



Administrative Policy and Procedure Manual

Developed & Prepared

By

Developmental Aid organization (DAID)

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Organization overview

Developmental Aid Organization (DAID) is Sudanese Non-government Organization based in El Fasher, Northern Darfur, Sudan. Established in September 2019 with registration number 3054, Humanitarian Aid Commission (HAC). It aims at reducing community challenges in sectors of Protection, Durable solutions, Peace building, Health, Nutrition Women and Youth Empowerment for Sustainable Development Goals (SDGs) implementation.

The vision: To contribute in making the world a better place for all.

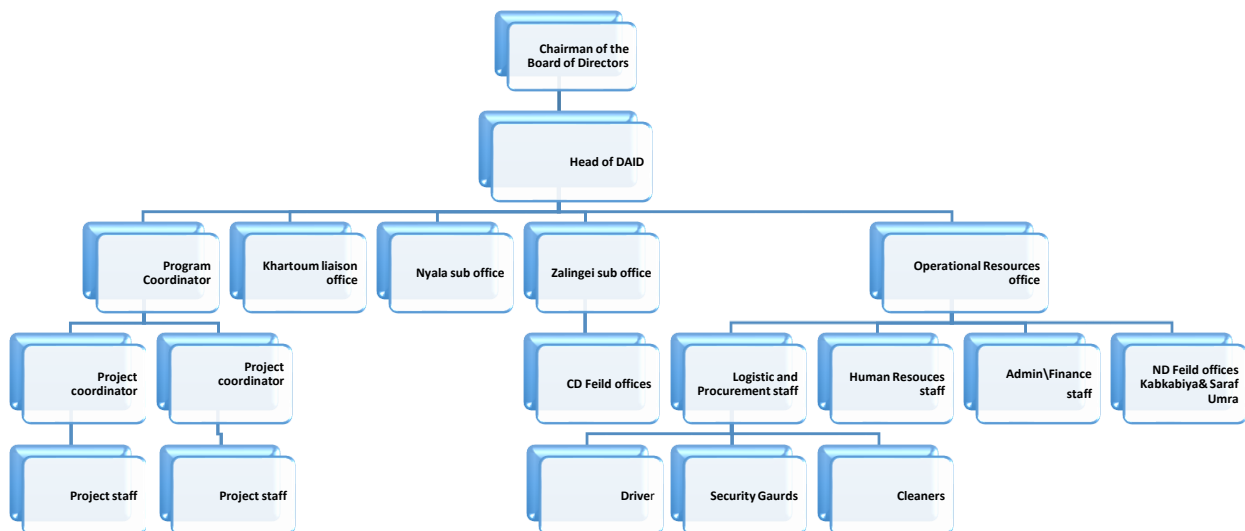
The Mission: Work with all institutions and bodies to implement our vision and goals

The goals

- To help and protect displaced people, returnees, refugees, poor, Jobless, homeless and miserable people by facilitating their living standards
- Youth and women empowerment through capacity building, career and enterprises development to improve their living conditions.
- To contribute in achieving sustainable development goals

Our working Areas: Protection, Durable solutions, Youth and Women Empowerment, Health& Nutrition, Career development, Peace building, communication for development.

The structure of organization





Staff Rules and Regulations

Rule 1: Hours of Work

(a) Developmental Aid organization (DAID) is Sudanese Non-government Organization, sets the normal working hours for its all duty station and offices to be in line with Sudan government official working hours.

(b) Normal working hours at all Developmental Aid organization (DAID) offices shall be from 8:00 a.m. to 4:00 p.m. Sunday through Thursday, with a period of one hour for lunch. Exceptions may be made by the head of DAID as the needs of the service require.

(c) When requested to do so, a staff member shall work overtime, and this overtime will be payable.

(d) In determining the conditions that warrant excusal from work in cases of a special event, emergency, or extreme weather conditions, the appropriate authority of the head of DAID, unless otherwise directed by the head of DAID, shall follow the same criteria used by the respective national government for the area in which the staff is working.

(e) The Director of the Department of Human Resource Services, after consulting with the head of DAID, shall notify the staff of excusals from work because of special events.

Rule 2: Official Holidays

(a) Staff members shall not be required to work on days designated as official holidays by the government. When the government determines that circumstances so require, he may decide that a holiday shall be observed on a day other than the customary one.

Rule3: Financial Responsibility

Any staff member who causes financial damage to the Organization by malice, culpable or gross negligence, or failure to observe the General Standards, regulations, and other administrative



provisions of the DAID, shall be responsible therefor and shall be required to pay appropriate compensation.

Rule 4: Outside Activities and Interests

(a) Staff members shall not engage in any continuous or recurring occupation or employment outside the Organization, or accept remuneration for private work, without prior written authorization by the head of DAID.

(b) No staff member may participate in the management of an industry or business, or have any financial interest therein, if by reason of his official position with the Organization it is possible for him to benefit from such association or financial interest.

(c) A staff member who has occasion to deal in his official capacity with any matter involving a business concern in which he holds a financial interest shall disclose the extent of that interest to the head of DAID.

(d) Except in the normal course of their duties, or with prior authorization by the head of DAID, staff members shall not engage in any of the following acts, if the purposes, activities, or interests of the Organization are involved:

(i) Issue statements to the press, radio, or other public information media;

(ii) Deliver addresses or lectures;

(iii) Take part in film, theatre, radio, or television productions; or

(iv) Publish articles, books, or other material.

(e) When the authorization referred to in the preceding paragraph is granted, the staff member concerned must make it clear in each case that the opinions expressed are his own and do not necessarily represent the Organization.



Rule: 5 Property Rights in Work Performed

All rights, including title, copyright, and patent rights, in any work produced by a staff member as part of his official duties or by any other individual or entity being paid by the DAID, or working in cooperation with it, shall be vested in the Organization.

Rule 6: Prohibition against Sexual Harassment

(a) Every staff member, volunteer and independent contractor is entitled to work in an atmosphere which is free of sexual harassment. The organization will take appropriate steps to promote such a working environment, and it will not tolerate behavior which is not respectful of that right.

(b) No staff member, volunteer or independent contractor shall sexually harass another staff member, an independent contractor, volunteer or any visitor who comes into the DAID's premises. Every staff member and independent contractor has the right to object and to file a complaint should sexual harassment occur and to expect the DAID to deal seriously and promptly with that complaint.

(c) All supervisors, staff, volunteers and independent contractors are obligated to comply with the DAID's policy against sexual harassment and shall take appropriate measures to ensure that sexual harassment does not occur. Staff members who violate that policy will be subject to disciplinary action, and independent contractors or volunteer who violate that policy are subject to termination for cause.



Telephone calls, Visitors and office cleaning& management

Rule 1: Mood of telephone calls: Conduct all business telephone calls with an atmosphere of:

- Warmth and friendliness
- Patience and good humour
- Interest or enthusiasm (not apathy, artificial friendliness or resentment)

Rule 2: Incoming telephone calls

- Answer the telephone within three rings.
- Use the words: “Welcome to DAID world. <Your first name> speaking. How can I help you?”
- If the call is for a specific person or role, transfer the call immediately.
- If nobody appropriate is available to take the call, record:
 - Caller’s name
 - Caller’s contact phone number
 - (If a property is involved) Property address
 - Person or role they want to speak with
 - (If they want to be called back) Suitable time to call back
 - Message or reason for call
 - Time and date of call.
- Contact the person called and relay the message.
- Deliver the written message to the person called by placing it on their desk and then confirm with the person called that they received the message.
- If you can’t get the message through to the person, ask a fellow team member or manager to follow up the call.

Rule 3: Returning telephone calls

- Return all telephone calls on the same business day or within 24 hours at the latest.
- If you know that you will not be able to return a call in that time, ask another Staff Member to call, apologies and say when you will be available.



Rule 3: Greeting visitors at appointments

- Wear your company name badge, if appropriate, at all times when meeting visitors.
- Smile, walk up to the visitor and introduce yourself with a handshake.
- (If you already know the visitor's name) Greet them by name straight away.
- (If you don't know the visitor's name) They will most likely respond with their name when you introduce yourself. In any case, find out their name and use it straight away in your welcoming response.

Rule 5: Greeting visitors in the reception area

- Wear your organization name badge, if appropriate, at all times in the reception area.
- Say "Good Morning. How can I help you" in a friendly manner.
- Do not leave any visitor waiting to receive a welcome. If you are on the phone or having a discussion when a visitor arrives, excuse yourself for a few moments. Greet the visitor and assure them that you will give them your full attention shortly.
- If you are expecting visitors, tell the Receptionist the names and expected times. This helps the Receptionist to greet them by name and hand them over to you.
- (Non-reception staff-If you are the first person to see a visitor, or if the receptionist is busy) Greet the visitor as if they have arrived for a meeting. Follow the role of the Receptionist until the Receptionist is free.
- **Ask the visitor if they have an appointment and whom they are here to see:**
 - (If the visitor does not have an appointment) Ask them how you can help. Help them with their transaction or hand them over to the most appropriate person.
 - (If the visitor does not have an appointment) Take them into our coffee lounge. Offer them a drink and tell them that you will get the team member they are waiting for.
 - Tell the Staff Member straight away that their visitor is waiting.
 - Tell the visitor that the Staff Member knows they are here, and will be along shortly.
 - Monitor the visitor until the Staff Member arrives, reassuring them and reminding the Staff Member if necessary

Rule 6: Office and workplace tidiness

- Do not leave dirty mugs or cups anywhere overnight.
- Do not bring strongly aromatic foods into the workplace.
- If you are throwing away food, wrap it up before putting it in the bin. If it is likely to smell bad before the bin is emptied, throw it away outside the workplace.
- Do not eat or chew gum while on duty if you are in view of the public or of visiting clients

Rule 7: Opening and Closing Office Procedure

The following should be done after opening:

- Turn on lights
- Turn on photocopier and printers.
- Turn on air-conditioner
- Check front window display and make sure all property displays are turned the correct way and are clean and current.
- Sweep the front reception area if necessary and front footpath.
- Replace flowers and generally tidy up.

The following should be done before leaving.

- Tidy desk and front reception area
- Ensure window display is neat and tidy (all photo's turned correctly)
- Turn off your computer
- Turn off air-conditioners
- Turn off printers
- Lock back doors and windows
- Turn off lights and lock doors

Rule 8: Office Security Policy

- Customers, contractors and other visitors must be accompanied at all times.
- Corridors and aisles must be kept clean and clear of obstructions.



- Sensitive files must be locked in a filing cabinet after use and not left lying on desks unattended.
- Computer files must be closed when PC is unattended.

Rule 9: Cleaning the premises:

This section explains the cleaning requirements for the office.

- The organization operates better in a clean and tidy environment.
- Visitors to the office can gain a bad impression if the office is untidy.
- If the office is not clean, it can be a health hazard

Cleaning during the day

- If staff members carry out a messy task, such as a mail out or opening and installing new equipment, they must clean and vacuum when they have finished.
- See food drink and cleaning up

Cleaning at the end of each day

- See visitor/customer areas
- See front window display
- See opening the office
- See closing the office
- See individual desks

Cleaning Contractor: Conducts weekly cleaning according to the cleaning specifications.

These include:

- Areas for cleaning
- Products and equipment used
- Standards required
- Weekly, monthly and annual cleaning instructions



Document and Data Management

The objective of this procedure is to identify internal and external documents that are subject to controls. A considerable problem that often leads to the failure of any management system is the inevitable paper war which occurs when documentation is not controlled. This procedure seeks to identify a method of controlling documents.

Internal documents are procedures, forms, drawings and instructional & advisory material of a permanent nature, designed and written by the organization. They are not records.

Rule 1: Internal documents include (for example):

- procedures
- forms
- drawings (internal only)
- checklists
- work instructions
- Computer templates (standard letters, etc.)
- sales material
- Business plan.

All “groups” of internal documents are identified on the form “Master List: Controlled Internal Documents and Data”.

For each group of documents on the Master List, kept as hard copy:

- place current hard copies in a binder (or similar)
- fill out and place a Control Register at front of binder
- Control and change internal documents as per flowchart in the relevant procedure under “management”.

Rule 2: External documents: External documents can include:

- Supplier, operator and maintenance manuals for plant and equipment
- Specifications, procedures and drawings provided by customers and suppliers
- Standards



- Statutory Regulations
- Material Safety Data Sheets
- Codes of Practice

External documents register: The custodian of external documents, which are relied upon to provide important and current information, will:

- record the current issue on an External Documents Register
- update the Register when a new issue is received
- delete obsolete documents
- regularly check that the Register is complete and current
- regularly account for all listed documents
- regularly contact the supplier to ensure currency
- Identify sources of suitable reference material (e.g., professional institutes, industry publications, manufacturers, regulatory bodies).

Rule 3: Uncontrolled documents

Copies of operations manuals, procedures or work instructions may be issued to interested parties on request.

Rule 4: Filing and Records Management

Establish controls that identify, maintain and store in good condition records that provide objective evidence of management and quality control in all areas of operation.

A filing system that allows for easy storage and retrieval has been established for all records, and is controlled within each department.

Records, both hard copy and electronic, are kept in a clean, dry and secure location by the custodian to prevent deterioration or loss.



Rule 5: Email retention and archiving policy

To help employees determine what information sent or received by email should be retained and for how long, this policy identifies the broad categories of electronic messages processed by the system and sets out the factors to be considered in setting practice guidelines to be adopted in each case. The rise to predominance of electronic communication mandates electronic message management systems comparable to existing hard copy filing systems. All material, electronic or otherwise, created by employees and volunteers of in the course of their employment or accessed by employees on equipment is the property of the organization.

Administrative Correspondence: Administrative Correspondence includes, though is not limited to, confidential management information, employee-related information, and project-related correspondence.

Fiscal Correspondence: Fiscal Correspondence includes all information related to revenue and expense for the organization.

General Correspondence: General Correspondence covers information that relates to customer interaction and the operational decisions of the organization. The individual employee is responsible for email retention of General Correspondence where this is likely to be of continuing usefulness.

Storage: It shall be the responsibility of the Information Management unit or their nominee to maintain backup of all needed information



Approval of Delegated Financial Authority

The approval of the delegated financial authorities by the Board of Trustee and the Executive Office represents the annual obligation to deliver the projects activities in accordance with the agreed upon limits, and it is the responsibility of both offices to change these limits of the authorization, in accordance with the changes in the annual budget or due to staff mobility.

Level of the Delegation Authorities

Date: _____

Name	Position	Amount	Currency
	Operational Resources Manager	10,000	USD
	Program coordinator	5,000	UDS

Annual Budget: _____

Approval:

Head of the Board of directors

Name _____

Signature _____

Date: _____

The Executive Manager

Name _____

Signature _____

Date: _____

Finance Manager

Name _____

Signature _____

Date: _____