



HEART فريق الإغاثة والتعزيز الإنساني
Humanitarian Empowerment and Relief Team



Programme Management and Emergency Response POLICY

Version	1.1
Dated (Revision)	March 18, 2026
Approved by	Board of Directors

This policy establishes HEART's programme management and emergency response framework governing the planning, implementation, monitoring, and delivery of humanitarian and development interventions.

It ensures effectiveness, accountability, timeliness, and compliance with organizational, donor, and humanitarian standards.



HEART's Programme Management and Emergency Response Policy

Document Code: **HEART/POL/PRG/ERP/2026/010** – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/

1) Document Control

Document Title	HEART’s Programme Management and Emergency Response Policy
Document Code	HEART/POL/PRG/ERP/2026/010
Version	1.1
Responsible Unit	Programmes Unit
Approved by	Board of Directors (BoDs)
Oversight by	Governance & Audit Committee
Effective Date (Revised as version 1.1)	March 18, 2026
Upcoming Review Date	Before: March 17, 2028
Document Type	Internal Organizational Policy

Controlling Notes:

Review Cycle

This policy shall be reviewed every two years or earlier if required due to operational, regulatory, or donor compliance changes.

Related Policies and Documents

This policy forms part of HEART’s governance and accountability framework and shall be read in *conjunction with the following documents*:

1. HEART’s Financial Regulations Policy ([HEART/POL/FIN/FINREG/2026/004](#)).
2. HEART’s Institutional Governance and Partnerships Policy ([HEART/POL/GOV/PART/2026/002](#)).
3. HEART’s Procurement and Financial Compliance Policy ([HEART/POL/PRC/PROC/2026/005](#)).
4. HEART’s Anti-Corruption and Anti-Fraud Policy ([HEART/POL/FIN/AC-AF/2026/003](#)).
5. HEART’s Asset and Inventory Management Policy ([HEART/POL/ADM/AST/2026/006](#)).
6. HEART’s Gender Equality and Protection Mainstreaming Policy ([HEART/POL/PROT/GENDER/2026/008](#)).



HEART’s Programme Management and Emergency Response Policy

Document Code: [HEART/POL/PRG/ERP/2026/010](#) – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/

7. HEART’s Organizational Coding and Reference System Policy (HEART/POL/GOV/DC/2026/011).
8. HEART’s Code of Conduct Policy (HEART/POL/GOV/COC/2026/001).
9. HEART’s Human Resources Policy (HEART/POL/HR/HRM/2026/009).
10. Relevant operational and safeguarding procedures

Article 1: Purpose

This article outlines the objectives of the policy.

1. Establish programme management standards.
2. Ensure effective emergency response.
3. Promote accountability and impact.
4. Align with humanitarian principles.

Article 2: Scope

This article defines the applicability of the policy.

1. All programmes and projects.
2. Emergency response operations.
3. All HEART staff and partners.

Article 3: Programme Cycle

HEART adopts a structured programme management cycle to ensure effective, accountable, and results-based implementation of all programmes and projects.

The programme cycle shall include the following stages:

1. Conducting comprehensive needs assessments to identify priority humanitarian and development needs.
2. Planning and designing programmes based on evidence, strategic priorities, and available resources.
3. Implementing activities in accordance with approved plans, timelines, and operational standards.
4. Monitoring programme progress against defined indicators and targets.
5. Conducting evaluations to assess effectiveness, efficiency, impact, and sustainability.
6. Producing regular and accurate reports to inform decision-making and ensure accountability to stakeholders.



HEART’s Programme Management and Emergency Response Policy

Document Code: HEART/POL/PRG/ERP/2026/010 – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/

Article 4: Emergency Response

HEART ensures timely, coordinated, and effective emergency response mechanisms to address urgent humanitarian needs.

Emergency response operations shall include:

1. Conducting rapid needs assessments to determine immediate priorities.
2. Deploying response teams and resources in a timely manner.
3. Coordinating with relevant stakeholders and humanitarian actors.
4. Mobilizing financial, human, and logistical resources to support response efforts.

Article 5: Coordination

HEART is committed to effective coordination with all relevant stakeholders to enhance programme impact and avoid duplication of efforts.

Coordination shall include engagement with:

1. Government entities at national and local levels.
2. United Nations agencies and coordination platforms.
3. National and international NGOs and implementing partners.
4. Community stakeholders and affected populations.

Article 6: Accountability

HEART ensures accountability to affected populations, donors, and stakeholders through transparent and inclusive mechanisms.

Accountability measures shall include:

1. Ensuring beneficiary accountability and participation in programme design and implementation.
2. Establishing accessible and responsive feedback and complaints mechanisms.
3. Maintaining transparency in programme delivery, resource utilization, and reporting.



Article 7: Risk Management

HEART adopts a proactive risk management approach to identify, assess, and mitigate risks across all programmes and operations.

Risk management shall cover:

1. Operational risks related to programme delivery and implementation.
2. Security risks affecting staff, assets, and operations.
3. Financial risks including misuse of funds and weak internal controls.
4. Safeguarding risks related to protection, abuse, or misconduct.

Article 8: Monitoring and Evaluation (MEAL)

HEART ensures systematic monitoring, evaluation, accountability, and learning (MEAL) to enhance programme effectiveness and continuous improvement.

MEAL processes shall include:

1. Defining clear indicators, targets, and performance frameworks.
2. Conducting regular monitoring and reporting on programme performance.
3. Capturing lessons learned and integrating them into future programming.

Article 9: Documentation and Records Management

HEART ensures proper documentation and record management to support transparency, accountability, and audit readiness.

Documentation requirements shall include:

1. Ensuring all programme records are properly documented and maintained.
2. Assigning reference codes to all documents in accordance with HEART's Coding and Reference System Policy.
3. Recording all programme data and documentation within the Master Register System.

Article 10: Compliance

All programme activities shall comply with applicable regulatory, organizational, and donor requirements.

Compliance shall include:

1. Adherence to donor requirements and contractual obligations.
2. Compliance with HEART's internal policies and procedures.
3. Alignment with applicable legal and regulatory frameworks.



HEART's Programme Management and Emergency Response Policy

Document Code: **HEART/POL/PRG/ERP/2026/010** – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/

Article 11: Review and Updates

This policy shall be subject to periodic review to ensure relevance and effectiveness.

1. The policy shall be reviewed every two (2) years or earlier if required.
2. Updates shall be approved by the Board of Directors based on operational needs, regulatory changes, or organizational priorities.

Article 12: Approval and Promulgation

This policy is hereby approved and enters into force on the date indicated below.

Approved by:

HEART's Board of Directors

Signed by:

Dr. Mohamed Mahdi – The Chairman, HEART

Signature:



Date: March 18, 2026



HEART's Programme Management and Emergency Response Policy

Document Code: **HEART/POL/PRG/ERP/2026/010** – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/

Annexes and Operational Tools

Annexes and Operational Tools (Independently Coded):

Annex	Code
Annex 1: HEART's Monitoring and Reporting Template	HEART/TMP/PRG/MEAL/2026/001
Annex 2: HEART's Emergency Response Checklist	HEART/CHK/PRG/ERP/2026/002



HEART's Programme Management and Emergency Response Policy

Document Code: HEART/POL/PRG/ERP/2026/010 – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/

Annex 1: HEART’s Monitoring and Reporting Template

Annex Code: HEART/TMP/PRG/MEAL/2026/001

Related Policy: HEART/POL/PRG/ERP/2026/010

Monitoring and Reporting Template

Field	Response	Description
Project Code		Unique project reference code
Project Title		Name of the project
Location		Implementation area
Reporting Period		Month / Quarter / Year
Implementing Unit		Responsible department
Key Activities Planned		Planned activities for the period
Key Activities Implemented		Activities completed
Output Indicators		Outputs achieved
Outcome Indicators		Progress toward outcomes
Challenges		Operational or contextual challenges
Mitigation Measures		Actions taken to address challenges
Beneficiary Reach		Number and type of beneficiaries
Budget Utilization		Planned vs actual expenditure
Lessons Learned		Key insights and improvements
Recommendations		Proposed actions moving forward



HEART’s Programme Management and Emergency Response Policy

Document Code: HEART/POL/PRG/ERP/2026/010 – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/

Annex 2: Emergency Response Checklist

Annex Code: HEART/CHK/PRG/ERP/2026/002

Related Policy: HEART/POL/PRG/ERP/2026/010

Response ID: _____

Project Code: _____

Location: _____

Emergency Type: _____

Date: _____

Prepared Unit/Designated Officer: _____

Approved by: _____

Emergency Response Checklist:

Phase 1: Initial Assessment:

Action	Status	Remarks
Rapid needs assessment conducted	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	
Priority needs identified	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	
Target population defined	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	
Security situation assessed	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	



HEART's Programme Management and Emergency Response Policy

Document Code: HEART/POL/PRG/ERP/2026/010 – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/

Phase 2: Activation & Deployment:

Action	Status	Remarks
Emergency response team mobilized	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	
Roles and responsibilities assigned	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	
Initial response plan approved	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	
Coordination mechanisms activated	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	

Phase 3: Coordination:

Action	Status	SitRep Ref	Project Code	Partner	Data Source/s	Data Source/s	Evidence	Remarks
Government authorities notified	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed							
UN clusters engaged (if applicable)	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed							
Partners identified and coordinated	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed							
Community leaders engaged	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed							

Note: Evidence must include verifiable documentation supporting the completion of each action. This may include, but is not limited to: official reports (e.g., SitReps, activity reports), signed attendance sheets or beneficiary lists, meeting minutes, official correspondence, contracts or agreements, procurement and logistics records, photographs, and relevant entries recorded in the Master Register. All evidence must carry valid reference codes in line with HEART's Coding and Reference System Policy. All evidence must be verifiable, traceable, and available for audit upon request.

**HEART's Programme Management and Emergency Response Policy**

Document Code: HEART/POL/PRG/ERP/2026/010 – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/

Phase 4: Resource Mobilization:

Action	Status	SitRep Ref	Project Code	Partner	Data Source/s	Evidence	Remarks
Budget allocated or emergency funding triggered	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						
Supplies procured or mobilized	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						
Logistics arrangements secured	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						
Staff and volunteers deployed	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						

Note: Evidence must include verifiable documentation supporting the completion of each action. This may include, but is not limited to: official reports (e.g., SitReps, activity reports), signed attendance sheets or beneficiary lists, meeting minutes, official correspondence, contracts or agreements, procurement and logistics records, photographs, and relevant entries recorded in the Master Register. All evidence must carry valid reference codes in line with HEART's Coding and Reference System Policy. All evidence must be verifiable, traceable, and available for audit upon request.

Phase 5: Implementation & Monitoring:

Action	Status	SitRep Ref	Project Code	Partner	Data Source/s	Evidence	Remarks
Activities implemented according to plan	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						
Monitoring mechanisms established	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						
Beneficiary feedback collected	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						
Safeguarding measures applied	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						

Note: Evidence must include verifiable documentation supporting the completion of each action. This may include, but is not limited to: official reports (e.g., SitReps, activity reports), signed attendance sheets or beneficiary lists, meeting minutes, official correspondence, contracts or agreements, procurement and logistics records, photographs, and relevant entries recorded in the Master Register. All evidence must carry valid reference codes in line with HEART's Coding and Reference System Policy. All evidence must be verifiable, traceable, and available for audit upon request.

**HEART's Programme Management and Emergency Response Policy**

Document Code: HEART/POL/PRG/ERP/2026/010 – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/

Phase 6: Reporting & Documentation

Action	Status	SitRep Ref	Project Code	Partner	Evidence	Remarks
Situation reports prepared	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed					
All activities documented	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed					
Coding applied to all records	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed					
Entries recorded in the Master Register	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed					

Note: Evidence must include verifiable documentation supporting the completion of each action. This may include, but is not limited to: official reports (e.g., SitReps, activity reports), signed attendance sheets or beneficiary lists, meeting minutes, official correspondence, contracts or agreements, procurement and logistics records, photographs, and relevant entries recorded in the Master Register. All evidence must carry valid reference codes in line with HEART's Coding and Reference System Policy. All evidence must be verifiable, traceable, and available for audit upon request.

Phase 7: Review & Learning

Action	Status	SitRep Ref	Project Code	Partner	Data Source/s	Evidence	Remarks
Response effectiveness reviewed	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						
Lessons learned documented	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						
Recommendations developed	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						
Improvements integrated into future responses	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Completed						

**HEART's Programme Management and Emergency Response Policy**

Document Code: HEART/POL/PRG/ERP/2026/010 – Revised Version: 1.1

Revised on: March 18, 2026 – Internal Organizational Policy www.heart-sudan.org/