



## MERCY MALAYSIA

This application statement confirms MERCY Malaysia's intention to become certified under the HAP 2007 Standard in Humanitarian Accountability and Quality Management for its humanitarian assistance and services.

As a Malaysian organisation providing humanitarian assistance and services, MERCY Malaysia meets HAP's Qualifying Norms, as follows:

- MERCY Malaysia is committed to provide humanitarian assistance on an impartial basis;
- MERCY Malaysia is a not-for-profit organisation registered in Malaysia;
- MERCY Malaysia complies with the requirements for financial accountability under Malaysian law and its audited accounts are available on its website
- MERCY Malaysia humanitarian accountability framework is publicly available on MERCY Malaysia's website. In broader terms, it is observed both in Head Office and all Field Offices outside Malaysia.

MERCY Malaysia accepts the Preamble and the general Principles for Humanitarian Action of the Humanitarian Accountability Covenant and is committed to accounting for its humanitarian work in relation to the general Principles for Humanitarian Action.

Below is the summary Humanitarian Accountability Framework, We have declared MERCY Malaysia's actual position in relation to the Humanitarian Accountability Covenant and the Six Benchmarks under the HAP 2007 Standard, as well as MERCY Malaysia's commitment to follow up during the next 18 months.

We believe that MERCY Malaysia's mandate and commitment to beneficiaries through quality assurance and accountability, demonstrated in the Humanitarian Accountability Framework meets the essential elements of the HAP Standard. However, as MERCY Malaysia is developing a Humanitarian Quality Management System to meet all the Six Benchmarks prescribed in the HAP 2007 Standard, it is undertaking extensive revision as well as development of new policies and procedures, which is expected to be completed by the end of 2008. MERCY Malaysia's future accountability framework and quality management system, as concluded with assistance from HAP, will also be incorporating the revised policies and procedures where relevant.

MERCY Malaysia also undertakes the continual improvement of its quality management systems, as prescribed by Benchmark 6 of the HAP 2007 Standard. We shall strive to deliver humanitarian assistance that meets the need of our intended beneficiaries in accordance with their requirements, values, cultural standards and the right to life with dignity.

## Humanitarian Accountability Framework

Humanitarian Accountability Framework								
Quality and Accountability Commitments			Baseline analysis			Implementation Plan		
Commitments	Authority	Obligation	Implementation mechanism	Partner status	Compliance Status	Objective	Progress Indicator	Action
Constitution	EXCO	Binding	Governance for Mercy Malaysia	Good	Complied and the final constitution with the additional commitment will be approved in the next AGM (by June 2008)	Reviewing Constitution to strengthen Accountability commitment	Finalising	Review by lawyers
Vision, Mission and Core Values	EXCO	Binding and/or Guideline	Staff and volunteers to uphold these values when performing their duties	Good	Complied	Incorporated into MERCY Malaysia Humanitarian Accountability Framework (HAF)	Finalising	EXCO approval
Code of Conduct for IRC/RCM and NGO in Disaster Relief	EXCO	Binding	MM is a signatory of the Code of Conduct since February 2006	Good	Complied and the HAF is now added on to every policy document that we have drafted for the QMS	Incorporated into HAF	Finalising	EXCO approval

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Sphere Humanitarian Charter and Minimum Standards	GM	Guideline	Sphere project implementation, started in 2005 SPHERE Training for staff and volunteers	Good	Complied and it has been used at field for response to relief aid by our staff and volunteers.  Sphere handbooks are always at field sites for reference	Incorporating SPHERE into MERCY Malaysia Humanitarian Quality Management System (HQMS)	Finalising	EXCO approval
Humanitarian Accountability Partnership Standard	EXCO/GM	Binding	Mercy Malaysia is a member since July 2005. HQMS Workplan 2007-2008	Mixed	Complied – at website, distributed at departmental bulletin board and excos, inserted in manuals	Developing HQMS as per the Workplan.  HQMS will be formally adopted by 2008	Mixed	Refer to HQMS Workplan
Personal and professional Integrity	HOD	Binding	<ul style="list-style-type: none"> <li>▪ Human Resource system</li> <li>▪ Employee Terms of Employment</li> </ul>	Good	Complying with new org structure and compensation – top mgt will brief on this new structure by end of 2007	Formalising the following to be incorporated into HQMS <ul style="list-style-type: none"> <li>▪ HR policies.</li> <li>▪ Departmental Standard Operating Procedures – refer to HQMS Workplan</li> </ul>	Mixed	Refer to HQMS Workplan

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Accountability	EXCO			Mixed	Complied via HQMS documentations of MM key services and practices	Developing HQMS in stages from 2007 and 2008	Mixed	Refer to HQMS Workplan
Transparency			<ul style="list-style-type: none"> <li>▪ Publication in media and websites</li> <li>▪ Publication of Annual Report which include financials and activities</li> </ul>	Mixed	Complied	Formalising the following to be incorporated into HQMS. <ul style="list-style-type: none"> <li>▪ Stakeholder Engagement Policy &amp; Procedures</li> <li>▪ Communications &amp; Fundraising Procedures</li> </ul>	Mixed	Refer to HQMS Workplan
Financial Accountability	EXCO		<ul style="list-style-type: none"> <li>▪ Annual independent audit by external accountant</li> <li>▪ Constitution set out that EXCO at AGM to appoint a firm of Chartered Accountants and/or Certified Public Accountant to audit the financial accounts.</li> <li>▪ Treasury Policy</li> <li>▪ Publication of Annual Report</li> </ul>	Good	Complied	<ul style="list-style-type: none"> <li>▪ Reviewing Treasury policy to strengthen Financial transparency and accountability commitment</li> <li>▪ Formalising Finance procedures to be incorporated into HQMS</li> </ul>	Mixed	Refer to HQMS Workplan
Diversity and Equal Opportunity	EXCO		<ul style="list-style-type: none"> <li>▪ Guided by Code of Conduct</li> </ul>	Good	Complied	Formalising HR Policy to be incorporated into HQMS and strengthening accountability commitment.	Mixed	Refer to HQMS Workplan

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Avoid conflict of interest	EXCO/GM/HOD		<ul style="list-style-type: none"> <li>▪ Code of Conduct</li> <li>▪ Terms of Employment</li> </ul>	Good	Complied	Formalising the following to be incorporated into HQMS and strengthening accountability commitment. <ul style="list-style-type: none"> <li>▪ Donor and Fundraising policy &amp; procedures</li> <li>▪ Stakeholder engagement policy &amp; procedures</li> </ul>	Mixed	Refer to HQMS Workplan
Confidentiality and privacy	EXCO/GM		<ul style="list-style-type: none"> <li>▪ Code of Conduct</li> <li>▪ Terms of Employment</li> </ul>	Good	Complied	Formalising Communication policy & procedures to be incorporated into HQMS and strengthening accountability commitment	Mixed	Refer to HQMS Workplan

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Partners	EXCO		<ul style="list-style-type: none"> <li>▪ Project/program Implementation partner will be identified based on location, expertise and relationship between MM and the identified partners</li> <li>▪ Member of: <ul style="list-style-type: none"> <li>- Humanitarian Accountability Partnership (HAP)</li> <li>- International Council of Voluntary Agencies (ICVA)</li> <li>- Asian Disaster Reduction and Response Network (ADRRN)</li> </ul> </li> <li>▪ UN Agencies partner – UNFPA (formal)</li> <li>▪ Also working with other UN agencies – OCHA, UNICEF, UNHCR (Agreement signed), WFP</li> </ul>			Formalising Stakeholder Engagement policy & procedures to be incorporated into HQMS and strengthening accountability commitment	Mixed	Refer to HQMS Workplan
Others						Please refer to HQMS Workplan 2007-2008		