

Mercy Hands for Humanitarian Aid

PROFILE



MERCY HANDS
FOR HUMANITARIAN AID

جمعية ايادي الرحمة الانسانية

Mercy Hands for Humanitarian Aid

Headquarters:

SECTOR 929, STREET 4, BUILDING NO 36
Karrada, Al-Masbah
Baghdad, Iraq

Erbil Office

Park View, Building B6, Floor 4, Apt. 16
Erbil, Iraq

January 2021



Our story

In the aftermath of the 2004 attack on UN Headquarters in Baghdad and the subsequent targeting of international aid workers, many humanitarian organizations began to pull out or reduced their activities in Iraq. This withdrawal created a huge gap in the humanitarian context at a time when humanitarian needs were growing.

Dr Khaldoun Al-Moosawi responded to the situation by creating a local non-governmental humanitarian organization. With the same determination and vision, Mercy Hands has grown from a small local NGO to a nationwide organization that has helped millions of people.

Our vision

We aspire to live in a society where justice prevails, law rules, individual and group rights are preserved, differences are acknowledged and welcomed, people work together to develop and sustain resources for future generations, and man made disasters are virtually nonexistent.

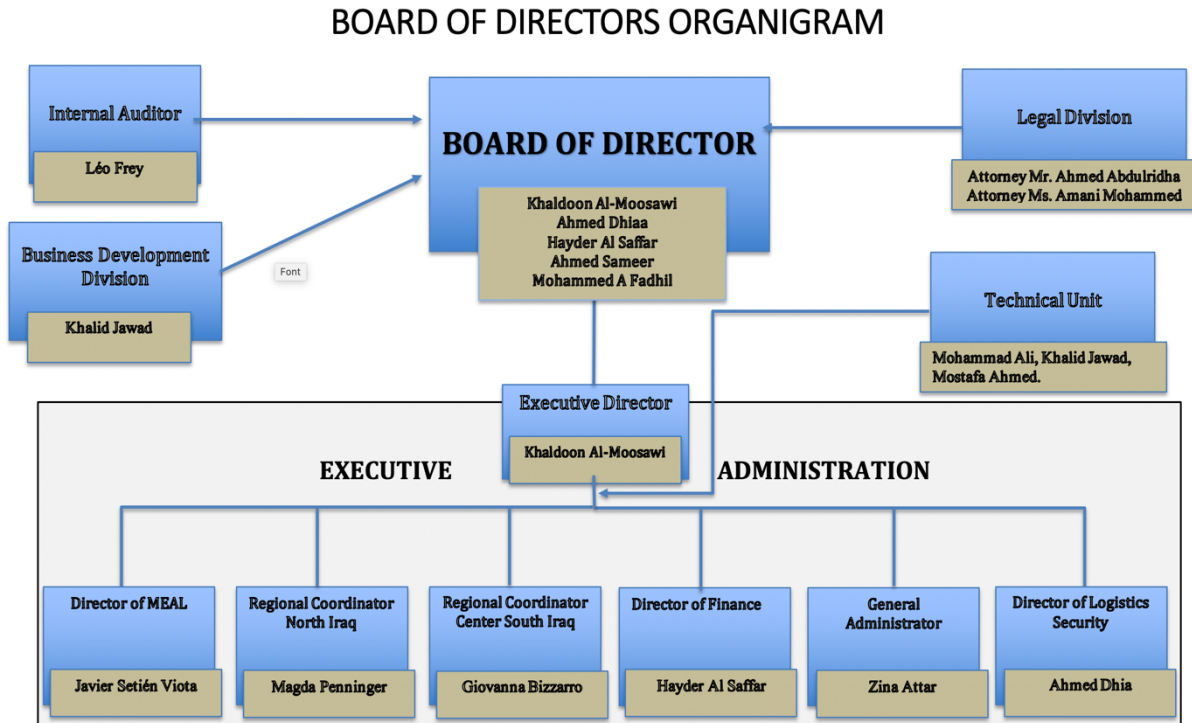
Our mission

Mercy Hands for Humanitarian Aid is a non-governmental not-for-profit nonpartisan organization that works in conflict torn and disaster affected areas to save lives, sustain human rights and restore a healthy community. We serve people in need, regardless of their religion, gender, ethnicity or political affiliation.

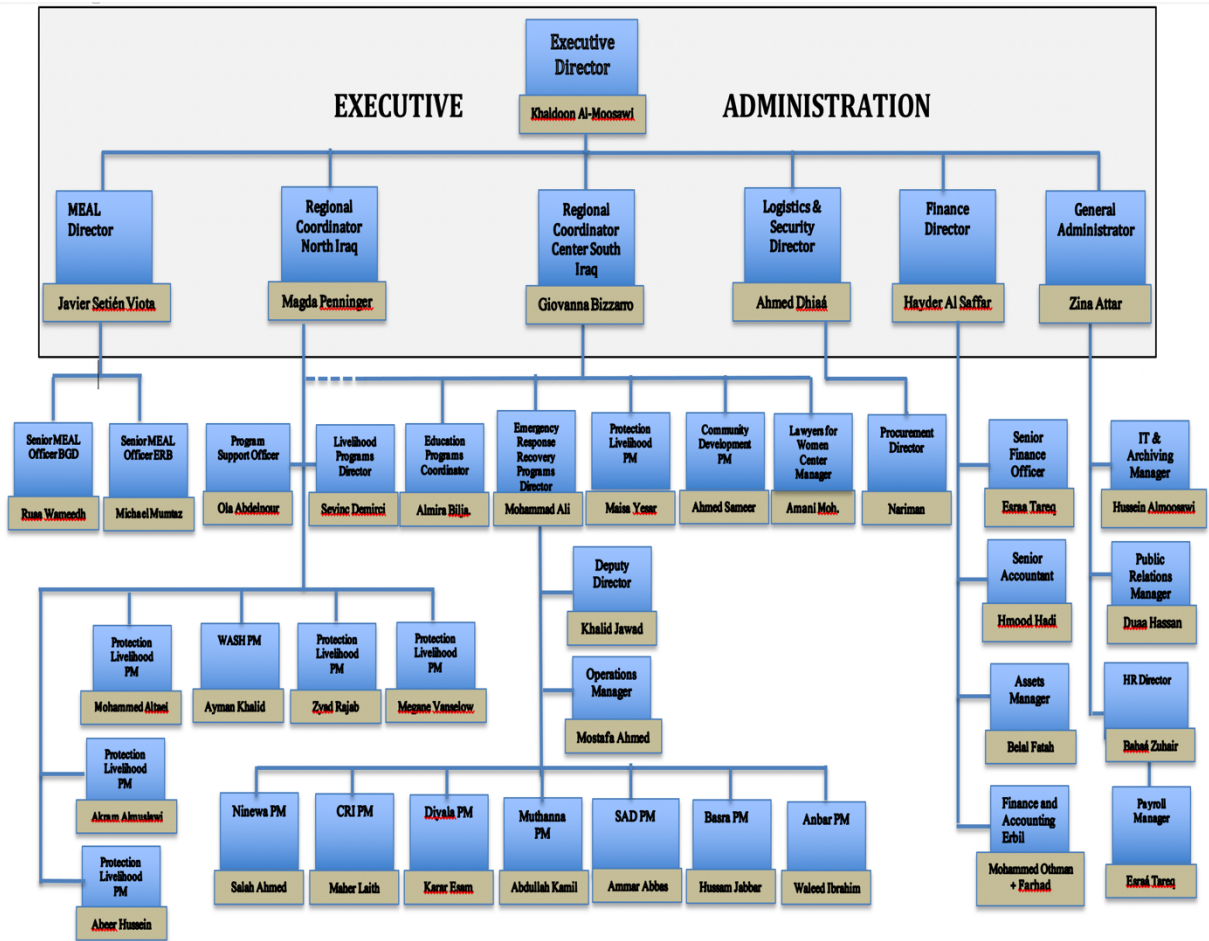


Governance and senior management

The Board of Directors is at the center of Mercy Hands' governance, and different bodies report to the Board. The following is a diagram of Mercy Hands' governance and Executive Administration:



The senior executive management of Mercy Hands consists of a large diverse group of professionals. The following is a diagram of Mercy Hands'



Our work

Mercy Hands is active in different sectors, which include:

1. Emergency response
2. Food security
3. Logistics
4. Protection
5. Livelihood
6. WASH
7. Education
8. Health
9. Community Development
10. Media

In Iraq post ISIS, Mercy Hands has been moving away from emergency response and more towards recovery and development. In 2020, majority of our programs were in livelihood and protection sectors.

Administrative and program support

Mercy Hands has the following well established administrative and program support departments and units:

1. Finance and accounting department
2. MEAL department
3. Human resources department
4. Logistics and Security department
5. Media and communication department
6. Assets management unit
7. Procurement unit
8. IT and archival unit

Our work is governed and regulated by a set of well written and developed policies and standard operating procedures. Our policies and standard operating procedures are published publicly at www.mercyhands.org/policies.

Our annual reports and audited financial statements are also published publicly at www.mercyhands.org/reports.

Financial Capacity

Mercy Hands has a large Finance and Accounting Department consisting of Director of Finance, 2 accountants, a cashier, an assets manager, a payroll manager, and administration and finance officers. Every program/ project has an Administration and Finance Office that reports directly to the Director of Finance as well as to the Program/ Project Manager.

The department manages and maintains two bank accounts, at Bank of Baghdad and the TBI (Trade Bank of Iraq), and a total of 19 sub-accounts. The general rule is that Mercy Hands assigns one sub-account per donor. The department uses [SAGA](#) for accounting and financial management, which was developed by [Epiconcept](#), and [Asset Manager](#) for asset management, which was developed by [Kaizen Software Solutions](#).

As part of Mercy Hands' accountability towards the Iraqi State, the Finance and Accounting Department endures end of fiscal year audit of all Mercy Hands' financial statements and accounts, conducted by an external auditor. Mercy Hands pays the external auditor from its Operational Reserve. In addition to the annual audit, the Finance and Accounting Department continuously endures numerous project audits, verification visits, and organizational assessments conducted by donors and partners. To promote accountability towards donors, the department conducts on quarterly bases budget variance analysis of all externally funded projects and reports the results to the donors.

Mercy Hands has more than six months of cash in reserve. By the end of Fiscal Year 2019, Mercy Hands had \$3,610,823 in its Operational Reserve account. Mercy Hands uses this reserve to cover any operational expenses that are not directly covered by donors or unexpected or force majeure expenses.

The Director of Finance, who reports directly to the Executive Director, works closely with the Executive Director and the Board of Directors to develop the department's procedures and practices. In 2019 Mercy Hands reviewed and developed the following financial procedures: 1) Cash and Checks Handling Standard Operating Procedure; 2) Bank Statement and Petty Cash Reconciliation Procedure; and 3) Payroll Policy and Procedures. One of the biggest achievements of the department in 2019 was to switch from paying the salaries in cash to wire transfer for all Mercy Hands employees. Another major achievement for the department in 2019 was to finalize an agreement with the Iraqi Ministry of Labor and Social Affairs regarding social security taxes.

In 2019, the Finance and Accounting Department dealt with a total of 16 donors and managed the finance and transactions of 28 funded projects with a total organizational budget of \$32,030,930.94, which represents the largest annual budget since Mercy Hands was founded in 2004.

Income generating projects

The Business Development Unit at Mercy Hands manages the organization's income generating projects. Here is an excerpt of the ongoing income generating projects:

Salamiya livestock farm

Mercy Hands partnered with a local landowner and farmer in Salamiya village in Ninewa governorate to establish and run a livestock raising operation on his land. All farm employees are returnees.

Seventh sense for media production

Registered as a for-profit company in Iraq. 7th Sense' team consists of radio people, longtime journalists, media veterans, researchers, PR's, marketers, writers, and multimedia professionals of almost every type and background. The 7th Sense has partnered with many NGOs, UN agencies, and private sector businesses to produce a variety of media and marketing products such as web shows and casts, radio and TV spots, short movies and documentaries, professional photography, infographics, etc. For more information please visit www.7thsenseiq.org.



‘Dhamani’ Health Insurance Program

Dhamani is a health insurance program designed and managed by Mercy Hands’ Founder and Chairman of Board, Dr. Khaldoon Al-Moosawi,. It is a low-cost private health insurance program, designed to provide a wide array of services for people working in the private sector in Iraq. For more information please visit www.dhamani-iq.com

Inter-agency coordination

Mercy Hands continuously and closely coordinates with all players on the ground including city councils, governorate councils, ministries, governmental agencies, and others.

Moreover, Mercy Hands is an active member of the following clusters, sub-clusters, working groups, and other inter-agency coordination mechanisms:

At the national level:

- National Protection Cluster
- HLP (Housing, Land, and Property) Sub-Cluster
- GBV (Gender Based Violence) Sub-Cluster
- CP (Child Protection) Sub-Cluster
- CP SAG (Strategic Advisory Group)
- Returnee Working Group
- Emergency Livelihoods Cluster
- Cash Working Group (CWG)
- Food Security Cluster
- Education Cluster
- WASH (Water, Sanitation, and Hygiene) Cluster

- WASH Covid-19 Task Force
- WASH SAG
- Shelter/NFI (Non-Food Items)

Governorate Level:

- Ninewa Protection Working Group
- Baghdad and Anbar Child Protection Working Group
- Dohuk Protection Working Group
- Emergency Livelihoods Sub-Cluster Salah Al Din
- Emergency Livelihoods Sub-Cluster Anbar
- Emergency Livelihoods Sub-Cluster Baghdad
- OCHA General Coordination Group
- CCCM meetings

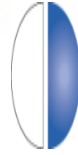
Other:

- OCHA Baghdad General Coordination meeting (co-chair)
- Baghdad Inter-Cluster Coordination meeting (co-chair)
- Baghdad Governorate Retunee Committee (co-chair)
- NCCI Coordination Meetings
- Member of the Iraqi HCT (Humanitarian Country Team)
- INSO (International NGO Safety Organization) Center and South
- INSO North

Our partners and donors

Our work is only possible with the incredible support of our partners and donors. Here's some of the organizations we have worked with:





Mission East
- values in action



LEMON
TREE
TRUST



grace initiative global