



# **Manual of Organisational Policies & Procedures**



## 1. Organisation

- UPR Info is an association under article 60 of the Swiss civil code, operating under full legal compliance with the Swiss legislation.
- UPR Info is a non-profit organisation, and as such, any surplus revenues generated through its operations are to be used solely for the purpose of the organisational mission.
- As a non-governmental organisation, UPR Info is not to be part of, or controlled by, any government or intergovernmental agency. The organisation acts in full independence and transparency.
- The mission of UPR Info is to promote human rights through the Universal Periodic Review (UPR) by raising awareness, providing capacity-building tools, and bridging the different actors of the UPR process in order to ensure the universal advancement of human rights.
- UPR Info pursues its mission while holding as central the values of universality, transparency, impartiality, inclusiveness, and ownership.

### 1.1. Structure

#### 1.1.1. *Executive Board:*

- ✓ President: Mr. Miloon Kothari (India)
- ✓ Treasurer: Mr. Chris Duckett (United States)
- ✓ Mr. Edward Mc Mahon (United States)
- ✓ Ms. Hoa Nghiem (Vietnam)
- ✓ Ms. Catherine Mbengue (Cameroon/Switzerland)

### 1.1.2. Secretariat:

UPR Info headquarter is in Geneva, Switzerland,

- ✓ Executive Director: Ms Mona M’Bikay
- ✓ Finance and Administration Manager: Ms. Saïda Laurent
- ✓ Programme Manager: Ms Ashleigh Shields
- ✓ Programme Manager: Ms Nicoletta Zappile
- ✓ Programme Manager : Ms Claudia Caicedo
- ✓ Programme Manager: Ms Nargiz Arupova
- ✓ Programme Officer: Ms Tenar Lorente
- ✓ Programme Officer: Ms Laura Sinner
- ✓ Programme Officer: Mr. João Rebelo
- ✓ Interns: UPR Info pays its interns and is the initiator of “We Pay Our Interns”

## 2. Governance

### 2.1. General Assembly

- The General Assembly is the supreme organ of UPR Info.

### 2.2. Annual Meeting

- The General Assembly meets once per year in ordinary session.
- The Annual Meeting is validly constituted by the presence of a qualified majority of its members.
- The decisions of the General Assembly are taken by a simple majority vote of the

members present. In case of a tie, the President counts double. However, decisions relating to the modification of the statutes and the dissolution of the association can only be taken by a qualified majority of two thirds of all the members of the Assembly.

- A summons stating the agenda of the Annual Meeting is to be addressed by the Executive Board to each member at least 10 days in advance.
- Minutes of each meeting of the governing body shall be drafted, distributed to each member of the governing body, and archived for future reference.

### 2.3. Executive Board

- The Executive Board provide strategic guidance to the Secretariat.
- The Executive Board consists of the President and Board members.
- The President, holding the principal representational role, is commissioned with providing advice and expertise regarding the strategic direction of the organisation and chairing the Board meetings.
- The Board provides the final approval on the annual budget and work plan.
- The Board holds two meetings per calendar year.
- The Board composition shall demonstrate, whenever possible, geographical and gender diversity.
- The term of office of each member of the Executive Board is two years, with a possibility of renewal.
- The members of the Executive Board act voluntarily and can only claim compensation for the actual costs of their travel. For duties requested which go beyond the usual functioning of the post, each member of the Board may receive appropriate compensation.
- Prior to joining the Board, each potential Executive Board member shall be asked to disclose any potential and actual conflicts of interests with the organisational aims.

## 2.4. Secretariat (Staff)

- The Secretariat is headed by the Executive Director of UPR Info and is responsible for the day-to-day activities of the organisation, programmes and project management, fundraising, and other operational activities.
- The Executive Director cannot be elected to the Executive Board and is not eligible to vote in the General Assembly.
- The organisation is legally committed by the signature of its Executive Director.

## 3. Human Resources

- UPR Info is an equal opportunity employer, and does not discriminate based on gender, ethnicity, disability, age, religion, marital status, or sexual orientation.
- The equal opportunity policy is applicable to all facets of recruitment, including, but not limited to hiring, job placement, promotion, termination, pay level, and access to benefits.
- All personnel, including staff, interns and volunteers, are expected to act at all times with utmost professionalism and integrity, in a manner reflective of the values of the organisation.
- All personnel are to be treated with fairness and equity. Should any grievances occur, the concern shall be resolved in a productive manner.
- Personnel will be responsible to understand, respect and work at all times without prejudice to age, ethnic origins, disability, gender, physical and mental health, religion, sexuality or cultural background.
- UPR Info shall provide proper training and orientation for new personnel, including information on its structure, mission, strategies, activities, policies, and conditions of employment.
- Personnel shall be provided with suitable working conditions conducive to the

fulfilment of their job duties.

- Personnel shall be guided in maintaining the highest standards of professional and personal conduct, and in taking personal and professional responsibility for their actions and decisions.
- The organisation shall provide opportunities for individual growth and staff development, and foster an environment whereby supervisors encourage the growth of staff.
- Guidance shall be provided to personnel with access to official documentation or information regarding maintenance of the integrity, confidentiality, and privacy of such information to protect any individual concerned.

## 4. Partnership & Cooperation

- In all partnerships, UPR Info shall seek to create linkages based upon mutual benefit in line with the mission of the organisation.
- UPR Info shall act in full transparency in its interactions with prospective and actual partners, enabling mutual trust and knowledge sharing.
- UPR Info shall support any actor, especially civil society representatives, in need of further information to fully participate in the UPR.
- UPR Info organises every year a donors and partners meeting to foster collaboration, accountability, and transparency.

## 5. Fundraising

- The resources of the organisation come from bequests, donations, and private and public grants. Funds are used in accordance with social purpose.
- UPR Info works to ensure full compliance with the donor guidelines, and strives in all

its endeavours, through careful planning, monitoring, and evaluation, to ensure the sustainability and maximal stakeholder impact of each activity undertaken.

- While universality is a core principle, UPR Info does not pursue or accept funding from any source that would potentially jeopardize its impartiality and neutrality.

## 6. Fiscal & Legal

- The fiscal year begins on January 1 and ends on December 31 of each year.
- The accounts are audited annually by an external audit company.
- The annual Financial Report shall be made publicly available, through the organisational website and upon request.
- Should any irregularity, or suspected irregularity, involving employees as well as consultants, vendors, or partners arise, UPR Info will convene meeting with Executive Board and take all necessary action against continuation of fraudulent activity.

## 7. Procurement

- UPR Info has a procurement system of quality and integrity, ensuring the fair and equitable treatment of all persons or firms involved in purchasing, while at the same time seeking to obtain the most cost-efficient services and products.
- The aim of the internal control system for the supplying of goods and services is to ensure orders are handled by individuals having skills in evaluating what purchases are required from suppliers offering the best deals, to ensure purchases made do not exceed the budget provided and to ensure purchased goods and services conform with the quantity and price specified in the order.

## 8. Monitoring, Evaluation, Learning

- Monitoring, evaluation, and learning are part of UPR Info Programmes and projects management.
- The monitoring and evaluation of the organisation's Programmes, projects and activities are aligned its Strategic plan.
- The purpose of UPR Info of monitoring and evaluation are four-fold:
  - Strengthen internal and external accountability;
  - Improve the delivery of its activities and their effectiveness;
  - Learn to enhance the implementation of programmes;
  - Inform actions and decision making.
- UPR Info overall approach to monitoring and evaluation is guided by key international standards and best practices approach. It follows the DAC criteria for evaluating development assistance (Relevance, Effectiveness, Efficiency, Impact, Sustainability). It also follows a gender and human rights-based approach.
- Partnerships and ownership. As relevant, UPR Info monitoring and evaluation are planned and conducted in partnership with national and international stakeholders, addressing issues pertinent to priorities and results at the country, regional or global levels.
- Monitoring and Evaluation framework: UPR Info Theory of Change and Results Based Management system provide the overarching framework for its monitoring and evaluation processes. Results are measured in relation to projects outputs, outcomes, and objectives. A set of SMART quantitative and qualitative indicators is established for the measurement of progress.

## 9. Public Communications

- UPR Info does not use any technology to individually identify the visitors of the website, nor does it provide information obtained to third parties or private organisations. UPR Info transparently explains the use of the "cookies" on its website.
- Guided by the value of transparency, UPR Info shall publish its Annual Report, as well as its Financial Report, online.
- As a non-governmental and non-partisan organisation committed to maintaining neutrality, UPR Info shall ensure the political impartiality of its messaging and formal correspondence.
- Committed to saving Earth resources, UPR Info shall mitigate its environmental footprint. It will notably print documents sparingly, as well as limit and compensate the impacts of flights abroad.

Mona M'Bikay

Executive Director

Geneva, March 2021 (revision of the first manual drafted in December 2016, 2<sup>nd</sup> revision in September 2018)

## Contact

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