Dutch Caribbean Nature Alliance

Kalli De Meyer
Kaya Grandi 20, Bonaire
tel: +599-717-5010
cell:+599-780-5010
www.DCNAnature.org

Nature parks of the Dutch Caribbean

**Dutch Caribbean Nature Alliance**

**DCNA**

Kalli De Meyer
Kaya Grandi 20, Bonaire
tel: +599-717-5010
cell:+599-780-5010
www.DCNAnature.org

**Nature parks of the Dutch Caribbean**

**Fundacion Parke Nacional Arikok**
Ambrosio Curiel
Santa Cruz 82-A, Aruba
tel: +297-992-9376

**STINAPA Bonaire**
Elsmarie Beukenboom
Barcadera, Bonaire
tel: +599-717-8444
www.stinapa.org

**CARMABI**
Dr Dolfi Debrot
Piscadera Baai, Curaçao
tel: +599-9-462-4242
www.carmabi.org

**Saba Conservation Foundation**
Jan den Dulk
Fort Bay, Saba
tel: +599-416-3295
www.sabapark.org

**STENAPA**
Nicole Esteban
Gallows Bay, Statia
tel: +599-318-2884
www.statiapark.org

**Nature Foundation St. Maarten**
Beverly Nisbeth
Wellsburg road 1-A apt. 25
Phillipsburg, St. Maarten
tel: +599-544-4267

DCNA’s activities are funded through the support of the Dutch Postcode Lottery and the Dutch Ministry of the Interior (BZK).
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>6</td>
</tr>
<tr>
<td>Organisation</td>
<td>6</td>
</tr>
<tr>
<td>Human Resource Policy Manual</td>
<td>7</td>
</tr>
<tr>
<td>Hiring</td>
<td>8</td>
</tr>
<tr>
<td>The hiring process</td>
<td>8</td>
</tr>
<tr>
<td>Probationary period</td>
<td>8</td>
</tr>
<tr>
<td>Documentation</td>
<td>9</td>
</tr>
<tr>
<td>References</td>
<td>9</td>
</tr>
<tr>
<td>Psychological assessment</td>
<td>9</td>
</tr>
<tr>
<td>Medical exam</td>
<td>9</td>
</tr>
<tr>
<td>Positions</td>
<td>10</td>
</tr>
<tr>
<td>Positions</td>
<td>10</td>
</tr>
<tr>
<td>Job descriptions</td>
<td>10</td>
</tr>
<tr>
<td>Labor Agreement</td>
<td>11</td>
</tr>
<tr>
<td>Permanent employment</td>
<td>11</td>
</tr>
<tr>
<td>Resignation, redundancy, layoff</td>
<td>12</td>
</tr>
<tr>
<td>Resignation</td>
<td>12</td>
</tr>
<tr>
<td>Involuntary dismissal</td>
<td>12</td>
</tr>
<tr>
<td>Salaries</td>
<td>13</td>
</tr>
<tr>
<td>Salary system</td>
<td>13</td>
</tr>
<tr>
<td>Initial salary for new employees</td>
<td>13</td>
</tr>
<tr>
<td>Cost of living increase</td>
<td>13</td>
</tr>
<tr>
<td>Performance based salary increase</td>
<td>13</td>
</tr>
<tr>
<td>Employees who reached the maximum of their salary scale</td>
<td>13</td>
</tr>
<tr>
<td>Staff appraisals</td>
<td>14</td>
</tr>
<tr>
<td>Staff Appraisal System</td>
<td>14</td>
</tr>
<tr>
<td>Performance review – Review Interview</td>
<td>14</td>
</tr>
<tr>
<td>Performance appraisal - Appraisal Interview</td>
<td>14</td>
</tr>
<tr>
<td>Vacation</td>
<td>15</td>
</tr>
<tr>
<td>Vacation days</td>
<td>15</td>
</tr>
<tr>
<td>Applying for vacation</td>
<td>15</td>
</tr>
<tr>
<td>Minimum days to be taken consecutively</td>
<td>15</td>
</tr>
<tr>
<td>Carrying vacation days forward into the next year</td>
<td>15</td>
</tr>
<tr>
<td>Bonuses - benefits</td>
<td>16</td>
</tr>
<tr>
<td>Vacation bonus (&quot;Vakantiegeld&quot;)</td>
<td>16</td>
</tr>
<tr>
<td>Performance Bonus</td>
<td>16</td>
</tr>
<tr>
<td>Employee insurances</td>
<td>17</td>
</tr>
<tr>
<td>Employees covered by the SVB insurance</td>
<td>17</td>
</tr>
<tr>
<td>Employees not covered by the SVB insurance</td>
<td>17</td>
</tr>
</tbody>
</table>
Introduction

The Dutch Caribbean Nature Alliance (DCNA) was established in February 2005 as an umbrella organisation to support the legally designated terrestrial and marine protected areas on Aruba, Bonaire, Curaçao, Saba, St Eustatius (Statia) and St Maarten as well as other nature conservation activities throughout the Dutch Caribbean.

DCNA was set up as a result of a grass roots initiative by the parks themselves. It is a non governmental, not for profit foundation (stichting), which was registered with the Chamber of Commerce on St Maarten on the 21st February 2005. Its headquarters are located on Bonaire.

DCNA's mission is:

‘safeguard the biodiversity and promote the sustainable management of the natural resources of the islands of the Dutch Caribbean, both on land and in the water, for the benefit of present and future generations, by supporting and assisting the protected area management organizations and nature conservation activities in the Dutch Caribbean’

DCNA's goals are:

- Fundraising and securing long term sources of financing for nature conservation,
- Promoting and representing the goals and activities of Dutch Caribbean nature conservation nationally and internationally,
- Providing a central repository for information relating to biodiversity and protected areas, and encouraging communication exchange of such information between organizations within and without the Dutch Caribbean,
- Promoting institutional capacity building, training, partnership-building and where necessary and efficient, technical resource sharing,
- Promoting educational outreach and public awareness.

Organisation

Council of Patrons

DCNA’s Council of Patrons was created to advise, lend support and help promote DCNA. Patrons are distinguished, accomplished and influential members of society, well respected by their peers and with a profound understanding of the value of nature and nature conservation.

The Council of Patrons is headed by Her Majesty Queen Beatrix of the Netherlands and includes Mr Jaime Saleh and Professor Nico Visser. The Governors of the Netherlands Antilles and Aruba are considered honorary patrons by virtue of their representation of the Queen within the Dutch Caribbean.

Board

An elected Board governs DCNA’s affairs. Of the voting members six represent the legally designated protected area management organisations on each island, namely Fundacion Parke Nacional Aríkok, STINAPA Bonaire, CARMABI Curaçao, Saba Conservation Foundation, STENAPA St Eustatius and Nature Foundation St Maarten. Additional representatives are from other conservation organizations in the Dutch Caribbean (preferably one Windward and one Leeward) and from international non-profit organisations or are selected on the basis of their significant expertise.

The Department of the Environment and Nature Conservation of the Netherlands Antilles (MINA) currently hold a non-voting Board seat to ensure equitable representation of all the islands and to provide continuing links with other conservation and environmental activities within the Dutch Caribbean.
The Board is responsible for the affairs of DCNA, ensuring that DCNA meets its objectives and is properly managed. Notwithstanding its legal obligations, the Board has chosen to delegate the day-to-day management of DCNA to an Executive Director who works from the DCNA headquarters on Bonaire with other staff members and consultants.

**Secretariat**

The Executive Director along with other staff members supports the Board and is charged with carrying out the day-to-day management of the organisation, implementing action plans, work plans and budgets.

**Human Resource Policy Manual**

The Human Resource Policy Manual (HR Policy Manual) has been designed to give a comprehensive overview of DCNA’s policies and to establish Board approved processes and procedures for staff management.

The HR Policy Manual is issued to all new Board members and all incoming members of staff and should be the first point of reference for any questions about employment, remuneration, benefits and similar.

The HR Policy Manual should be reviewed every time there are significant changes in work load or staff and at least every five years.
Hiring

The hiring process

Application
In principle, vacancies will be advertised in the local newspapers and internationally (where appropriate). Where there is a reasonable expectation that a local candidate will not be found to fill the position, advertisements with the local newspapers should meet the current local legal requirement (currently 6 weeks).

Current employees wishing to apply for a vacant position can do so, and must follow the same application instructions.

In principle candidates will be required to send a copy of their full current CV together with a letter of application/motivation. Applications will be acknowledged in a timely manner.

Interview
Only suitable candidates will be called for interview. Interview questions will seek to evaluate the candidate’s:
- suitability for the post
- relevant experience
- motivation
- ability to live and work in a small island setting

Final selection
Once a final candidate has been selected they will be required to:
- Supply two references
- Complete psychological assessment (if required)
- Sign medical statement

Decision
The DCNA Board, under advice from either the Executive Committee or another duly nominated Committee confirms the appointment of the Executive Director.

The Executive Director, based on the interview, assessment, references and medical statement hires all other staff persons.

In all cases decisions are final.

Probationary period
In principle all new employees joining DCNA must first complete a probationary period of up to two months. During the probationary period either party (DCNA or employee) can choose to terminate the labour agreement without notice. On satisfactory completion of the probationary period the employee continues becomes a contracted staff member of DCNA.
Documentation

References
All final round candidates will be required to supply two references (normally one character reference and one reference from their most recent or former employer). DCNA has the liberty to contact the referees for clarification.

Psychological assessment
In principle, final round candidates applying for a position with DCNA are required to participate in psychological assessment and all candidates employed by DCNA will be required to participate in a psychological assessment within the first three months of their employment. Psychological assessments will be conducted at DCNA’s cost.

The results of this assessment will be taken into account by the Executive Director when making a final selection and when working with new staff. Candidates who take the assessment will be given a copy of the report.

Medical exam
Before signing a labour agreement all prospective employees will be required to produce a medical statement about their state of health relevant to the position within DCNA for which they have applied and the necessity of obtaining health insurance for them. In particular prospective employees must disclose any chronic or acute health related issues which might affect their ability to work, travel (including flying) and if relevant perform moderate exercise (such as hiking for up to 4 hours) or dive and any surgery, elective or otherwise which may be necessary within the term of their contract.
Positions

DCNA employs staff on a full, minimum-maximum and part time on call basis.

Normally staff are based at DCNA's Bonaire headquarters where DCNA is responsible for ensuring that employees have access to an adequate and appropriate working environment, tools and equipment including computer and internet access, telecommunications and office space.

Additionally DCNA subcontracts work to consultants who are normally not based at DCNA's Bonaire head offices. Subcontractors work from their place of business and are required to allocate adequate workspace, internet and computer access to complete their assignment. They work according to a signed Contract with Terms of Reference, submitting invoices monthly in arrears for their work together with a detailed log of the work time spent. Sub-contractors are responsible for their own taxes, insurance etc including health and travel insurance.

Each staff member of DCNA will have:
- Position title
- Job description
- Labour agreement

Position

Staff positions will include an Executive Director with or without support staff in the fields of:
- Office administration
- Management
- Communications
- Projects

Depending on their qualifications, skills and work experience staff can be hired as:
- Assistant (junior)
- Administrator (intermediate)
- Officer/Manager (senior)

Job descriptions

All positions in the organization of DCNA are described according to an industry standard system for job description and job evaluation. Based on a point system each position is placed in a salary scale (see appendix).

Job descriptions will be reviewed periodically and adapted as necessary. In case the changes to the job description can be deemed to be major changes (30% or more of the description is changed), the position may be re-evaluated for example by an external consultant.

Job descriptions should include:
- job title
- place within the organisation
- purpose
- responsibilities / core tasks
- social interaction
- special requirements
- unfavourable working conditions
**Labor Agreement**

In general all new employees receive:
- a contract for a predefined duration (generally one year)
- a probationary period (generally 2 months).

Labour agreements must include the following:
- Position title and description
- Employment [start date]
- Employment duration [1 or 2 years]
- Working hours [between 7.00 and 19.00 Monday to Friday]
- Compensation [salary/hourly rate and benefits]
- Overtime
- Evaluation
- Sickness

**Permanent employment**

A contract can be renewed 3 times, before the employee becomes a permanent member of staff. However, DCNA may decide to award permanent employment after expiration of the first contract, or in special cases decide to offer permanent employment at the moment of initial hiring.
Resignation, redundancy, layoff

Resignation
Employees resigning from the employment of DCNA should at all times adhere to the legal stipulations as far as giving notice is concerned. Failure to do so may result in a financial claim for the employee.

Any outstanding amounts (such as for voluntary training or relocation costs) must be settled in full or deducted from the final pay cheque. (See relevant training and relocation sections in the Human Resource Policy Manual for details).

Involuntary dismissal
In case layoff is necessary because of developments in the organization or because of financial considerations, candidates to be laid off are selected based on the following considerations:

- Employment duration
- Performance appraisal results

DCNA will always try to reach a settlement with the candidate to be laid off, before formally applying for permission to do so at the Department of Labor.
Salaries

Salary system
All positions at DCNA have been evaluated, classified and placed into a salary scale. Each scale has a minimum and a maximum. Growth within the salary scale is based primarily on the yearly performance appraisal outcome.

The Executive Director can decide to have positions re-evaluated, for example, by an external consultant. The re-evaluation can either be limited to a specific position or can include all the positions in the organization. The outcome of the re-evaluation will then be communicated to the person(s) holding that particular position.

Initial salary for new employees
Newly hired candidates will be awarded a salary based on the salary scale in which that position has been classified. Relevant experience, skills and present salary of the candidate will be taken into account in establishing the exact starting salary of an employee within their respective salary scales.

Cost of living increase
Depending on the financial situation of the organization, budgetary constraints and similar, the Board of DCNA can consider awarding unilateral percentage based salary increases to staff in order to compensate for inflation, unusual economic conditions or similar events beyond the control of the organisation.

Such requests for inflation or economy linked increases should be presented to the Board (for their approval) by the Executive Director in writing with supporting documentation (such as inflation rates, Government directed salary increases etc) giving the Board adequate time for deliberation (normally one month) and approval within the yearly budgeting review process.

Performance based salary increase
Performance based salary increases must be reviewed and agreed by the Executive Director. The Executive Director ensures that there are appropriate financial provisions within the DCNA Board approved budget to cover the increase in salary costs and makes a written recommendation to the Chairperson for their approval.

Salary increases are established based on the outcome of the annual staff appraisals. Calculations will be based on the employee salary as of 1st January of the year when the appraisal takes place. The overall competency score will determine the percentage increase the employee receives per January of the following year and will range from 1% to 5%.

Example: an employee receives a base salary of Naf. 2,000 per month (Naf 24,000 per year) and achieves a performance appraisal result (competency score) of 3.

The bonus the employee is entitled to is calculated as follows: 3 (competency score) x 24000 (=yearly base salary) = 72000/100 = Naf. 720,00.

Their new salary per year would therefore be Naf 24,720.00.

Due to the financial position of the organization, budgetary constraints and similar, salary increases can be suspended for a specific period of time. Should this be necessary the Board will ensure that any salary freeze is communicated to the employees as soon as possibly with an explanation.

Employees who reached the maximum of their salary scale
Employees who reach the maximum of their specific salary scales are no longer entitled to yearly appraisal based increases. They are however eligible for a performance bonus (see bonuses)
Staff appraisals

Staff Appraisal System
DCNA has established job classifications (competency profiles) for each position within the organization.

Staff appraisals are based on these job classifications (competency profiles). Employees can score from 1 - 5 on each of the competencies and consequently, an overall competency score is calculated by dividing the score on each competency by the number of competencies in the profile. This results in a range of 1 – 5.

Competency profiles can be adapted as necessary based on developments in the organization or changes to the contents of positions, which will then be reflected in an adapted job description.

Executive Director
The Executive Committee organizes the Executive Director’s annual appraisal (normally on or around the November Board meeting). The results of the evaluation and discussion are captured in a written evaluation report, which is reviewed and approved by the Chairperson. This is communicated to the Executive Director and put on file. The evaluation report includes details of any performance related salary increases and or performance related bonuses.

Staff
The Executive Director with or without additional evaluators, conducts the following:
- Annual performance review (May – Jun)
- Annual performance appraisals (Nov – Dec)

Performance review – Review Interview
Annually between May and June, employees are evaluated using the staff appraisal system. The results are communicated to the employee by his/her direct supervisor during a ‘Review Interview’. This mid-year appraisal has no impact on the salary of the employee.

Apart from receiving feedback on their current performance, agreements about the performance in the remainder of the current year are central in the review interview. The employee is encouraged to give his/her input on all issues related to his/her own performance.

Performance appraisal - Appraisal Interview
Annually between November and December, all employees are evaluated using the staff appraisal system. The results of this appraisal are communicated to the employee by his/her direct supervisor in an ‘Appraisal Interview’. The result of this year-end appraisal determines the % of salary increase as per January in the year ahead (minimum 1%, maximum 5%) providing that these increases are covered within the DCNA Board approved budget.

Staff who do not agree with the result of their performance appraisal, have the right to appeal. The appeal procedure is identical to the complaints procedure (see Complaints Procedure section).

Should, for whatever reason the Performance Appraisal process be delayed into the next year rather than the current year, the employee will receive his/her salary increase retroactively to January of the relevant year as soon as the performance appraisal result is officially established and ratified.
Vacation

Vacation days
As a minimum, employees will be entitled to at least 3 times the number of work days per week in vacation days over the year (i.e. for a five-day working week (5 x 3) or 15 vacation days per year).

The accrual of vacation days for years of service is determined in each employee’s labour agreement. DCNA’s standard policy is that for every 3 years of service, employees will get an additional vacation day per year, up to a maximum of 21 days per year.

DCNA can, during contract negotiations, decide to grant more vacation days per year to an employee.

Applying for vacation
Vacation days have to be applied for in writing using the standard “absence request form” (see appendix). Vacation days can only be taken after receiving written approval of the Executive Director. Requests to take vacation days must be made at least two weeks in advance of the first day of absence.

Minimum days to be taken consecutively
Employees have to take at least 50% of their total annual allocation of vacation days consecutively each year. In other words an employee who is entitled to 15 vacation days a year must take at least 7 ½ consecutive days at some point during the year.

The other days can be taken one at a time or consecutively, after receiving written approval.

Carrying vacation days forward into the next year
DCNA will only allow 50% of the total number of paid vacation days per year to be carried forward into the next calendar year. Any vacation days above this amount will automatically expire at the end of the year.

Should the employee have not been able to take his/her vacation days because of the situation at work, an exception to this rule may be granted in writing, for the outstanding days to be rolled forward, providing this is accompanied by a plan to use the excess vacation days within the next year.
Bonuses - benefits

Vacation bonus ("Vakantiegeld")
Depending on the financial situation of the organization, budgetary constraints and similar the Board of DCNA can award employees a vacation bonus of 7% of their gross monthly salary calculated using their salary in January of the year in question. This vacation bonus will be paid together with the salary at the end of June.

Employees who have been in service less than 12 months will receive a pro-rata bonus for the number of months they have been in service.

If, due to financial circumstances, DCNA is not able to pay vacation bonus in a given year, the Board must notify employees within the first four weeks of the year.

Performance Bonus
The Board of DCNA, on the recommendation of the Executive Committee, can award a Performance bonus to any employee, whose performance has been exemplary over the preceding 6 months/year and/or who merits additional recognition above and beyond the normal appraisal based salary increase. On the advice of the Executive Committee, the Chairperson determines both the award of the performance bonus and the amount.

Employees who have reached the maximum of their pay scale and are no longer eligible for an annual appraisal based salary increase may also be entitled to a Performance Bonus at the discretion of the Executive Director. Based on their competency score, they may be entitled to receive a performance bonus: (competency score x yearly base salary)/100.

The Performance Bonus will be paid in January.

If for any reason no salary increases are paid in a specific year, there will be no payment of the Performance Bonus either.

Relocation allowance
Employees who need to relocate to Bonaire in order to take up employment with DCNA will be entitled to a relocation allowance of up to a maximum of 1 x their monthly starting salary for each year of their contract.

The relocation allowance can be claimed on production of receipts for relocation costs such as container and associated freight charges to ship their personal belongings, additional flight tickets for family members relocating with the employee or similar.

The relocation allowance will be written off over the duration of the initial employment contract in equal installments. If an Employee leaves during their contract any outstanding amount, not written off, will need to be reimbursed immediately.

E.g: a total of Naf. 5000,00 was paid to an employee with a 2-year contract. The total amount of Naf. 5000,00 will be written off in 24 equal installments of Naf. 208,33. Should the employee in question leave after 12 months, he/she should reimburse DCNA for the total amount of Naf. 2.500,00 or 12 x 208,33.
Employee insurances

Employees covered by the SVB insurance
Employees who earn a monthly gross salary under the SVB-maximum [as of January 2008 the SVB maximum was Naf 4,270 per month] will be insured through the SVB. All procedures as established by the SVB are applicable for the employee and should be adhered to.

These include:
- Completing a ‘Mutation Form’ for every employee at the start of their employment, at the end of their employment as well as every time their family circumstances, working hours or salary changes

Employees not covered by the SVB insurance
DCNA will provide 'second class' health insurance using a local insurance company such as Ennia or Fatum for those employees who earn a gross monthly salary above the so-called SVB-maximum to a maximum of Naf 4,000 per annum. Employees wishing to pay an additional premium to increase the coverage for their health insurance to '1st class' are free to do so.

Employees may also ask DCNA to pay for an existing health insurance policy during their period of employment. Providing the cost of the Employees existing health insurance policy is comparable and coverage is comparable DCNA may choose do so.

In the case of employees who, due to health reasons, are unable to get complete health insurance through a local insurance company such as Ennia or Fatum (such as an existing medical condition which would give them only limited health coverage), the Executive Director can decide what coverage and what level of coverage to provide on a case by case basis providing this can be accommodated within the DCNA Board approved budget.
Sickness

**Calling in sick**
An employee who is sick must call in sick before the start of their regular working hours but must call in before 10:00am of that day.

An SVB insured employee calling in sick must see a medical doctor on the same day he/she calls in sick and must get their yellow SVB card signed by their doctor.

In case the doctor gives them sick leave (A.O), this must be communicated to DCNA, and must include details about when the sick leave is applicable (dates). Employees insured by the SVB must see the SVB doctor on their 3rd consecutive sick day.

The employee not feeling well, but who does not get any sick leave from the doctor can take a vacation day. This day has to be approved by the Executive Director. Failure to get approval will lead to the deduction of hours not worked on that particular day.

**Disclosure in case of sickness**
The employee must keep DCNA informed about:

- Chronic medical conditions
- Planned surgery or medical conditions requiring absence (elective or otherwise)
- Visits to abroad made for medical reason (such as visits to specialists, dental specialists, medical facilities or similar)
- The duration of sick leave (A.O) as given by either the house doctor or SVB doctor
- Any change in medical condition which may prolong sick leave

**Maternity leave**
Employees who become pregnant are entitled to full paid leave for six weeks before and six weeks after the calculated birth date of the baby.

For up to six months after their maternity leave, employees are entitled to breast feed/extract milk up to two times a day for up to 30 minutes per session in the office at a location of their choice.
Pension

Pension plan
A pension plan will be put in place for employees who work for DCNA more than 1 year. The basics of this pension plan are the saving of a percentage of the monthly gross wage into the pension plan. The total percentage will be composed of a part to be paid by the Employer and a part to be paid by the employee, whereby the division between the Employer and Employee will still have to be established.

Termination of labor agreement at Pension Age
The labor agreement will automatically be dissolved when the employee reaches the pension age determined by the Government (currently 60 years).

Continuation of work after reaching Pension Age
After an employee has reached the pension age DCNA may choose to continue the work relationship by offering the employee employment as a sub-contractor. DCNA will not enter into an individual labor agreement with an employee to continue performing some tasks after reaching the pension age and the sub-contracting of work should not be seen as a prolongation of the prior labor agreement.
Training

**Mandatory training**
Training is deemed mandatory when it is organized by DCNA, when (in general) it takes place under regular working hours and if it is needed in order to be able for an optimal execution of the work at DCNA. The costs for mandatory training will always be paid for by DCNA.

**Voluntary training**
Voluntary training is training the employee wishes to take, but may only partially or not at all be related to the work at DCNA. The employee who wishes to take part in voluntary training may file a request to have the training costs paid for by DCNA.

Where DCNA pays for voluntary training, the costs of this training will be written off in equal installments over a period of 24 months, starting in the month after which the payment took place.

If the employee fails to complete the course the entire amount of the course must be refunded to DCNA immediately. Should the employee leave DCNA within 24 months, he/she will have to reimburse DCNA for the part which has not been written off.

DCNA will pay for the training on receipt of an appropriate invoice from the training institute.
Complaints procedure

In the first instance all complaints about the Secretariat, staff and sub-contractors must be made in writing to the Executive Director, CC Executive Committee in sufficient detail to allow the problem to be impartially evaluated and solved. All complaints must be logged and the follow up must be clearly documented.

The Executive Director then has the option of:

1. Handling the complaint internally
2. Passing the complaint along to an independent arbitrator/advisor
3. Passing the complaint along to the Board

In the case where the complaint involves the Executive Director or where the Executive Director could reasonably be expected NOT to be impartial in the matter then the complaint should immediately be sent in writing to DCNA’s independent arbitrator / advisor.

DCNA will find an independent arbitrator / advisor to act in the best interests of the organisation and to function as a contact person in cases of internal complaints. Staff and Board will be informed and will be instructed in the correct procedure to adopt in the case of complaints from employees or sub-contractors.
Appendix

**Workplace policies and practice**
- Working hours 24
- General conduct and confidentiality 24
- Dress code 24
- Phone/internet and printer use 24
- Company vehicle 24
- Green Office 25

**Creating and Maintaining Personnel Files**
- What to Keep in a Personnel File 26

**Sample personnel form** 27

**Absence request form** 29
Workplace policies and practice

DCNA’s head office is currently located on Bonaire.

Working hours
Normal working hours for full time staff are based on a 40 hour working week. Office hours are between 7.00am and 7.00pm. Staff may select their own working hours but these must be approved by the Executive Director and must be consistent (i.e. not change substantially from day to day and week to week). Staff are expected to take at least a one hour break for lunch around midday.

Punctuality is obligatory and extends to working hours, meetings, workshops, travel and any other DCNA related activity.

General conduct and confidentiality
In as much as DCNA is judged by its staff, employees are expected to conduct themselves at all times in a way which merits trust and confidence and to safeguard the reputation and integrity of DCNA.

DCNA strives to provide a safe, drug free and healthy working environment for all of its employees. Actions, words, jokes or comments based on an individual’s sex, race ethnicity, age, religion or similar will not be tolerated. Drugs (other than prescription medicine) may not be used in the workplace. Smoking is not permitted in or around the office, workplace, in the work vehicle or at any other work location.

Employees may not disclose inside information (i.e information which is not ‘public knowledge’ and/or information which DCNA would not normally post to its website or similar), to third parties particularly where this could be to the detriment of the organization, its Board or employees.

Dress code
Employees are expected to dress appropriately at all times. In the office this includes wearing recognised office attire (no jeans) including footwear. When representing DCNA outside of the office employees are expected to wear DCNA shirt/polo whenever possible.

Phone/internet and printer use
Phones, internet and printers in the office are for business use only.

In exceptional circumstances private international calls may be made but only with the prior consent of the Executive Director and calls must be paid for at the end of the month based on an itemized bill (if possible) or calculated using the length of the call and the appropriate rate.

Exceptionally employees may be allowed to make private use of the internet and/or printers but they must do so outside of their working hours and only with the prior consent of the Executive Director.

Company vehicle
DCNA has a company vehicle, which it hires from Coral Resource Management. This may be used during working hours for DCNA business with the prior consent of the Executive Director and providing the employee has a full valid driving license. By law drivers must have their driving license with them at all times.

Accidents must be reported to the Executive Director immediately. If a collision or other damage to the DCNA vehicle or a third party is found to be due to negligence the employee will be liable for all costs incurred by DCNA.
Green Office
DCNA is keen to minimize its carbon footprint and expects employees to help.

Conserve energy
- Turn off taps securely and report dripping taps or other plumbing issues promptly
- Only switch air conditioners on when they are needed and set them at the highest comfortable setting.
- Keep doors or windows closed when air conditioners are running (except to flush air)
- Keep printers (especially laser printers) switched off when not in use
- Keep the coffee machine/kettle switched off and unplugged when not in use
- Switch lights off when not in use
- Switch off all electronic equipment when it is not in use this includes switching off all computer and printers when leaving the office (except the servers)
- Energy efficiency should be considered whenever buying new equipment

Paper
- Use email whenever possible to distribute documents and other written communiques
- Only print documents when necessary
- Always choose double sided printing over single sided printing to save paper and ink
- Format documents for efficient use of paper and printers
- Circulate documents rather than printing individual copies (whenever appropriate)
- Choose reusable (such as wipe clean) boards and similar for planning
- Check mailing lists regularly to avoid unnecessary mailings
- Reuse envelopes, files, folders, boxes, packing materials etc
- Reuse all scrap paper

General
- Always give preference to durable products such as mugs and cups over plastic disposable cups and minimize the use of napkins, straws, plastic cutlery, crockery etc.
- Reuse plastic bottles to keep chilled water in the fridge

Office Supplies
- DCNA will always seek to use the ‘greenest’ and most environmentally friendly solution for office supplies such as coffee, tea and cleaning materials
Creating and maintaining personnel files

What to Keep in a Personnel File
A personnel file needs to be set up for each employee on the date of hire. All important job-related documents should go in the file, including:

- Personnel form (completed and signed by employee)
- Full current CV, resume or similar
- Job title
- Job description
- Work contact (signed and dated by employer and employee)

Copies of:

- Passport
- ID card (sedula)
- Permits (residence permit, working permit)
- Drivers license
- Academic diplomas and degrees

Also:

- Records of attendance and certificates for training courses
- Monthly salary slips (and payment reference e.g. cheque number)
- Record of vacation, sick days, overtime worked etc

Including:

- Signed acknowledgment of human resource policy manual
- Performance evaluations (signed by employee and employer)
- Forms relating to employee benefits
- Complaints
- Awards or citations for excellent performance
- Warnings and/or other disciplinary actions
- Documents relating to firing or resignation
Dutch Caribbean Nature Alliance
Personnel information form

PERSONAL DETAILS

Name (first – middle name – surname)  Nickname

Home address (street, number, town, island)  D.O.B

Home phone  (   )

Email address  Email address

Cell phone  (   )

Passport number (attach copy)  Driving license (attach copy)

Expiry date

Nationality  Sedular #

FAMILY

Husband’s name

Child name  DOB

Child name  DOB

Child name  DOB

Name of person to be notified in case of emergency  Tel  (   )

POSITION WITH DCNA

Job title

Started working

Health insurance

Work permit (attach copy)

Expiration

Residence permit (attach copy)

Expiration
**EDUCATION - QUALIFICATIONS**

<table>
<thead>
<tr>
<th>Attended</th>
<th>Institute (name, city and country/island)</th>
<th>Subject</th>
<th>Dates From</th>
<th>Dates To</th>
<th>Award</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business / Technical</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>College / University</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>College / University</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vocational training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vocational training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vocational training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(attach copies of diplomas)

If you have ever been an employee or Board member of DCNA or any of the member organizations (Fundashon Parke Nacional Arikok, STINAPA, CARMABI, Saba Conservation Foundation, STENAPA, Nature Foundation St Maarten), a contractor or subcontractor of DCNA, please list dates and title of last position and name of the organisation.

<table>
<thead>
<tr>
<th>Date:</th>
<th>Job title:</th>
<th>Organisation:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you are related to any employees or Board members of DCNA or any of the member organizations (Fundashon Parke Nacional Arikok, STINAPA, CARMABI, Saba Conservation Foundation, STENAPA, Nature Foundation St Maarten), contractors or subcontractors of DCNA, indicate the nature of the relationship by blood or marriage.

<table>
<thead>
<tr>
<th>Name</th>
<th>Position/organisation</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I certify that the information provided on this document and the materials submitted are true and accurate to the best of my knowledge.

Signature: __________________________
Date: __________________________
## Absence Information

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title:</td>
<td>Full/part time</td>
</tr>
</tbody>
</table>

**Type of Absence Requested:**
- [ ] Sickness – A.O
- [ ] Vacation
- [ ] Bereavement
- [ ] Leave of absence
- [ ] Time back
- [ ] Maternity
- [ ] Unpaid leave
- [ ] Other

**Dates of Absence:** From: [ ]
To: [ ]

**Number of days:**

**Reason for Absence:**

---

*You must submit requests for absences, other than sick leave, two weeks prior to the first day you will be absent.*

<table>
<thead>
<tr>
<th>Employee Signature</th>
<th>Date</th>
</tr>
</thead>
</table>