



HEART فريق الإغاثة والتعزيز الإنساني

Humanitarian Empowerment and Relief Team

Human Resources Policy

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1. Introduction

This Human Resources Bylaw serves as a foundational framework for regulating the relationship between HEART and its staff and volunteers. It aims to ensure a fair, safe, and motivating work environment that upholds the values of professionalism and humanitarian principles. Furthermore, it provides clear policies and procedures that promote accountability, transparency, and institutional effectiveness.

2. Chapter One: General Principles

1. This Bylaw aims to regulate the relationship between HEART and its employees and volunteers, ensuring a fair, safe, and motivating work environment.
2. It applies to all individuals working with HEART, whether as permanent staff, temporary contract employees, or volunteers.
3. This Bylaw shall be interpreted in accordance with the Constitution and relevant national regulations.

3. Chapter Two: Recruitment and Hiring

1. Recruitment policies shall be transparent, merit-based, and free from discrimination.
2. Job vacancies shall be publicly announced through official channels, with clear job descriptions.
3. An independent recruitment committee shall evaluate candidates based on objective criteria.
4. Each employee shall sign a contract specifying tasks, duration, salary, and working hours.

5. Emergency recruitment may be permitted in urgent humanitarian responses, following simplified procedures.

4. Chapter Three: Job Descriptions and Performance Evaluation

1. A clear job description shall be established for each position, outlining duties, responsibilities, qualifications, and reporting lines.
2. Job descriptions shall be reviewed annually or as needed.
3. An annual performance evaluation shall be conducted for all employees, using both quantitative and qualitative indicators.
4. Performance evaluation results shall inform promotions, rewards, and professional development plans.

5. Chapter Four: Rights and Duties

Employee Rights:

1. A safe and respectful work environment.
2. A clear employment contract with fair working conditions.
3. The right to appeal any unfair administrative decision.
4. Access to continuous training and professional development.
5. Protection from harassment, discrimination, or exploitation.

Employee Duties:

1. Commitment to HEART's humanitarian values and principles.
2. Respect for administrative hierarchy and internal policies.
3. Safeguarding confidentiality of organizational information.
4. Representing HEART professionally within and outside the workplace.

6. Chapter Five: Volunteering

1. HEART welcomes volunteers and provides them with a safe and motivating environment.
2. Volunteers shall sign an agreement outlining tasks, duration, and expectations.
3. Volunteers shall be awarded a certificate of participation and recognition upon completion of their service.
4. The same standards of professional conduct shall apply equally to volunteers and employees.

7. Chapter Six: Promotions and Rewards

1. Promotions shall be granted based on performance, commitment, and organizational needs.
2. Financial or non-financial rewards may be provided to encourage outstanding performance.
3. Gender balance and fairness shall be respected in promotion opportunities.

8. Chapter Seven: Disciplinary Measures

1. Progressive disciplinary measures shall be applied in cases of misconduct or breach of duties.
2. Disciplinary actions may include: verbal warning, written warning, salary deduction, suspension, or termination.
3. Employees shall have the right to appeal before an independent committee.
4. All disciplinary actions shall be formally documented and kept in the employee's file.

9. Chapter Eight: Termination of Service

1. Employment may end due to contract expiration, resignation, dismissal, or legal reasons.
2. Employees shall be given written notice prior to termination and shall receive all entitlements as per their contracts.
3. An exit interview shall be conducted to document feedback and recommendations.

10. Chapter Nine: Work Environment and Safety

1. HEART shall provide a safe working environment, free from hazards.
2. Occupational safety measures shall be implemented, particularly in field operations.
3. Necessary protective equipment and safety training shall be provided to all staff.

11. Chapter Ten: Final Provisions

1. This Bylaw shall be reviewed annually or as needed, with amendments approved by the Board of Directors.
2. The Bylaw shall be shared with all staff and volunteers upon joining HEART.
3. It shall be interpreted in consistency with the Constitution and national laws.