



جمعية المرأة العاملة الفلسطينية للتنمية
Palestinian Working Women Society for Development



PWWSO Social Policy

Palestinian Working Woman Society for Development



Drafted by	PWWSO	Approved by General	Oct. 10, 2024
		Director on	
Responsible person	Amal Khreishe	Scheduled review date	Oct. 10, 2028

1. Introduction and Purpose

This Social Policy reflects The Palestinian Working Woman Society for Development (PWWSO)'s institutional ethos as a feminist, human rights-based, and development-focused organization. It establishes ethical standards and social responsibilities in how The Palestinian Working Woman Society for Development (PWWSO) engages internally and externally. The policy aims to:

- Guarantee fair treatment and protection for all stakeholders.
- Promote a safe, respectful, and inclusive environment.
- Operationalize gender and human rights principles into daily practice.
- Align with the Palestinian Basic Law and the international instruments such as the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), International Labour Organization (ILO) Conventions, United Nations Security Council Resolution 1325 (UNSCR 1325), and the Sustainable Development Goals (SDGs).

This policy serves not only as a guiding framework but also as a transformative tool to challenge patriarchal norms and promote systemic change within Palestinian society. It reflects the intersectional realities faced by Palestinian women, especially those living under occupation, in refugee camps, and in rural communities.



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2. Scope of the Policy

This policy applies to:

- All the Palestinian Working Woman Society for Development (PWWSD) staff, including full-time, part-time, contractual workers, and volunteers.
- All program beneficiaries, especially women, youth, persons with disabilities, displaced populations, and those in marginalized areas.
- Partners, suppliers, and consultants are expected to adhere to the principles and standards outlined in this policy.
- Communities engaged in interventions: across the West Bank, East Jerusalem, Gaza Strip.

The policy is designed to be adaptable across diverse operational contexts, including emergency response, humanitarian aid, and long-term development programs.

3. Labor Rights and Fair Working Conditions

The Palestinian Working Woman Society for Development (PWWSD) affirms its full alignment with the Palestinian Labor Law issued in 2000 and the International Labor Standards, particularly those of the International Labour Organization (ILO), and commits to:

3.1 Employment Equity

- The Palestinian Working Woman Society for Development (PWWSD) ensures equal opportunities regardless of gender identity, age, disability, marital status, religion, political opinion, or social origin.
- Affirmative action is practiced to promote women's leadership, especially young women and those from underserved areas.



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- Job advertisements are accessible, inclusive, and reflect anti-discriminatory language.
- PWWSd advocates for the ratification and enforcement of labor protections for informal workers, particularly women in agriculture and domestic work.

3.2 Decent Work Standards

- Employees are provided with:
 - Written contracts aligned with Palestinian Labor Law.
 - Paid leave entitlements, including maternity, paternity, and emergency leave.
 - Social security, end-of-service benefits, and safe working hours.
- Overtime and weekend work are discouraged and compensated when required.
- The organization promotes workplace democracy through staff committees and participatory decision-making processes.

3.3 Psychosocial and Occupational Health

- Staff exposed to traumatic content (e.g., in GBV cases or war zones like Gaza) are offered structured psychosocial support, debriefings, and supervision.
- Access to mental health professionals is ensured.
- Occupational safety assessments are periodically conducted to mitigate risks.



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3.4 Prevention of Workplace Violence

- The Palestinian Working Woman Society for Development (PWWSD) maintains a zero-tolerance policy toward:
 - Sexual harassment, bullying, and abuse.
 - Retaliation against whistleblowers.
 - Discrimination based on personal identity.
- A confidential internal complaints system is available for staff to report misconduct.

4. Human Rights and Social Justice

4.1 Rights-Based Approach

- All programs are designed and delivered in alignment with:
 - The Universal Declaration of Human Rights (UDHR).
 - The Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW).
 - The Palestinian Basic Law and National Cross-Sectoral Strategy for Gender Equality.

4.2 Legal Empowerment

- The Palestinian Working Woman Society for Development (PWWSD):
 - Offers legal aid and case management for Gender-Based Violence survivors.
 - Trains local lawyers and paralegals in women's rights and family law.



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- Engages in law reform advocacy for Personal Status Law, Family Protection Law, Labor Law, and Electoral Law.
- Integrate cultural and legal literacy to empower women to navigate both formal and customary legal systems.

4.3 Feminist Social Justice

- The organization links women's rights with:
 - Liberation from occupation.
 - Access to land and resources.
 - Protection of socio-economic rights (housing, water, inheritance, employment).
- Feminist principles are integrated into advocacy campaigns, messaging, and partnerships.
- Advocacy efforts include coalition-building with grassroots movements and international human rights bodies to amplify Palestinian women's voices.

5. Community Engagement and Participatory Development

5.1 Participatory Programming

- Communities participate in:
 - Needs assessments, program planning, and evaluations.
 - Focus groups, listening sessions, and community feedback mechanisms.
- Gender-disaggregated data and local knowledge shape interventions.



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5.2 Accountability to Affected Populations (AAP)

- The Palestinian Working Woman Society for Development -PWWSd commits to:
 - Transparent communication about its work, eligibility, and selection criteria.
 - Community-based feedback systems (hotlines, boxes, digital surveys).
 - Inclusive outreach, especially in shelters, displacement camps, and informal settlements.

5.3 Community Representation

- Support and train:
 - Women-led community committees and shadow councils.
 - Young women activists and change agents.
 - Community educators and peer leaders on protection, health, and rights.
 - Community mobilization strategies include storytelling, theatre, and digital media to foster civic engagement and social cohesion.

5.4 Innovation and Local Solutions:

PWWSd supports local innovation hubs where women and youth co-design solutions to community challenges.



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6. Diversity, Equity, and Inclusion (DEI)

6.1 Organizational Equity

- Promote diverse representation in governance, leadership, and staff:
 - At least 50% women in senior roles.
 - Inclusion of persons with disabilities and marginalized communities.
- Conduct regular gender and inclusion audits.
- Diversity, Equity, and Inclusion-DEI training is mandatory for all staff and partners.

6.2 Inclusive Programs and Services

- Program activities must:
 - Be physically and socially accessible (inclusive venues, sign language, no-cost entry).
 - Address the needs of women with disabilities, elderly women, displaced persons, and minorities.
 - Avoid tokenism and ensure meaningful participation of all segments.

6.3 Language and Representation

- Use of inclusive, non-stigmatizing language in publications and media.
- Culturally sensitive communication that honors diverse identities and experiences.
- Highlight intersectionality in storytelling and advocacy.



7. Health, Safety, and Well-being

7.1 Workplace Safety

- Regular risk assessments at offices, field sites, and community centers.
- Emergency plans in place (evacuation, relocation, first aid).
- COVID-19 and disease prevention protocols observed.

7.2 Staff Wellness

- Implement regular wellness check-ins and mental health days.
- Access to trauma-sensitive care and self-care toolkits.
- Group support sessions, especially after major escalations (e.g., war in Gaza).
- PWWS collaborates with local clinics and mental health centers to provide trauma-informed care tailored to the needs of women affected by conflict.

7.3 Beneficiary Protection

- Ensure safe environments for participants, especially children and survivors of violence.
- Conduct protection risk assessments for each intervention.
- Adopt child protection, GBV, and PSEA standards in every location.
- Safety protocols are co-developed with community members to ensure cultural relevance and effectiveness.



8. Monitoring, Evaluation, and Accountability

8.1 Social Accountability Mechanisms

- Annual social performance reports shared with stakeholders.
- Gender and equity indicators tracked across programs.
- Feedback used to improve service design and delivery.
- Participatory monitoring tools, such as community scorecards and social audits, are used to enhance transparency and responsiveness.

8.2 Grievance and Redress System

- Staff, partners, and beneficiaries can report violations via:
 - Confidential hotline and email.
 - On-site complaint boxes and field staff.
 - Third-party feedback channels.
- Reports are investigated by a designated internal compliance team.
- Sanctions applied when violations are confirmed, with support to affected persons.

8.3 Oversight and Review

- Policy reviewed and updated every four years by a task force involving staff, board members, and external advisors.
- Lessons learned from evaluations and complaints are integrated into the next policy cycle.



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- Evaluation frameworks incorporate feminist methodologies that value qualitative insights and lived experiences.

9. Implementation and Dissemination

- Policy orientation for all new hires and volunteers.
- Partner and donor briefings to ensure alignment.
- Publication on PWWSO's website and inclusion in training manuals and handbooks.
- Capacity-building workshops are held regularly to ensure that staff and partners internalize the policy's principles and practices.
- Dissemination strategies include multimedia campaigns and policy briefs tailored for different stakeholder groups.
- This policy is a living document, evolving through collective learning and the dynamic realities of Palestinian society.

10. Conclusion

PWWSO's Social Policy reaffirms its deep-rooted belief in feminist transformation, human rights, and justice. Through this policy, PWWSO commits to protecting and empowering everyone it engages with — not only in its words, but through consistent and ethical actions that promote dignity, equity, and freedom. It embodies PWWSO's unwavering commitment to justice, dignity, and the empowerment of all individuals, especially women and girls.

