

Mercy Hands for Humanitarian Aid

Field Office Policy and Code of Conduct

1- Preamble

Mercy Hands for Humanitarian Aid is an international Iraqi NGO with a Headquarters located in Baghdad and a Regional Office in Erbil. Mercy Hands has operations in many governorates in Iraq with teams based in those governorates. Sometimes Mercy Hands sets up an office to host its staff in the governorate; this office is referred to as Field Office. This document describes how we conduct work in the governorates and establishes boundaries, guidelines, and best practices for acceptable behavior inside the Field Office and outside.

2- Guidelines

2.1 According to the need and fund availability, Mercy Hands may set up one or more Field Offices per governorate.

2.2 Setting up and closing any Field Office is a decision made only by the Executive Director.

2.3 The Executive Director assigns a Focal Point in every governorate in which there is a Field Office.

2.3.1 The job title of the Focal Point differs, depending on the size and nature of the operation, number of Field Offices, etc. Examples of job title of the Focal Point are: Head of Mission, Office Manager.

2.3.2 The Focal Point reports directly to the Executive Director. To fulfill their responsibilities, the Focal Point must coordinate at the highest level with the Executive Administration as well as with the Project Managers and their supervisors.

2.3.3 The Focal Point is authorized to supervise all projects in their governorate. The Focal Point can directly instruct any project team member in their governorate on issues not related to their projects; however, he cannot directly intervene in these projects or make decisions on behalf of the Project Managers or their supervisors without coordinating with them first.

2.3.4 The Focal Point is authorized to represent Mercy Hands with external parties, make agreements and sign contracts, MoU, etc., but the approval of the Executive Director must be obtained prior to entering into any form of official agreement with external parties. The approval of the Executive Director must be documented in the form of a signed letter or at least e-mail. The original contract, MoU, agreement, etc. must be send to the General Administrator at the Headquarters for archiving.

2.3.5 Any official letter or document issued in the governorate must hold the signature of the Focal Point of that governorate. A copy of the letter must be send to the General Administrator at the Headquarters for archiving.

2.3.6 The Focal Point is responsible for:

- a. Supervising all projects and teams in their governorate;
- b. Coordinating with the Executive Director, Project Managers and Program Directors to ensure Mercy Hands actively participate in relevant coordination groups and meetings in the governorate;
- c. Closely monitoring staff attendance; arrange to deliver the daily attendance sheet to Human Resources Manager at the Headquarters;
- a. Ensuring that all staff conduct themselves in a professional manner - inside the office and outside - and that they respect local laws and customs;
- a. Enforcing the implementation of Mercy Hands' policies and procedures;
- b. Enforcing the implementation of Mercy Hands' internal control mechanisms
- d. Assessing the security situation and advise the Executive Director as well as Project Managers and their supervisors accordingly;
- e. Optimal management and usage of Mercy Hands' assets across the projects in the governorate;
- f. Investigate reported occurrences of fraud, embezzlement, theft, waste, etc;
- g. Advising Project Managers in the governorate and their supervisors on the implementation of their projects;
- h. Advising the Executive Director on the overall operation and work strategy of Mercy Hands in the governorate;
- i. Act as a mediator to resolve interpersonal and intergroup conflicts in the governorate;

- j. Assisting Project Managers and their supervisors in recruiting and orienting new staff;
 - k. Searching for funding opportunities and applying for them.
- 2.4** Depending on the size and nature of the operation, the Executive Director may assign more senior administration and program management staff at the Field Office;
- 2.5** The Project Managers in the governorate, their supervisors, and the Executive Administration should regularly and efficiently update the Focal Point on their work in the governorate.
- 2.6** Any Field Office shall at minimum keep the following records:
- Fixed Assets Inventory
 - Visitors Sign-in Sheet
 - Staff Attendance Sheet
 - Outgoing and Incoming Official Letters Record.
- 2.7** If a staff member does not work under a project or their salary is not covered by a project then their administrative and financial matters are managed by the Senior Administration and Finance Officer who is based at the Headquarters;
- 2.8** The Focal Point of the governorate will work closely with the Project Managers and their supervisors to cover the cost of the Field Office through externally funded projects;
- 2.9** If a resolution is taken to close a Field Office, the Executive Director will delegate a committee to: fulfill all remaining Field Office obligations, gather and transport all documents and administrative records to the Headquarters, and process the fixed assets.

3- Code of Conduct

- 3.1** The staff of the Field Offices shall abide by Mercy Hands' Code of Conduct (annex 1). Every staff member must read and sign two copies of Mercy Hands' Code of Conduct, one copy given to the staff member and the other one is archived in the Employee's Personal File;
- 3.2** In addition to the Code of Conduct, the staff shall abide by Mercy Hands' Bylaws, Staff Rules, Policies, Board Resolutions, and Executive Administration Directives;
- 3.3** Working hours and holidays at the Field Office is the same like the Headquarters working hours and holidays.
- 3.4** It is not allowed for an external party to use the office or to host an external party at the office without the prior approval of the Focal Point.

ANNEX – 1 –

**Mercy Hands for Humanitarian Aid
Code of Conduct**

Mercy Hands for Humanitarian Aid (MH) is a non-governmental organization and as such, follows the 2010 Code of conduct for NGOs in Disaster Relief (see video on Youtube in Arabic or English).

As MH staff, you are representing MH both during and outside working hours. Therefore, to ensure high level of work ethics, you should commit to follow principles of good conduct and behaviour which include (but are not limited to):

- Work with honesty and goodwill.
- Prioritize the security and safety of MH staff and beneficiaries.
- Respect equally all individuals regardless of gender, race, religion and cultural differences.
- Abide to national laws and respect local values.
- Respect MH property and work environment.
- Report* and prevent physical, sexual and verbal, abuse and harassment.
- Refuse to give or receive bribe.
- Report* fraudulent activity and theft or misuse of MH assets.

I, _____ commit to follow the principles of this Code of Conduct throughout my involvement with MH. Transgressions will be addressed according to the staff rules.

Date: _____

Signature**: _____

*** To report abuse, harassment or ethical issues, contact Zina Attar by email (zina.attar@mercyhands.org) or phone (+964 770 662 4003).**

** The signatory should sign two copies of this page: one that will remain with MH and another copy for him/herself.

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