

New Consultancy and Relief Organization NCRO

Code of Conduct



2014

NCRO Code of Conduct

MISSION AND VALUES

NCRO is aimed for public benefit and operates to accomplish an articulated mission. Its programs effectively and efficiently work toward achieving that mission and it is committed to continuous quality improvement. Based on the values of quality, responsibility, and accountability, NCRO board members, volunteers, and employees act in the best interest of achieving the organization's mission at all times.

NCRO Mission: The New Consultancy and Relief Organization is a non-governmental humanitarian organization which assists in the alleviation of human sufferings; these include inter alia; safe and smooth integration of returnees and or internally displaced people into local communities; provide awareness raising on health related issues, recovery of basic infrastructures for irrigation water supply, implementation of tertiary road, implementation of income generation projects to serve the most vulnerable returnee women such as widows disables and poor families in their own town and village. The objective of supporting returnees and IDP families is to assist those categories of people to become independent and productive members of society.

GOVERNANCE

Selected volunteer boards of directors are committed to the organization's mission and leadership govern NCRO. This board determines the mission, strategic direction, and future programming of the organization. The board ensures and nurtures adequate human and financial resources and actively monitors and evaluates the NCRO executive director, as well as service and financial results. Board members approve and systematically implement policies to ensure achievement of NCRO mission and to prevent perceived, potential, or actual conflict of interest.

HUMAN RESOURCES

Certain volunteers and employees are essential elements of NCRO ability to achieve its mission. Volunteers are unique to and a vital resource in governance, administrative, and service capacities. NCRO human resource policies are fair, establish clear expectations, and provide for meaningful and effective performance evaluation for paid employees.

FINANCIAL MANAGEMENT

An NCRO is a faithful steward of funds entrusted to it, practices sound and timely financial management, and complies with legal and generally accepted accounting principles. NCRO maintains accurate financial records and ensures that the organization's financial resources are used solely in furtherance of its mission. Regulatory, risk management, and liability concerns are periodically reviewed.

PUBLIC ACCOUNTABILITY AND COMMUNICATIONS

Volunteers, board members, employees and donors are involved with NCRO because of its public benefit mission. Therefore, NCRO is transparent and makes information about its mission, program activities, and finances available to its constituencies. NCRO is accessible and responsive to public inquiry and reaches out to interested parties.

PARTNERSHIP AND ALLIANCES

NCRO forms alliances with other NGOs or government organizations if and when appropriate to improve its capability to advance its mission and serve its constituencies. NCRO identifies partners to create new opportunities to achieve mission driven results.

MISSION AND VALUES

NCRO is founded for public benefit and operates to accomplish a well-defined, articulated mission. Its programs effectively and efficiently work toward achieving that mission and it is committed to continuous quality improvement. Based on the values of quality, responsibility, and accountability, NCRO board members, volunteers, and employees act in the best interest of achieving its mission at all times.

A. Mission

1. NCRO's purpose: As defined and approved by the board of directors; is formally stated in writing. NCRO activities are consistent with its stated purpose.
2. NCRO, at least biennially, revisits its mission to determine if the need for its services continues to exist. NCRO evaluates whether the mission needs to be modified to reflect societal changes; whether the current programs should be revised or discontinued in the light of the existing or newly defined mission; or whether new services need to be developed.
3. NCRO has clearly defined procedures in place for evaluating (both qualitatively and quantitatively) its processes and outcomes in relation

to its mission. These procedures address the efficiency and cost-effectiveness of processes and outcomes.

B. Program Service and Quality

1. NCRO acts with the utmost professionalism and treats all persons equally and with respect.
2. NCRO regularly monitors the satisfaction of service participants as well as other parts of its constituencies and provides a grievance procedure to address complaints.
3. NCRO practices continuous quality improvement that includes evaluation and tracking of information.

C. Values

1. NCRO acts with integrity, openness, and honesty in all relationships, dealings, and transactions. NCRO strives to earn and conveys trust through integrity, openness, and honesty.
2. NCRO keeps faith with the public trust through efficient, cost-effective, and compassionate stewardship of resources. NCRO is mindful that its mission is accomplished through the generosity of others.
3. NCRO ensures that policies and procedures of human relations are legally grounded, of high quality, and respectful of the dignity and rights of individuals.

D. Commitment to Diversity, Accessibility, and Social Justice

1. NCRO respects all people's race, religion, ethnicity, gender, age, socioeconomic status, sexual orientation, and ability and should not allow differences to affect a person's opportunities.
2. NCRO board, staff, volunteers, and contractors reflect the diversity of its constituencies and the broader community.
3. NCRO conducts its work in facilities that allow reasonable access to persons of all ability levels.
4. NCRO acts in ways that further the equality of opportunity among individuals and communities.
5. NCRO acts in ways that promote a sustainable environment.

GOVERNANCE

Selected volunteer board of directors is committed to NCRO mission and leadership governs NCRO. NCRO board determines the mission, strategic direction, and its future programming. NCRO board ensures and nurtures

adequate human and financial resources and actively monitors and evaluates its director, as well as service and financial results. NCRO board members approve and systematically implement policies to ensure achievement of its mission and to prevent perceived, potential, or actual conflict of interest.

A. Board Responsibilities

1. The board is engaged in NCRO planning activities as is necessary to determine its mission and its strategic direction, to define specific goals and objectives related to the mission, and to evaluate its success of services toward achieving the mission.
2. The board approves its policies for the effective, efficient, and cost-effective operation.
3. The board annually approves its budget and assesses its financial performance in relation to the budget at least twice yearly.
4. The board is responsible for NCRO financial health and participates in the fundraising process through members' financial support and active seeking of the support of others.
5. The board hires, sets the compensation for, and annually evaluates performance of its director.
6. The board annually reviews its overall compensation structure, using industry-based surveys of salaries and benefits. The board establishes policies, when appropriate, on employee benefits, vacation, and sick leave.
7. The board approves written policies and procedures governing the work and actions of its employees and volunteers. These policies and procedures address working conditions; evaluation and grievance procedures; confidentiality of employee, volunteer, client, and NCRO records and information; and employee and volunteer growth and development.
8. The board ensures that an internal review of NCRO compliance with known existing legal, regulatory, and financial reporting requirements is conducted annually and that a summary of the results of the review is provided to the entire board.
9. The board periodically assesses the need for insurance coverage in light of the nature and extent of activities and its financial capacity.

B. Board Composition

1. The board members are personally committed to NCRO mission, willing to volunteer sufficient time and resources to help achieve the mission, and understand and fulfill their fiduciary responsibilities.
2. No more than one NCRO employee serves as a voting member of the board of directors and staff does not serve as chair of the Board.
3. Board membership reflects the diversity of NCRO constituencies.

4. Board members (are not employees) do not receive compensation for their board service, other than reimbursement for expenses directly related to board duties.

C. Conduct of the Board

1. The board is responsible for its own operations, including the education, training, and development of board members; annual evaluation of its own performance; and, when appropriate, the selection of new board members.
2. The board has written expectations for board members, including expectations for full board participation in fundraising activities, committee service, and service activities.
3. The board meets as frequently as needed to adequately conduct NCRO business. At a minimum, the board meets twice a year with a quorum present.
4. The board has written policies that address attendance and participation of board members at board meetings including a process to address noncompliance.
5. Written meeting minutes reflect actions of the board, including reports of authorized board committees. The board permanently retains the minutes, distribute them to board and committee members, and make them available for public review.

D. Conflict of Interest

1. The board establishes conflict of interest policies regarding board, staff, volunteers, contractors, and NCRO partners or allies and adheres to these policies in all dealings. The policies include an obligation of each board member to disclose all material facts and relationships and refrain from voting on any matter when there is a conflict of interest. In particular, the policies prohibit board members from submitting tenders to NCRO or applying for staffing positions.

HUMAN RESOURCES

Volunteers and employees are essential elements of NCRO ability to achieve its mission. Volunteers are unique to NCRO, and are a vital resource in governance, administrative, and service capacities. NCRO human resource policies are fair, establish clear expectations, and provide for meaningful and effective performance evaluation for both paid employees and volunteers.

A. Employees and Volunteers

1. Employees and volunteers are committed to NCRO mission and competently, efficiently, and professionally perform the duties they agreed to assume.

2. NCRO invests in the training of employees and volunteers as a means to ensure quality management and service.
3. NCRO has a system in place for written evaluation of employees and volunteers by their respective supervisors, at least annually and remuneration is often on this basis.
4. NCRO has a system in place for the succession of employees, most notably for the director.
5. New employees and volunteers receive clear orientation to the mission, policies and procedures, job definitions and expectations, and a defined workspace.
6. NCRO maintains disciplinary and grievance procedures with clear lines of authority and accountability.
7. NCRO implements mechanisms to monitor the use of staff time.

FINANCIAL MANAGEMENT

NCRO is faithful steward of public funds entrusted to it, practices sound and timely financial management, and complies with a complex array of legal and generally accepted accounting principles. NCRO maintains accurate financial records and ensures that its financial resources are used solely in furtherance of its mission. Regulatory, risk management, and liability concerns are periodically reviewed.

A. Financial Accountability

1. NCRO operates in accordance with an annual budget approved by the board prior to the beginning of each fiscal year.
2. NCRO creates and maintains financial reports on a timely (at least quarterly) basis, accurately reflecting its financial activity, including the comparison of actual to budgeted revenue and expense.
3. Quarterly financial statements are provided to the board of directors. The statements identify and explain any significant variation between actual and budgeted revenues and expenses.
4. NCRO subjects its financial reports to an annual audit by a Chartered Accountant.
5. NCRO provides employees and volunteers with a confidential means to report suspected financial impropriety or misuse of its resources.
6. NCRO has written financial policies governing the following matters, where appropriate: (a) investment of its assets; (b) internal control procedures; (c) purchasing practices; (d) reserve funds; (e) compensation, including salary and benefits; (f) expense account reporting; and (g) earned income.
7. NCRO has clear and written policies on loans and staff advances.
8. Wherever possible, NCRO ensures that its funding base is diversified.

B. Donor Relationships and Privacy

1. NCRO respects the privacy of donors and safeguard the confidentiality of information that a donor reasonably would expect to be private.
2. NCRO provides individual donors with an opportunity to remain anonymous and to prevent their name, gift amount, or other information from being publicly released.

PUBLIC ACCOUNTABILITY AND COMMUNICATIONS

Volunteers, board members, employees and donors voluntarily become involved with NCRO because of its public benefit mission. Therefore, NCRO is transparent and makes information about its mission, program activities, and finances available to its constituencies. NCRO is accessible and responsive to public inquiry and reaches out to interested parties.

A. Public Access

1. NCRO provides members of the public who express an interest in its affairs with a meaningful opportunity to communicate with an appropriate representative.
2. NCRO ensures that it discloses its audited or other financial statements to members of the public.

B. Communication of Information

1. NCRO prepares and makes available annually to the public information about its mission, service activities, and basic financial data. The report also identifies the names of its board of directors and management staff.
2. NCRO ensures that donors, clients, volunteers, and the general public have access to appropriate financial records and records of activity and effectiveness measures in fulfillment of the public trust.
3. NCRO ensures that personal information on individual clients, employees, and others is confidential unless permission to release information has been obtained.
4. NCRO ensures that input from other stakeholders, especially members of the larger community or constituency that it serves are made part of regular evaluations and updating of programs.

PARTNERSHIP AND ALLIANCES

NCRO forms alliances with other NGOs or government organizations if and when appropriate to improve its capability to advance its mission and serve its

stakeholders. NCRO identifies partners to create new opportunities to achieve mission-driven results.

A. Objectives

1. NCRO engages in collaborative efforts if and when such actions enhance its objectives and prevent, reduce, or eliminate duplication of services.
2. NCRO collaborates with agencies and other community organizations to ensure fairness and equity and to ensure effectiveness in the use of charitable resources.
3. NCRO provides leadership and collaborate with others to further the interests of its constituency and advancement of its mission.

B. Structure

1. When effectiveness and ease of management can be improved through partnership or alliance, NCRO structure and formalizes these relationships strategically.
2. To the extent possible, when appropriate, NCRO fosters and encourages cooperation at the local, regional, and national levels in community and or constituency benefit efforts.