after receiving a full Code of Conduct onboarding session. A copy of the signed document should be given to the IBV.

F) Termination

- In order to promote transparency and accountability during termination, the following guidelines on termination should be followed.
- Agencies should give adequate notice – considering the length of their agreement – to IBVs before ending the IBV agreement (a mandatory period not less than 2 weeks for opportunities that are 6 months or less, and not less than one month notice for any longer agreements).

G) Termination for violations of code of conduct

- All agencies are responsible for encouraging, advocating, and promoting the dissemination and respect of their own code of conduct by IBV participants. All organizations also have a duty to prevent, oppose and combat all types of exploitation.
- All hiring agencies have a responsibility to ensure that every newly hired IBV receives a comprehensive Code of Conduct session highlighting what behavior is and is not acceptable. During this session, all agencies must highlight that certain misconduct can lead to blacklisting from future IBV opportunities. While agencies can use their internal Code of Conduct, they must also disseminate the INTERAGENCY CODE OF CONDUCT GUIDELINES FOR INCENTIVE BASED VOLUNTEERS contained in Annex 6 of these SOPs. Following the training agencies must ensure that new IBVs sign the common Interagency Code of Conduct Commitment Form after receiving a full Code of Conduct onboarding session. A copy of the signed document should be given to the IBV.

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• For code of conduct violation by an IBV participant:

- The agreement must be ended/suspended immediately in line with established internal procedures
- There must be an incident report drafted by the concerned organization
- The cases must be referred to a committee formed by UNHCR, UNICEF, and IMC that will meet on an ad-hoc basis as needed. The committee, headed by UNHCR protection officer, will meet with the concerned agency, analyze the incident report. If deemed necessary, the committee may decide to prevent the concerned refugee from engaging in future IBV opportunities by flagging the individual to UNHCR Registration Unit as ineligible
- The Committee is also authorized to flag as ineligible individuals who perpetrators of violations from IBV for protection reasons including child marriage.

4) INCLUSION

- All agencies must apply the Age, Gender, and Diversity (AGD) approach to IBV programs. The AGD approach ensures “that all persons of concern enjoy their rights on an equal footing and are able to participate fully in the decisions that affect their lives and the lives of their family members and communities” 7 . Agencies should fully respect the rights of the elderly and avoid setting a maximum age limit for IBV opportunities. Additionally, IBV programs and opportunities should be available throughout.

7 UNHCR AGD Policy 2011 available at <http://www.refworld.org/docid/4def34f6887.html>

- All twelve districts in Zaatari Camp to maximize inclusion on basis of location inside the camp. • Organizations must not discriminate among applicants based on their address or location in the camp.

A) Vulnerable groups and referral

- Agencies are strongly encouraged to incorporate and prioritize vulnerable individuals and groups in IBV activities. The standardize vulnerability criteria is based on the official UNHCR vulnerability codes that is applied following an assessment by UNHCR and/or case management partners. Information on vulnerable individuals and households is regularly updated in UNHCR ProGres by UNHCR Registration based on home visit assessments from key partners.

B) The mechanism for prioritizing vulnerable individuals or households in IBV programs is two- fold:

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- Through the IBV Module on RAIS, IBV agencies should check if any potential/current IBV volunteer has a specific need or has another individual registered on the same case who has a specific need (such as women at risk, persons with disabilities, older person at risk, single parent) to prioritize such individuals whenever possible. The type of vulnerability will not be available on the system, but the function “yes/no” regarding a set of vulnerability codes from UNHC ProGres will be available both at the individual and the case level.
- Agencies should consider needed facilitation to support vulnerable individuals to access information for announcements and during the application process, especially for persons with disabilities.
- UNHCR Field, Protection, Community Based Protection Unit, and other case management agencies can refer specific cases in need of an IBV opportunity on an individual basis to IBV agencies. All agencies should consider these referrals as a priority in the application process. The vulnerable individuals (priority cases) must still apply for the opportunity, and the respective case manager must support the case in the application process. If the individual is suitable for the opportunity, agencies should decide to integrate the individual into the IBV opportunity. Correspondence on these cases will be handled via email between the agency IBV focal point and UNHCR/partner case manager. In the case that vulnerable individual is subjected to termination or rotation UNHCR Community Based Protection/Protection should be informed prior to make assessment with recommendation of needed action.
- In both processes, case confidentiality will be maintained. The IBV agency should not inquire or at any time, be aware of the individual or specific household’s aspects of the vulnerability status.

C) Gender Parity

- Agencies are strongly encouraged to maintain gender parity in IBV opportunities, while considering the context of the IBV activity. All agencies are expected to regularly engage with the refugee community (e.g., FGDs) on the types of IBV activities that are preferable for men and women and make opportunities equally available for both genders. Organizations and sectors are encouraged to set a minimum quota of female participation in IBV; however due to differences among sectors, there is no general requirement for a quota in all opportunities. In addition, it is necessary that organizations ensure proper outreach and posting vacancies in women centers to enhance the accessibility of females to the available IBV vacancies. In 2018, childcare facilities have been identified as a priority to enable more mothers to join IBV opportunities and thus organizations should prioritize safe facilities for children within their locations. If a female IBV volunteer leaves a IBV opportunity for any reason, partners:
 - Should always replace the volunteer by another female refugee for all semi-skilled opportunities.
 - Should, whenever possible, replace the volunteer by another female refugee – depending on the skills needed and the ones available – for skilled, highly skilled, and technical opportunities.

5) COMPLAINTS MECHANISM

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- All communities have the basic right to file a complaint regarding unfair treatment, report cases of misconduct and seek fulfilment of their right to appropriate assistance. Receiving complaints and responding to them is central to agencies' accountability. An efficient complaints mechanism will create a channel to report any concern of community members.

- IBV volunteers who have an IBV-related concern should bring the complaint firstly to the attention of the organization that has enrolled the refugee. Each organization must establish a well-functioning complaints mechanism and designate a focal point, who is NOT the direct supervisor of any IBV volunteer.

Agencies are requested to inform the IBV volunteer on the agency's complaint mechanism during the enrolment phase. Such information as well as the agency's respective Code of Conduct must be included in the agreement in addition to the name and contacts of the complaints focal point (in Arabic).

- If a IBV volunteer does not feel comfortable to address the complaint to the agency's staff due to severe sensitivities; or if no feedback is provided during the timeframe that was set (3 weeks maximum according to the camp-wide complaints leaflet); or if the refugee is not satisfied with the feedback that was provided, s/he can bring the complaint to the UNHCR Field Staff or at the Service Area for additional follow up. Depending on the complaint and feedback provided, UNHCR will follow up directly with the agency if needed.

6) MONITORING

- Compliance with the present IBV SOPs is mandatory for all agencies administering IBV programs in Zaatari Camp. UNHCR and the BNLWG Co-Chair will proactively engage with partner agencies to ensure such compliance, especially the regular recruiting and reporting requirements.

- The following monitoring mechanisms will evaluate compliance with the IBV SOPs

- Monthly IBV Factsheet: UNHCR Registration unit will produce a monthly factsheet describing key findings from the preceding month's IBV data submitted by partner agencies. Key concerns from the factsheet will be discussed and then endorsed by the BNLWG; additionally, the factsheet will be shared at the CMC meeting held bi-weekly in the camp.

- Ad-hoc IBV Monitoring: Throughout the year, IBV partners will be requested to report on how their agency has complied with the different requirements of the present SOPs. UNHCR and the BNLWG Co-Chair will also provide feedback on gaps in the compliance process based on the concerns raised by refugees during various participatory assessments.

- Annual IBV Assessment: When needed, UNHCR will conduct an IBV assessment in the camp through a Task Force formed under the umbrella of the BNLWG. This assessment should, among other things,

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evaluate knowledge of IBV SOPs and perceptions of agencies' compliance amongst the refugee community.

7) IBV DOCUMENTS CHECK-LIST

- To support compliance of the IBV SOPs, each agency should utilize the following tools and forms:
- Advertisement: Refer to section IV of the present SOPs
- Application Form: The application form can be designed at the agency's discretion. However, the application form should include all basic biodata and registration information. When necessary, relevant educational, professional, and training experience.
- Agreements: All IBV volunteers should have an agreement, whether it is a short-term or a long-term engagement. Two copies of the agreement should be issued: one for the agency and the other for the volunteer. The agreement must include: the period of engagement, the compensation stipend, TORs, agency Code of Conduct, security incident protocol, and complaint mechanism information including the complaints focal person.
- Compensation Receipt: After the payment, the refugee should receive a payment receipt, to preserve the rights of the volunteers and the IBV agency.
- CoC Report Form: A unified incident report should be used to report any incidents involving IBV volunteers.
- Termination Letter: If the agency does not wish to continue with the IBV volunteer, the agency should provide an appropriate minimum notice period depending on the engagement duration (2-weeks recommended).
- Clearance Form: At the end of each agreement, a clearance form should be signed. The clearance will verify the return of assets used by refugees engaged in IBV.
- Certificate of Participation: A commendation letter or certificate of participation should be provided to IBV volunteers upon request

8) LIST OF ANNEXES

- ANNEX I: Interagency IBV Reporting Form
- ANNEX II: Health & Safety Plan
- ANNEX III: IBV Opportunity Advertisement Template

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- ANNEX IV: IBV Weekly Agreement
- ANNEX V: IBV Long Term Agreement
- ANNEX VI: Zaatari IBV SOPs Measures for Alleged CoC violation.

Revised By:

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Omar AL-Tayyan

Mahmoud Abudalo

Soud Al- Zoubi