



IN COLLABORATION WITH



FGMD

RULES OF ENGAGEMENT AND TERMS OF SERVICE

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FOCUS GUIDE MAP AND DIRECTORY (FGMD)
BUSINESS LISTING AND ADDRESS VERIFICATION PROJECT, NIGERIA

These Rules of Engagement and Terms of Service outline the expectations, responsibilities, and code of conduct for all Field Data Analyst Agents (hereinafter referred to as “Agents”) at the National, Regional, State, Local Government Area (LGA), and Ward Levels participating in the Focus Guide Business Listing and Address Verification Project.

1. Purpose and Scope

This document defines the framework within which Agents will operate to achieve the project's goal of verifying and registering businesses with physical locations across Nigeria. Each level of operation plays a critical role in ensuring data integrity, accountability, and the successful execution of project deliverables.

2. General Code of Conduct

All Agents must adhere to the following principles:

- 2.1 Professionalism: Agents must conduct themselves with integrity, respect, and diligence.
- 2.2 Confidentiality: Protect the confidentiality of all collected data and proprietary information.
- 2.3 Accuracy: Ensure all business data submitted is accurate, verifiable, and free of errors or falsifications.
- 2.4 Compliance: Adhere to FGMD's standards, policies, and applicable laws and regulations.
- 2.5 Collaboration: Work collaboratively with other Agents and stakeholders to achieve project goals.

3. Roles and Responsibilities

3.1 National Directors

- i. Provide strategic leadership and oversight of the project nationwide.
- ii. Monitor and evaluate performance across regions, ensuring adherence to project goals.
- iii. Approve and escalate reports from Regional Managers to the FGMD headquarters.
- iv. Liaise with national stakeholders, including government agencies, to secure support and resources.

3.2 Regional Managers

- i. Supervise operations within their respective regions.
- ii. Coordinate and evaluate the performance of State Coordinators.
- iii. Compile and forward regional progress reports to the National Director.
- iv. Address escalations from State Coordinators and provide strategic support where needed.

3.3 State Coordinators

- i. Manage and oversee the activities of LG Inspectors within their state.
- ii. Ensure state-level targets are met and address challenges within their jurisdiction.
- iii. Serve as the primary liaison between Regional Managers and LG Inspectors.
- iv. Submit consolidated state reports to the Regional Manager.

3.4 Local Government Inspectors (LG Inspectors)

- i. Supervise Ward Supervisors within their respective LGAs.
- ii. Ensure timely and accurate data collection and verification for businesses in their LGAs.
- iii. Liaise with local stakeholders and resolve operational challenges.
- iv. Compile and submit detailed LGA progress reports to the State Coordinator.

3.5 Ward Supervisors

- i. Direct and monitor the activities of Field Agents within their wards.
- ii. Verify and approve business data submitted by Field Agents before uploading to the FGMD platform.
- iii. Ensure Field Agents meet their registration targets and provide necessary support.
- iv. Submit ward-level performance reports to the LG Inspector.

3.6 Field Agents

- i. Identify, register, and verify businesses within their assigned wards.
- ii. Accurately input data and geocode business locations using the FGMD platform.
- iii. Report progress to the Ward Supervisor and escalate any challenges.

4. Key Deliverables

4.1 Registration Targets:

- i. National and Regional: Oversee achievement of targets across states and LGAs.
- ii. State Coordinators: Ensure minimum of 100,000 business registrations per state.
- iii. LG Inspectors: Ensure minimum of 10,000 business registrations per LGA.
- iv. Ward Supervisors: Ensure minimum of 1,000 business registrations per ward.

4.2 Timely Reporting:

All Agents must submit progress reports weekly or as required, ensuring data is complete, accurate, and verified.

4.3 Data Integrity:

All collected data must be accurate and verified to ensure reliability and avoid fraudulent entries.

5. Terms of Service

5.1 Conditions for Engagement

Agents must meet the minimum educational qualifications for their role:

- i. Field Agents: SSCE
- ii. Ward Supervisors/LG Inspectors: Diploma/NCE
- iii. State Coordinators/Regional Managers/National Directors: BSC/HND
- iv. Agents must complete FGMD's mandatory training programs, including GIS certification.
- v. Agents must possess and operate a smartphone for data entry and geocoding purposes.
- vi. Agents must reside within their jurisdiction of operations.
- vii. Agents must be duly nominated and approved by their immediate superior.

5.2 Ethical Standards

- i. Integrity: Falsification of data or fraudulent activity will lead to immediate termination and possible legal action.
- ii. Neutrality: Agents must not show favoritism or bias in registering businesses.
- iii. Accountability: Agents will be held responsible for achieving their targets and adhering to project timelines.

5.3 Compensation

- i. Short-Term Contract: Agents will be paid fixed monthly stipends based on their role, as outlined in their contracts.
- ii. Long-Term Contract: Agents will receive revenue-based stakes as shareholders in the project.

5.4 Termination of Engagement

FGMD reserves the right to terminate an Agent's contract for:

- i. Failure to meet performance targets or deadlines.
- ii. Breach of confidentiality or ethical standards.
- iii. Submission of false or unverifiable data.

6. Reporting Structure and Communication

6.1 All Agents must follow the hierarchical reporting structure, escalating issues through their immediate supervisors.

6.2 Communication channels, including designated WhatsApp groups and email platforms, must be used professionally and responsibly.

7. Dispute Resolution

Disputes arising during the execution of duties must be resolved at the immediate supervisory level. If unresolved, the issue may be escalated to the next higher authority up to the National Director.

8. Acknowledgment and Agreement

All Agents are required to:

- i. Sign a formal agreement acknowledging they have read and understood these Rules of Engagement and Terms of Service.
- ii. Commit to abiding by the standards set forth in this document.