

# MAA INTERNATIONAL



## PROJECT REPORTING POLICY

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# 1 INTRODUCTION

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## 1.1 PURPOSE

The purpose of this policy is to establish clear guidelines for the reporting of project progress and deliverables by delivery partners. This policy aims to ensure that all stakeholders, including MAA's Senior Management, CEO, Project Manager, and Delivery Partner, have accurate and timely information about the project's status and to document all issues which have occurred to improve the organisation's effectiveness in future projects.

## 1.2 ROLES AND RESPONSIBILITIES

This policy applies to those listed below to provide clear roles and responsibilities for all stakeholders. This policy is applicable to the following departments or employees;

- **Delivery Partners:** The Delivery Partner is responsible for providing regular, accurate, and complete reports on the progress and status of their project deliverables. Delivery Partners should also ensure that their reports include any feedback on the issues that may have impacted the project and any corrective actions that have been taken or planned.
- **MAA Project Manager:** The Project Manager is responsible for working with the Delivery Partner to set the reporting schedule and format and ensuring that all Delivery Partners adhere to the reporting policy. The Project Manager should also review and consolidate the reports from Delivery Partners for review by the Compliance Department and Senior Management team.
- **MAA Compliance Department:** The Compliance Department is responsible for conducting a final review and approval of the project and providing input on the reports submitted by Delivery Partners to the relevant Project Manager. The Compliance Team should also identify any indiscretions associated with the project and Delivery Partners to develop and implement corrective actions as needed.
- **MAA Chief Operating Officer/Chief Executive Officer:** The COO/CEO is responsible for responding to any queries relevant to the project delivery and taking any necessary actions based on the information in the reports.

## 2 POLICY & PROCEDURES

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### 2.1 POLICY STATEMENT

Delivery Partners are required to submit regular reports on the progress and status of their project deliverables, as per the approved Master Service Agreement and Purchase Order. The reporting requirements listed in this policy outline the reports required when implementing various projects. These reports should be submitted as stipulated in both this policy and the approved Purchase Order. The Project Manager specifies the report format based on the Purchase Order's delivery requirements. The reports should ensure compliance with all MAA Policies listed within the Master Service Agreement.

### 2.2 GUIDING PRINCIPLES

- All reports should be accurate, complete, and delivered within the agreed time frame.
- All stakeholders should have access to the same information contained in the reports.
- Reports should be submitted through the specified reporting channels, and in a format that has been provided by MAA. This includes, but is not limited to:
  - MAA Partner Portal
  - MAA Field Service Application
  - MAA Purchase Order | Report
  - MAA Purchase Order Delivery Report
- All reports should be clear and easy to understand.
- All parties involved in the reporting process should ensure compliance with MAA Policies, including but not limited to
  - MAA\_POL-CMP010\_Child Protection
  - MAA\_POL-CMP014\_Prevention of Sexual Exploitation and Abuse
  - MAA\_POL-OPS300\_Beneficiary Privacy Policy
  - MAA\_POL-PRJ104\_Project Implementation Monitoring Policy
  - MAA\_POL-PRJ106\_Project Confirmation Evaluation Policy
  - MAA\_POL-CMP013\_Human Rights and Working with Marginalised People Policy

### 2.3 PROCEDURES

- (a) The Project Manager will specify the frequency and format of the reports required from Delivery Partners, as outlined in the approved Master Service Agreement and Purchase Order.
- (b) Delivery Partners will prepare and submit their reports according to the reporting format specified within the Purchase Order.
- (c) The Project Manager will review the reports and provide feedback and input as necessary.
- (d) The Compliance Department will review and approve the reports and take any necessary actions based on the information contained in the reports.

- (e) The Senior Management/CEO will provide direction to relevant stakeholders based on queries raised by the relevant stakeholders, and take any necessary actions based on the information contained

## 2.4 REPORT TYPES

The following are to be provided by the Delivery Partner based on the agreements stipulated within the Master Service Agreement and approved Purchase Order.

Report ID	Report Type	Reporting Requirements	Frequency
RPTCER001	Delivery Report	<p>Throughout the duration of the delivery, the Delivery Partner must use the MAA Field Service application to record the entire distribution which includes but is not limited to:</p> <p>Beneficiary onboarding including the provision of requested beneficiary data within the application (e.g. date of birth, local ID, household members, type, etc)</p> <ul style="list-style-type: none"> <li>• Delivery of Inventory items to specified beneficiaries</li> <li>• Distribution date</li> <li>• Distribution location</li> <li>• Photos/Videos of beneficiaries receiving the inventory items</li> <li>• Signed Beneficiary List if MAA Field Service Application fails or is not in use</li> </ul>	Immediately during implementation
RPTCER002	Comparison Report	<p>At the end of the agreed-upon delivery date within the Purchase Order, the Delivery Partner should complete the MAA Purchase Order   Report through the MAA Partner Portal's receipting module or the document as directed by MAA. A summary of the following information for the reporting period should be provided along with the report:</p> <ul style="list-style-type: none"> <li>• Copies of all receipts of purchases, as listed in the related Purchase Order, should be translated into English and be uploaded directly through the MAA Partner Portal, or if unable to, directly to the correct folders in Microsoft Teams.</li> <li>• PRJ303 Confirmation of Payment</li> </ul>	As required based on agreed-upon delivery date

Report ID	Report Type	Reporting Requirements	Frequency
		<ul style="list-style-type: none"> <li>• Signed Beneficiary List if MAA Field Service Application Fails</li> <li>• Images and videos to be uploaded directly to the correct folders in Microsoft Teams.</li> <li>• Images and videos should be clearly showing the purchased items (deliverables e.g. food packs).</li> <li>• Images and videos should be taken from multiple angles and occasions showing clearly the logo of MAA. Media to be supplied according to the MAA photo guide.</li> <li>• Pictures and videos to include media throughout each phase of the project, for example:               <ul style="list-style-type: none"> <li>○ High-quality pictures and videos of beneficiaries obtaining their delivered items from supplier staff or MAA representatives and using them.</li> </ul> </li> </ul>	
RPTAGS001	Individual Reports AGS	<p>The Delivery Partner must use the MAA Partner Portal to submit Individual reports. These include:</p> <ul style="list-style-type: none"> <li>• Individual Donor Aqeeqah &amp; General Sacrifice (AGS) Reports to be uploaded directly to the MAA Partner Portal linked to the specific inventory ID.</li> <li>• Completion of the PRJ412 Beneficiary Delivery Sheet linked to the specific animal.</li> <li>• Beneficiary testimonial</li> <li>• High-quality AGS pictures and videos supplied according to the MAA photo guide               <ul style="list-style-type: none"> <li>○ Pictures and videos to include media throughout each phase of the project, for example:                   <ul style="list-style-type: none"> <li>▪ High-quality pictures of live animal(s) with MAA donor name</li> <li>▪ High-quality pictures of sacrificed animal(s) with MAA donor name</li> <li>▪ High-quality pictures of boning/cleaning animal(s) with MAA donor name</li> <li>▪ High-quality pictures of packaged meat with MAA donor name</li> </ul> </li> </ul> </li> </ul>	Once – Upon Completion of the Delivery

Report ID	Report Type	Reporting Requirements	Frequency
		<ul style="list-style-type: none"> <li>▪ High-quality pictures of meat distribution with MAA donor name</li> </ul>	
RPTORP001	Orphan List & Profiles	<p>The Delivery Partner must provide MAA with a complete list of Orphans/Youth prior to approval of the Purchase Order. The Delivery Partner must use the MAA Partner Portal to submit the orphan/youth profiles upon approval of the Purchase Order. A summary of the following information for the reporting period should be included in the report:</p> <ul style="list-style-type: none"> <li>• High-quality portrait images of each sponsored child.</li> <li>• High-quality images of each sponsored child involved in regular activities, such as sports, receiving food aid, educational supplies etc.</li> <li>• High-quality written content covering the child’s situation including how long they’ve been sponsored, the number of siblings, and how they have progressed over their years in the program (if currently sponsored by MAA), in particular in terms of:               <ul style="list-style-type: none"> <li>○ Education</li> <li>○ Health</li> <li>○ Food</li> <li>○ Clothing</li> </ul> </li> </ul>	Once - Orphan List and Profiles to be provided at least 2 weeks prior to Confirmation of Purchase Order
RPTORP002	Orphan/Youth aid Submission Reports	<p>Upon completion of each distribution, the Delivery Partner must submit individual Images/videos of Orphans/Youth receiving the inventory items allocated for that month via the MAA Partner Portal.</p> <p>The report should include all photos from each distribution regarding food/gifts/shelter distribution which was not included in the previous annual report. The report should also include images of distributions from Ramadan and Qurban (if applicable). A summary of the following information for the reporting period should be included in the report:</p>	Upon Completion of each distribution

Report ID	Report Type	Reporting Requirements	Frequency
		<ul style="list-style-type: none"> <li>• Images and videos should clearly show the purchased items (deliverables, e.g., Food Aid, Educational Support, Medical examinations etc)</li> <li>• Medical Certificates</li> <li>• ScCOOL Report Cards (if Orphan/Youth are of scCOOL-age)</li> <li>• Appreciation Letter from the Orphan/Youth or Guardian</li> <li>• Images and videos should be taken from multiple angles and occasions, clearly showing the logo of MAA.</li> <li>• High-Quality pictures and videos supplied according to the MAA photo guide:               <ul style="list-style-type: none"> <li>○ Pictures and videos to include media throughout each phase of the project, for example:                   <ul style="list-style-type: none"> <li>▪ High-Quality pictures and videos of beneficiaries obtaining their delivered items from supplier staff or MAA representatives and using them.</li> </ul> </li> </ul> </li> <li>• Signed Beneficiary List if MAA Field Service Application Fails or is not in use</li> </ul>	
RPTWAT001	Individual Well Reports	<p>Upon the completion of all the wells within a purchase order, The Delivery Partner to ensure that a high-quality reporting system is maintained and followed throughout the lifetime of the project that meets the standards outlined by MAA. Individual reports are compiled and delivered as per MAA reporting outline. These include:</p> <ul style="list-style-type: none"> <li>• Individual Water System Reports to be uploaded on the MAA Partner Portal.</li> <li>• High-quality Well pictures and videos supplied according to the MAA photo guide</li> <li>• Media to include:               <ul style="list-style-type: none"> <li>○ High-quality pictures and videos of the pre-construction site.</li> <li>○ High-quality pictures and videos of the construction phase.</li> </ul> </li> </ul>	Once – Upon Completion of the Construction

Report ID	Report Type	Reporting Requirements	Frequency
		<ul style="list-style-type: none"> <li>○ High-quality pictures and videos of the finished site with beneficiaries using the wells.</li> <li>● Signed Beneficiary List if MAA Field Service Application Fails or is not in use</li> </ul>	
RPTQRB001	Qurban Updates	<p>The Delivery Partner must provide the following information for the reporting period:</p> <ul style="list-style-type: none"> <li>● Each sacrifice is to be updated on the MAA Partner Portal immediately after completion (within 4hrs).</li> <li>● MAA Purchase Order   Report or MAA Field Service App (as per MAA requirements) to be submitted immediately after every distribution.</li> <li>● Images and videos, clearly showing the purchased items (deliverables) and MAA branding, are to be uploaded directly to the correct folders in Microsoft Teams.</li> <li>● High-Quality pictures and videos supplied according to the MAA Qurban Guide.</li> </ul>	Once
RPTCER003	Project Evaluation Report	<p>Upon completion of the Purchase Order, The Delivery Partner must use MAA Partner Portal or the MAA Purchase Order   Report. A summary of the following information for the reporting period should be included in the report:</p> <ul style="list-style-type: none"> <li>● Lessons learnt and other content per MAA Purchase Order   Report.</li> <li>● Beneficiary Testimony</li> <li>● High-Quality pictures and videos supplied according to the MAA photo guide.</li> <li>● Pictures and videos to include media throughout each distribution of the project, for example:               <ul style="list-style-type: none"> <li>○ High-quality pictures and videos of beneficiaries obtaining their delivered items from supplier staff or MAA representatives and using them.</li> </ul> </li> <li>● Signed Beneficiary List if MAA Field Service Application Fails or not in use</li> </ul>	Once

### 3 REVISION HISTORY

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Revision Number	Revision Date	Summary of Changes	Changes Marked?
1	20/07/2023	Updated logo, changed Head of Operations to Chief Operating Officer	N
1.1	30 January 2024	Update formatting of header on page 1	Y
1.2	14 November 2024	Reviewed	N
2.0	31 July 2025	Review	N