

Standard Operating Procedure (SOP)



ARS-Bangladesh

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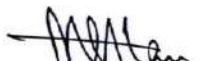
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Introduction

This Standard Operating Procedure (SOP) outlines the processes and procedures for ARS-Bangladesh to ensure efficient, effective, and consistent operations across all its activities. The SOP covers various aspects including administration, program implementation, community engagement, financial management, human resources, and monitoring and evaluation.

1. Administration

1.1 Office Management

- **Office Hours:** The official working hours are from 9:00 AM to 5:00 PM, Monday to Friday. Punctuality is expected from all employees to ensure smooth functioning.
- **Communication Protocol:** All official communications should be conducted via official email addresses or through authorized communication channels to maintain professionalism and confidentiality.
- **Record Keeping:** Maintain accurate and up-to-date records of all official documents, including contracts, reports, and correspondence. Use a standardized filing system to ensure easy retrieval and reference.

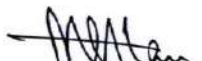
1.2 Meetings

- **Scheduling:** All meetings should be scheduled at least one week in advance and included in the office calendar. This ensures all relevant participants can attend and prepare adequately.
- **Agenda:** An agenda should be prepared and shared with all participants at least two days before the meeting to facilitate focused discussions and efficient time management.
- **Minutes:** Minutes of the meeting should be documented and circulated within two days after the meeting. These records should be archived for future reference and accountability.

2. Program Implementation

2.1 Project Planning

- **Needs Assessment:** Conduct thorough needs assessments to inform project design. This involves engaging with stakeholders to understand the requirements and priorities.
- **Project Proposal:** Develop detailed project proposals including objectives, activities, timelines, and budgets. Proposals should be clear, comprehensive, and aligned with organizational goals.
- **Approval:** Submit project proposals for approval by senior management and relevant stakeholders to ensure alignment with strategic priorities and resource availability.


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2.2 Execution

- **Work Plan:** Develop a detailed work plan with specific tasks, responsibilities, and deadlines. This should be shared with all team members to ensure coordinated efforts.
- **Resource Allocation:** Ensure that all necessary resources (human, financial, material) are allocated appropriately. Resource allocation should be monitored continuously to address any shortfalls.
- **Monitoring:** Regularly monitor project activities to ensure they are on track and within budget. Adjustments should be made as needed to address any issues that arise.

2.3 Reporting

- **Progress Reports:** Submit monthly progress reports to senior management, detailing achievements, challenges, and next steps. This ensures transparency and accountability.
- **Final Report:** Prepare a comprehensive final report upon project completion, including outcomes, impacts, and lessons learned. This report should be shared with all stakeholders.

3. Community Engagement

3.1 Community Needs Assessment

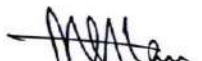
- **Engagement:** Engage with community leaders and members to identify needs and priorities. This involves building relationships and trust with the community.
- **Data Collection:** Use surveys, focus groups, and interviews to gather data on community needs. Ensure that data collection methods are inclusive and respectful of community dynamics.

3.2 Community Feedback Mechanism

- **Channels:** Establish multiple feedback channels (hotline, email, suggestion boxes, community meetings). This ensures accessibility and inclusivity.
- **Processing:** Document and analyze feedback, and develop action plans to address concerns. Feedback should be reviewed regularly to inform program adjustments.
- **Follow-up:** Communicate back to the community about actions taken in response to their feedback to build trust and demonstrate accountability.

3.3 Community Workshops

- **Planning:** Plan and schedule workshops to educate and engage community members on relevant topics. Ensure that workshops address the identified needs and priorities.
- **Facilitation:** Ensure workshops are facilitated by trained staff or experts. Facilitators should be skilled in engaging diverse audiences and fostering interactive discussions.
- **Evaluation:** Collect feedback from participants to improve future workshops. Use this feedback to refine workshop content and delivery methods.


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4. Financial Management

4.1 Budgeting

- **Annual Budget:** Prepare an annual budget in consultation with department heads and senior management. This budget should reflect the organization's strategic priorities.
- **Project Budgets:** Develop detailed budgets for each project, including all anticipated expenses. Budgets should be realistic and include contingencies for unforeseen costs.

4.2 Financial Controls

- **Approval Process:** Implement a clear approval process for all financial transactions. This should involve multiple levels of authorization to ensure oversight.
- **Documentation:** Ensure all financial transactions are documented and supported by receipts/invoices. Accurate record-keeping is essential for transparency and accountability.
- **Audits:** Conduct regular internal and external audits to ensure financial integrity and accountability. Audit findings should be addressed promptly to improve financial practices.

4.3 Reporting

- **Monthly Reports:** Prepare and submit monthly financial reports to senior management. These reports should provide a clear overview of financial status and highlight any issues.
- **Donor Reports:** Provide regular financial reports to donors as per grant agreements. Donor reports should be timely, accurate, and comprehensive.

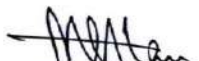
5. Human Resources

5.1 Recruitment

- **Job Descriptions:** Develop clear job descriptions for all positions. These should outline the roles, responsibilities, and qualifications required.
- **Advertising:** Advertise job openings through appropriate channels to attract a diverse and qualified pool of candidates.
- **Selection:** Conduct a transparent selection process, including interviews and reference checks. Selection criteria should be objective and merit-based.

5.2 Onboarding

- **Orientation:** Provide new employees with an orientation program covering the organization's mission, policies, and procedures. This helps new hires integrate quickly and effectively.
- **Training:** Ensure new employees receive necessary training to perform their duties effectively. Training should be ongoing to address skill gaps and emerging needs.


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5.3 Performance Management

- **Appraisals:** Conduct annual performance appraisals for all staff. Appraisals should be based on clear performance metrics and provide constructive feedback.
- **Feedback:** Provide regular feedback to employees to support their professional development. Feedback should be specific, actionable, and aimed at improvement.
- **Professional Development:** Encourage and support ongoing professional development opportunities. This can include workshops, courses, and other learning activities.

5.4 Staff Welfare

- **Health and Safety:** Ensure a safe and healthy working environment for all staff. This includes adhering to health and safety regulations and promoting workplace wellness.
- **Wellbeing:** Promote staff wellbeing through programs and activities that support work-life balance. This can include flexible working arrangements and employee assistance programs.

6. Monitoring and Evaluation

6.1 Monitoring

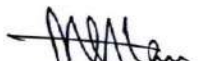
- **Indicators:** Develop clear indicators to monitor project performance. Indicators should be specific, measurable, achievable, relevant, and time-bound (SMART).
- **Data Collection:** Collect data regularly to track progress against indicators. Data collection methods should be robust and reliable.
- **Reviews:** Conduct quarterly reviews to assess project progress and make necessary adjustments. Review findings should be documented and shared with relevant stakeholders.

6.2 Evaluation

- **Baseline:** Establish baseline data at the beginning of each project. This provides a point of reference for measuring progress and impact.
- **Mid-term Evaluation:** Conduct mid-term evaluations to assess progress and make course corrections. Mid-term evaluations should involve all key stakeholders.
- **Final Evaluation:** Conduct final evaluations to assess the overall impact of the project and document lessons learned. Final evaluations should inform future project planning and implementation.

6.3 Reporting

- **Evaluation Reports:** Prepare detailed evaluation reports and share them with stakeholders. Reports should highlight key findings, lessons learned, and recommendations.
- **Learning Dissemination:** Disseminate key lessons learned to inform future projects and improve organizational practices. Learning dissemination should be targeted to relevant audiences.


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7. Compliance and Ethics

7.1 Code of Conduct

- **Standards:** Maintain a code of conduct that outlines expected behavior for all staff, volunteers, and partners. The code should reflect the organization's values and ethical standards.
- **Training:** Provide regular training on the code of conduct and ethical standards. Training should ensure all personnel understand and adhere to the code.

7.2 Reporting Misconduct

- **Mechanisms:** Establish mechanisms for reporting misconduct, including anonymous reporting options. Reporting mechanisms should be accessible and trusted by all personnel.
- **Investigations:** Conduct thorough and impartial investigations of all reported misconduct. Investigations should be timely and uphold the principles of fairness and confidentiality.
- **Disciplinary Actions:** Implement appropriate disciplinary actions for confirmed cases of misconduct. Disciplinary actions should be consistent with organizational policies and legal requirements.

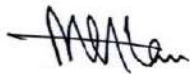
7.3 Prevention of Sexual Exploitation and Abuse (PSEA)

- **Policy:** Develop and enforce a PSEA policy. The policy should clearly define unacceptable behavior and outline reporting and response procedures.
- **Awareness:** Conduct regular awareness-raising activities on PSEA. Awareness efforts should target all personnel and community members.
- **Support:** Provide support and assistance to survivors of sexual exploitation and abuse. Support services should be accessible, confidential, and survivor-centered.

Conclusion

This Standard Operating Procedure (SOP) is designed to ensure that ARS-BANGLADESH Trust operates efficiently and effectively, upholding the highest standards of professionalism and accountability. By adhering to these procedures, we aim to enhance the quality and impact of our work, fostering trust and collaboration with the communities we serve and our stakeholders. Regular reviews and updates of this SOP will be conducted to ensure it remains relevant and responsive to our operational needs and the evolving context of our work.

Approved by



Md. Shamsul Alam
Executive Director
Date: 25.09.2020

