



ZONTA
INTERNATIONAL

EMPOWERING WOMEN
THROUGH SERVICE & ADVOCACY

Zonta International

Protocol Manual

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INTRODUCTION

Purpose

The purpose of the Protocol Manual is to present clear guidelines for Zontians who are responsible for the organization of Zonta activities at the club, area, district and international levels. It is designed to enable the organization of events which exemplify courtesy, consideration and recognition of status.¹

Audience

This manual should be read and followed by international board members, international committee chairs and members, past international presidents, governors and district officers, club presidents and members. It is important that those in charge of planning events at various levels of the organization adhere to and follow these guidelines provided they do not conflict with local culture and customs.

Contents

The basis of protocol is courtesy, member-to-member, and to officials past, present and in some cases, incoming. All manuals offered to the members of Zonta International aim to assist the development of trouble-free processes which demonstrate the Zonta ethos – mutual support, respect for achievement, and business efficiency.

The processes by which the Zonta organization operates to acknowledge both members and non-members at official events are described in this manual. The objective is to promote uniformity and continuity in the respectful treatment of others.

Update

This manual should be reviewed and, if required, updated once per biennium, unless statutory requirement or change of law makes additional editions necessary.

Style

The Associated Press Stylebook and the *Publication Manual of the American Psychological Association* are style guides utilized in this manual.

Parliamentary Authority

Robert's Rules of Order Newly Revised, 12th Edition

¹ Throughout this manual, *Board* signifies Zonta International Board and *manual* signifies this manual, except where expressly stated otherwise. Wherever governor is mentioned, it includes the regional representative.

SECTION ONE – General Protocol Information

Zonta's code of behavior takes into consideration the traditions and social customs of the many countries in which Zonta International has clubs and members. Procedures for protocol are based upon recognition of the responsibilities of the office held and consideration for the individual. It is therefore the office in Zonta which is honored, with accompanying courtesy to the person holding the office.

The question of precedence generally arises in connection with social functions at convention, conferences, area and club meetings. A Zonta Precedence List is included in this manual.

At meetings, the presiding officer usually is placed at the center of the head table. The speaker at the event is seated to the right of the presiding officer. A guest of honor may be seated to the right of the speaker or to the left of the presiding officer. If a podium/lectern is placed in the center of the head table, the presiding officer is seated to the left of the podium/lectern. If the podium/lectern is placed at either end of the head table, the presiding Officer may be seated at the end of the table. Seating follows from that position in order of precedence. Flexibility must always be used to conform to local customs.

All persons at the head table should be formally introduced at the beginning of the meeting or event. The person offering an invocation, if included in the program, may sit at the head table. All seats at the head table should be occupied and it is usual to seat those who have a role in the program during that session.

It is appropriate to remind all attendees that all electronic equipment should be turned to silent or off and photographs should be taken during special sessions and should not disrupt the business of the event. If designated photographers have been selected to record the event, this too should be announced, and the individual(s) should not disrupt the business of the event.

At district conferences, area meetings, official Zonta meetings and ceremonies, it is good practice to use a script. A well-developed script ensures that proper protocol is followed and business proceeds in an organized and timely fashion.

The Benefits of Observing Zonta Protocol

- It projects a good image to external audiences by adherence to standards.
- It reflects a well-structured organization.
- It provides a clear order for handling affairs and a clear order of precedence.
- It promotes internal public relations through courtesy among members.
- It promotes the retention of members through a formal recognition system.

General Atmosphere

It is essential for every person in the room to feel at ease. The members of the head table and the guest speaker should be treated as you would wish to be treated as an honored guest. The observance of protocol promotes orderly procedures and good relations among members at all levels in the organization.

SECTION ONE – GENERAL PROTOCOL INFORMATION

Language

The official language of Zonta International is English. Districts and clubs may use their national language when transacting business in their local club, area or district. The official language, English, should be used when the program or event is attended by Zonta International officials. This provides an opportunity for the attending official to participate in the business transacted. If this is not possible, simultaneous interpretation should be provided for the Zonta officials.

Arrangements

At any Zonta meeting, it is important to appoint an event manager who is a Zontian with experience, knowledge and skills. Decorations, flowers and other material should not hide the head table guests from the audience or vice versa. Seating positions should be clearly identified. It is appropriate to have a nameplate for each guest and water available for all sitting at the head table, and at the podium/lectern.

Because speakers often need projection and/or sound equipment for their presentations, it is strongly recommended that a member of the Event Planning Committee be selected as the technology coordinator to work out the details and guidelines with the speakers and the facility where the event will be held. Speakers should know whether they need to provide their own computer and whether there will be a remote control for the speaker to use. All technical equipment must be tested before the meeting starts.

Flags

Flags may be used at a social event or at a business meeting. There are several possibilities when displaying flags:

- The flags are displayed in the conference room before the beginning of the event.
- The flags are posted by Zontians or local civic or other organizations that customarily perform such ceremonies.
- A flag parade and/or posting of the colors may be conducted at the opening ceremony, demonstrating the history and internationality of the district or Zonta International.

The correct order of flags is as follows:

Convention	District Conference
<ul style="list-style-type: none"> • the flag of the United States of America, the country where Zonta was founded is first to be posted and last to be retired • flag of host country • flag of International president’s country • flag of Zonta International • flag of the United Nations • flags of district countries in alphabetical or chronological order • district flag, if available 	<ul style="list-style-type: none"> • flag of host country is first to be posted and last to be retired • flag from each of the countries/states of the district • flag of the International Representative’s country • flag of Zonta International • district flag, if available

SECTION ONE – GENERAL PROTOCOL INFORMATION

In the event of posting of the colors is performed, it is important to follow the correct procedure for carrying flags and to stand at attention for the ceremony. Flags should not be waved and should not touch the floor when carried or when placed in stands. Dignity is of prime importance.

When a district conference or a convention is hosted in a state of a federation of states or in an independent region, it is courteous to add the flag of this state/region. When ordering flags for a flag parade, take care that the flag for each country is current. Flags should be approximately the same size and should be easy to carry. Some countries have special requirements for their national flags. The Swiss flag, for example, is always a square and never comes in a rectangular shape. Flags can usually be ordered at a reasonable price on the Internet.

Each flag and flag bearer must be briefly introduced. For example:

We welcome the flag of <Country>, the host country of our conference, carried by <Name>, president of ZC of <Name>, followed by the flag of <Country>, the home country of our International president/representative, carried by <Name>. Zonta International service has been closely linked with the United Nations since Zonta expressed support for the fledgling UN in 1946. As one of <Number> accredited international NGOs, Zonta brings women's concerns to the UN, suggests solutions, draws public attention to issues and encourages its members to participate at the local level. As one of the accredited NGOs with General Consultative Status with United Nations Economic and Social Council, we honor the flag of the United Nations"

► www.csonet.org for the current number of ECOSOC accredited international NGOs

Instead of a flag parade, PowerPoint slides with representations of the flags may be used during the singing of the anthems.

Anthems

Anthems may be used at the opening of business sessions after the posting of colors, or at the opening ceremony of district conferences/conventions while the flags are carried. All present should stand for the national anthem(s), following the same order as the posting of the flags. The national anthem(s) can be obtained from the appropriate embassy in all countries or downloaded from the Internet, remembering to check the accuracy and length of them.

Invocation

Zonta International is an international organization and represents many faiths. Reference to any one religion is not appropriate. The invocation should be nonsectarian and reflect a universal point of view. An invocation is used if customary in the host country.

Speaker

It should be determined well in advance if an honorarium is expected by an invited speaker. The invitation should include the topic, the length of time allotted for the presentation, the organization's commitment to necessary arrangements and, if applicable, requirements for

SECTION ONE – GENERAL PROTOCOL INFORMATION

travel, accommodation and transportation. A photograph and biography, including education, degrees, positions of responsibility, honors, club membership and places of residence, should be requested and received prior to the date of the program for use in public relations material and to prepare the speaker's introduction. It is appropriate to send a note of gratitude and resultant publicity where applicable.

To prepare an effective introduction for a guest speaker, the following guidelines are suggested:

- Be brief. Usually, two to three minutes is long enough for a speech of introduction. It may be shorter if the speaker is prominent.
- Qualify the speaker. Show that the speaker is qualified to speak on the selected topic by describing educational background and major accomplishments, and by mentioning any honors or positions of trust held by the speaker.
- Pronounce the speaker's name correctly and clearly.
- Announce the subject. Announce the speaker's subject, but avoid discussing it in detail.
- Be accurate. Check with the speaker prior to the introduction to be certain that the introductory remarks are accurate.
- Use the correct tone. Be sure that the tone of your introduction fits the formality of the occasion as well as the speaker's subject.
- Remain at the lectern until the guest speaker arrives at the lectern.
- Thank the speaker at the end of the speech.

Gifts and Flowers

Gifts are not required and generally are being replaced by other forms of appreciation in the name of Zonta or for the benefit of one of Zonta International's many service projects, such as a donation to Zonta Foundation for Women in honor of the speaker when she/he is a Zontian. Depending on the culture and custom, a souvenir may be presented to the guest during the visit. In all cases, a Zonta rose may be a gift.

Toasts

If customary, a toast to the Head of State of the host country and to the Head of State of the country of the guest of honor should be in the form of title only. A toast may also be made to Zonta International.

The President of <Country>	Response: To the President
The Queen of England	Response: To the Queen
To Zonta International	Response: To Zonta

Forms of Address

Visiting Zonta guests holding district or international offices should be introduced using their correct title. Examples are International President, Governor and Area Director. The chairman or any Zonta speaker should acknowledge honored guests in the precedence of their office. For example, *Madam International President* comes before *Madam Governor*. In the interest of time, when there are many speakers and several honored guests, it may not be necessary for each speaker to acknowledge all honored guests after the first speaker has done so.

SECTION TWO – Order of Precedence incl. Precedence List

General Overview

Application

The Zonta International Precedence List is a reference list. It is a list of *Who's Who* and an indication of the order of status in Zonta International. It serves as a tool for such things as the planning of programs and ceremonies, making seating arrangements and hospitality considerations. This list, therefore, attempts to be comprehensive and should answer any questions members have about precedence. Parliamentarians at every level of Zonta International are not included in the order of precedence.

Practical application

In reality, all the listed parties are rarely gathered on one occasion. Those absent are skipped. Flexibility should be exercised with discretion.

Multiple roles

In the following list, if a person fits in more than one category of position, the most senior position attained should be recognized. For example, at a district conference the governor is the presiding officer and ranks at the top of the precedence list.

When an international honorary member is the guest of honor, the rank for guest of honor on the precedence list is used. In any other case she follows the past international presidents.

Official addressing

As a courtesy in official meetings or ceremonies, the convention of addressing a Zontian by office title with the highest rank attained should be practiced.

The Precedence List

The list below is intended to provide maximum guidance of the order in which persons should be recognized. It is not necessary to recognize all positions listed at all events.

- presiding officer of a meeting or event,
- international president,
- international representative,
- guest(s) of honor, non-Zontians;
- guest(s) of honor, Zontians;
- international president-elect,
- international vice president,
- international treasurer/secretary,
- international directors, in alphabetical order of surnames;
- past international presidents, in chronological order of terms of service with most recent term last;
- international honorary members, in alphabetical order of surnames;
- international committee chairmen, standing committees followed by special committees; each group in alphabetical order of committees

SECTION TWO – ORDER OF PRECEDENCE

- past international vice presidents, in chronological order of terms of service with most recent term last;
- past international treasurer/secretaries, in chronological order of terms of service with most recent term last;
- past international directors, in chronological order of terms of service with most recent term last, then by alphabetical order of surnames governors;
- lieutenant governor(s),
- district treasurer(s),
- district secretary(ies),
- area directors, by areas in number order,
- vice area directors, by areas in number order,
- international committee members, standing committees followed by special committees, each group in alphabetical order of committees;
- district committee chairmen, standing committees followed by special committees each group in alphabetical order of committees.
- club president,
- club president-elect, if relevant,
- club vice presidents, 1st vice president precedes 2nd vice president,
- club treasurer,
- club recording secretary,
- club corresponding secretary,
- club directors, in alphabetical order of surnames, and
- club committee chairmen, standing committees, followed by special committees, each group in alphabetical order of committees.

Discretion should be exercised in the number of guests of honor as other guests may be considered important but are not guests of honor. Follow the order of precedence for government officials in the country of the event, wherever possible.

► for example https://en.wikipedia.org/wiki/United_States_order_of_precedence

Several Districts Present

When officers of more than one district are present, the precedence should first be by office titles and then by districts in numerical order.

- past governors
- past lieutenant governors
- past district treasurers
- past district secretaries
- past area directors
- past vice area directors

Several Past District or Club Office Holders Present

When more than one past district officeholder is present, the precedence should be observed

- by office titles as listed above,

SECTION TWO – ORDER OF PRECEDENCE

- by districts in number order,
- by areas in number order and then in chronological order of terms of service, with most recent term recognized last,

Where office holders of more than one club are present, the precedence should be by office titles as above, by districts in numerical order, by areas in numerical order, and by clubs in alphabetical order of club names.

Host district, area and club precede all others.

SECTION THREE – Addressing Protocol

Speaking

The Zonta International Precedence List is used to establish the addressing protocol by speakers in a meeting or at an event. The addressing protocol should be a shortlist used to cover the essential official parties. The following are guidelines:

- Address the presiding officer first by official title and surname - *Governor Smith* or *President Smith*.
- Address the international president by official title and surname and the international representative by official title and surname.
- Address guests of honor who are not Zontians, following the order of precedence of local government.
- Address guests of honor who are Zontians, following the *Zonta International Precedence List*.
- Address all others in the all-inclusive *Zontians and Guests*.

Writing

Address on envelope. Zonta title/Prof/Dr/Mrs/Ms/Name, e.g. *International President Ms. Mary Smith*

<Address>

Address on letter. Prof/Dr/Mrs/Ms/Name, e.g. *Ms. Mary Smith*, followed by Zonta title, e.g., *Governor District 20, Zonta International*

<Address>

Salutation. Depending on the formality of the letter and local professional custom:

Dear <First Name>, e.g. *Dear Mary, Dear Madam President Mary*

Dear <Zonta Title/Full Name>, e.g. *Dear Zonta International Director Mary Smith*

Dear <Zonta Title/Last Name>, e.g. *Dear Zonta International President Smith*

Emailing

The use of email is subject to the same policies and procedures as all other methods of communication.

- ▶ *Electronic Communications Policy* and *Electronic Communications Guidelines* under *Governance/Policies* on the international website.

SECTION FOUR – Recognition Protocol

To honor those who serve or served in major positions, the presiding officer should recognize them during the greeting portion of the program. The list below indicates what positions should be acknowledged at various types of events.

International Events

- current international officers and directors,
- past international presidents, and
- international honorary members.

District Events

- current international officers and directors,
- past international presidents,
- international honorary members,
- past international board members,
- current district board members, and
- past governors.

Area Events

- current international officers and directors,
- international honorary members,
- past international presidents,
- international honorary members,
- past international board members,
- current district board members,
- past governors, and
- past area directors.

Club Events

- current international officers and-directors,
- past international presidents, international honorary members,
- past international board members,
- current district board members,
- past governors,
- past area directors,
- current club board members,
- past club presidents, and
- club honorary members.

At the district level, the governor is the presiding officer, at an area event, the area director is the presiding officer and at the club level, the club president is the presiding officer.

SECTION FIVE – Zonta Officials Visiting Clubs, Areas or Districts

An official visit is defined as one of the following:

- The international president or an International Board member designated by the international president who visits and conducts business on behalf of the Zonta International Board,
- A Zonta International Board member attending the event by invitation and conducting Zonta business,
- The governor, or a district board member designated by the governor, who visits and conducts business on behalf of the district board,
- The area director who visits and conducts business at a club event.

The visiting official should notify the party to be visited of travel plans well in advance of the visit.

Arrival and Departure Guidelines

The visiting Zonta official should be greeted by a local Zontian upon arrival at the town or city where the event is held. At the end of the official's stay, a local Zontian should escort the visitor to his or her point of departure. The Zonta official may waive this service.

Expense Guidelines

Zonta International, on international, district or area level, will cover the travel expenses of the visiting official, depending on the responsibility, and may cover lodging and incidental expenses. Please clarify with the Zonta official before her/his visit what expenses the host club/area/district/international will cover. Depending on the culture and custom, a souvenir may be presented to the official during the visit.

Official Meeting Guidelines

During an official visit, it is advisable for the visiting official to meet with as many club members as possible. It may be necessary for a special meeting to be called so that a message can be delivered by the official. Biographical information should be obtained in advance for introducing the official to the members.

- ▶ Section 2 of this manual – *Precedence List* for conducting the meeting.

SECTION SIX – District Protocol

District Officers

Governor

A club should extend those courtesies which are customarily offered to a distinguished guest to the governor when visiting the club. The governor is representing the district and Zonta International and should be given special recognition. The governor should be invited to make a short presentation and members should be given an opportunity to meet her/him. The club makes hotel or other accommodation arrangements and assumes the responsibility for meals and other arrangements. A member should be assigned to host the governor.

Other District Officers

The club should extend all courtesies to visiting district officers who are not on an official visit. The club is not required to assume the cost of the meal unless a special invitation was extended. All district officers should be on the club mailing list to receive newsletters and announcements.

During the biennium, a visit by the district foundation ambassador or the district centurion may be needed. In the case of an official visit, the club assumes the cost of the meals.

Area Directors should be treated as honored guests at club meetings in their areas. Each club is expected to extend an invitation to its area director to make an official visit during the biennium. On such visits, the area director is representing the governor and district board. The club is responsible for accommodations and meal arrangements for the official visit. It is a courtesy to send announcements of and invitations to meetings and special events to the area director even though the director may not be able to attend.

Typically, there is only one designated official visit to each club by the area director during the biennium. The club is not obligated to assume the cost of an area director's meal for a meeting or an event other than the official visit, but may choose to do so.

District Conference

At a district conference, the Zonta International representative, who represents Zonta International, is entitled to the courtesies associated with that role. The international representative should be aware of the customs and dress of the country to be visited so as not to offend local custom.

It is important to have a Zontian in charge of head table arrangements to give attention to details and to forestall potential problems.

A protocol chairman should be appointed for the district conference and should be in charge of all seating arrangements, including business sessions and social functions. Seating may change from session to session and for social functions.

SECTION SIX – DISTRICT PROTOCOL

A host should be assigned to visiting officials and should be responsible for assisting the official, for overseeing accommodations and for accompanying the guest to the various venues at the correct times. The host should be a knowledgeable Zontian who is well versed in the affairs of the district. If possible, the host should contact the official prior to arrival in order to assist with any special needs.

SECTION SEVEN – International Protocol

Club and District Courtesies to International Board Members

Whenever an International Board member attends a club, area or district meeting or event, the Board member should be introduced. However, the Board member represents Zonta International only if designated to do so by the international president. In those cases, the board member should be invited to make brief remarks.

The *Precedence List* should be used for seating arrangements for Zonta International Board members in attendance at area and district meetings.

► Section 2 of this manual – Precedence List

Zonta International Board members appointed as international liaisons to the district should be included in the governor's newsletter mailing list. The international liaison should be advised of all special events, especially new club charter dates to enable sending greetings in a timely fashion.

International Honorary Members

International honorary members are entitled to attend and speak at conventions, district conferences and club meetings and must always be recognized and extended all courtesies when present. If an international honorary member is an invited speaker at a district conference, she should be seated at the top level of the head table. Zonta International will make special arrangements for international honorary members attending a convention.

International Convention

Arrangements for convention are made by the Zonta International president, the president-elect, the Convention Committee and headquarters staff. The *Precedence List* is used for convention.

► Section 2 of this manual – Precedence List

Lines of communication

Zontians are members of Zonta clubs. The club president or her/his designee is the member's voice for communicating to the area, the district and to Zonta International. There are four levels of Zonta International to be considered as lines of communication:

1. the club,
2. the area,
3. the district, and
4. International and headquarters when appropriate, with copy to the district's international liaison.

Suggestions, questions, issues and concerns of clubs should be directed as follows:

1. club to area director,
2. area director to the governor, and
3. governor sends the communication to
 - i. the international liaison with copy, as appropriate, to the executive director and the responsible staff member, and

SECTION SEVEN – INTERNATIONAL PROTOCOL

- ii. the relevant Zonta International committee chairman.

Questions concerning membership should be addressed to memberrecords@zonta.org

► *International Manual*, Section 6 – Communications

SECTION EIGHT – Zonta Emblem and Pins

Zonta Emblem

To wear the Zonta International emblem or a Zonta International pin is to proclaim publicly that the wearer is a Zontian. The emblem is a symbol of the mission of Zonta International. It should be worn with respect.

Accepted attachments to the official Zonta pin are:

- gavel guards for club presidents,
- area director guard, and
- governor guard.

These guards are placed level with or higher than the pin and the head of the gavel is upwards when the pin is worn while the wearer is in office. The gavel guard is below the pin and the head is pointed down when the wearer is no longer in office.

Members should wear the Zonta pin on the left-hand side and the name badge on the right-hand side.

Official Zonta Pins

Zonta Officers and Board. The following pins are the property of Zonta International and are passed on to the successor following the completion of the term of office:

- international director pin,
- international vice president pin,
- international treasurer pin,
- international president-elect pin, and
- international president pin.

Past International President. The international president receives a past international president pin upon completion of the term of office. This pin is the property of Zonta International and should be returned to Zonta International when the past international president who holds it dies. The pin is not to be worn by anyone other than a past international president.

Zonta Foundation for Women Pins. The Zonta Foundation for Women presents distinctive pins to persons who have made financial contributions to the foundation in specified amounts. Any person who has made such contributions is entitled to wear the appropriate pin.

SECTION NINE – Presentation of Awards

The person presenting an award or gift should briefly relate in an interesting, cordial and inspiring manner the reasons for which the recipient is being honored. Awards recognize, among other achievements, Amelia Earhart Fellowship recipients, international honorary members, long service, meritorious service, or winning a competition. Clubs may choose to award scholarships and may present awards to persons who have excelled in their professional field or in empowering women. Areas and districts may also promote awards related to Zonta's objects such as awarding clubs for implementing excellent service or advocacy projects.

The presentation remarks should briefly state:

1. who is giving the award,
2. the reason for the award,
3. the criteria for the selection, and
4. the acknowledgment of other competitors, if appropriate.

SECTION TEN – Memorial Services/Ceremonies of Remembrance

District conferences and some other Zonta events typically include a memorial service or remembrance service to honor those Zontians who have died. It is important to remember that Zonta is a non-sectarian organization. A memorial service should show respect for the deceased. It should not include prayers that reflect any particular faith. If customary, non-denominational universal prayers are recommended.

- ▶ *Convention Manual* and *District Conference Manual*, under Governance/Manuals on the website

SECTION ELEVEN – Installation Ceremonies

District Board

The members of the district board take office automatically at the close of the international convention. The timing of the installation ceremony, if any, is at the discretion of the district. The following ceremony is optional.

Installation of District Board and Nominating Committee

This installation ceremony is often performed by the immediate past governor or a Zonta International representative.

It is now my pleasure and honor to install the Zontians who are leading District *<number>* in this *<years>* biennium. Would each of you come forward as I call your name?

Nominating Committee. The nominating committee members are *<Name>*, Zonta Club of *<Name>*, and so on, and chairman is *<Name>*, Zonta Club of *<Name>*. The nominating committee is the most important committee in the district, for you are charged with recruiting the future leaders of district *<number>* and of Zonta International. Your duties are to seek out potential candidates for the district offices of nominating committee, area director, treasurer, lieutenant governor, and governor, and for the International offices of nominating committee, International director, treasurer, vice president, and president-elect for the *<years>* biennium, to advise potential candidates of the prerequisites, and to nominate candidates who meet the prerequisites for district office and to work with the Zonta International Nominating Committee to recruit qualified candidates who meet the prerequisites for international elective positions. Do you accept these responsibilities? If you do, please say, *I do*.

<response>

District Secretary. The secretary is *<Name>*, Zonta Club of *<Name>*. The secretary is responsible for maintaining the records of the district, for sending a report of the district conference to the clubs and to Zonta International, and for sending proposals for amendments to the International bylaws to the International Bylaws and Resolutions Committee. *<Name>*, do you accept these responsibilities?

<response>

Vice Area Director(s), if applicable. The vice area director for area *<number>* is *<Name>*, Zonta Club of *<Name>*. As vice area director, you will assist the area director, perform the duties of the area director if the director is absent or unable to serve and carry out other responsibilities are assigned to you by the district board. Do you accept these responsibilities?

<response>

Area Director(s). The area directors are for Area *<number>*, *<Name>*, Zonta Club of *and so on*. As an area director you are responsible for attending district conferences and board meetings, for planning with the governor the area meetings or workshops, for visiting clubs,

SECTION ELEVEN – INSTALLATION CEREMONIES

and for acting as liaison between the clubs and the district board. Do you accept these responsibilities?

<response>

District Treasurer. The treasurer is <Name>, Zonta Club of <Name>. As treasurer, you are responsible for the funds of the district and for administering them in accordance with the approved budget. You will report to the district board and to the conference, you will prepare a budget under the governor's supervision, and will present the budget to the District Board and to the conference for approval. Do you accept these responsibilities?

<response>

Lieutenant Governor. The lieutenant governor is <Name>, Zonta Club of <Name>. You are the chairman of the District Membership Committee. You will perform the duties of the governor in her absence or inability to perform her official functions and you will also perform such other duties as assigned. Do you accept these responsibilities?

<response>

Governor. Finally, your governor is <Name>, Zonta Club of <Name>. You are the chief executive officer of District <number>. The Zontians of this district have expressed their confidence in your expertise and leadership skills by electing you to this position. They know that you are committed to the ideals of Zonta and that you will do your utmost to ensure that District <number> continues to flourish. You will administer the affairs of the district, keeping your board, the Zonta International Board liaison, and headquarters informed about district matters. You will plan and preside at the district conference, attend area meetings, supervise preparation of the district budget, and authorize expenses in accordance with that budget. You will appoint such district committees as are appropriate. Do you accept these responsibilities?

<response>

If the District has a gavel to be presented. In presenting you with this gavel I place in your hands the responsibilities and privileges of the office of governor. May this gavel help you to preside over only model meetings, those in which everybody participates, nobody monopolizes, and everybody is valued.

If a governor's pin to be presented. I present you with this pin, worn by every governor of District <number> since <year> as the symbol of your office and of the affection and respect the Zontians of District <number> have for you.

Members of District <number>, these are your newly installed officers for the <years> biennium. Do you pledge to cooperate with and support them in every way possible? I remind you that while you have entrusted the district to this new leadership, they represent you, and it is your duty to assist, advise and support them loyally in every way. Do you accept these responsibilities?

<response>

SECTION ELEVEN – INSTALLATION CEREMONIES

I now declare these officers duly installed for the <years> biennium. I congratulate you and offer you my sincere good wishes that you will continue to demonstrate a concern for the advancement of women everywhere, and by your leadership continue your district's enviable record of achievement.

Installation of club officers and directors

This installation ceremony is often performed by a current or former district officer, but may also be performed by a former club president or a Zonta International representative.

The Zonta Club of <Name> has completed another year [or term] of service to the community and the world. We are all proud of these accomplishments and turn now to the year [or term] ahead. Will the officers and directors of the club for the coming year [or term] please come forward?

Director of the club. <Name>, your duties are many, and they are important. You will actively participate in all club board meetings. It is important that you attend them regularly, and that you be punctual in doing so. All matters presented at these board meetings are to be carefully and seriously considered. Board decisions are to be made according to the merit of the question with consideration of the governing documents of this club and for the benefit of the entire club membership. You have been elected to an honorable and responsible position. Your work will reflect upon this club, this club's relationship to the community, to the district and Zonta International. Do you accept this responsibility? If so, please say *I do*.
<response>

Secretary. Will the secretary, <Name> please step forward? It will be your duty as secretary to keep a complete record of the proceedings of all meetings of this club and to keep an up-to-date list of the club membership. You will be expected to furnish pertinent information to committees upon request and will serve as the custodian of all club records, except the treasurer's. You will also be responsible for such correspondence as may be required for the smooth operation of the club. Do you so pledge?
<response>

If the club has both a recording and a corresponding secretary, install the corresponding secretary first and then the recording secretary. Comment on their specific duties as they are outlined in the Zonta Club Manual.

► *Zonta International Club Manual* under My Zonta/Governance/Manuals on the website

Treasurer. Will the treasurer, <Name> please step forward? It is your duty as treasurer to have custody of all funds, to make monthly reports to the club board of directors, and to make an annual financial report to the club at its annual meeting. Additionally, it is your responsibility to make timely payment of dues to Zonta International, the district and the area (if applicable) and to perform such other duties as may pertain to the finances of the club. Do you so pledge?
<response>

SECTION ELEVEN – INSTALLATION CEREMONIES

Vice President. Will the vice president, <Name>, please step forward? Your duties are special, for they are designated by the president. In addition, in case of the inability of the president to perform the responsibilities of office, it is your duty to preside and carry on the administrative obligations of the president. Do you so pledge?

<response>

If a club has both a first and a second vice president, install the first vice president first and thereafter the second vice president.

President. <Name> has been elected to lead this club as its president. Will you please step forward? It is your duty to preside at all meetings of the club and board of directors in a manner protecting the rights of each member, to administer the matters of the club in a proper manner, exercising good judgment, and to provide leadership to the Zonta club. If you pledge to fulfill these responsibilities, please say, *I do*.

<response>

In presenting you with this gavel, I also give to you the responsibilities and privileges of the office of president. In presenting you with this president's pin, I also give you a tangible symbol of your commitment to the Zonta club of <club name> and Zonta International.

Members of the Zonta Club of <Name> do you pledge yourselves to cooperate with these newly installed officers? If so please say, *We do*.

<response>

Congratulations and best wishes to you, officers and members.

Many clubs present a Zonta gift, a Zonta rose or other token of appreciation to each new officer as that person takes the pledge of office.

SECTION TWELVE – Induction Ceremony

Induction of new club members

This induction is performed by the club president or other Zontian who has held the role of President or higher.

We are honored that you wish to join the Zonta Club of <Name> and work to empower women worldwide through service and advocacy. You are joining a progressive, global organization whose voice is heard and respected locally, nationally and internationally. Zonta has consultative status with the United Nations and participatory status with the Council of Europe.

The name *Zonta* is derived from a Lakhota word of the Native American Sioux peoples meaning honest and trustworthy. Our members volunteer their time and talents to work toward Zonta's vision.

We envision a world in which women's rights are recognised as human rights and every woman is able to achieve her full potential. In such a world, every woman has access to all resources and is represented in decision making positions on an equal basis with men. In such a world, no woman lives in fear of violence.

To achieve this vision, Zontians:

- Support and participate in club, area and district Zonta service and advocacy projects that make a difference to the lives of women and girls.
- Advocate Zonta's position on issues to safeguard the rights of women and girls as human rights.
- Support Zonta Foundation for Women projects.
- Collaborate with like-minded organizations, government and community leaders who share common goals.
- Encourage the development of leadership and mentorship skills to help members to be their best.
- Are united internationally to provide support and fellowship in serving our communities, nations and the world.

We invite you as a club member to:

- Enact high ethical standards and be a positive role model.
- Embrace personal growth and Zonta leadership opportunities.
- Work cooperatively and respectfully with other members.

Zonta International is a classified worldwide service organization of members committed to diversity of membership and we value fellowship of members from all professions and cultures. We encourage you to discuss viewpoints and exchange ideas with other Zontians in a positive and collaborative manner, and to take an interest in the world around you to identify areas where Zonta can make a difference.

SECTION TWELVE – INDUCTION CEREMONY

Membership in Zonta is an honor and a privilege. Every member has the opportunity and the pleasure of sharing Zonta with other prospective members according to the procedures in our club. Every member also has responsibilities. Regular attendance, participation in club service projects and support of our international programs are expected of all members. If called upon for leadership responsibilities, you are encouraged to serve enthusiastically. Zonta is strongly committed to the ideal of equality for all as expressed in the United Nations Universal Declaration on Human Rights. We are confident you will contribute your caring, enthusiasm and talents to our club.

The Membership Committee Chairman may take this opportunity to introduce each new member with a short biographical sketch, which includes name, classification, business and title, and other pertinent information.

Will you repeat the Zonta pledge with me: *I pledge myself to uphold and practice the ideals of Zonta.*

The new member repeats the pledge: *I pledge myself to uphold and practice the ideals of Zonta.*

Members of the Zonta Club of <Name>, do you receive <Name(s)> as member(s) of this club and promise to work with her/him/them to further the ideals of Zonta International?
<response>

The fellowship of Zonta welcomes you and your club members look forward to working with you to create a world where the Zonta vision is a reality.

A Zonta pin, a yellow rose or another token may be presented to new members at this time. If a Zonta official is available, she is invited to hand over the official pin.

Clubs may choose to provide each new member with a mentor. If that is the case, the club may choose to have the mentor/s as part of the ceremony, by asking the mentor to agree to the points detailed below.

(_____), will you fulfill the following obligations as (_____) mentor:

- Ensure they are welcomed to the club and introduced to all members.
- Provide information about Zonta generally and the club, including structure, regular events and activities.
- Be a sounding board for ideas and questions.
- Encourage participation in club activities and projects, committee work, visits to other clubs, area and district events.
- Have regular conversations with them and provide encouragement and feedback throughout the mentoring period.

Mentor: I will.

REVISIONS TO THE ZONTA PROTOCOL MANUAL

Revisions to the Zonta Protocol Manual

Date of Revision	Section Revised	Description of Revision
March 2014	Section 1	Added text regarding scripts to General Protocol Information. Added text regarding special requirements to Flags. Added text regarding checking accuracy to Anthems.
March 2014	Section 11	Added text for installation ceremonies .
March 2014	Section 12	Deleted all but the explanatory paragraph and added reference to Electronic Communications Policies.
September 2014	Section 1	Added text regarding providing a nameplate for guests. Added text regarding flags for District Conferences / Conventions held in a state of a federation of states or independent region.
September 2014	Section 2	Changed order of precedence for Past International Presidents and added international committee members to the list. Removed notes on parliamentarian and Centurion.
September 2014	Section 4	Changed order of recognition protocol for Past International Presidents and deleted District Honorary Members.
September 2014	Section 5	Changed Zonta Dignitaries to Zonta Officials.
September 2014	Section 6	Added note regarding Foundation Ambassadors and Centurions. Changed dignitary to official.
September 2014	Section 8	Changed location of name badge from right to left.
September 2014	Section 11	Added text about installation of elected District officials being conducted by the Past Governor or ZI representative. Moved Induction of Club Members after Installation of Club Officers and Directors.
May 2015	Section 7	Removed reference to ZI Convention Manual – not available on public side of the website.
May 2015	Section 9	Added meritorious service to list of possible awards.
May 2015	Section 11	Updated Induction of New Club Members with new mission and objects text.
May 2015	Section 12	Incorporated in Section 3.

REVISIONS TO THE ZONTA PROTOCOL MANUAL

Date of Revision	Section Revised	Description of Revision
May 2015	Section 7	Moved PIPs' participation in club meetings to chapter 6.
May 2015	Section 8	Deleted Officers Pins.
May 2015	Section 11	Deleted Club President Elect.
February 2016	Section 1 – Flags	To include the flag of the USA as first flag.
August 2017	Introduction	Added.
August 2017	General	New style added. Some language amendments.
August 2017	Section 1 – Flags	Inserted flags from each of the countries of the district under District Conference.
August 2017	Section 2 - Precedence	Amended and consolidated.
August 2017	Section 6 – District Protocol	Responsibility of PIP deleted.
		Text added regarding expense reimbursements.
August 2017	Section 7 – Int'l protocol	Changes to communication lines.
	Section 8 – Pins	Foundation pin text added.