



## **What is PHF: Information Pack for New Members Staff and Partners**

### **Overview**

The information pack for new members of PHF provides relevant information to INGOs who have recently joined the Pakistan Humanitarian Forum (PHF), as well as information for new staff or partners of PHF members. The pack includes: PHF vision, mission and mandate; an introduction to the PHF core member services; the PHF Terms of Reference, Code of Conduct; and a list of key contacts within the PHF secretariat.

### **Introduction to PHF**

The Pakistan Humanitarian Forum (PHF) represents over 50 International Non-Governmental Organisations (INGOs) delivering humanitarian assistance and development projects in Pakistan. The PHF was formed in June 2003 as an acknowledged coordination forum, after needs for increased partnership working and information sharing between NGOs had been identified during the earthquake in the northern areas in 2002. All the leading INGOs working in disaster management signed on to an informal membership.

Today the PHF is an independent coordinating forum that supports and facilitates the work of INGOs to effectively address the humanitarian and development needs across Pakistan. All PHF members are required to sign and adhere to the PHF Code of Conduct and in doing so commit to providing humanitarian and/or development assistance to the people of Pakistan based on need alone regardless of nationality, gender, background, political affiliations, or religious beliefs. Member organisations operate independently from political, economic, military or other objectives and will never knowingly – or through negligence – act as instruments of foreign policy of donor governments. PHF operates in a spirit of transparency, impartiality and cooperation, as defined by its vision, mission and mandate.

The PHF is supported by a permanent Secretariat established in 2011. The Secretariat provides dedicated staff to develop and deliver the core PHF services. The PHF Secretariat is accountable through the Country Coordinator and annually elected Executive Committee and Chair, to the PHF membership.

### **PHF Vision, mission and mandate**

#### **Vision**

PHF's **Vision** is a society where all stakeholders collaborate to uphold their responsibility to meet the needs of vulnerable communities in Pakistan.

#### **Mission**

PHF's **Mission** is to represent, coordinate and advocate on behalf of INGOs to meet humanitarian and development needs. PHF offers three core services: coordination and information; policy, advocacy and communications; and the provision of safety information and support to its members.

The **Principles** that inform our work are:

- We work in **partnership** – through collaboration and cooperation – with each other, and all relevant stakeholders, including but not limited to: national NGOs, Governments, donors, national and international civil society, UN agencies and the red cross/crescent movement.
- Our work strengthens the **representation** of PHF members.
- Our work is based on **trust, transparency and unity** among members.
- We promote **best practice, standards and programme quality** in emergency, recovery and development responses.
- We promote adherence to **humanitarian principles**.

## **What PHF delivers**

Regular activities PHF activities:

- Monthly General Member Meetings
- Working Groups on specific topics
- Ongoing coordination and networking with UN agencies, government departments, donors and other stakeholders
- Support, advice and representation
- Joint advocacy and communications
- Disaster Risk Reduction Forum
- Regular safety updates and recommendations for NGO operations
- Coordination and information
- Research and assessments
- Thematic meetings

## **PHF Core Services**

The PHF Secretariat is headed by the Country Coordinator and has a dedicated staff to deliver three core services for, and with, its INGO members. The core services are:

### **1. Coordination and Information Exchange**

This service seeks to collect, analyse and disseminate relevant information to members; provide consistent representation of NGOs at key coordination and policy fora; collect relevant data on issues of interest to the membership; and, position the PHF membership on important issues to support principled humanitarian and development assistance.

In such a complex environment as Pakistan, coordination mechanisms are essential for effective preparedness, assessment, response, and internal positioning for principled humanitarian and development assistance. The majority of coordination fora, such as the cluster system, are led/co-led by the UN and phase out following the transition to recovery. The PHF provides a fixed, unified, coordination representation body for INGOs. PHF serves as a body to coordinate INGO positions on standing and emerging issues, pre-coordinate to ensure rapid response to emerging situations in terms of utilising existing field presence/expertise and act as central point of contact between INGOs and the UN, government, and donors.

Activities under the Information and Coordination Service include:

- Representation of PHF at coordination and other government, UN, donor fora.
- Collection, analysis and dissemination of relevant information to PHF members and other actors through email, the PHF website and PHF Member meetings.

- Analysis of information and internal positioning of PHF on key humanitarian and development standing and emerging issues
- Preparation and coordination to enable a rapid and coordinated response of the membership at the onset of new emergencies.

## **2. Advocacy, Policy and Communication**

This service aims to position PHF as an independent and credible voice of INGOS on key issues of interest to the membership to positively influence policy and practice on principled humanitarian and development assistance. Ongoing examples are issues of humanitarian access, humanitarian practices, rights of refugees and Internally Displaced Persons (IDPs), education of girls, and preparedness for the upcoming monsoon season.

A platform for unified INGO positioning to guide principled humanitarian and development implementation is highly relevant. The extent and depth of humanitarian and development operational and programmatic complexities, and actors engaged, necessitate coordinated joint approaches. Communicating to a range of external audiences at all levels across Pakistan and internationally as an independent voice on operational and programmatic humanitarian and development issues is vital. This service also provides INGO guidance and peer support on principled operations.

Activities include:

- Regular, planned and strategic communication with key stakeholders including UN agencies, government representatives, donors, the media and national NGOs for effective dialogue on PHF positions on key standing and emerging issues affecting humanitarian and development assistance.
- Preparation of Information Sheets, Briefing Papers and Statements on standing and emerging issues, as required.

## **3. Safety and Security**

The safety component of PHF helps facilitate humanitarian access by supporting member organisations to operate safely and securely across Pakistan. This role was first visualised by members of the PHF in 2007 in response to the changing operating environment in Pakistan and the associated threats to programme delivery. PHF members highlighted their need for greater support and guidance on a range of safety and security matters influencing humanitarian implementation. In July 2011 PHF Safety was formally established as a coordinated body based on humanitarian principles working for the improved review of trends across Pakistan.

The aim of this work is to make the delivery of humanitarian aid in Pakistan safer and help INGOS better mitigate operational risks and continue implementation. This service aims to provide quality information through coordination, consultation and support that enables PHF members to make more informed policy and operational decisions to ensure the safety of operations and staff.

Activities include:

- Bi-weekly meetings to discuss INGO safety dynamics and trends.
- Sharing of information between INGOS on safety of operations and staff.
- Supporting training needs related to NGO safety.
- Safety Alerts and Advisories
- Analytical reports

## **PHF Standard Meetings:**

The Pakistan Humanitarian Forum has a number of standard meetings to enhance coordination, information exchange and to discuss issues and take positions on issues that impact the work of NGOs operating in Pakistan. In addition ad-hoc meetings take place where the need arises. The minutes and actions of all meetings are documented and shared with the membership. All members are invited to attend meetings.

Agendas for all meetings are circulated at least three days in advance. Meeting notes are circulated to the members with in few days of the meeting.

- **General Member Meeting:**

The General Members Meeting (GMM) is held on first Thursday of every month from **10:00 a.m. to 12:15 p.m.**

Country Directors and/or in their absence a deputy attends this meeting. In the instance where the country director and their deputy are unable to attend members are required to inform the PHF secretariat by email prior to the meeting and notify the secretariat of any additional representative who is nominated to attend the meeting.

- **Advocacy Working Group Meeting:**

The Advocacy Working Group (AWG) meeting is held on the second Tuesday of every month. The working group is attended by senior advocacy staff from member organizations and by country directors. The AWG meeting is a platform to discuss Issues and challenges affecting NGO operational environment in Pakistan and to make decisions of the work of PHF on these to put to the members. The AWG oversees the delivery and implementation of the PHF Advocacy Strategy 2011 – 2015.

To be part of Advocacy working group or on mailing list please contact Nargis Khan at [nargis.khan@pakhumanitarianforum.org](mailto:nargis.khan@pakhumanitarianforum.org)

- **PHF Safety and Security Meeting:**

The PHF safety and security meeting is held bi-weekly on Wednesday from 11.30 am to 1:00 pm. This meeting is attended by security focal persons within member organisations.

To be part of the PHF Safety and Security Meeting or on the mailing list please contact Kelsey Hoppe at: [kelsey.hoppe@pakhumanitarianforum.org](mailto:kelsey.hoppe@pakhumanitarianforum.org)

- **Disaster Risk Reduction Forum Meeting:**

The Disaster Risk Reduction (DRR) forum meeting is held on the second Monday of each month.

To be part of DRR Forum or on the DRR mailing list please contact Christine A. Kuhn at:

[christine.kuhn@pakhumanitarianforum.org](mailto:christine.kuhn@pakhumanitarianforum.org)

## **PHF Task Forces:**

Task forces are set up on specific topics as and when the need arises, members with an interest in the relevant topic lead and participate in the Task Forces. PHF currently has three task forces:

IDP Task Force: The IDP-Task Force has a focus in issues relating to internally displaced persons and is currently chaired by PHF Secretariat

To be part of the IDPs task force or on the mailing list please contact Hina Idrees at: [hina.idrees@pakhumanitarianforum.org](mailto:hina.idrees@pakhumanitarianforum.org)

Afghan refugee task force: The ARTF is focused on the provision of assistance to Afghan Refugees currently living in Pakistan. The group is chaired by Norwegian Refugee Council and co-chaired by Church World Service.

To be on mailing list of ARTF please contact Dan Tyler at: [dan.tyler@nrc.no](mailto:dan.tyler@nrc.no)

NGO Registration Taskforce: No NGO registration has been issued or renewed since 2009. Only four, four month temporary registrations have been issued. PHF is seeking through this taskforce to analyze and influence this situation.

### **PHF Data Collection:**

PHF collects data on Access Constraints on a quarterly basis and bi-annually data on response and preparedness capacity of member. Access constraints are one of the many challenges faced by NGOs in Pakistan while providing assistance to affected populations across the country. PHF and the membership use evidence from data gathered to advocate with all relevant stake holders to reduce access constraints faced by humanitarian actors. PHF collects three types of data: Visa, MoU (INGO registration) and Project and Travel NoC data, related to access constraints.

Response and preparedness data analysis is shared with the membership to support improved coordination at field level, in addition the response matrix is a quick reference tool which shows where members are working and on what across Pakistan.

Data protection and confidentiality standards are maintained at all times. And data is handled within the bounds of the PHF Data Protection Policy. Specifically no member is ever mentioned by name in relation to data shared with PHF.

### **Key Secretariat contacts:**

Country Coordinator PHF:

Cell:

Email:

For general coordination and information please contact

Coordination Officer:

Cell:

Email:

### **PHF safety:**

Head of Service Safety & Security:

Cell:

Email:

## **Annex 1**

### **Pakistan Humanitarian Forum Terms of Reference**

**Revised November 2013**

#### **1 Preamble**

Following the 2002 earthquake in the Northern Areas of Pakistan, a group of INGOs working on disaster response, formed an informal network by the name of Northern Areas Earthquake Relief Operation (NAERO). The objective of the network was to coordinate emergency response and rehabilitation activities of INGOs in the affected areas. Based on valuable experience obtained from this network a two-day workshop was organised in June 2003 in Islamabad to discuss the viability and importance of an informal coordination body or network at national level. The leading INGOs working in disaster response and development programmes participated in the workshop and agreed to form the Pakistan Humanitarian Forum.

The Forum was mandated by its members to collectively represent INGOs and interface with the Government of Pakistan and UN humanitarian agencies. Moreover, it was intended to strengthen the level of coordination, information sharing and advocacy efforts of the humanitarian sector.

PHF was operational through the membership for 8 years during which time PHF became increasingly active and relevant with greater demand for coordination, information exchange, collective voice and safety and security services resulting from shrinking humanitarian space, fluctuating funding and deteriorating security. Whilst participation and ownership of the Forum by all members remains essential, the situation of the elected Chair hosting PHF became untenable due to the extensive coordination demands, furthermore as PHF had no funding of its own only larger agencies had been able to take on the role of Chair of PHF. As such in 2010 it was decided to formalise and strengthen the PHF through the establishment of a permanent Secretariat to coordinate and lead the work of the Forum. This TOR articulates the roles, responsibilities and mandates of the forum.

#### **2 Vision, Mission and Mandate**

PHF's **Vision** is a society where all stakeholders collaborate to uphold their responsibility to meet the needs of vulnerable communities in Pakistan.

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The **Principles** that inform our work are:

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- Our work strengthens the **representation** of PHF members.
- Our work is based on **trust, transparency and unity** among members.
- We promote **best practice, standards and programme quality** in emergency, recovery and development responses.
- We promote adherence to **humanitarian principles**.

### **3 Objective of PHF**

The PHF is established with the following objectives:

- To enhance coordination and linkages with government and other key players in the humanitarian, recovery and development sector.
- To provide a consistent representative body within the Pakistan Humanitarian community with donors, government and UN agencies and coordination bodies.
- To monitor the humanitarian situation and disaster response in the country and to facilitate emergency response and rehabilitation interventions in affected areas.
- To build members capacity towards effective and timely individual and collective responses to emergencies.
- To influence policies, practices and resource allocation in favour of peoples and vulnerable groups affected by humanitarian crisis and emergencies.
- To promote best practices, standards and programme quality in emergency, recovery and development responses.
- To gather and collate data and opinions for engagement with key external stakeholders.
- To promote transparency and partnership with key humanitarian stakeholders, especially between INGOs and GoP.
- To enhance shared learning and information exchange.

### **4 Legal Status**

The PHF is an informal network of organisations concerned with humanitarian and development issues and committed to the continual betterment of humanitarian and development arrangements in Pakistan. It has no formal, legal status, and aims to foster discussion and consensus on key issues without prejudice to the legal affairs of individual member organisations. The forum will function only as long as needed to support members and assist the people of Pakistan.

The PHF Secretariat administrative status and operational framework is provided either through a membership appointed management agency or the agency of the membership elected Chair.

### **5 Meetings**

5.1 General Meetings will convene on a monthly basis, on the 1<sup>st</sup> Thursday of the calendar month from 10.00am – 12.15 noon. A meeting schedule for the year will be compiled and

circulated to members at the beginning of the year. Members are represented at the GMM by the head of agency or equivalent or their formal delegate authorized to make decisions on their behalf. This is a closed meeting with external invitees for the first half an hour of the meeting only.

5.2 Extra-ordinary meetings can be requested by the membership and called at the agreement of the executive committee. Members must be notified at least 24 hours in advance by e-mail. Such a meeting will be chaired by an executive committee member.

5.3 Executive Committee meetings will convene on a monthly basis, on the last Thursday of the calendar month from 3.00-4.30pm. A meeting schedule for the year will be circulated to members at the beginning of the year. Ad hoc meetings may be called as required.

#### 5.4 Quorum

Motions are passed at the monthly General Members Meetings. All members are invited to GMM and the agenda is shared in advance. For motions to be passed at least 40% of the member agencies must be present. Each member organization present has one vote. Motions are passed by majority vote.

## **6 Organisational Structure**

The PHF is comprised of three components:

- ✓ General Forum
- ✓ Executive Committee
- ✓ Secretariat

### **6.1 General Forum**

The General Forum:

- Refers to the body consisting of all the members of the Forum represented by their Country Directors, Country Representatives, Chief of Mission or their formal delegates authorised to make decisions on their behalf.
- Will elect its own Chair by a simple majority vote and he/she will also serve as the Chair of the Executive Committee. It also elects members of the Executive Committee.
- Will be responsible to approve new membership, review and approve the policy and TOR of the Forum, elect its Chair and Executive Committee members.
- Will, from time to time, be called to validate and/or review the product of any Working Groups or Task Force established.
- Will engage with and respond in a timely manner to requests from the Secretariat including but not limited to data, review and non-objection requests.
- Will share relevant information with PHF for the benefit of all members.

### **6.2 Executive Committee**

An Executive Committee of members will be formed to monitor, inform, guide, direct and assist in the work of the forum. This body will have 9 members (including the Chair and previous Chair), and represents the membership profile. See election procedures in Annex One.

- The Chair of the Forum will be the Chair of the Executive Committee.
- The Executive Committee, led by the Chair, is accountable to the membership for Forum activities.
- In order to promote its aims and objectives, the Executive Committee will hold separate regular monthly meetings supported by the Country Coordinator.
- The Executive Committee shall monitor the performance and product of Working Groups and Taskforces established.
- The Executive Committee will participate in strategic planning, programme development and fundraising to benefit PHF.
- The Executive Committee will assess members and external needs and environments and based on these make recommendations for approval on structure, funding, advocacy and policy issues to ensure relevant, effective and long term strategic planning.
- The Executive Committee will represent PHF as agreed and ensure that information is fed-back in a timely manner to members via the Secretariat and that appropriate action is taken as required.

#### *The Chairperson*

- Serves as the face of PHF for the humanitarian community in Pakistan and globally, represents PHF at functions, meetings, to the GoP, and other parties with which the forum engages and feeds back the main points to the membership, via the Secretariat and at members meetings.
- Acts as facilitator of the monthly Executive Committee and PHF General Forum meetings with the Country Coordinator.
- Has overall responsibility for programmatic supervision of the Secretariat, and with the Executive Committee provides strategic leadership.
- Supports, monitors and advises the PHF Country Coordinator.
- Seeks member input in maintaining an effective and responsive Secretariat.
- Manages utilization of the PHF Core funds raised through membership fees and is empowered to approve payment up to USD 1,500 from PHF Core (e.g. membership) funds for PHF related activities without prior approval of the Executive Committee. More than this amount for incidental activities requires approval by the Executive Committee.

### **6.3 Secretariat**

The PHF Secretariat is established to manage and deliver PHF services on behalf of the membership, to whom it is accountable, through the Executive Committee and Chair. The Secretariat is hosted administratively by a member NGO. The PHF Secretariat is comprised of the salaried staff of PHF, including the PHF Country Coordinator and Head of Service Safety and Security and their teams.

- PHF shall employ a Country Coordinator and staff body who manage the day-to-day activities of the forum in accordance with this ToR and in line with the strategic plan.
- The PHF Country Coordinator is accountable to the membership and reports to the Chair.
- The Country Coordinator is responsible for and shall manage all PHF staff teams.

- The activities of the staff members of the Secretariat shall be governed by job descriptions as developed by the Country Coordinator or delegated staff member, and approved by the Executive Committee.
- The Secretariat will be reviewed through an external evaluation every two years. Changes to the structure and function of the PHF Secretariat will take place in accordance with evaluation outcomes and long term strategic plans.
- HR staffing additions/subtractions or changes in line management proposed by the Country Coordinator require a majority vote from the Executive Committee.
- The PHF Country Coordinator supports and attends Executive Committee meetings without voting rights.
- Annual work plans and budgets are prepared by the Country Coordinator in collaboration with Secretariat staff for review and endorsement by the Executive Committee. After endorsement activities will be presented to the General Forum. This will be done by the March meeting.
- The Executive Committee invests authority in the Country Coordinator to take responsibility for all operational aspects of the Secretariat, management of grants and development and implementation of work plans.
- The Secretariat is responsible to handle PHF finances including contributions and membership fees as per the regulations of the grant holding agency.
- The Secretariat has oversight of expenditure against approved budget.
- The Secretariat will ensure that donor reporting requirements are met.
- The Secretariat will provide basic support to taskforces as agreed.
- Secretariat staff will engage in representation as appointed/required and ensure feedback to the membership in a timely manner.

## **7 Membership**

### **7.1 Membership criteria**

- Members must be international, non-governmental, relief and development organisation.
- Must be a legal entity in the country and be registered or in the process of registering with Economic Affairs Department (EAD) of the Government of Pakistan.
- Must accept and sign NGO Code of Conduct and this ToR.
- Should have experience in working in relief, recovery, disaster response and/or development.
- Must be willing to pay initial registration and the yearly membership fees
- Will share timely and appropriate information with PHF and actively participate in the forum to improve coordination amongst the INGO community.

### **7.2 Affiliate membership**

PHF will have affiliate members that have observer status but not voting power, these will be called Permanent Observers. Affiliate members can participate in meetings, give presentations and share in discussions that are relevant to the Forum. The forum is open to affiliate membership from the following groups.

- ✓ National NGO Networks

- ✓ Relevant organisations that support the objectives of the Forum but for an established reason are not able to apply for full membership

### **7.3 Membership registration process**

- All applications with relevant documents can be submitted through the Secretariat. The application letter should state the aims, objectives, projects and activities of the applicant and proof of their registration (or process) must be attached.
- On receipt of the application, the Secretariat undertakes a short verification process based on the information contained in the form.
- The application letter, relevant documents including MOU, registration certificates and any additional information gathered by the Secretariat will be submitted to the Executive Committee.
- The Executive Committee may then make an initial decision to forward the application to full Forum, request further information, or reject the application if it feels that the basic criteria are not fulfilled (there is no appeal, but applicants may re-apply once criteria are fulfilled).
- The General Forum then considers the application. The applicant INGO may make short presentation to introduce itself and its work to other members of the PHF and answer any questions put by members.
- After the presentation and question-answer session, the applicant NGO representative(s) shall leave the room while members vote on the application for membership. A majority vote will confirm membership. Should the application fail to be approved, there is no appeal. Failed applicants can make another application after six months.

### **7.4 Membership and registration fee**

- All newly registering members shall pay 1,000 USD or its equivalent in Pak rupees as registration fee.
- Members shall pay annual membership fee of 1,500 USD or its equivalent in Pak rupees.
- Membership fees will be collected on an annual basis and must be paid no later than the end of February. The Secretariat shall invoice members by January 14<sup>th</sup> each year, in exceptional cases the Country Coordinator may consider a request for delayed payment.
- Once full Forum approves membership of a new applicant, registration and membership fee (calculated by the number of months remaining in the year, including the month of joining) must be paid within two weeks.
- Upon request, members with a total annual budget of 250,000 Euro or less, may be facilitated with reduced fees. The reduction will be 50% of the annual fee and of the joining fee. The reduction will be agreed by written approval from the Country Coordinator subject to proof from the applicant of their total annual budget.

#### *Use of the Membership fees.*

Membership fees are used in three ways;

- To cover shortcomings in the annual approved budget in case donor funding is shortcoming. For this the Ex-Com can approve.

- To cover commissioned studies, evaluations, research that have been approved or requested by the membership but were not included in the annual budget. For this the ex-com approval is required as well as the general membership Non-Objection.
- Extraordinary expenses (unforeseen) such as attendance to international conferences, workshops, media publications etc; this requires the approval of the Chair up to \$1500 and the approval of the Executive Committee over that amount.

## 7.5 Termination of membership

Membership can be terminated or discontinued for the following reasons:

- If the member organisation itself wishes to withdraw and gives notice in writing (there will be no refund of the membership fee).
- If a member organisation is three or more months in arrears of payment of the annual membership fee. After a warning letter from the Coordinator, membership will then be automatically terminated.
- If information comes to light that a member organisation has been undertaking activity contrary to the aims and values of the PHF, or is acting in contravention to its Guidelines and code of conduct. In this case the Executive Committee would verify the information, and if satisfied recommend expulsion to full Forum. The concerned member organisation will have the right to present its case to the full forum, but there will otherwise be no further appeal. A no-objection of voting members present at the meeting of the full Forum considering the matter would suffice to eject the member. A member expelled in this manner may re-apply for membership only after twelve months following expulsion.

## 8 Decision making procedures

- For decisions to be made at the general members meeting 40% of the membership must be present.
- All important matters that require collective position will be put to the vote in the General Forum by a majority of those present.
- The General Forum can mandate the Executive Committee to make decision on its behalf. In such situations the Executive Committee shall decide on the matter by a simple majority of the voting members present. In the event of a split vote, the Chair is empowered with a casting vote
- In circumstances requiring speed of response, the Executive Committee is empowered to decide on behalf of General Forum on a simple majority vote of serving members. All such use of an urgency procedure must be reported to the next available full Forum meeting.

## 9. Formation and management of Working Groups

- PHF will have two types of Working Groups: *ad hoc* Task Forces which can be constituted as and when necessary to deal with specific short term issues or tasks; and Permanent Working Groups which are formed on the basis of its basic mandate and strategic objectives. The latter includes Advocacy, and Safety & Security, Working Groups.
- Working Groups and Task Forces can be formed either by the request of the General Forum or by the decision of Executive Committee and the WG will be accountable to both.

- Task Forces can be formed to lobby and advocate on specific issues of humanitarian concern, to coordinate specific activities of the Forum, to manage specific projects on behalf of the Forum, to act as a platform, etc.
- The Executive Committee will agree on precise work plan and TOR of the Working Group or Task Force and ensure follow up and monitor the implementation of the agreed work plan.
- Permanent Working Groups will have at least one serving member of the Executive Committee and one staff member of the Secretariat to facilitate liaison and support to the Working Group.
- The Working Group or Task Force will elect its own Chair and a person who reports to the Secretariat, General Forum or Executive Committee meetings depending on the need.
- The Executive Committee and Secretariat shall review Working Groups and Task Forces every six months and may recommend to the General Forum to wind up or disband them if assigned task are completed or the relevance of the Group is no longer necessary.

#### **10. Public statements of the Pakistan Humanitarian Forum**

- In undertaking advocacy work on behalf of the INGOs, Pakistan Humanitarian Forum may, from time to time, issue public statements or press releases, or hold press conferences. Where this is on a matter endorsed by the majority vote of the quorum, the Country Coordinator, Executive Committee and Chair of the Forum are empowered to speak and issue statements as representative of all members of the Forum. Such statements will note that this is a corporate initiative, rather than expressing the views of individual members. The spokes-people will be identified only as members, staff or executive officers of the PHF.

#### **11. Working language**

PHF's working language shall be English.

#### **12. Review of this ToR**

PHF may from time to time review this ToR. Any revision to the ToR must be presented and endorsed by a majority vote of the Executive Committee and General Forum.

=====END=====

## **Annex 2**

### **PHF Code of Conduct**

The Pakistan Humanitarian Forum has developed this Code of Conduct for its membership that establishes, maintains and promotes humanitarian principles and values.

The Code of Conduct lays down principles which all members must adhere to in their work. The Code of Conduct is signed by all members.

It is expected that in signing this code, members are committed to ensure their conduct in the course of their work, lives up to these principles.

#### **The humanitarian principles**

Humanitarian principles are central to establishing and maintaining access to affected populations whether in the context of a natural disaster, an armed conflict or a complex emergency.

A fundamental basis for PHF members is to respect and advocate for the beneficiaries right to receive humanitarian assistance.

Members shall strive to maintain and uphold humanitarian principles and values, as fundamental foundations for humanitarian action:

- ***Humanity***

Human suffering must be addressed wherever it is found. The purpose of humanitarian action is to protect life and health and ensure respect for human beings.

- ***Neutrality***

Humanitarian actors must not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.

Aid will not be used to further a particular political or religious standpoint.

Humanitarian assistance will be given on the basis of need and need alone.

- ***Impartiality***

Humanitarian action must be carried out on the basis of need alone, giving priority to the most urgent cases of distress and making no distinction on the basis of nationality, race, gender, religious belief, class or political opinions.

- ***Operational independence***

Humanitarian action must be autonomous from the political, economic, military or other objectives that any actor may hold with regard to areas where humanitarian action is being implemented.

We will not knowingly – or through negligence – allow ourselves or our employees to be used to gather information of a political, military or economically sensitive nature for governments, nor will we act as instruments of foreign policy of donor governments.

#### **Accountability**

PHF members are accountable towards beneficiaries. Members will strive for beneficiary involvement at all stages of the project cycles and ensure that vulnerable and marginalised groups are involved in the decision making process for issues that impact them and their families and communities. Genuine attempts will also be made to ensure that two-way communication strategies between all stakeholders are put in place to improve overall service delivery to program participants.

**Right based approach**

Members shall strive to address vulnerabilities and inequalities; by doing so respecting the basic rights of everyone for life in dignity.

Members should recognise everyone as a member of society with the right to be equally supported and empowered.

Members will choose strategies based on values of respect, equity, solidarity and justice.

Members will avoid strategies that potentially stereotype, sensationalise or discriminate against people, situations or places.

## **Annex 3**

### **Annex 1: Procedures for Election of the Chairperson and Executive Committee**

**Revised November 2013**

- 1 Elections take place annually, in December, with appointment of the new committee being in line with the calendar year (January – December). It is the most senior legal representative of the organization in country that can run for Chair or Excom positions. It is the organisation that is elected and should the elected person leave Pakistan during the course of the term, his/her replacement will take up the position.
- 2 The term of the Chair will be 12 months, and each elected Chair will be limited to two consecutive terms of office (but can stand again for election if the term is not consecutive). The term of the Executive Committee shall likewise be 12 months. No term limits apply to Executive Committee membership.
- 3 PHF members will be informed of the annual election at the November Members General Meeting and again two weeks prior to the December meeting.
- 4 Nominations will be requested for the position of Chair and seven (7) Executive Committee members. The outgoing Chair is automatically appointed to the 8<sup>th</sup> Excom place in the position of Vice Chair. In the event that the Chair runs and is elected for a second term there will be eight (8) Executive Committee vacancies instead of seven (7), and the closest runner up will be elected to this position. Nominations are by paper form. Members can either:
  - Nominate themselves and their nomination must be endorsed by one other member.
  - Nominate another member, and the nomination must be endorsed by the member being nominated.

In self-nomination/endorsement of their nomination, candidates accept that should they be elected they are committing to delivering against the role/responsibilities of the Excom as detailed in the PHF ToR.

- 5 Nominations to be submitted to the PHF Secretariat two weeks prior to the December meeting.
- 6 Name and organisation of Nominees will be circulated to members one week prior to the December meeting. Members who are unable to attend the December meeting are able to request, and, on approval, submit their ballot paper by e-mail.
- 7 Each Organisation has one ballot paper for the PHF Chair and one Ballot paper for the Executive Committee and votes for one Chair and seven excom positions<sup>1</sup>. Organisations who vote through e-mail may not cast another ballot at the December meeting.

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<sup>1</sup> In the event that the chair runs for a second term and is elected there will be a total of eight executive committee positions open, where the closest runner up is elected to the eighth position.

- 8 At the December members meeting, prior to the voting, all candidates will give a short speech (1-2 minutes only) on why they should be elected.
- 9 Elections will be by full secret ballot voting at a full General Forum meeting. Each member organisation will cast one vote for the Chair and seven votes for the executive committee. Ballot papers casting more than one vote for the Chair and seven votes for the executive committee will be considered invalid<sup>2</sup>.
- 10 Ballot papers are distributed, completed and submitted at the PHF meeting after the candidate presentations. Ballot papers are received folded to the PHF Coordinator who signs the paper on the outside to authenticate the vote.
- 11 A simple majority of PHF members voting will be sufficient to elect the Chair and all Executive Committee members. Individuals elected represent their organisation not themselves as an individual.
- 12 Votes will be counted in the General Members Meeting by two staff members of the Secretariat and the outgoing PHF Chair, where the outgoing Chair is running for re-election the counting will be undertaken by three staff members of the Secretariat. Following counting, results are announced.

<sup>1</sup> In the event that the chair runs for a second term and is elected there will be a total of eight executive committee positions open, where the closest runner up is elected to the eighth position.

<sup>2</sup> This is unless the chair runs and is re-elected for a second term in which case there will be an opening of eight executive committee seats.

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<sup>2</sup> This is unless the chair runs and is re-elected for a second term in which case there will be an opening of eight executive committee seats.

## **Annex 4**

### **PHF Data protection policy**

December 2012

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#### **1. Background**

The Pakistan Humanitarian Forum (PHF) delivers coordination, advocacy and safety and security services for INGOs in Pakistan. Due to the nature of its work, PHF continuously receives information and data from a range of sources; this includes confidential, sensitive and personal information. PHF stores information and shares information selectively so as to increase awareness on humanitarian issues and inform and facilitate more effective humanitarian assistance operations in Pakistan. All data shared by PHF is anonymous. Effective management and use of the data and information that PHF receives is of utmost importance and effective management and use directly affects the quality of PHF's services. Potential implications of bad management and poor use of data and information include:

- breach of confidentiality and trust,
- members, observers and partners being insufficiently informed,
- increase in security vulnerabilities and unauthorised access of information,
- out of date / inaccurate information resulting in situations not being appreciated, harm to individuals, organisations or the public.

For the purposes of this policy, the data to be protected includes hard (paper filing) and soft (IT services, laptops, phones, server) information.

#### **2. Data types**

**Personal data.** Data related to an individual who can be identified from the data and financial and payment information of an individual.

**Agency data.** Data related to individual agencies.

Much of the information stored by PHF is confidential and sensitive. Generally speaking data is regarded as sensitive where inaccuracy, the loss, or misuse of the data could have significant consequences for the individual or agency concerned. PHF aims to ensure that individuals or organisations are not negatively affected through PHF's handling of that data.

#### **3. Data storage**

This policy applies to data stored in any form that can be processed. It includes both computerised (soft) and paper (hard) data.

PHF staff and data users have access to all information. Staff and data users bear the responsibility to manage this data with care and must not refer to individual agency data under any circumstance.

This applies during contract association with PHF as well as when staff / data users leave PHF.

#### **4. Data protection principles**

PHF regards the proper treatment of personal and agency data/information as essential to the achievement of our objectives and to maintaining the confidence of those with whom we interact. We will seek to apply the following principles in the collection and management of data:

- 1. Obtain and process data/information fairly.** PHF will obtain and process data fairly and in accordance with the fulfilment of its functions and legal obligations.
- 2. Keep data only for one or more specified and explicit purpose(s).** PHF will request and keep data only for specific defined purposes.
- 3. Use and disclose data only in ways compatible with these purposes.** PHF will only use and disclose data in ways that are necessary for, or compatible with, the purpose(s) for which it collects and keeps the data. This includes having the correct approval to share information.
- 4. All data collated by PHF if shared externally must be anonymous.** Anonymous means without reference to any individual or agency member of the PHF.
- 5. Keep data safe and secure.** PHF will make appropriate measures to prevent unauthorised access to, alteration of or disclosure of data. High standards of data security will be maintained.
- 6. Keep data accurate, complete and up-to-date.** PHF will have procedures that are adequate to ensure high levels of data accuracy and completeness and to ensure data is kept up-to-date.
- 7. Ensure that data is adequate, relevant and not excessive.** Data held by PHF will be adequate, relevant and not excessive in relation to the purpose(s) for which they are kept.
- 8. Respect the rights of data subjects.** PHF will have the procedures in place to ensure that the data subjects can exercise their rights and receive their data.

## 5. Responsibility

All users of personal and agency data and IT services are required to comply with the applicable and valid laws and internal regulations. This includes the procedures and guidelines of the Administrative Management Agency for PHF. The appropriate level of data protection can only be put into effect if all users comply with the basic regulations as outlined in this document. These users include:

- PHF Secretariat staff,
- The Administrative Management Agency
- PHF Chair and Executive Committee,
- All contracted staff or volunteers operating on behalf of the PHF Secretariat,
- Any party that has access to PHF information.

All users are required to sign the commitment to data protection, annex 1.

PHF will assign a data protection focal point to provide support, assistance, advice and training to all users to ensure awareness and compliance.

Breaches of this policy will be reported to the line manager, or an alternative superior. Handling of incidents will be reported to the PHF Coordinator and where necessary the PHF Chair and Executive Committee will be referred to.

Any user who deliberately violates these regulations may be subject to disciplinary action, up to and including termination of employment.

## 6. Compliance with the principles on data protection

**Principles 1 and 2: Obtain and process information fairly and Keep data only for one or more specified, explicit and lawful purpose(s)**

Personal and agency data is obtained fairly if it is provided voluntarily and the data subject is aware of the purpose for which PHF is collecting the data, the categories of people / organisation to whom the data may be disclosed, and their right to access and rectify the data.

Data may be collected by different sections of PHF; the data will remain confidential within that section. Specific information may be shared within PHF if that sharing will help PHF achieve its purpose.

**Principle 3: Use and disclose data only in ways compatible with these purposes**

No data user will be authorised to use or disclose personal or agency data in ways incompatible with the pre-defined purpose(s). This will only be authorised in instances where certain risks have become real and PHF needs to disclose data to maintain the safety and security of PHF members or individuals, this would only be done with approval of the Coordinator, Chair and Executive Committee.

In general, consent needs to be explicit and cannot be assumed. The following rules will apply to all data users:

- Verbal consent to disclose data may be obtained by telephone. The date and time of the giving of the verbal consent should be recorded in writing and the written record should be retained with the relevant data.
- Consent to the disclosure of confidential/sensitive personal data to a third party must be in writing.
- Planned dissemination of PHF datasets in anonymous form will be clear at the point of collection of data. If the original purpose changes or expands, approval will be obtained.

Internal disclosure. Each PHF area of operation will take steps to ensure that data is only made available to staff members on a strict need to know basis. Any risks associated with staff knowing certain information (particularly regarding safety and security) will be assessed and data shared accordingly. All users will sign the 'Commitment to data protection form'.

Use of third party data processors. In certain instances PHF may outsource some data processing activities. In such instances PHF will ensure that:

- Data is transferred only for legitimate purposes.
- Relevant data providers are aware that a third party will have access to their data.
- PHF is satisfied with the steps taken by the third party organisation to ensure that security of the data.

**Principle 4: All data collated by PHF if shared externally must be anonymous.**

All information that is shared externally will be sanitised before it is disseminated. The name and any identifying characteristics of organisations will be kept anonymous in all communications.

In any individual case when a member requests their data to be shared and attributed to their agency approval of the PHF Coordinator must be secured in writing.

**Principle 5: Keep data safe and secure.** PHF will keep all data from unauthorised access. Each data user is responsible for the management of the data that they have access to. In general PHF will ensure data security through:

- Restriction of access to buildings.
- Restriction of access to computers (see Information Technology Use and Systems policy).
- Segregation of duties, highlighting who is responsible for managing which data.
- Confidentiality clauses and commitment to data protection for all data users.
- Print-outs with confidential information must be immediately removed from the printer.
- Extremely confidential information may not be spoken on phones or provided in emails.
- When sending faxes, links (phone/email) must be made with an identified person on the other side prior to sending to avoid information getting into wrong hands.
- Confidential documents with sensitive information must be disposed of in the installed collection boxes, or destroyed in a paper shredder.

**Principle 6: Keep data accurate, complete and up-to-date.** Data sets that PHF collects and holds need to be accurate, relevant and not excessive. Where necessary, databases will be developed, e.g. for NOC / visa data, and safety and security incidents. PHF will ensure that, as far as possible, all the relevant details relating to individual entries are completed. The below processes are applicable:

- No verification will be required for primary information is that which initiates from the organisation in question / that is directly affected.
- Verification from two to three sources will be required for secondary information.

Regular checks will be made to ensure that contact lists remain accurate and up-to-date. This includes checking all mail failures and out of office notifications after circulation, especially those that recur.

Information on any person or organisation will be held in as few places as necessary. All users / staff will be discouraged from establishing unnecessary additional information sets. PHF will record, store and manage information in a logical and legible format (soft and hard filing).

Accuracy can be confirmed through verification, periodic reviews of files to ensure that the data is up-to-date and scheduled regular updates.

**Principle 7: Ensure that data is adequate, relevant and not excessive.** As indicated above, PHF will aim to ensure that we only collect the data necessary for legitimate purposes. In general this will be done by the use of standardised data collection forms/mechanisms that are designed to record only what is necessary and appropriate.

PHF will ensure that all information it receives and publishes will be written and formatted in a way that is based in fact, clear and coherent. Published information will aim to avoid causing confusion or misinterpretation.

**Principle 8: Respect the rights of data subjects.** PHF will respect the confidentiality and rights of data subjects and will give a copy of their data to an individual or agency on request. It will be the responsibility of the person receiving the request to communicate it in good time and to ensure that a comprehensive response is collated and despatched within an acceptable timeframe (generally understood as to respond in writing within 21 days).

Any onward forwarding or use of the content of information that is shared with PHF will first consider the business and operational confidentiality of members, observers and partners. All onwards data-sharing is done anonymously. For example:

- sensitive information on a safety or security incident will consider how much information can be shared and when without increasing the risks or influencing the operations for the organisation in question.
- coordination and advocacy work, any research findings, articles or reports shared with or undertaken by PHF will need to respect set embargoes and other confidential points.

An individual or agency will be entitled to request that their data is not processed and, in some instances, decide the way in which it is communicated.

## **7. Reporting data protection concerns**

All data users/staff must remain vigilant to data protection regulations and guidelines. It is the obligation of all staff/data users under the jurisdiction of this policy to report incidents where staff/data users fail to comply with the regulations, or are suspected of failing to comply with the regulations.

Reports should be made in confidence to the relevant line manager, and where that is inappropriate, to a superior staff member. Follow up comprehensive investigations on all reported violations, including suspected violations, will be carried out. The PHF Coordinator, Chair and Executive Committee will be brought in for collaboration and support as deemed appropriate.

Following the investigations, action will be taken as appropriate.

Annex 1: Commitment to Data Protection

Mr. / Ms..... (name staff member) hereby commits to maintain data protection in line with PHF regulations.

The committed party is hereby advised that the processing or use of personal, confidential or sensitive data for purposes other than duly carrying out his or her tasks is not permitted unless authorised. This obligation shall continue beyond the end of the activities.

This commitment comprises the following:

- We have a duty to protect information we receive.
- We have a duty to protect and not disclose the identity of agency or individual data providers.
- Only data specifically required to carry out a task may be collected.
- The use of or transfer of individual agency data is only permitted if the organisation in question has given written approval (verbal in times of emergency).
- Risks around if and how to share information will be assessed before and after information is shared externally.
- All data and information may only be used in a manner that is in line with PHF aims and objectives.
- Data and information cannot be used outside of PHF at any time.
- Accurate data must be used at all times. The falsification of data is not permitted.
- PCs, laptops, data carriers and documents with confidential, sensitive and personal data must be safeguarded from unauthorised access.
- Data, data carriers and paper copies entrusted to you are secured at all times.
- Your user passwords and passwords for documents are not accessible to unauthorised parties.
- Data carriers and paper copies that are no longer required are destroyed in a way that makes subsequent misuse impossible.

You are not permitted to use company equipment for private use, since this will render effective control of data privacy impossible.

Existing national legislation and PHF agreements and guidelines regarding the handling of confidential, personal and sensitive data must be adhered to. The employee is required to apply necessary diligence and promptly report violations to their line manager or a superior.

The committed party is hereby instructed that a breach of data protection may represent a violation under national and international labour law, and may be associated with consequences.

.....  
(Place, Date)

.....  
(Signature of committed party)