



MERCY MALAYSIA CHAPTER GUIDELINE		Document No: 01	
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## 1.0 INTRODUCTION

This Guideline has been prepared to document matters relating to the creation and administration of MERCY Malaysia State Chapters in line with MERCY Malaysia's Constitution and Bye-laws.

State Chapters provide important capacities for the organisation and its members as a recognized non-profit organisation. MERCY Malaysia State Chapters are established to support and implement the strategic direction, mission and vision of the Society. The Society may also establish a State Chapter for purposes of fund raising or operation and administration subject to the prior approval of the Registrar of Societies.

This Guideline is also to clarify and ease the process for a State Representative to form full-fledged MERCY Malaysia State Chapter.

## 2.0 SETTING UP A STATE CHAPTER

### 2.1 Organising a State Chapter

As a Non Government Organization, MERCY Malaysia recognizes the importance of a State Chapter's role in promoting its mission with strong, diverse volunteers. In reference to Article 22.1.7 of MERCY Malaysia constitution, a State Chapter roles and responsibilities are:

- to support and implement the strategic direction, mission and vision of the Society.
- to support the Secretariat in the following:
  - a) Recruiting of volunteers as prescribed by the Society's Constitution and Bye-laws
    - All forms must be submitted to the Secretariat for approval.
  - b) Supporting the Society's mandate
    - Organising and co-ordinating relief programmes/activities approved by the Secretariat.
    - Co-ordinating volunteers' participation.
    - Management of volunteers, which include providing feedback on volunteer's performance to the Secretariat.

### 2.2 MERCY Malaysia State Chapters

There can only be one (1) official approved State Chapter per state, governed by a committee which is approved by the MERCY Malaysia EXCO members. The Secretariat will provide guidance and support for the State Chapter operations. State Chapters shall be governed by the Constitution and Bye-laws of the Society.

### **2.3 State Chapter Committee Members (in reference to Constitution Article 22 and By-Laws 22.1.7)**

- Committee members must be active registered members and/or volunteers.
- State Chapter Committee members shall hold the position for a period of two (2) years.
- Each State Chapter Committee must have at least one (1) medical member.
- Chairperson and Treasurer must be registered members and other committee members can be just registered volunteers.
- State Chapter Committee will comprise the following:
  - i. Chairperson
  - ii. Treasurer;
  - iii. Secretary; and
  - iv. 2 committee members

### **2.4 Who may organise a State Chapter?**

A minimum of five (5) registered members and/or volunteers collaborating as a team can organise to set up a State Chapter.

### **2.5 How to Establish a State Chapter**

1. Five (5) interested MERCY Malaysia registered members and/or volunteers from the particular state shall sign and submit a petition to establish a State Chapter. The petition shall specify the Protem Committee members of the proposed State Chapter.
2. The signed petition must be submitted to the MERCY Malaysia EXCO through the Volunteer Management Department in MERCY Malaysia head quarters.
3. The signed petition shall be a subject of approval from the MERCY Malaysia EXCO. MERCY Malaysia EXCO has the full and absolute discretion on whether to proceed with the setting up of the State Chapter Committee and who the State Chapter Protem Committee members are to be.
4. Once approval is obtained, the Volunteer Management Department shall inform the registered members and volunteers of the petition and the State Chapter Protem Committee.
5. The registered members and volunteers has one (1) month from the date of the notice to raise any issue/dispute on the setting up of the

State Chapter and/or the named State Chapter Protem Committee members.

6. If there is any issue/dispute arising, the MERCY Malaysia EXCO has the full discretion on how to address the issue/dispute raised.
7. Once the petition is approved by the MERCY Malaysia EXCO, the State Chapter Protem Committee shall be appointed to act for a period of one year.

## **2.6 Selection of State Chapter Committee Members**

1. The State Chapter Liaison Officer from the Volunteer Management Department shall notify the Secretariat and State Chapter Committee two (2) months prior to the end of the period of appointment for the respective State Chapter Committee.
2. The State Chapter Liaison Officer shall announce the date to select the new State Chapter Committee members to be proposed to the MERCY Malaysia EXCO one (1) month in advance before the proposed selection meeting to the Secretariat and registered members and volunteers from the relevant state.
3. Not less than fourteen (14) days prior to the proposed selection meeting, the State Chapter Liaison Officer shall send to all such members and volunteers a final notice and an agenda.
4. The selection meeting shall stand adjourned if the quorum for the selection meeting is not present. The quorum shall be twice as the number of committee members present during the selection meeting.
5. A representative from the Secretariat shall be present during the selection meeting to ensure it is conducted in a proper manner. Representative from the Secretariat shall act as neutral party and to chair the selection meeting.
6. A resolution put to the vote at the selection meeting shall be decided on a show of hands unless a poll is demanded by the chairperson of the selection meeting or by at least five (5) members and/or volunteers present in person and entitled to vote.
7. If a poll were demanded it should be taken at the selection meeting and in such manner as the chairperson of the selection meeting shall direct; and the result of the poll shall be deemed to be the resolution of the selection meeting at which the poll was taken.

8. In the case of an equality of votes, either on a show of hands or by poll, the chairperson of the selection meeting shall decide on the method to break the tie.
9. Votes may only be given by delegates present and voting. No members and volunteers shall act by proxy.
10. The result of the selection process will be submitted to the MERCY Malaysia EXCO for approval. If any of the selected persons is not approved by the MERCY Malaysia EXCO, the Volunteer Management Department is to arrange a new selection meeting.
11. Once the list of State Chapter Committee members is approved by the MERCY Malaysia EXCO, the term of appointment for the newly appointed State Chapter Committee shall be for a period of two (2) years.

### **3.0 STATE CHAPTER LIAISON OFFICER**

The success of a state chapter rests on the shoulders of its committee members. However, without the guidance from the Secretariat, no success would be possible. For this purpose, a staff of the Volunteer Management Department is appointed to be the State Chapter Liaison Officer.

- The State Chapter Liaison Officer is instrumental in organizing and stimulating State Chapter development.
- The State Chapter Liaison Officer shall be responsible for supervising and supporting the staff at State Chapters within his / her area of responsibility.
- State Chapter Liaison Officer shall build, manage and strengthen relationships between the Secretariat, MERCY Malaysia EXCO, State Chapters and stakeholders (i.e. government agencies, local authorities and corporations).
- State Chapter Liaison Officer shall facilitate networking, partnerships and / or collaborations between the Secretariat, MERCY Malaysia EXCO, State Chapters and stakeholders.
- State Chapter Liaison Officer shall ensure smooth operation of all State Chapters and that they are run in accordance with MERCY Malaysia's organizational governance structure, vision, mission, core values and strategic mandates.
- State Chapter Liaison Officer shall participate in training, outreach and capacity-building programmes as required at the state and district levels.

- State Chapter Liaison Officer shall identify, develop, coordinate, and implement capacity-building needs and / or issues of State Chapters.
- State Chapter Liaison Officer shall identify best practices, common standard and successful strategies for State Chapter and develop them into action plans.
- State Chapter Liaison Officer shall report to the Secretariat, MERCY Malaysia EXCO and relevant stakeholders (i.e. funders) on regular basis, or as and when required.

#### **4.0 STATE CHAPTER PROGRAMME OFFICER**

- Manages, coordinates and monitors all State Chapter activities on daily basis.
- Files clippings and pictures of the State Chapter's activities in the State Chapter files.
- Keeps all State Chapter files updated on an on-going basis.
- Keeps all State Chapter publicity and activities properly documented.
- Prepares monthly report with State Chapter photos, minutes and projects.
- Assists State Chapter Committee members in understanding the policies and procedures of MERCY Malaysia.
- Prepared to advise the Chairperson and other State Chapter Committee members on MERCY Malaysia policies and procedures.
- Prepare reference materials pertaining to MERCY Malaysia policies and procedures available for each meeting.
- Watches for significant irregularities in MERCY Malaysia policies and procedures and calls them to the attention of the Chairperson.

#### **5.0 STATE CHAPTER ANNUAL MEETING**

State Chapter Annual Meeting is a platform for engagement between MERCY Malaysia EXCO and the Secretariat in headquarters, State Chapter Committees and state representatives. The objective of State Chapter Meeting is to create the same understanding among MERCY Malaysia EXCO and staff in headquarters, State Chapter Committees and state representatives about MERCY Malaysia operations and the standards the Society is to comply with.

State Chapter Meeting shall be conducted annually. The State Chapter Liaison Officer shall coordinate the arrangement of the meeting venue, invitation and prepare the agenda. Invitation and agenda shall be disseminated to the current State Chapter Committees and State Representatives two (2) months before the meeting take place.

#### **6.0 STATE CHAPTER COMMITTEE RESPONSIBILITY**

##### Chairperson

- Must be a registered member of MERCY Malaysia.
- Presides over and conducts meetings according to the MERCY Malaysia Bye-laws.
- Keeps members and discussion on track.
- Calls special meetings as needed.

- Reviews the State Chapter plans with the State Chapter Committee on a monthly basis.
- Coordinates State Chapter efforts by keeping in touch with State Chapter sub-committees, members, volunteers and the Secretariat.
- Represents the State Chapter at events or special occasions.

#### Treasurer

- Must be a registered member of MERCY Malaysia
- Prepares the State Chapter budget for the year.
- Receives and acts as custodian of State Chapter funds.
- Keeps financial records neat and current.
- Plans, with the assistance of the State Chapter Committee and the State Chapter Liaison Officer, appropriate fund-raising activities.
- Handles the State Chapter's accounts receivable and accounts payable.
- Encourages efficient money management.
- Prepares monthly financial reports for each meeting.

#### Secretary

- Work with State Chapter Liaison Officer to prepare the State Chapter annual programmes.
- Keeps an accurate count and roster of the State Chapter registered volunteers.
- Prepares and reads the minutes of each meeting.
- Prepares the Monthly State Chapter Report. One copy is kept for own records. The reports will help in preparing Chapter Annual Report at the end of the year.
- Reads and attends to all correspondences attention to State Chapter Committee.
- Prepares correspondence for the State Chapter Chairperson.

## **7.0 STATE CHAPTER OPERATIONS**

Annual project proposal and budget shall be prepared by the respective State Chapters and submitted to the Secretariat by 1 October of each year for approval. This is in line with the budget and planning of the Secretariat. Any approval of unbudgeted or ad-hoc projects during the year will be upon the discretion of the Secretariat.

### **7.1 Relief Operations**

When a disaster happens, the relevant State Chapter shall trigger the Secretariat by providing a desk research within three (3) hours of the event. This can be done through sourcing of information from various sources such as online or phone calls, from partners and local government or agencies (NADMA, JKM, District Office, PKD, Hospital etc). A representative from State Chapter Committee shall inform and update the Secretariat about the current situation of the disaster from time to time.

Once the thorough desk research has been completed, the State Chapter shall advise the secretariat requirement to conduct assessment to affected areas within forty eight (48) hours of the disaster occurrence. The consent of the Secretariat must be obtained before assessment mission can be conducted.

An emergency proposal shall be prepared by State Chapter Committee based on the assessment findings. The proposed response/activities are to be approved by head quarters according to Delegation of Authority Limit (DAL).

## 7.2 Finance

State Chapters are eligible to apply from the Secretariat consent to open a current account for the purpose of withdrawal of funds for approved projects and State Chapter's office operating expenses. The amounts credited to the bank account will be based on the approved project proposal and budget. The Chairperson and Treasurer are responsible to maintain the account.

Any request for budget and cash advance should comply with the current policies and procedures the Society which is latest five (5) working days prior the programme (non emergency). The State Chapters shall submit financial reports, expenditure receipts and balance of the mission money back to Finance Department within seven (7) days after the mission.

If the State Chapter has set up and run their own office, office expenditure shall be transferred to the State Chapter account on a quarterly basis, PROVIDED THAT the budget request has been submitted and approved by the Secretariat. State Chapters then shall submit financial reports, expenditure receipts and balance back to the Finance Department before the end of each month.

State Chapter shall include any planned fundraising activities in the annual work plan which to be submitted to the Secretariat by 1 October of each year for approval.

## 7.3 Fundraising

All fundraising activities of State Chapters are governed by Article 13 of the Constitution:

- i. All funds raised by respective State Chapters is for the benefit of the Society and to be channelled to the Secretariat.
- ii. All tax exempt receipts shall be issued by the Secretariat as required by the Inland Revenue Board.
- iii. Cash or cheque donations received by State Chapters on behalf of the Society must be submitted to the Society or credited into the MERCY Humanitarian Fund within fourteen (14) days upon receiving the said

donations. State Chapters are required to submit complete donor details to the Secretariat for processing. The Secretariat will then issue the official receipt and thank you letters directly to the donors for tax exempt purposes.

- iv. Cash donations will be recorded by the Treasurer witnessed by Chairperson and one other Committee member. The record book is to be submitted to the Secretariat by the 3<sup>rd</sup> of each month. State Chapter is to keep a copy of the said record.
- v. State Chapter must adhere to the following:
  - I. Cheque to bank in on the following Monday
  - II. Cash to bank in within 10 working days; and
  - III. Cash threshold above RM5,000.00 to bank in on a daily basis
- vi. For all donations received, State Chapters may only issue temporary receipts; however, the receipts are not legal to be used for tax exemption purposes.

#### **7.4 Volunteer Management**

State Chapters are allowed to recruit new volunteers from the respective states where the State Chapter is operating. State Chapter Committee and State Chapter Liaison Officer shall ensure that the new volunteer are registered with the MERCY Malaysia Volunteer Management System and approved by Volunteer Management Department. State Chapters shall assist Volunteer Management Department to do reference and background checks for those who are interested to be MERCY Malaysia volunteers.

State Chapters shall make it compulsory for volunteers to attend Volunteer Induction Programme and other trainings designed by the Society before they can be deployed for missions or participate in any activities. State Chapters shall liaise with Volunteer Management Department in terms of approval for volunteer utilization in any MERCY Malaysia missions and activities. Volunteer Management Officers of the Volunteer Management Department shall assist State Chapters to source for eligible volunteers based on State Chapters' recommendations.

#### **7.5 Human Resource & Administration**

State Chapters may apply for warehouse/storage space or working areas which may be approved based on a need to basis and subject to the State Chapter's performance and active involvement in the Society's mission. Location and rental of office space is subject to the Secretariat's approval.

Vacant positions shall be addressed by Human Resource and Administration (HRAS) Department in headquarters. Interview and selection of the best candidate to fill

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positions in the State Chapter Office will be done mutually by the Secretariat and the relevant State Chapter Committee. His/her job description shall be prepared by HRAS.

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