



Policy

CODE OF CONDUCT

February 2023

Background

Our Code of Conduct regulates how we at Aroha work together and interact with the wider world. With this, we hope to create a working environment that maintains [high standards](#) and puts everyone's well-being first. The Code [applies to](#) all members of the Aroha community and all Aroha personnel need to sign it. Links in this document provide further information that are integral extensions of, and underpin, the Code.

Our values and principles

Aroha is on a [mission](#) to avoid climate chaos. In doing so, we seek to always embody the following [values](#) and [principles](#) that define who we are and are at the core of all our daily interactions.

Our values				
Cause-obsessed	Imaginative	Fearlessly independent	Team-Powered	Open
Our principles				
Trust	Respect	Kindness	Value one another	
Constructiveness	Cordial	Considerate	Ideas-focused	
Flat-structured	Professionalism	Politeness	Loyalty	

When you work with us, whether on our team or as a partner, this is how you can expect to be treated.

How we treat each other

- We are committed to [inclusion and diversity](#). Safeguarding fundamental human rights is at the heart of our work with climate vulnerable nations and people and upholding those rights for our team members is essential to us.



- We maintain a zero-tolerance policy towards all forms of [harassment, retaliation, bullying and mobbing](#).

How we work together

- We put environmental and social [sustainability](#) at the core of our working practices.
- We handle [confidential](#) information with the appropriate care.
- We extend our high standards of conduct to our [digital interactions](#).
- We are mindful of the different [time zones](#) in which our team members and partners may be located.
- We make space for [personal relationships](#) while providing safeguards to ensure these do not come in the way of our work.

How we work with partners

- We seek to identify, avoid and mitigate any [conflicts of interest](#). To do that, we also report and follow specific guidelines on any [secondary employment](#).
- We support our team members in any [challenging interactions](#) they might encounter with partners that may not necessarily share our standards of conduct.
- We are particularly mindful towards combatting any forms of [corruption](#) and have set a framework for any gift exchanges with partners.

How the Code works

- We have defined a chain of reporting and possible actions to address instances where the Code is [not respected](#).
- Aroha stands ready to respond to any [questions](#) related to the Code.
- We will [revise](#) the Code regularly and remain open to ideas on how to make it better.

Approved by Aroha's Governing Assembly in March 2022 and by Aroha's Executive Committee in May 2022, with modifications in February 2023, and acknowledged and supported by:

Name:	
Aroha Role:	
Date:	
Signature:	



Annex

CODE OF CONDUCT

Detailed Provisions

February 2023

Document version	Date of update	Author/Reviser	Next scheduled revision
1 st	01.02.2022	Pauline Seppey, Program Officer	January 2023
2 nd	14.02.2023	Avril Chanel, Program Officer	January 2024

1. Introduction

Aroha wants to have a workplace where its people are happy to be and where we go about our work as free as possible of conflict while upholding values and behaviours we and everyone counting on Aroha can be satisfied with.

1.1 Why a Code of Conduct

As a young and growing organization, Aroha really hopes it can have a working environment that puts the well-being of its employees, community, and partners first and ensures we conduct our work according to standards that would be expected, and in some cases demanded, of an organization like ours. Doing that requires thinking about the values guiding our work; the behaviours our partners will expect of us and that we want to see as we work together each day; and also the ones that have no place in our organization. This is what this Code of Conduct is: a road map detailing how each member of our community is expected to conduct themselves and treat the others; and, in return, how they can expect to be treated and the conduct they should expect from others.

1.2 Who the Code applies to

Our Code of Conduct guides the way members of the Aroha community treat and interact with one another as well as with the outside world. So, this Code is there to be followed by all members and employees of Aroha as an institution (and association under Swiss law) no matter the type of contract they are on (i.e. staff, intern, consultant, permanent, fixed or short-term, full- or part- time). We want to be clear that the Code is also for everyone in the Aroha community and so it equally applies to management and members of the Governing Assembly, the Executive



Committee and any other governing bodies too. Anyone in Aroha can and should expect from people in those positions to stick to the Code and support it in the same way as everyone else. Also, the timeframes mentioned in this Code will apply from the time it is adopted.

2. Values, mission and principles

Our values				
Cause-obsessed	Imaginative	Fearlessly independent	Team-powered	Open
Our principles				
Trust	Respect	Kindness	Value one another	
Constructiveness	Cordial	Considerate	Ideas-focused	
Flat-structured	Professionalism	Politeness	Loyalty	

2.1 What we strive to do

Our mission can be summarized in three words: avoiding climate chaos. To do so, we focus on three main objectives: limiting warming to 1.5°C; safeguarding climate-threatened people and ecosystems; and maximizing transition benefits.

Everything Aroha does and how it operates is built around that mission.

2.2 What values guide our work

The following values serve as a compass for all of us at Aroha on our path to achieve our mission:

- **Cause-Obsessed:** We are obsessed with combating climate chaos – this is the cause that unites us as people and as an organization. It guides all the work we do. We think this is the biggest challenge for the world today and the most profound and complex justice issue facing our society. This constant source of motivation is why we come to work every day both dedicated and optimistic.
- **Imaginative:** To combat climate chaos, we need to move away from out-of-date ways of thinking and working and trigger transformational change. For that, we have to be adaptable and constantly find creative and innovative solutions to move forward. That's why we aim to always come up with fresh ideas and are not afraid to be disruptive and evolve our ways of working.
- **Fearlessly independent:** You can count on us to bring our best of our knowledge, expertise, ideas and energy to the table without external influences getting in the way.



Remaining autonomous and true to ourselves is also key to our delivery of high-quality work - professionally - each and every time.

- **Team-powered:** Climate chaos is too big for any one group to handle. Only by collaborating and working together do we have any good chance of success. Likewise, each achievement is the fruit of a collective effort. To us, being a team also means that we think of and care for each other: that we show empathy, are inclusive and supportive, and that we have each other's best interests at heart.
- **Open:** We are open to others, open to new ideas, and open to the world about the work we do. We believe transparency is essential to cultivate quality relationships within Aroha and with our many partners and supporters. So we are always honest and upfront. Being open also means that we embrace local to global viewpoints, seek out diverse perspectives, and are always respectful to whoever we encounter in our journey to combat climate chaos.

2.3 Our basic principles

In addition to our values, which communicate our identity as an organization, we also have a set of principles which guide all our interactions, internally and externally.

Our general principles that apply to all our internal and external interactions are:

- **Trust:** At Aroha, we trust each other. We will all work better together if we trust in each other's integrity and abilities and so we all aim to show respect and to build, not break down, trust among ourselves.
- **Respect:** We treat each other with respect.
- **Kindness:** We show kindness in our daily interactions.
- **Value one another:** We think everyone in the community has value to add. Making the best of this will enrich our work and help us all to do our best. That's why we always value each other's inputs, views, perspectives, and ideas.
- **Constructiveness:** Criticism is a normal part of any community's interactions, but it can and should be constructive. When we need to offer criticism, we do so in a balanced and constructive manner. Being constructive could mean offering suggestions for improvement or practical steps to take to lead to different outcomes.
- **Cordial:** Keep it friendly and polite! We never attack one another, whether verbally, in writing or otherwise. This means no insults, not sharing unconstructive negative views of others, and not connecting or linking up as more than one with that kind of behaviour or targeting individuals in the community.
- **Considerate:** Think of others before you act, speak, share, and write. Bear in mind that people are different and have sensitivities that might differ from your own. We need to be understanding of everyone as each person has their own unique background and perspectives and these are a strong point for our community, not a weakness.

These principles are related to our internal way of working together:



- **Ideas focused:** We love good ideas, and we find the sharing of them really stimulating. Everyone is encouraged to share ideas on all the work that goes on in Aroha. We keep an open mind and are happy to consider any suggestions.
- **Flat-structured:** As much as possible, we want to be empowering and sharing responsibilities and to avoid multiple vertical chains of hierarchy while also ensuring everyone opportunities for career development over time. We want to encourage flat and collaborative processes across our operations.

These principles guide our interactions with partners:

- **Professionalism:** We represent Aroha by keeping it professional when we interact with the outside world.
- **Politeness:** We always keep a polite attitude and show our partners consideration and respect.
- **Loyalty:** While we follow these other principals above, we also do put the interests of Aroha ahead of those of other organizations or institutions we work with.

Actions and behaviours that work against or undermine our principles are not acceptable and won't be tolerated. These principles are valid across our interactions on any medium, whether in person or via email, text, or call.

3. How we treat each other

3.1 Diversity, anti-discrimination & inclusion

Aroha is committed to inclusion and diversity. We are proud that the work of Aroha could contribute to protecting and upholding fundamental human rights such as by protecting people and communities from climate change and related injustices. We also want to uphold fundamental human rights of all the members of Aroha, whether employees, managers, consultants, interns or otherwise. That's why we are pro gender equality, pro LGBTQ+ rights, and we value and embrace the multiplicity of culture and languages. We don't tolerate and are against any forms of discrimination based on age, class, disability, ethnicity, gender, race, religious belief, sexual orientation, or social status. These are our core bases of non-discrimination. At Aroha, we believe that our differences and unique positionalities can be a strength that makes our organization richer and better. We are mindful of the different sensitivities that can come from people's different backgrounds, and we try our best to take those into account in our day-to-day operations and interactions. We also commit to create an inclusive work environment in terms of the physical facilities people have access to and also by being inclusive of our colleagues' ideas and perspectives: community members should feel safe to express their thoughts.

We are engaged to provide all our staff members with equal opportunities regardless of their age, class, disability, ethnicity, gender, race, religious belief, sexual orientation, or social status. Our



recruitment processes, like all of our work, are delimited by the Swiss law – within this legal framework, we recruit without discriminating against candidates based on any of our core bases for non-discrimination. We also commit to take diversity concerns into account while recruiting to ensure that our team remains composed of individuals from various backgrounds and walks of life.

We are especially mindful of the prevailing lack of diversity in management and governance of private institutions in Switzerland and around the world and we want to do our part to address this imbalance. That's why Aroha will seek to ensure a gender balance in management, the Executive Committee, and its Governing Assembly and to make special efforts to promote equal access to career development and to management and governance roles for all people without prejudice with respect to our core bases of non-discrimination.

3.2 Anti-harassment, retaliation, bullying & mobbing

Aroha has a zero-tolerance policy for harassment, whether sexual or otherwise, as well as for bullying and mobbing (group bullying of an individual) and for retaliation. Zero-tolerance conduct in Aroha means illegal activity under Swiss and relevant international laws, harassment, retaliation, bullying and mobbing. Harassment is unwanted behaviour that can occur in a single instance or as a pattern of repeated verbal or non-verbal and physical actions, making people feel uncomfortable, demeaned, humiliated, or mentally distressed. For definitions and more information on issues relating specifically to sexual exploitation, abuse, and harassment, see our PSEAH Policy.

Bullying is the intentional hurting of one person by another repetitively or with the potential to be repeated. It can manifest in a variety of ways such as through repeated harsh criticism and consistently inconsiderate behavior, intimidating or exclusionary treatment, and singling out for negative appraisal. Mobbing is a form of bullying where multiple people gang up against one.

Everyone should be aware that behaviour appreciation is subjective and what is of primary importance is the viewpoint and experience of the person who believes themselves to be suffering due to the behaviour(s) of others. Here is a simple guideline: if you are wondering whether what you are about to do is harassment/bullying/mobbing – just don't do it. If it feels like a grey area, it is probably not something you should be doing anyway.

Retaliation concerns workplace conflicts which might occur despite our best efforts to avoid them. Retaliation relates to broader work environment actions of different kinds taken by one individual and causing harm or distress to another as retaliation in response to a conflictual situation. Managers and members of the administration team who have more institutional responsibilities also have more possible avenues to engage in harmful behaviours such as bullying, mobbing and retaliation which can take many forms including prejudiced career development or exclusion from



working meetings, communications or activities, or also non-work events or activities that involve more than one team member. Colleagues need to use their best judgement and be considerate as to the feelings of others especially following any conflictual situations.

Aroha will hold accountable any individuals who engage in harassment, bullying, retaliation or mobbing and aims to ensure the respect and dignity of all individuals concerned, with special compassion for any victims of harassment, bullying, retaliation, or mobbing. Zero tolerance means that warnings will not be given if the appreciation of Aroha is that an individual has engaged in harassment, bullying, retaliation, or mobbing, and actions may be taken by Aroha in relation to partners, where justified.

4. How we work together

4.1 Sustainability

We want the way we operate to be coherent with our mission to avoid climate chaos. That is why sustainability is VERY important to us. For Aroha, sustainability is both environmental and social much like the Sustainable Development Goals. We work to minimize and neutralise the environmental impacts of our travel, to use sustainability criteria in our procurement of goods and services, to opt for sustainable energy sources, and we look after our waste with care. We also want sustainability to be a part of all our activities: for example, we take it into account when we organize events, when we print documents or materials, and when we choose partners to work with.

We also want to engage with our staff in a sustainable way. We expect everyone to respect our guidelines for environmental sustainability. Aroha will aim to provide incentives to teams to practice sustainability outside the office. But we also want to make sure that our work environment is sustainable at the social level. That is why our Staff Policy is open for flexible working arrangements. We want to give a lot of attention to the personal and professional growth of our team members. We hope that all the behaviours in this Code can help make working with Aroha as enjoyable as possible.

We can always improve our sustainable practices: we are on a learning journey that our whole community is a part of. That is why we want all community members to support each other on this journey and share ideas for best practices. The details are explained in our Sustainability Policy.

4.2 Confidentiality

In our work, team members depending on their roles and the workflow may be exposed to sensitive and confidential materials related to governmental policies, international negotiations, personal information, and the financial situation of Aroha, etc. We expect everyone to handle this



kind of information with the greatest care and we do not share with the outside world any material that is internal and/or confidential. Team members should use their best judgement to decide if a piece of information is fit to be shared with partners. If in doubt, turn to your supervisor or the management team. Even after someone leaves Aroha, confidentiality still has to be respected.

Aroha's management and administration teams have to handle the personal information of staff with equally special care. Team members will only be given access to the personal information of others on a need-to-know basis. Again, this still applies after someone leaves the organization.

4.3 Digital conduct

We use specific business channels (e.g. Zoom, Twist, Google Suite, WhatsApp Business, email) to communicate with each other. We need to be able to allow colleagues around the world to communicate during their own business hours. So we ask colleagues to program their business communications to not present alerts outside of business hours. If emergencies happen though, you may be contacted exceptionally on a private channel (e.g. mobile).

Digital communications don't benefit from as full a range of non-verbal communication cues as in-person communications, and so the chance of being misinterpreted is higher. Our principles (such as cordiality and politeness are ever more important to practice when emailing, texting and messaging or calling over digital channels. Likewise, special caution needs to be shown for the same reason to avoid any potential zero tolerance actions.

4.4 Working across time zones

Our colleagues and partners are based in different countries around the world. We are mindful of everyone's personal time and do our best to respect boundaries when contacting others outside of their working hours, especially when we use informal channels of communication (aside WhatsApp Business and email). We understand people who are in other parts of the world may not get back to us right away, we try to arrange our work in consequence, and we avoid as much as possible chasing people via private message in their free time.

4.5 Personal relationships

We are a fast-growing organization and we engage with a wide range of partners. This could mean that in Aroha some among us might find ourselves in personal relationships like being members of the same family or in a romantic relationship or otherwise. Personal relationships could happen, continue or cease to be the case for staff and consultants, members of our governing bodies, or with partner representatives of all kinds, for example, between team members of Aroha and staff of other non-profits, contractors and suppliers, or delegates of partner governments. Personal lives cannot be shut off from the workplace and overlaps will



sometimes happen. So, we respect, understand, and make room for such relationships if they come up. We also take the privacy of our community members seriously. Likewise, we define rules to make sure any personal relationships won't cause conflicts of interest or harm to our work.

If a personal relationship develops or happens to be the case, the concerned person(s) has to report it to at least one member of the human resources team, the management team or the Executive Committee. These teams and/or the Executive Committee will review the specific relationship for conflicts of interest and a plan in each case will be made if measures need to be taken to avoid these. The most common measures would be:

- Concerned team members cannot take the final decision on procurement or contracts to partner organizations or companies linked by a personal relationship (beyond minor purchasing i.e. under 500 CHF);
- No participation in a recruitment panel or process for team members concerned by a personal relationship;
- No direct supervision between team members concerned by a personal relationship;
- No travel approvals solely approved by team members concerned by a personal relationship;
- Where feasible and practical, no participation in 360° performance evaluations or issuing of recommendation letters by team members concerned by a personal relationship.

Unless a major concern would obviously arise such as financial contract to be concluded with a partner concerned by an Aroha personal relationship, personal relationships should be reported within 3-4 months of the relationships' concerning of Aroha. As a concerned team member(s), you are responsible to make sure any personal relationship doesn't get in the way of your daily work, make colleagues uncomfortable, and that there are no conflicts of interest.

If you have doubts or need advice on how to handle a personal relationship in the workplace, members of the human resources or management teams of Aroha are always available to help and discuss. All situations and discussions will be treated with understanding, an open mind and a respectful attitude.

5. How we work with partners

5.1 Avoiding conflicts of interest

Conflicts of interest happen when someone's personal interests (family, friendships, financial or social factors) influence their judgement, decisions, or actions in the workplace. Conflict can happen because of outside financial interests, outside directorships, secondary employments and a number of other possible outside activities. All community members of Aroha are responsible



for being mindful of and for avoiding these situations. We all must evaluate and monitor our own activities to spot any potential conflicts. If there is a conflict, each team member has to go to their supervisor, the Executive Director and/or the Executive Committee as appropriate. It's really important to report the conflict and openness is key: it is better that our management team knows of any potential risk, that way they are able to provide guidance or take measures (if any). The management team has to support the team members when they have to deal with those potential conflicts. They will remain impartial in their decisions.

5.2 Challenges with partners

Aroha is responsible for doing its best to provide for a great internal working environment and everyone being on board for this Code of Conduct is crucial to that. But even when we do our best to work with partners that share our work and conduct values and principles, we have far less or little control over the conduct of external partners that we may work with. Aroha would never put any member of the organization into a difficult situation, but we can neither guarantee that such a situation won't arise. Aroha team members need to support each other as much as possible if difficult situations do unfortunately come about. A problem – like a zero-tolerance conduct incident or illegal activities – affecting any Aroha team member that concerns one or more of our partners should immediately be reported via the channels outlined in section 6.

5.3 Secondary employment

Employees of Aroha need to tell management about any other (“secondary”) employment that they may be or want to be involved in. Management needs to see whether that secondary employment will be acceptable to Aroha especially considering any conflicts of interest or potential impact on Aroha or the concerned individuals' work.

In general, secondary employment is not allowable for full-time employees except if of an occasional nature (i.e. a couple of days work per month at the most) and unrelated to Aroha's work domains. More latitude will be given for allowing secondary employment for part-time employees taking into account the working level (e.g. 80% vs. 50% etc.). Secondary employment related to Aroha work domains can be authorized if it is charged to Aroha (for example, if you write an article for a newspaper in your role as an Aroha staff with Aroha getting paid for it).

If in doubt employees should discuss with their supervisor, management or human resources. Everyone will do their best to understand and find solutions while ensuring Aroha's best interests are kept at heart.

5.4 Anti-corruption and gifts policy



Corruption is the abuse of power for personal gain. This can include, for example, giving or receiving bribes, under-the-table transactions, or diverting funds. Aroha trusts its community members to maintain the highest standards of integrity and honesty, and to avoid at all costs to engage in fraudulent and/or corrupt practices. Any corrupt behaviour will be examined and severely punished. Team members must also watch out for signs of corruption in our partners and refuse to engage in any interactions or transactions that are linked to corruption. Extreme caution needs to be shown in cases where activities might be reasonably suspected of corruption so that these can be avoided. Any situation of potential corruption, whether within the organization or in relation to a partner must be reported to the management team and/or the Executive Committee. They will investigate the situation and take appropriate measures.

We must be particularly careful when we give or receive gifts. Aroha understands that sometimes, not accepting a gift would be impolite or even offensive; however, team members have to evaluate the situation before accepting a gift. Generally, gifts can be received only if they are perishable (for example, food) and have a value of maximum 50 CHF. Cultural gifts of minor value (e.g. 50-100 CHF or less) that are infrequently (i.e. 1-3 times per year or less) received from a partner such as during a work trip are acceptable but must be reported in writing and documented to the administration team and/or supervisor by any team member who receives a gift. Gifts should also be reported in the Aroha Gift Inventory. The same applies for gifts offered by team members to partners of Aroha such as during work trips or visits. Aroha may also develop a supply of stock gifts that will be institutionally acceptable. In a case like this, these gifts can be given out according to any specific guidelines that will have been spelled out. In case of doubt, team members should refer to their supervisor, the management team and/or the Executive Committee as appropriate.

6. What happens if the Code is not respected

Everyone (all employees and personnel) in Aroha needs to read and sign the Code of Conduct so that we can all know that everyone is on the same page. Signing the Code lets everyone know that you have understood the Code and are on board to keep to it. We are sorry to say but if you are not able to sign the Code, we will for sure have doubts about whether you would be a positive member of the Aroha community. We plan to look back at the Code pretty often to see if it still makes sense and is working for us and we are always open to ideas. But you will still be asked to sign the Code's current version even if updates are underway. Refusing to sign could lead to ending your engagement with Aroha. By the way, an endorsing decision of Code by the Governing Assembly of Aroha is understood to bind its members without the need for further signing of the Code.

6.1 Reporting



When there is a situation where the Code is not respected, you can and should report it through the following channels.

For Aroha personnel (contact details available internally):

- If it concerns a team member or a partner: report it to your manager or supervisor or to the HR Officer
- If it concerns your manager/supervisor: report it to the Executive Director or to the HR Officer
- If it concerns the Executive Director or a member of the Executive Committee: report it to the Secretary or the Employee Representative on the Executive Committee
- If it concerns the Secretary: report it to another member of the Executive Committee

For Aroha personnel and external stakeholders:

- An external reporting system is open to anyone to file a complaint, including anonymously, on the SpeakUp platform.

A response or confirmation of receipt will be received within 72 hours. Depending on the nature of the complaint, appropriate steps, including investigation, will be taken.

6.2 Good faith

We trust that complaints on witnessed, experienced, or suspected proscribed behaviours are made in good faith. However, should a complaint be filed with malicious intent, this itself will be considered as a serious form of misconduct and treated with zero tolerance.

Aroha guarantees that you can report any issue without being afraid of retaliation. Any form of retaliation will, itself, be considered a serious offence and handled as such with zero tolerance.

6.3 Get support

Aroha personnel have access to confidential psychosocial support and are regularly informed about the names and contact details of these internal Harassment Prevention Officers (HPOs), who are trained by a certified external ombudsperson.

HPOs serve as the go-to contact persons for dedicated support on any form of harassment, bullying or mobbing, burnout, or interpersonal conflict-related suffering in the workplace. They are committed to confidentiality, being supportive, trustworthy, non-judgemental and discreet. Aroha encourages personnel to choose an HPO who has no hierarchical link to the person seeking their support.

6.4 Handling of infringements



Aroha is going to do its very best to understand any situations brought to its attention (through the channels mentioned above) and it must take appropriate measures to resolve these issues. That may mean management, supervisors and/or Governing Assembly or Executive Committee members need to get involved and do their best to discuss, understand and support any affected colleagues or partners or otherwise as best they can and in an even-handed way. Depending on how bad or seriously the Code has not been stuck to, responding may include giving out warnings, or taking temporary measures like separating affected individuals or setting up mediations, except for zero-tolerance conduct. Generally, we will always attempt to resolve issues that arise through discussions or internal mediations first, except for zero-tolerance conduct.

Possible sanctions and disciplinary actions that Aroha may take in cases where the Code of Conduct is not respected include:

- verbal or written warning
- mandated training
- adverse performance evaluation
- transfer
- demotion and/or reduction of salary/fees
- suspension
- dismissal
- referral to criminal authorities

The sanction will be chosen based on the severity of the act as well as the track record of the confirmed perpetrator. Multiple warnings, verbal or written, can for example result in more severe sanctions and disciplinary action. The views of the person targeted by sanction will also be given due consideration. In some cases, criminal authorities will be contacted or legal proceedings conducted.

If situations continue despite one or more warnings and any related response efforts, the relationship of concerned individuals with Aroha may be ended by the organization. In the case of zero-tolerance conduct, Aroha will take immediate steps to stop any barred or illegal activity and to hold any responsible people accountable including through possible termination of the relationship of those concerned people with Aroha. The Code will always be the reference to explain why whatever problematic behaviour does not have its place within Aroha's community.

6.5 Appeal

A member of personnel that is subject to sanctions or disciplinary actions has the opportunity to appeal the decision to any of the following: Aroha management; the Executive Committee; the Governing Assembly; an independent body/agent that may be commissioned by Aroha (Executive Committee; the Governing Assembly; Aroha management). An appeal must be made



within a period of 7 days of having received the formal communication of sanction/disciplinary action. Aroha will endeavour to respond within 30 to 60 days.

7. Conclusion

7.1 Questions

This Code is here to make sure that everyone in Aroha will be treated fairly and to make sure we interact with the wider world in the best possible way. Everyone who signs the Code should read it thoroughly and contact Aroha management (a general management email communicated internally) for any questions, clarifications, suggestions or otherwise.

In addition, any manager in Aroha's management may be directly contacted.

7.2 Revisions and new ideas

As with all Aroha policies, this Code is a living document and is bound to evolve as the organization grows and we face new situations or think up new ideas. We will revise it at least once a year to make sure that its contents still make sense for Aroha and for the team. So, Aroha team members will be asked to sign it each year following revision. Revisions will be made transparently and the obligation to sign the Code of Conduct continues for ongoing members of the organization as described above. Any significant additions to the Code will be submitted to the Governing Assembly for approval. The Executive Director or Executive Committee will to their appreciation authorize more minor changes. Members of the Aroha community are welcome to come forward at any time with suggestions and ideas for improvement, which can be conveyed to management as above.