



EU Aid Volunteers hosting organisations Certification Mechanism

Reference

I, the undersigned, Nihat Bisevac,

authorised to represent City of Novi Pazar,

Full official name of the organisation: City of Novi Pazar

Official legal form: Public law body

Full official address of the organisation: Stevana Nemanja Street, no. 2

VAT registration number: 104004496

Declares that everything stated in this form corresponds to the truth to the best knowledge of the signatory and it represents a binding commitment

Name	Nihat Bisevac
Position	Mayor
Telephone number	020 314 644
Email address	kabinet@novipazar.org.rs
Date, Place	24.8.2020. Novi Pazar
Signature	



I. Reference Identification

(Please read the "Instructions for applicants" before filling in the spaces below)

<p>My organisation is (mark with X the appropriate category):</p>	<p>A certified sending or hosting organisation with which the applicant hosting organisation has already had, or envisages to set up, a partnership for participation in the EU Aid Volunteers initiative;</p>	
<p>Your organisation's relationship with the applicant hosting organisation</p>	<p>A humanitarian aid partner of the Commission with a framework (partnership) agreement in force, with whom the applicant hosting organisation has successfully worked on a humanitarian aid project;</p>	
	<p>A relevant international organisation or not-for-profit organisation or public law body of a civilian character with which the applicant hosting organisation has successfully worked on a humanitarian aid project;</p>	<p>X</p>
	<p>An accreditation or auditing organisation that has certified the applicant hosting organisation in areas relevant for the EU Aid Volunteers initiative, in which case the relevant accreditation or auditing documents should also be provided.</p>	
<p>Your organisation's relationship with the applicant hosting organisation</p>	<p>City of Novi Pazar has achieved long-term cooperation with Muslim Humanitarian Organization "Merhamet Sandzak" throughout various humanitarian and developmental projects oriented towards vulnerable groups. From 2017, LSG Novi Pazar has been implementing multiple programs in full partnership with Merhamet with aim to support returnees, refugees, IDPs, Roma population, economically disadvantaged persons, unemployed, youth, etc. The support is shared in terms of inclusive society through socio-economic empowerment and living conditions' improvement.</p>	



II. Reference form on the EU Aid Volunteers initiative standards and procedures

My reference covers:

- Covers all the requirements of the standards and procedures applicable to hosting organisations in the framework of the EU Aid Volunteers initiative
- Covers specific requirements of the standards and procedures applicable to hosting organisations in the framework of the EU Aid Volunteers initiative

1. Duty of care & Safety and Security measures	X
2. Equal opportunities and non-discrimination	X
3. Recognition	
4. Safeguarding children and vulnerable adults	
5. Health and Safety	X
6. Data protection	
7. Partnership	X
8. Volunteer task assignments	X
9. Identification and selection of candidate volunteers	
10. Learning and Development plan	
11. Pre-deployment and in-country Induction	
12. Performance management	X
13. Mentoring	
14. Living conditions	
15. Working conditions	
16. Integrity and Code of Conduct	
17. Debriefing	



III. In order to allow the certifying assessors to validate your reference, please provide the following information:

1. Please specify the experience of your organisation with the applicant hosting organisation in relation to the requirements your reference applies to (experience on past projects; certifications that the organisation has received that cover these elements etc) and justify your assessment of these areas. Please indicate in these explanations to which of the 17 areas of certification (above) your observations / assessment refer to. (10 000 characters maximum)

City of Novi Pazar faced recent challenges with C-19 situation and Merhamet was one of the organizations that had full participative approach in work of the call centre which gathered organizations' *volunteers* in order to provide support for elders, vulnerable and infected persons.

Merhamet has exposed its *performance management* skills in terms of follow-up procedures, *safety and security* measures and team work. In these health-challenging moments, Merhamet provided assistance in implementing health and safety measures. During organizing the volunteers' work, Merhamet contributed to the work of operational team and call centre which significantly raised capacities of crisis response team.

Multiple projects implemented with Merhamet targeted vulnerable and marginalized groups of people in order to enhance their socio-economic status and empower their inclusiveness into society. In regards to this, Merhamet sets strong emphasis on the dimension of equality and non-discriminative approach while implementing project activities. Treating staff members, collaborators, and beneficiaries with respect to equality principles is one of the working features of the organization.

Partnership between LSG Novi Pazar and Merhamet has offered insight in direct needs of citizens and wider perspective of socio-economic needs in a community. This was enabled by Merhamet's full commitment to field work and readiness to reach each individual who needs help. Furthermore, consultative assistance of Merhamet had a great deal in successful implementation of programs and achieved synergic effect in work.

Speaking about partnership issues, Merhamet prepares and manages documentation, follows up the procedures of a donor, communicates with beneficiaries on daily basis, participates in the field work actively, mediates between parties which are of a high importance for the projects implementation that are not familiar with the procedures, etc.



2. Please indicate any gaps you are aware of where the organisation would need to strengthen its capacity. (10 000 characters maximum)

Merhamet reached the position of recognized and reliable partner for the local self-government and in implementing important programs. However, due to various programs implementing at the same time, staff is multiply engaged and more than often overwhelmed with daily activities and duties. Building capacity and bringing more volunteers to the organisation might enable better functioning in accomplishing daily tasks and further successful achievement of programs. Regarding this, management staff could devote to strategical planning and development of organisation.