



## **Individual Self Reflection 2020 on World Humanitarian Summit Commitments and Initiatives - Doz e. V.**



## Stakeholder Information

**Organisation Name**

Doz e. V.

**Organisational Type**

NGO - International

**City and Country where Headquartered**

Leipzig, Germany

**Focal Point Name**

Abdulaziz Ramadan

**Region**

Middle East

**Twitter ID**

@DOZ\_Int



## 2D Take concrete steps to improve compliance and accountability

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Doz e. V. commits to adopt the IASC statement on the Prevention of Sexual Exploitation and Abuse at the individual agency level.	Policy	Uphold the Norms that Safeguard Humanity

**1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.**

#### Gender-based violence prevention and response

DOZ planned and implemented various projects, contributed in many conferences, coordination committees, and UN meetings in 2017 in Syria, Turkey, Iraq, and Germany. DOZ updated its Human Resources and Monitoring and Evaluation (M&E) policies, enforced a new Code of Conduct that must be signed not only by employees but also by members, volunteers, and interns who join DOZ teams either in the office or in the field to prevent any sexual or personal abused based on gender, race, religion, or national background, and to increase the level or transparency, justice, compliance, and accountability.

The organization has achieved a transformation in its policies, teams and projects in 2017 in comparison with previous year. This achievement was boosted due to ongoing partnerships with professional partners and active participation in UN meetings on Agenda 2030 and coordination sub-meetings with the United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA) offices in Turkey and Iraq. The commitment and learning process of team members played a major role.

**2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.**

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- ☒ By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies
- ☒ Through multi-stakeholder processes or initiatives (e.g. IASC, Grand Bargain, Charter for Change, etc).

**B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?**

Through project field visits by M&E teams, project results and impact, teams' development, and beneficiaries feedback to see if capacity improved more than previous year in terms of compliance and behavior. Also, DOZ regularly get assessed by International non-governmental organizations (INGOs) who are willing to plan and implement joint projects with DOZ.

**3. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- ☒ Data and analysis
- ☒ Field conditions, including insecurity and access
- ☒ Funding modalities (earmarking, priorities, yearly agreements, risk aversion measures)

**B. How are these challenges impacting achievement of this transformation?**

Challenges with work permission and access to provide services for local communities due to ongoing change of regulations in active conflict regions. This has affected DOZ's signed agreements with its international partners in terms of project period and financial payments. This also affected the process of data collection and analysis.

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

To enlarge its impact and have an alternative region for access, DOZ opened a new regional office in Kurdistan Iraq as access to North East Syria is easier from there and also to invest and support local CSOs and local communities in Iraq 2018. In Germany, DOZ implement joint projects with the Ministry of Interior and some German foundations to invest in migrants and refugees so as to invest in both home and host countries.



**5. What steps or actions are needed to make collective progress to achieve this transformation?**

DOZ observed improvement by UN OCHA in the Online Planning/Project System (OPS) and the Humanitarian Pooled Fund (HPF) accessed by humanitarian ID. This has achieved a more transparent process and also progress can be monitored much easier. Yet, there is still challenge with grant management issues as UN OCHA in some countries has to follow country policies and thus the process of channeling funds to local organizations and/or responding to certain crises is being restricted due to country-based policies.

**6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.**

- Improving the Code of Conduct for employees, volunteers, and interns.
- Advocating for local actions at EU and UN conferences to develop and/or push activating a monitoring tool for governments' policies committed to World Humanitarian Summit (WHS) commitments.

**Keywords**

Gender, PSEA



## 3G Address other groups or minorities in crisis settings

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Doz e. V. endorses the Charter on Inclusion of Persons with Disabilities in Humanitarian Action.	Policy	Leave No One Behind

### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

Although the organization has limited capacity from one side and its difficult in conflict contexts to have donors support programs in some marginalized areas due to political or security issues, yet DOZ managed to reach marginalized communities, especially between Hasaka and Deir Az Zor in East Syria.

DOZ provided clean water and water tanks to the Al-Malha reception center, organized regular field visits to Bedouin communities where the poverty average is 80-100%, and hopefully in 2018 will plan to support 48 villages with water and schooling. In Germany co-designed and implemented project "Germany in Arabic" only in Arabic for people who has fled conflict in Syria, to facilitate their integration and access to necessary information about work, education, and living in mother language.

### 2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- ☒ By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies
- ☒ Through multi-stakeholder processes or initiatives (e.g. IASC, Grand Bargain, Charter for Change, etc).

### B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?

Through feedback from target groups, projects planned and its impact on local communities and beneficiaries. On the other side, the change can be measured through media written and visual reports, and M&E team feedback either from the organization or partner organizations and donors.

### 3. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- ☒ Funding amounts
- ☒ Human resources/capacity
- ☒ Multi-stakeholder coordination

### B. How are these challenges impacting achievement of this transformation?

Based on DOZ's report in 2016 the organization improved its reach to marginalized areas, collect information, and share information in local language. Yet DOZ faces challenges in finding funding and therefore cannot act on time. This must be improved on state and donor policy level.

### 4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.

Keep advocating at UN, State, and donor conferences for "leave no one behind" on local level and push states and donors whenever possible to adjust their policies according to local and regional context. DOZ to support 48 tribal villages in WASH and education sector if possible.

### 5. What steps or actions are needed to make collective progress to achieve this transformation?

States and donors must change their policies so humanitarian actors and local CSOs can respond to local needs on time especially in active conflicts. Guarantee safety of humanitarian actors and CSOs in each country and don't restrict their work due to political tensions, so they leave no one behind.

### 6. List any good practice or examples of innovation undertaken individually or in cooperation with others to



### **advance this transformation.**

Talking openly and criticizing some governments and donors for their policies that restrict the work of humanitarian actors and CSOs in public events. And, responding on limited level to the needs of some marginalized areas with no funding by encouraging the method: from locals to locals.

### **Keywords**

Displacement, Migrants



## 4A Reinforce, do not replace, national and local systems

### Joint Commitments

Commitment	Joint Commitment	Commitment Type	Core Responsibility
Commits, where relevant, to the 17 joint Diaspora commitments, which include providing a voice and delivering actions towards resolving root causes of conflict and current conflict situations, aligning humanitarian response work and activities with humanitarian principles; ensuring social inclusion in all efforts, and working holistically and meaningfully with all humanitarian response stakeholders towards efficient, inclusive and people-centered humanitarian action to support vulnerable people and communities.	<ul style="list-style-type: none"> <li>✓ <a href="#">Hope for Ebola Orphans Foundation - Sierra Leone</a></li> <li>✓ <a href="#">From Street to School</a></li> <li>✓ <a href="#">Somali Rehabilitation and Development Association (SORADA)</a></li> <li>✓ <a href="#">Verband Deutsch-Syrischer Hilfsvereine e.V.</a></li> <li>✓ <a href="#">The Association of Sierra Leone Healthcare Professionals Abroad (TOSHPA)</a></li> <li>✓ <a href="#">Organization for Rehabilitation of Somalia (OFROSOM)</a></li> <li>⌘ Haiti Renewal Alliance HRA</li> <li>⌘ Watan</li> <li>Afghansk Kulturforening, African Community Association of Bolton, AYAD, Barada Syrienhilfe, CEO Associates, Danish Human Appeal, DAN-TA QOYS-KA (The Family), Diaspora African Women's Network, Deutsch Syrisches forum e.V., Engayde, Federation of Ghanaian diaspora in Europe, Gender Education &amp; Enterprise Development for Africa (GEEDA), Girl Child Network Sierra Leone, Hand in Hand for Syria, Heads Up (Africa), Heaven Homes and Children's Centres, HIRDA DK, HIRDA UK, Homes League Abroad, IDAY-UK, Katib Cultural Association, Kindeslaecheln, LGBT Christians in Exiles, Lepont UK, LunchBoxGift, Movimento degli Africani, Nakuru Environmental and Cultural Trust, Sawa foundation UK, SHF -Syrian Humanity Forum e.V., Shabaka Social Enterprise, SLUKDERT, South People's Projects-Soppro, SSPDO, Youth With A Global Vision</li> </ul>	Policy	Change People's Lives: From Delivering Aid to Ending Need

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Doz e.V. commits to make sustained funding conditional on the systematic collection of feedback from affected people on the quality and utility of humanitarian programmes.	Financial	Change People's Lives: From Delivering Aid to Ending Need



Doz e. V. commits to establishing a common approach to providing information to affected people and collecting, aggregating and analysing feedback from communities to influence decision-making processes at strategic and operational levels.	Operational	Change People's Lives: From Delivering Aid to Ending Need
Doz e. V. commits to adopt the Core Humanitarian Standard (CHS) and International Aid Transparency Initiative Standard, with clear benchmarks for achieving these through the CHS Alliance self-assessment tool.	Policy	Change People's Lives: From Delivering Aid to Ending Need Invest in Humanity

**1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.**

**Adherence to quality and accountability standards (e.g. CHS, SPHERE)**

Doz advocates for Changing people's lives: from Delivering Aid to Ending Need in both home and host countries. In 2017 DOZ advocated for putting people in the center at all levels such as: projects planned and implemented during 2017, advocacy at policy making level in regional and international conferences, and also by drawing the attention of its office and field teams and its partnerships with local and international organizations to be on a people-centered cooperation basis. In addition to work and advocacy for this commitment in home countries, the organization started responding to this need also in host countries in 2017 by planning and implementing various projects such as: Germany in Arabic for migrants and refugees in Germany.

**2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.**

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- ☒ By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies
- ☒ Through multi-stakeholder processes or initiatives (e.g. IASC, Grand Bargain, Charter for Change, etc).

**B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?**

Through budget lines of project planned and implemented at local and national levels and its compliance and harmony with international standards and local/national laws and norms. Also through comparing between finance invested in projects and final results and output and analyze M&E and project activity reports/outputs.

**3. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- ☒ Field conditions, including insecurity and access
- ☒ Funding amounts
- ☒ Human resources/capacity

**B. How are these challenges impacting achievement of this transformation?**

These challenges make both the internal and external processes as organization slower especially when putting annual plans for a whole year in advance for quick and effective response actions. The funding issue affects both efforts on policy and project level, furthermore, it blocks human resources development.

**4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.**

Actions in 2018 should boost both response for local communities' needs and advocacy on policy on regional and international levels. This includes Education, WASH, Food Security Nutrition and Agriculture, and Early Recovery Entrepreneurship programs. In addition to that, DOZ implements projects to understand root causes of migration among youth.

**5. What steps or actions are needed to make collective progress to achieve this transformation?**

Policy makers either as state or non-state donors should have more flexibility in changing and/or adapting their policies according





to local level needs and circumstances especially in active conflict areas. On financial level, donors should have policies to contribute into local CSOs human resources for sustainable effective communication and implementation.

**6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.**

DOZ contributed to DEMAC research/evaluation action for Diaspora actors. DOZ took part in the DEMAC plan to raise awareness on humanitarian principles for local actors and create training in local languages, DOZ committed to take its part on local level under DEMAC action.

**Keywords**

Displacement, Local action, Migrants, People-centred approach, Quality and accountability standards



## 5E Diversify the resource base and increase cost-efficiency

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Doz e. V. commits to adopt the Core Humanitarian Standard (CHS) and International Aid Transparency Initiative Standard, with clear benchmarks for achieving these through the CHS Alliance self-assessment tool.	Policy	Change People's Lives: From Delivering Aid to Ending Need Invest in Humanity

#### 1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

Diversity is the basis of sustainability and most local NGOs' challenge is sustainability in finance and human resources. In 2017 the organization increased its sources on policy, organizational, financial, and operational levels. On organizational level it included new staff and volunteers from various backgrounds such as: Iraq, Libya, France so the organization has now circa 6 nationalities which brings more input and ideas into its work.

At the financial level DOZ achieved new partnerships with new donors and enhanced its work with more foundations including the Ministry of Interior in Germany and expanded by supporting and partnering with local Iraqi civil society.

At the operational level DOZ supported new communities in Syria especially in marginalized areas such as Bedouin areas and villages where the poverty rate is circa 80-100%.

At the policy level DOZ took part in various regional events and conference where policy makers, INGOs, and NGOs exchanged information on challenges and solutions for more diversified sustainable cooperation.

#### 2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- ☒ Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- ☒ By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies
- ☒ Through multi-stakeholder processes or initiatives (e.g. IASC, Grand Bargain, Charter for Change, etc).

#### B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?

DOZ measures the change and progress through cooperation and partnerships achieved with local CSOs and INGOs and how it led to both better response to community need from one side and monthly/annual project reports on the other side. Also, the diversity progress can be measured through work sectors in 2017.

#### 3. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- ☒ Field conditions, including insecurity and access
- ☒ Funding amounts
- ☒ Human resources/capacity

#### B. How are these challenges impacting achievement of this transformation?

Challenges prevent DOZ to be able to plan more than two years in advance in terms of project planning and community need response. That means, if it wants to draw a sustainability plan for more than two years those challenges must be addressed.

#### 4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.

DOZ will join new networks at national and regional level in the European Union and Middle East Regions for new resources and potential cooperation. Also, the process of targeting new cities on local level and including new work teams and volunteers is an essential part of its 2018 policy. Also, DOZ shares resources and experience gained in 2017 with potential local CSOs and other partners.

#### 5. What steps or actions are needed to make collective progress to achieve this transformation?



We need to share our resources with both local CSOs whenever they need or seek self-development and with other actors so our work for saving lives and developing societies will not be only as "Aid Providers" but also as "Need Enders". This is a practical way to not only have diverse resources but also diverse actors at local, national, regional, and international levels in a diverse response bridge.

**6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.**

ongoing work with actors such DEMAC Network on EU level, UN OCHA in Turkey, Iraq, Syria, and with VDSH in Germany proved that collective work is the best method to push this transformation forward.

**Keywords**

Local action



## Initiative Reports

### **DEMAC – Diaspora Emergency Action & Coordination :**

#### **What concrete actions have you taken in support of the initiative.**

DOZ was one of the first migrant actors who joined DEMAC for its important role in enhancing migrant and diaspora CSOs role in regional and global cooperation. In 2018 DOZ was one of the CSOs evaluated by DEMAC in the field through field visits to some DOZ offices. DOZ took part in the Training of Trainers on Humanitarian Principles organized by DEMAC in Berlin to transfer knowledge to local actors in local languages whenever possible. Also, a report was produced by DEMAC in 2018 on actors working in Syria, Sierra Leon, and Somalia and published for public use.