

26. GENERAL SUPPORT ACTIVITY

1. General

General support activities generally encompass all those activities that are designed to support the operation of an agency. These can include:

- Administration;
- Personnel Administration;
- Finance;
- Procurement;
- Logistics;
- Medical;
- Security;
- Discipline.

All the above-mentioned activities are to be covered in detailed standard operational procedures (SOP). Each activity must address the points raised below and conform to the ANAMA Manual of Operating Procedures (MOP) to standardize methods of operation and conditions of employment throughout the program. The procedures must be in compliance with state laws.

2. Administration

All official incoming and outgoing correspondence of an agency is to be recorded and maintained in a filing system by the Secretary of ANAMA. Each document/letter is to be dated and have a registration number. These details are to be recorded in a corresponding incoming and outgoing correspondence registers. Where an electronic mail system is used, frequent backups are to be maintained. The filing systems to be used in the program are detailed in the MOP.

3. Personnel Administration

Permanent and Temporary staff are to be provided an employment contract through the Secretary of ANAMA. The template of the contract, contained in the MOP, is to be used. Conditions of employment and service are to be in line with the MOP. This is to include:

- Contracts;
- Leave;
- Salary;
- Allowances and entitlements.

4. Finance

The finance department of ANAMA is to follow the state financial requirements, "Procurement State Law" and consider UNDP finance rules and regulations, and provide the procurement on tender basis. Depending on the contract, grants and subsidies, the agency is to

follow either UNDP or UNOPS financial rules or national regulations for financial accounting. The agency's rules and regulations are to be in compliance with national legislation. All details and requirements are contained in the MOP.

5. Procurement

Procurement of equipment and materials for ANAMA and organizations under ANAMA umbrella are to be procured by Support Department of ANAMA on tender bases, in accordance with "State Procurement Law" of the Azerbaijan Republic and in compliance with the procedures set out in the SOP. Overseas procurement will be managed through ANAMA, UNOPS or UNDP financial regulation.

6. Logistics

For NGOs collaborating with ANAMA, logistic supplies and inventory control is to be conducted by Support Department of ANAMA, in accordance with the ANAMA SOP. Other collaborating NGOs are encouraged to follow the ANAMA rules and regulations.

7. Medical

The operational medical requirements are detailed in these standards and the MOP. Medical coverage is to be provided through chief physician of the OPS Department of ANAMA and medical insurance arranged through the ANAMA. Individual staff employment medical standards are covered in the MOP.

8. Security

Physical security for information, documents, equipment, material, stores and cash of corresponding divisions and departments of ANAMA, collaborating NGOs is to be in accordance with state rules and regulations. The MOP also covers additional requirements that are to be followed by all organizations in Mine Action activities. Physical security of personnel is to be in accordance with the MOP. The security of the required locations of regional offices of ANAMA and collaborating NGOs is provided by State Security Service under the Ministry of Interior.

9. Discipline

Due to the nature of the work in the program, a code of conduct requiring strict discipline is to be followed by all structural units of ANAMA and collaborating NGOs. The Code of Conduct is detailed in the SOP. Along with the imposed discipline, personal discipline is to be encouraged and developed. The Code of Conduct is also designed to reward and punish, thereby developing good practices of conduct.