بسم الله الرحمن الرحيم

Volunteers National Organization for Development and Humanities Services

منظمة المتطوعين الوطنية للتنمية والخدمات الانسانية

(VOLUNTEERS)

VOLUNTEER'S

HR POLICY

Approved by the general assembly meeting on Oct 2014

TABLE OF CONTENT

INTRODUCTION.....

APPLICATION.....

GENERAL ARRANGEMENTS.....

WORK SCHEDULES.....

Faithful fulfillment of the employment contract.....

EMPLOYEE'S DUTIES AND OBLIGATIONS.....

Punctuality and diligence: .....

REMUNERATION:.....

Salary and allowances:.....

Benefits and Calculation.....

Personal Income Tax / Zakat.....

Medical Coverage.....

Social Insurance:.....

Deputizing Benefits:.....

Staff Transfer .....

Overnight Allowance.....

Transport.....

Overtime:.....

Return of Property. :.....

DISCIPLINARY PROCEDURES:.....

Administrative suspension: :.....

Withholding of salary: :.....

INTERRUPTION/TERMINATION OF CONTRACT:.....

SPECIAL ARRANGEMENTS:.....

VOLUNTEERS Staff previous experiences: :.....

Freedom of Discussion with Management:.....

Team Work, WORKING TOGETHER, WE CAN FIND A SOLUTION TO ANY PROBLEM.....

MANAGEMENT:.....

VOLUNTEERS Office structure: :.....

Principals: :.....

Provisions: :.....

JOB POSTING:.....

EMPLOYMENT INTERNAL & EXTERNAL APPLICATIONS:.....

HIRING PROCESS:.....

APPOINTMENT OF NEW EMPLOYEES:.....

Conflict of Interest:.....

INFLUENCE ON TRANSACTION:.....

PERSONAL GAIN:.....

RECEIVING AND GIVING OF GIFTS and Hiring of Relatives:.....

IN THE EVENT OF CONFLICT/POTENTIAL CONFLICT:.....

HARASSMENT:.....

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REPORTING A CLAIM:……
Protection of Children and Young People from Abuse and Sexual Exploitation
PROHIBITION:……
REPORTING CONCERNS REGARDING SEXUAL EXPLOITATION OF CHILDREN:……
CODE OF CONDUCT:……
Code of Ethics and Conduct:……
APPLICABLE LAWS AND REGULATIONS:……
SCHEDULES FOR DRIVERS AND SECURITY GUARDS:……
EMPLOYEES ENTITLED TO OVERTIME:……
VISITORS IN THE WORKPLACE:……
SAFETY AND SECURITY:……
LEAVES:……
PROTECTION OF INFORMATION:……
Documentation and Computer and Email Usage:……

INTRODUCTION

The purpose of this manual is describe the HR policies and procedures, and provide for VOLUNTEERS Staff a comprehensive document of all HR procedures which are required to be implemented on programme. These procedures have been designed to ensure the following:

- Proper HR controls exist to minimise the risk and fraud.
- All HR transactions are properly authorised, recorded and supported by appropriate documentation
- Timely and accurate reporting is delivered to VOLUNTEERS and other interested parties, such as institutional donors

APPLICATION:-

- The present rules and regulations will take effect as of VOLUNTEERS
- They stipulate the conditions of employment, the duties and rights of all employees working for VOLUNTEERS in Sudan.
- They are an integral part of all individual employment contracts within VOLUNTEERS
- By signing their employment contract, all employees have agreed to read, understand and become familiar with this Internal Regulation.
- VOLUNTEERS retains the right to make alterations and additions if required by circumstances.

GENERAL ARRANGEMENTS

Number of working hours:

- The number of working hours is fixed at 40 hours per week. Normally Sunday until Thursday. Friday and Saturday is normally not a working day. Except for guards.

- To maintain a safe and productive work environment VOLUNTEERS expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness

place a burden on other employees and on VOLUNTEERS. The basic framework of working hours will be posted in the office. Lack of respect for these working hours can lead to disciplinary measures.

- Due to the nature of the VOLUNTEERS operations, flexibility of working hours is indispensable and unavoidable at times; an employee may be ordered to work outside normal working time. VOLUNTEERS will ensure that the actual amount of time worked per week will remain within acceptable limits.

WORK SCHEDULES

The VOLUNTEERS observe a flexi-time schedule. Working hours starts;

- 8:00 and AM and ends between 4 :00 PM. Working days are from Saturday to Thursday. Thus, the normal work schedule for all office employees is 8 hours a day, five days a week.
- 1 hour with pay is provided each day for a meal break which is normally observed between10:00 and 11:00
- Prayers between 01:30 and 2:00, for five days per week,

Faithful fulfillment of the employment contract:

- VOLUNTEERS employees must accomplish the work entrusted to them, while respecting the orders and directives given to them. No one may change the contents of the tasks assigned to their post without prior permission.
- It is forbidden to use VOLUNTEERS equipment for personal purposes.
- No other person may fulfill a task than the one to whom it has been assigned.

EMPLOYEE'S DUTIES AND OBLIGATIONS

Discretion: The employee is obliged to observe absolute discretion with third parties outside the organization as concerns the role adopted and activities undertaken by VOLUNTEERS in all its offices. No other actions whatsoever which engage VOLUNTEERS towards other NGOs, international organizations or local authorities may be decided upon without the prior consent of the VOLUNTEERS Field Supervisor. The employee should refrain from any act that could damage the reputation and/or operations of VOLUNTEERS at a local, national level.

2. The media: The employee is prohibited to make any declarations concerning VOLUNTEERS (in whatever form) to the press or media.

3. Respect for VOLUNTEERS property:

- The employee is obliged to keep in good condition any materials entrusted to him/her for work purposes.
- Under no circumstances are VOLUNTEERS materials to be put to personal use or to any other use than the one intended.
- It is forbidden to remove things, which belong to VOLUNTEERS

Punctuality and diligence:

- Any late arrival to work must be explained immediately to the VOLUNTEERS field coordinator. Repeated and inexcusable late arrivals may lead to disciplinary measures.
- In case of unavoidable absence, the employee must inform the VOLUNTEERS field coordinator (even indirectly) as soon as possible and provide official evidence and a clear explanation for his/her absence within 48 hours.
- When the employee needs to take time off for personal reasons, he or she must obtain prior written authorization from the VOLUNTEERS coordinator.
- In case of absence, the employee does not have the right to find their own replacement unless explicitly requested to do so by the VOLUNTEERS coordinator.

REMUNERATION

Salary and allowances:

- The employee's monthly salary and the mode of payment are stipulated in the employment contract.
- The salary will be paid in Sudanese pounds on the last working day of the month.

PAYMENT

The monthly amount shall per month as the below

Name	
Title	
Department	
Duty station	
Grade/Step	
Bank Name	
Bank A/C	
Contract Type	

Currency	USD	SDG	Deduction			
Gross Salary						
Basic			Currency		SDG	USD
Housing			Income Tax			
Transport			Social Insurance 08%			
COLA			Social Insurance 17% from org			
Acting						
Overtime						
Adjustment						
Bonus			Absence			
Salary Advance Deduction			Bills			
Totals			Totals			
Net Salary						

Salary Advance and Loans

Salary advances will not made unless approved by the Director and will not exceed 1/3 of ordinary net salary (after taxes). Salary advances will documented and deducted from the following month's salary. Loans for staff are normally not grantee. Extraordinary situations may, however, allow for loans to be negotiated and approved by the Director of **VOLUNTEER'S)**.

after Service Benefits and Calculation of the Gratuity as per Labor Regulation Act 1997

Benefits and Calculation

Subject to the provisions of the Social Insurance Act for the year 1990 or any other beneficial scheme for the employees. The employee who has completed a period of not less than three years of continuous service shall be entitled to a gratuity for the period of his/her service to be calculated as follows:

a. If he/she completed a period of not less than three years, and not more than ten years, the worker is entitled for one-month basic salary for each year of service.

b. If the worker completed more than ten years, the worker shall be entitled for one and a half-month's salary for each year after the succeeding five years.

c. And if the worker completed more than fifteen years of service, the worker shall be entitled to one and three quarters of month's salary, in respect of each year of service, provided that the gratuity shall not exceed thirty months' wage.

Personal Income Tax / Zakat

The personal income Tax / Zakat is deducted from the gross salary of the staff member. Zakat is only applicable for Muslim employees.

Medical Coverage

Guidance for staff absent by sickness:

The medical expenses coverage is as follows:

1. **Married**

For married staff member; treatment for acute illness and accidents the coverage includes:

a) **VOLUNTEER'S)** staff member.
b) Unemployed spouse.
c) Employed spouse without medical coverage with his/her employer.
d) Employee immediate dependents as declared at the time of employment and children born during the course of employment.

2. **Single**

For an unmarried staff member; treatment for acute illness and accidents the coverage includes:

a) **VOLUNTEER'S)** staff member.
b) Parents.

Entitlement Ceiling:

- The coverage includes only family members specified by name in personal file.
- The maximum annual amount covered is SDG. 500,000 per employee and any registered immediate family dependents. If the employee has not used the amount totally or partially, he/she has no right to claim the amount or unused amount.
- Frames for eyeglasses, dental treatment or plastic surgery of cosmetic nature are not eligible for coverage.
- In order not to undermine local public health system and to keep costs at a low level, public health facilities will be utilized where available, secure and sufficient.
- Only those who completed continue six months of employment are eligible for medical Coverage, however it will be pro-rated in the first year of employment.
- This medical coverage will only be use within Eastern and South Darfur States.
- **VOLUNTEER'S)** will not cover and will not be responsible for any treatment outside its operational area.

Approval of Medical Expenses:

All medical expenses – which properly documented, including the Doctor's prescription is paid directly to the doctor nominated by **VOLUNTEER'S)**.

An employee intending to claim benefits for any dependent must register that dependent with The Administration Department prior to filing claims.

Social Insurance:

As per Social Insurance Act, the employer is to pay to the Social Insurance Fund (17%) of the gross salary of the employee on a monthly basis as well as the employee is to pay (8%) of his/her gross salary, which is deducted from the gross salary. For the purpose of compensating an employee, in case of injury or death during the course of his/her employment, the employer shall apply the provisions of the Sudanese Work Injuries Compensation Act 1981. Gratuities, wages or other entitlements for employees which are due, whether by expiration of the contract of employment, or otherwise by dismissal or death, shall be regulated by the provisions of the Individual Labor Regulation Act 1997.

Deputizing Benefits

An employee who is officially assigned by the immediate supervisor to act in a position senior to his/her own for more than one week (except during vacation), is entitled to an increase in salary of 10% of his/her own basic salary in the period of acting. Maximum payable acting salary is equivalent to the salary of the person normally holding this position. After the acting period is over, the employee's salary will adjusted back to the level prior to acting. No acting allowance will paid if the employee's job description entails acting in a senior position.

Staff Transfer

Periodically, as dictated by the demands of the **VOLUNTEER'S)**'s work, it may be necessary to request that staff transfer from one duty station to another so as to better fulfill their role within the organization. Staffs that based in any of the duty stations for more than one week considered eligible for a transfer. The line manger will make a written request to each staff member whose position is considered for transfer to a new location. **VOLUNTEER'S)** will provide the following support for staff that is request and accept transfers to a new duty station; this will include payment to transport household and goods to the assigned area and housing allowance of 150 USD will be given towards house rent as a contribution from **VOLUNTEER'S)**, for the period of transfer. **VOLUNTEER'S)** will also provide in addition to the above mentioned support, Relocation Allowance of SDG 200,000 on monthly basis, this allowance will be only effective For 2 months from the date of arrival at the specified location. Staff who are considered 'transferred' and are based in any of the field stations.

Overnight Allowance

Station allowance is only applicable for staff that spends a night out of their duty station

- Rates will be the same for all categories of staff.
- National Staff The daily allowance will be USD 1**5** to cover, food expenses and other miscellaneous in all filed offices and in Khartoum the daily allowance will be USD 25 to cover accommodation, food expenses and other.

- International Staff The daily allowance will be USD 50 to cover, food expenses and other miscellaneous in all filed offices and in Khartoum the daily allowance will be same USD 50 to cover accommodation, food expenses and other

- The daily allowance of Overnight will be divided as follow:

- **7**5% for food (Breakfast 15%, lunch 25% , Dinner 35%) and miscellaneous expenses and others 25% the total will be 100%

- The employee will be provide with transport.

Long Day Travel Allowance

Staffs that go out of their duty station for a full day and travel long distances are compensate in the following way:

- Staff who have traveled for at least 120 Kms one-way and have been out of their duty Station for 6 hours or over are eligible for the Long Day Travel allowance, The daily allowance will take Breakfast 15%, and lunch 25%.
- Those receiving Long Day Travel allowances are not eligible for overnight allowance

If the check in is before 10 am the claim is 100%. After that the above per diem component deductions area lied if after 10 am the claim is 75%. And Days of visit will take 100% and Day of return will take 75%.

- For special events (seminars, workshops, conferences, etc.) and other work assignments (internships e.g.) where both accommodation and food is provided by VOLUNTEERS,

Transport

- **VOLUNTEER'S)** does not pay additional transport allowance, since transport allowance is included in the salary. It is the responsibility of each employee must make his /or her own transport arrangement to ensure that working hours are observed.

Overtime:

- Overtime must be agree upon ahead and approved by the line manager. Overtime must be Signe for on the time keeping card by the line manager .No overtime claims may be mad without such approval and signature. Overtime is limited to a maximum of 12 hours per week or 48 hours per month according to Sudanese labour law. However, the nature of the programmer may demand that employees work more than the normal working hours and more than the maximum hours for overtime. At the discretion of the line manager, overtime can either be paid or taken as time off in lieu. Management positions of Grade 8 and above are not eligible for overtime. The extra responsibility of

management positions is reward through their salaries. No overtime will be grantee or paid for on a day when the employee fails to start work at e.g. 08:00 a.m. If the work ends after e.g. 17:00 p.m. on that day, the late closing will be consider as compensation for the late start. The overtime hours worked will paid together with the salary payroll at the end of each month and the worked hours will calculated as follows:

- 1. In case of normal working days, the basic salary hour is calculate to be equal to
- One and a half (1.5) hours.
- 2. In case of official / weekly holidays, the basic salary hour is calculate to be equal to two hours.

Return of Property.

When the employment contract is terminated for any reason, the employees must return all **VOLUNTEER'S)** property immediately upon request or upon termination of employment. Where permitted by the applicable Sudanese laws, **VOLUNTEER'S)** may withhold from the employee's check or final paycheck the cost of any items that are not returned when required **VOLUNTEER'S)** may also take all action deemed appropriate to recover or protect its property. Employees are responsible for items issued to them by **VOLUNTEER'S)** or in their possession or control, such as the following:

- Equipment
- Identification cards
- Keys
- Manuals
- Protective equipment
- Tools
- computers
- Written materials

DISCIPLINARY PROCEDURES

Any action considered to be misconduct may, according to the seriousness of the matter, warrant one or the other of the following disciplinary measures.

Warning:

- Warnings are sent in writing, and must be signed upon reception by the concerned employee.
  - **Verbal warning:**
  - The employee's supervisor, other senior member of staff, or the Director, sits with the employee to discuss the issue and agree upon action to rectify the problem, or prevent recurrence of the offence. All such instances should be communicated to the Director or a Manager responsible for the unit.

- **Written warnings: -**

will expire after an 18-month period, provided no further warnings have been issued during that period. In case a further warning is issued before the expiry of the 18-month period, a warning remains valid for 18 months from the date of the second warning. Expired warnings will be kept in the employee's personal file regardless to their loss of effect.

- Three valid warnings automatically lead to immediate dismissal.
- Some of the reasons for written warnings are
  - breaking or not obeying to the Internal Regulation
  - Negligence of duties
  - disregarding instructions from direct supervisors
  - Careless use of machinery or equipment.

Suspension from one to three days, without pay.

Disciplinary dismissal for serious reasons: Immediate disciplinary dismissal without prior notice can be considered according to the gravity of the misconduct, dismissals are classified as

- serious professional misconduct:
  - Drunkenness
  - Refusal to work without acceptable reason
  - repeated non-respect of work hours
  - Aggressive and violent behavior
  - Deliberate breakage and/or damage of VOLUNTEERS material.
- gross professional misconduct:

- Misappropriation, theft, abuse of trust
  - Deliberate disruption of the efficacy of the organization's activities
  - Attack against the image of the organization, or threats against the organization

- Abuse of authority, threats, pressure exerted in order to obtain favors (sexual, financial, etc.), etc.

The dismissed employee is entitled to receive payment of the salary up to the date of dismissal. Outstanding claims of authorized expenses up to the date of dismissal will also be compensated. No further claims will be validated.

Written query:

If the perceived problem or infraction is serious enough, and cannot be adequately explained by the employee in a verbal discussion for whatever reason, a written query will be issued by the supervisor or other senior manager. The employee will be given two working days from receipt of the query to represent his/her side of the matter. A satisfactory response to the query, exonerating the employee from blame, will result in the file being purged of mention of the incident or problem; the Director should be copied on any written queries issued.

Suspension:

Where serious violations of **VOLUNTEER'S)** policy occur, and an employee is unable to satisfactorily explain the situation, or clear evidence is available directly implicating the

employee, the employee may be suspended for up to two months. This type of suspension is intended as a punitive measure, and is not to be confused with administrative suspension, in which there is a presumption of innocence.

Administrative suspension:

In some cases, employees may be implicated in situations, which require external, legal authorities to properly investigate. In such instances, staff will be placed on administrative suspension, while pay and benefits continue, pending the conclusion of the outside investigation. Suspension of this nature is indefinite, and will last until the outside authorities conclude that no further action is necessary in the case. The staff member is presumed innocent in all cases until charges are filed by the appropriate legal authority.

Withholding of salary:

- In cases of unjustified absence, loss or deliberate destruction of VOLUNTEERS material, fraud leading to misappropriation or theft of materials/funds, VOLUNTEERS may withhold/reclaim a certain percentage of the concerned employee's salary.
- In no case may the amount of salary withheld be higher than the equivalent of the length of the absence or the total monetary amount of the damage.

INTERRUPTION/TERMINATION OF CONTRACT

Probation period: - 15 days for 1 month agreement and 1 month for over.

- During this probation period, either party may terminate the contract at any point. No notice is due by either party. VOLUNTEERS is obliged to pay only the days actually worked calculated according to the agreed salary rate.

Contract - Termination by employee:

Once the probation period has been served, the employee must give at least 2 weeks notice to VOLUNTEERS before leaving the job. A letter of resignation has to be address to VOLUNTEERS

Upon their departure, VOLUNTEERS will pay:

- Salary for the days worked (including notice period, if served)
- Salary for notice period if permission by Field Coordinator staff has been granted for them not to have to serve it.
- Payment for any paid leave still due
- Certificate of service once their VOLUNTEERS card has been returned

Contract - Termination as decided by employer for end of project or restructuring:

Once the trial period has been served, VOLUNTEERS must give the employee 15 days notice if the organization wants to terminate the employment contract. On the departure of the employee, VOLUNTEERS undertakes to pay them

- Their due salary for all the days worked
- Payment of any paid leave still due
- A certificate of service once the VOLUNTEERS card (if any) has been returned

- Full and final payment.

IN THE 2 CASES IT IS UP TO SCDO TO DECIDE WHETHER THE EMPLOYEE MUST SERVE HIS NOTICE PERIOD IN THE ORGANISATION.
For all contract termination, all VOLUNTEERS property have to be returned by the employee, such as ID cards, clothing and tools, radios, reports and records, etc. before the last payment of outstanding wages.

SPECIAL ARRANGEMENTS

NNODHS activities are by nature temporary, in consequence:
.. Evacuation of the mission: In situations of total insecurity where expatriate workers must be evacuated, VOLUNTEERS can give no guarantee whatsoever to transport its local employees into safe zones.
2. Halt of VOLUNTEERS mission: In case the VOLUNTEERS mission stops or is forced to stop, the employment contracts of all employees will automatically end, without the employees being entitled to any other allowances than those provided for in the present Internal Regulation.
3. The present Internal Regulation is valid as from Nov 1st, 2014 any or all aspects of this Internal Regulation may be modified at any time. In that case all contract holders will be notified.

VOLUNTEERS Staff previous experiences:

VOLUNTEERS Staff were working in International NGOs in Darfur since 2007 in different agencies such as (MSF Holland, DRC, WFP, CARE, TEARFUND UK, UNAMD, WV, ARC, PLAN & SP). They have good experience in different sectors Economic Empowerment, Agriculture, WASH, Health, and Nutrition, Education, protection, gender , EMERGNCY …etc).

Freedom of Discussion with Management

VOLUNTEER'S) is committed to the principle of open communication between employees and his/her supervisors concerning any aspect of the employment relationship.

Team Work, WORKING TOGETHER, WE CAN FIND A SOLUTION TO ANY PROBLEM

In every organization, there are always honest differences of opinion about working conditions, discipline, policies, and other work-related matters. Management is encouraged not to keep employee concerns to the respective **VOLUNTEER'S'**employee him/herself. It is important to note that a problem cannot be resolved unless it is acknowledged to exist.

FIRST STEP

If an employee has a problem, complaint or question about any aspect of **VOLUNTEER'S)**-employee employment relationship, the employee is encouraged to discuss the issue with her/his immediate supervisor. It is hoped that most matters can be resolved satisfactorily through such discussions.

SECOND STEP

If a **VOLUNTEER'S)** employee is not satisfied with the outcome of the first step, then a formal grievance may be pursued. The formal grievance must be put in writing within 30 days of the occurrence of the problem or lack of satisfaction of the decision. Included should be all pertinent and specific information. An employee should meet with his/her supervisor to discuss the written grievance, or if the grievance is with the supervisor, meet with the next level manager. The grievance must be presented in person at the time of this meeting; the **VOLUNTEER'S)** employee will receive a response within 15 working days.

THIRD STEP

If the grievance is still unresolved, **VOLUNTEER'S)** employee may request in writing a meeting with the Director. This request must be within 10 days following the supervisor's (or next level manager) response. The Director must receive a written copy of the grievance at least five working days prior to the meeting. The Director has 15 working days to make a decision.

MANAGEMENT

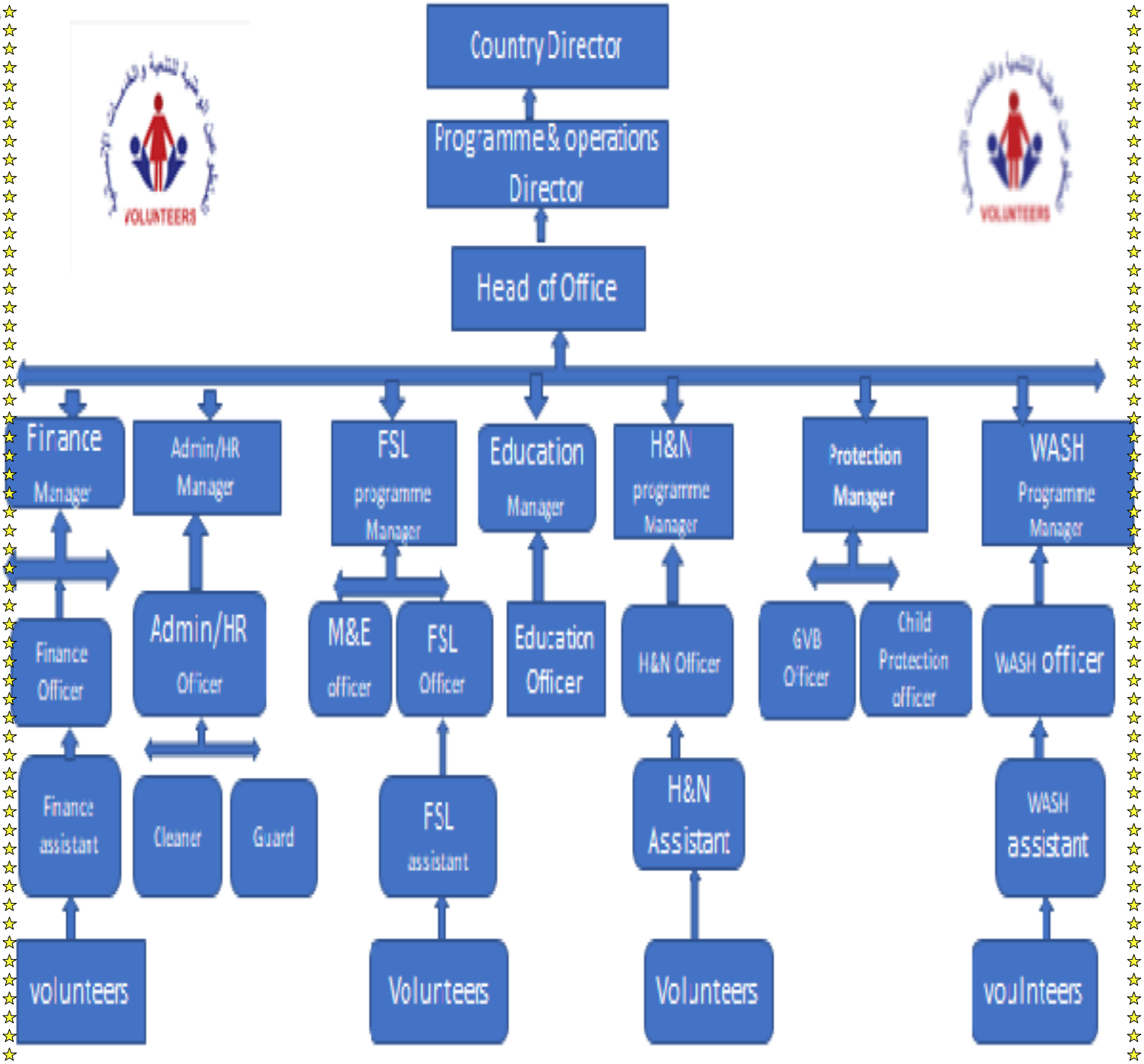
Staff:-

- Country director.
- Programs and Operation director
- Head of Office
- Programs managers for all sectors .
- Programs officers for all sectors
- Programs Assistant for all sectors when needed.
- Others if need be.
- Volunteers

The details in the structure below:-

VOLUNTEERS Office structure:

Volunteers National Organization for Development and Humanitarian Services (VOLUNTEERS)
South Darfur



Update and Approved by VOLUNTEER'S general assembly meeting on Jan 2025

Principals:

Coherent:
Our solidary action reflects an institutional ideology which is harmonious with the public development policies and the priorities of the local community.

Transparency:
Our work is based on honesty, mutual responsibility and maximum access to information, as pillars of social and economic accountability.

Participation
We promote democratic and participative principles as means necessary for social transformation and as an inherent aim of development.

Professionalism
We promote process based on the optimization of resources and the quality of our teams' work, which seek the greatest impact.

Sustainability
We pursue a balance between social and economic development and respect for and protection of the environment as a means of reducing the causes of vulnerability in a lasting way.
Option for the poor: In every economic, political and social decision, a weighted concern must be given to the needs of the poorest and most vulnerable. When we do this we strengthen the entire community, because the powerlessness of any member wounds the rest of society.

Stewardship: There is an inherent integrity to all of creation and it requires careful stewardship of all our resources, ensuring that we use and distribute them justly and equitably - as well as planning for
Future generations

Provisions:

JOB POSTING
VOLUNTEERS, provides employees an opportunity to indicate their interest in open Positions and advance within the organization according to their skills and experience. Job openings should be posted on the office bulletin board and HAC and Sudan jobs online, and normally remain open for one to two (1-2) weeks. Each job posting notice should include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities). The agency may concurrently advertise the position externally.

EMPLOYMENT INTERNAL & EXTERNAL APPLICATIONS
VOLUNTEERS recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support

employees' effort to gain experience and advance within the organization. An applicant's supervisor may be contacted to verify performance, skills, and attendance.

Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit an application to the HR Manager listing job-related skills and accomplishments. It should also describe how their current experience with

VOLUNTEERS prior work experience and/or education qualify them for the position.

VOLUNTEERS, relies upon the accuracy of information contained in the employment applications, as well as the accuracy of other data presented throughout the hiring process and employment. Any

Misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

HIRING PROCESS

The hiring process includes, interviewing and reference checks of all considered applicants for the position.

The hiring process will follow the Humanitarian Affairs Commission's (HAC) guidelines in accordance to the Labor Act of 1997.

APPOINTMENT OF NEW EMPLOYEES

Upon completion of the recruitment process, employees to whom VOLUNTEERS, Office wishes to offer employment will sign an employment contract detailing the proposed

Provisions:

DURING VOLUNTEERS EMPLOYEE'S FIRST DAY

a. VOLUNTEERS, employee's supervisor will give VOLUNTEERS, employee a tour of VOLUNTEERS, facility and introduce the employee to the co-workers and begin to train the employee for the job.

b. The VOLUNTEERS, employee will receive a copy of this handbook on VOLUNTEERS, employee's first day on the job.

The employee handbook receipt must be signed and turned in to the Human Resource

It is important for VOLUNTEERS employee to read VOLUNTEERS handbook, as it will

Answer many of the VOLUNTEERS employee's questions about VOLUNTEERS, and its personnel policies.

DURING EMPLOYEE'S FIRST WEEKS

a. A job description will be provided within the first week of service with the agency.

b. Throughout the VOLUNTEERS employee's early weeks at VOLUNTEERS, the employee will be given on-the job during, this time the employee should gain a full understanding of the employee's job responsibilities and VOLUNTEERS standards for this position. The VOLUNTEERS, employee should not hesitate to ask questions to the employee's supervisor

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee's morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into the day-to-day working

Relatives of persons currently employed by VOLUNTEERS may be hired only if they will not be working directly for or supervising a relative or will not occupy a position in the same line of authority within the organization. This policy applies to any relative, higher or lower in the Organization, which has the authority to review employment decisions. VOLUNTEERS employees cannot be

Transferred into such a reporting relationship

Conflict of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes the framework within which **VOLUNTEER'S)** wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Director for more information or questions about conflict of interest.

DEFINITION OF CONFLICT OF INTERESTS

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative or associate as a result of **VOLUNTEER'S)**' business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. An associate is any person with whom the employee has a close relationship through some outside affiliation, whether civic, religious, or otherwise.

INFLUENCE ON TRANSACTION

No "presumption of guilt" is created by the mere existence of a relationship with outside interests.

However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to the Head of VOLUNTEERS as soon as possible the

existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

PERSONAL GAIN

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which VOLUNTEERS does business, but also when employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving VOLUNTEERS,.
Failure to fully disclose any relationships, which may constitute a conflict of interest, may result in disciplinary action including termination.

RECEIVING AND GIVING OF GIFTS

All gifts received or given to **VOLUNTEER'S)** employees from individuals, organizations or companies with which **VOLUNTEER'S)** does business are to be declared by the recipient. Gifts of substantial value will be shared among all staff of the respective office or auctioned and the proceeds placed in a common fund for staff events. Failure to properly declare gifts received from **VOLUNTEER'S)** vendors, contractors, partners, etc., whether delivered to the **VOLUNTEER'S)** premises or to the individual directly, will be interpreted as misconduct and will result in disciplinary action including termination

Hiring of Relatives

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee's morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into the day-to-day working relationships. Relatives of persons currently employed by **VOLUNTEER'S)** may be hired only if they will not be working directly for or supervising a relative or will not occupy a position in the same line of authority within the organization. This policy applies to any relative, higher or lower in the organization, who has the authority to review employment decisions. **VOLUNTEER'S)** employees cannot be transferred into such a reporting relationship.

DEFINITION OF A RELATIVE

A relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage (e.g. they live in the same house or have another type of dependent relationship).

RELATIVE RELATIONSHIP IS ESTABLISHED AFTER EMPLOYMENT

If the relative relationship is established after employment or being discovered after this document entered into force, the individuals concerned will be offered an opportunity to transfer at the same grade and pay, provided that such an opportunity exists at that time.

VOLUNTEER'S) shall decide who is to be transferred. If no positions exist into which one or the other party can be transferred, due to qualifications, etc, one of the parties will be asked to voluntarily resign from service. If no acceptable decision is reached within 30 calendar days, management will decide whom to transfer or release.

IN THE EVENT OF CONFLICT/POTENTIAL CONFLICT

In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment. It is the responsibility of employees to inform management when relatives are hired. This is to ensure that placements of staff comply with this policy. Failure to do so may result in disciplinary action, including possible termination of the employment of one or both of the parties.

HARASSMENT

VOLUNTEERS is committed to providing a work Environment that is free from harassment, thereby promoting the dignity and equality of the human person.

Description:

The VOLUNTEERS intends to provide a work environment that is professional and free from intimidation, hostility or other offenses which might interfere with work performance or the dignity of an individual. Harassment of any sort - verbal, physical, visual - will not be tolerated. This includes but is not limited to harassment based on race, color, religion, sex, age, sexual orientation, national origin or ancestry, disability,
Medical condition, marital status, veteran status, or any other protected status defined by Law. Harassment of co-workers, counterparts, and beneficiaries are all equally Prohibited.

What Is Harassment?

Harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other verbal activity including derogatory statements not directed to the targeted individual but taking place within their hearing.

Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint. In the case of beneficiaries,
it also includes threats, made directly or indirectly, which affect the receipt of assistance.
It is also against Agency policy to download inappropriate pictures or materials from computer systems.

Responsibility

All employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident, being told of it, or being the object of it, is strongly encouraged to report it to their supervisor or Human Resources. When supervisors become aware of possible instances of harassment they should immediately bring it to the attention of Human Resources. Harassment of any beneficiary by a VOLUNTEERS employee or representative must be immediately reported to the Head of VOLUNTEERS.
When management becomes aware of the possible harassment, it is obligated by law to take prompt and appropriate action, whether or not the person(s) affected want the reporting. It is essential to notify your supervisor or Human Resources immediately even if you are not sure the offending behavior is considered harassment.

Any incidents of harassment must be immediately reported to a manager or other management representative.
All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed because action must be taken once an allegation is made. Any employee found to have harassed a fellow employee subordinate, or beneficiary will be subject to severe disciplinary action up to and including termination. The Agency will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment

Sexual Harassment

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct either:
1. Has the purpose or effect of creating an offensive, hostile or intimidating environment or interferes with an individual's job performance. Examples include, but are not limited to, offensive pictures, cartoons, symbols, or apparatus in the workspace of an employee.
2. Is made a term or condition of employment or compensation (or in the case of a beneficiary a condition for receipt of aid), either implicitly or explicitly, or when an employment decision is based on an individual's acceptance or rejection of such conduct.
It is important to note that sexual harassment crosses age and gender boundaries.
VOLUNTEERS prohibits any employee from retaliating in any way against anyone who has raised any concern about sexual harassment or discrimination against another individual.

The VOLUNTEERS will investigate any complaint of sexual harassment and will take immediate and appropriate disciplinary action if sexual harassment has been found. This includes investigation of allegations of sexual harassment against program beneficiaries by VOLUNTEERS employees.

Special Note on the Harassment of Beneficiaries

Harassment under any circumstances is unacceptable, but when that harassment involves VOLUNTEERS beneficiaries it is particularly abhorrent. Any reports, including rumors, of harassment on the part of VOLUNTEERS or its representatives (including counterparts) must be immediately and thoroughly investigated. Any employee found guilty of harassment will be terminated. Sexual relations with children (under the age of eighteen) is grounds for termination and sexual relations with beneficiaries strongly discouraged. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries. Any harassment, when contrary to local laws, will be reported to the local authorities.

REPORTING A CLAIM

Employees who believe they have been the subject of sexual harassment should report the alleged charge within 24hrs to their supervisor, HR Manager or another member of management Team. The VOLUNTEERS will promptly and thoroughly investigate all such complaints.

CORRECTIVE ACTION SEXUAL AND OTHER UNLAWFUL HARASSMENT

It is the policy of VOLUNTEERS that employees are provided a work environment free from all forms of discrimination, including sexual discrimination. All employees must refrain from sexual harassment of other employees, clients and business visitors as well as project participants.

Provisions:

DEFINTION

Sexual harassment is defined as: unwelcome sexual advances, requests for sexual favors and/or other verbal or physical conduct of sexual nature where submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; or such conduct with the purpose or effect of unreasonably interfering with an individual's work performance; or creating an intimidating or hostile environment.

If a harassment complaint is found to be valid, immediate and appropriate corrective action will be taken. The employee who has violated this policy will be subject to disciplinary action up to and including dismissal. This determination will be based on all facts of the case.

CONFIDENTIALITY AND RETALIATION

It is VOLUNTEERS intention that any reporting employee or employee participating in the investigation of a sexual harassment complaint will not be retaliated against in any way. VOLUNTEERS employee's complaint will be investigated as soon as feasible and confidentiality will be maintained to the degree feasible. VOLUNTEERS employee's employment status will not be jeopardized for filing a good faith complaint.

Protection of Children and Young People from Abuse and Sexual Exploitation

VOLUNTEER'S) strongly condemns all kinds of child abuse and sexual exploitation, especially towards its beneficiaries. Sexual exploitation may include non-contact activities such as showing pornography to children or certain internet-based activity. Abuse and sexual exploitation of a child constitute acts of gross misconduct and are therefore grounds for termination of employment. All relevant legal steps shall taken corresponding to the legal and social conditions of the local situation.

PROHIBITION

i. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behaviors are prohibited. This includes exchange of assistance that is due to beneficiaries Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child shall not be an excuse.

ii. **VOLUNTEER'S)** employees may not engage in any form of unlawful harassment, discrimination, physical or verbal abuse, intimidation, favoritism or exploitative sexual relations. Sexual relations between humanitarian workers and beneficiaries are strongly discouraged.

REPORTING CONCERNS REGARDING SEXUAL EXPLOITATION OF CHILDREN

Where an (**VOLUNTEER'S)** employee develops concerns or suspicions regarding sexual abuse or exploitation by a fellow humanitarian worker, whether in the same agency or not, she/he must report such concerns to the **VOLUNTEER'S)** Director or to local legal authorities where appropriate.

BEHAVIORS

VOLUNTEER'S) employees are expected to behave in accordance with **VOLUNTEER'S)** values and create and maintain an environment, which prevents sexual exploitation and abuse and promotes the implementation of the code.

CODE OF CONDUCT

All **VOLUNTEER'S)** employees must sign a code of conduct and a copy kept in the employees personnel file.

Code of Ethics and Conduct

VOLUNTEER'S) reputation is built upon the principles of fair dealing and ethical conduct of its employees. **VOLUNTEER'S)** reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. The continued success of **VOLUNTEER'S)** is dependent upon **VOLUNTEER'S)** partners' trust and we are dedicated to preserving that trust. Employees owe a duty to **VOLUNTEER'S)** , its partners, and most importantly, those we serve; to act in a way that will merit the continued trust and confidence of the public.

APPLICABLE LAWS AND REGULATIONS

VOLUNTEER'S) will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct

ACCEPTABLE CONDUCT

In general, the use of good judgment, based on high ethical principles, will guide **VOLUNTEER'S)** employee with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action; the matter should be discussed openly with the employee's immediate supervisor and; if necessary with the Director for advice and consultation.

PARTY TO TRANSACTION OF BUSINESS

Specifically, staff members who have relationships, whether familiar, through friendships or otherwise, with any party with whom **VOLUNTEER'S)** transacts business, are required to inform management of such relationship within 24hrs. Failure to do so may result in disciplinary action up to and including termination. Cases in which there is clear evidence of the use of position or authority within **VOLUNTEER'S)** in order to benefit oneself or one's associate will result in termination.

SCHEDULES FOR DRIVERS AND SECURITY GUARDS

Drivers normally work during approximately the same hours as the office, although they may be required to begin early or finish late depending on the requirements of the job. Drivers will normally be compensated with a rest day following trips, which require work on a weekend or holiday.

Duty driver will be assigned after normal working hours to respond to emergencies and staff travelling. Duty Drives Roaster will be prepared by the fleet supervisor.

PERSONAL MATTERS

Staff requiring time to attend to personal matters during the course of a business day must request and receive approval for such time. Time off may be used in increments no smaller than half a day, which will be counted against earned annual leave. In some instances, staff may make arrangements with their supervisors to make up hours missed for minor absences from the office.

Such instances must be properly recorded on the staff time report each month

TIME REPORTING

Every VOLUNTEERS employee is responsible for accurately recording the time worked in the Daily Attendance Sheet and in the monthly timesheet. (Forms are annexed).

Time worked is all the time actually spent in the performance of the assigned duties.

Provisions:

RECORD

Employees should accurately record the time they begin and end their work each day in the Daily Attendance Sheet at the guard house. Overtime work must always be approved before it is performed.

FALSIFICATION

a. Altering, falsifying, tampering with time records, or signing in or out for another employee may result in disciplinary action, up to and including termination of employment.

b. Accuracy in recording time is critical to the proper financial management of VOLUNTEERS. Employees are expected to complete their monthly time sheets promptly and properly.

EMPLOYEES ENTITLED TO OVERTIME

Employees entitled to overtime should report to work no more than 60 minutes prior to their scheduled starting time nor stay more than 60 minutes after their scheduled stop time without expressed, prior authorization from their supervise **TIME SHEETS**

Failure to complete and submit accurate time sheets to the VOLUNTEERS employee's supervisor for approval on a monthly basis constitutes a serious breach of the VOLUNTEERS policies and jeopardizes VOLUNTEERS ability to meet the employee's obligations. In order to forestall this situation, the under listed

Measures will be complied with:

a. Staff must complete their individual time sheets on a daily basis according to the actual time worked in a particular program (funding source). See VOLUNTEERS employee's supervisor for guidance on what funding source the employee's position is charged. (Timesheet form is annexed).

b. Supervisors will periodically conduct spot checks to ensure all staff are completing their timesheets. This will be done by visually reviewing timesheets at VOLUNTEERS employee's workstations.

to ensure that VOLUNTEERS employee has entered the time worked up to the previous day.

c. At the end of the month, VOLUNTEERS employee must submit her/his timesheet to her/his supervisor for review and approval before it is submitted to payroll for processing.

d. Repeated failure to comply with this procedure will lead to disciplinary action including delayed payment of salary.

RESPONSIBILITY

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing

VISITORS IN THE WORKPLACE

To provide for the safety and security of employees and the facilities at VOLUNTEERS, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Provisions:

SAFETY AND SECURITY

Because of safety and security reasons, family and friends of the employees are discouraged from visiting. In cases of emergency, employees will be called to meet any visitors outside their work area.

AUTHORIZED PERSONS

All visitors should enter VOLUNTEERS at the reception area. Authorized visitors, upon signing of the visitor's book will be issued a visitor's badge and will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

UNAUTHORIZED PERSONS

If an unauthorized individual (without a visitor's badge) is observed on VOLUNTEERS premises, employees should immediately notify the security personnel on duty, their supervisor or, if necessary, direct the individual to the reception area.

LEAVES

VOLUNTEERS annual leaves:

- The annual leaves constitute part of the employee's rights.
- The employee is entitled to 2 working days of leaves per full month of service, to be taken after completing 3 months of service with VOLUNTEERS
- Leaves shall be requested by writing to the VOLUNTEERS HR Sector, at least 2 weeks before the date requested. The VOLUNTEERS administrator has to give approval in writing for the employee to be officially allowed to start his/her leaves.
- Annual leave will not be compensated financially if not taken within the contract period. Exception could be made by VOLUNTEERS Sector Supervisor in case of intensive work period.

National/religious Holidays

VOLUNTEERS should respect the following days as national and/or religious holidays:

- Mohamed's birth 1 day off.
- Eid Fitri 4 days off after the end of Ramadan
- Eid Adha 5 days off after the end of pilgrimage
- National day (1st January) or First day of the new year 1 day off
- Orthodox Easter 1 day off
- Christmas Eid 2 day off

Sick leave:

Sick leave will only be paid based on a sick should be, signed by medical doctor.

Maternity leave

Maternity leave: Women may claim 8 weeks of paid maternity leave; 2 weeks to take before the approximate date of delivery, and 6 weeks after birth.

A lactating mother will benefit of a reduction of her working hours for a maximum of one hour per day for a period of 20 consecutive months, when back from maternity leave.

- The decision on the specific working schedule of a lactating mother during those 20 months is subject to approval by the VOLUNTEERS coordinator in charge and must reflect the operational priorities of the mission.
- Changes in the temporary working schedule initially agreed on are allowed under the same conditions.
- VOLUNTEERS will neither cover any eventual additional expense incurred by the employee as a result of the temporary reduction of the working hours nor provide transport from and to the place of work in connection with this benefit.

Circumstantial leaves:

employee's wedding: 5 working days
death of first-degree relative: 5 working days
death of second-degree relative: 2 working day
child's wedding 2 working days

- A first-degree relative is defined as the mother; father, brother, sister, child or spouse. A second-degree relative is the grandmother, grandfather, grandchild, uncle or aunt.
- These days of paid leave shall be granted only upon VOLUNTEERS Field Coordinator's approval.

Unjustified absences:

- Any day of absence from duty that is not justified by VOLUNTEERS HR as circumstantial leave nor explained as an authorized day off or annual holiday, will be treated as an unjustified absence.
- Any unjustified absence will be deducted from the monthly salary and may be sanctioned by a disciplinary measure (see article 7).
- An accumulation of more than 5 days of unjustified days of absence in a row may be sanctioned by the immediate dismissal of the employee.

SICK LEAVE

VOLUNTEERS provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illness or injuries.

Provisions:

Eligible employees will accrue sick leave benefits as stipulated in the Sudan Labor Act 97 as follows:

a- Three months with full pay;
b- Continuing following three months of sickness with half pay;
c- Continuing following three months of sickness with quarter pay;

d- If the sickness still persists for more than the stated period above, the employee shall be on sick leave without pay until the VOLUNTEERS Medical
Commission decides on the employee's fitness to work.

USAGE OF SICK LEAVE

Paid sick leave can be used in minimum increment of one half day. Eligible employees may use sick leave benefits for an absence due to their own illness or injury or that of a family member who resides in the employee's household.

Public Holidays

Official holidays in recognized in Sudan will be observe. When requested by the Director staff may be required to work on official holidays.
Should there be an excessive number of national holidays; necessary compensatory adjustment will be mad at the discretion of the Director. Holidays as specified above cannot be accumulated and added to annual leave or Compensated in any other way. However, the nature of work may demand that the employee works beyond normal working hours and on Public Holidays.

Other Leaves

An employee may be grantee leave without pay for unforeseen circumstances. If possible, the employee will be gave the opportunity to compensate the time lost by working overtime on an hour for hour basis.

EMPLOYEE'S RESPONSIBILITY:

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday. The direct supervisor must also be contacted on each additional day of absence. If an employee is absent for more than three days due to illness or injury, a physician's statement must be provided verifying the illness and its beginning and expected ending dates. Such verification may be requested for other sick leave absence as well and may be required as a condition to receiving sick leave benefits.

IMPROPER USE OF SICK LEAVE

Sick Leave benefits are intended solely to provide income protection in the event of illness or injury, and may not be used for any other absence. Engaging in gainful
Activities in the course of sick leave will be considered an improper use of this benefit and will result in disciplinary action including dismissal. Unused sick leave benefits will not be paid in cash to employees while they are employed or upon termination of employment.

PATERNITY LEAVE

VOLUNTEERS shall grant male employees the opportunity to assist in the nursing of both a newborn baby and the mother.

Provisions:

1. DURATION OF PATERNITY LEAVE

It is the policy of VOLUNTEERS to grant 5 days paternity leave to all male employees immediately

Following the birth of their child and such leave shall be taken within 14 days of the delivery date or be forfeited.

2. PRODUCTION OF A BIRTH CERTIFICATE
VOLUNTEERS requires the production of a birth certificate or other proof of delivery of the said Child, formally mentioning that the male employee recognizes the newborn as his child.

MATERNITY LEAVE

VOLUNTEERS shall grant fully-paid maternity leave to any woman employee who has completed six months of service from the date of her appointment and for any subsequent year of service.

Provisions:

DURATION OF MATERNITY LEAVE

Such leave shall generally be granted for 8 weeks prior and following the expected date of delivery as certified by a competent medical person. Staff wishing to use this leave in a different arrangement shall be permitted to do so provided they submit written notice at least 1 months prior to the intended start of the leave, and the total leave does not exceed 8 weeks. However the provisions of the Labor Act 1997 shall be considered if need arises.

ADDITIONAL TIME PRIOR TO OR AFTER DELIVERY

Employees requiring additional time prior to or after delivery should use available sick leave and vacation leave and will be granted only on presentation of certification by a medical Practitioner that the employee is unfit to resume work as a result of the pregnancy or delivery Complications. Another certification is required before the employee may return to full employment.

ADDITIONAL TIME FOR BREASTFEEDING

On resumption of duty, a nursing mother shall be allowed one hour off duty per day until twelve months after the birth, for the purpose of attending to the breastfeeding of the baby.

BEREAVEMENT LEAVES

In the event of a death in VOLUNTEERS employee's immediate family members, VOLUNTEERS employee may take a leave within 24hrs following the death.

Provisions:

1. ELIGIBILITY

Up to 6 days of paid bereavement leave will be provided to eligible employees per year.

2. NOTIFICATION FOR BEREAVEMENT LEAVE

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor within 24hrs. Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

3. DEFINITION OF "IMMEDIATE FAMILY"

For the purposes of this policy, VOLUNTEERS defines "immediate family" as the employee's spouse, parent, child, and the spouse's parent and child.

UNPAID LEAVE OF ABSENCE

Policy:

Employees requiring extended periods of absence from work, which cannot be covered by regular vacation leave, may request a leave of absence without pay. A leave of absence will be granted for no more than 40 working days (approximately 2 calendar months). Such leaves of absence are generally requested for short-term study or travel abroad for family reasons.

Provisions:

1. ELIGIBILITY

Full time employees will become eligible to apply for unpaid leave of absence after completing 24 months of employment.

2. BENEFIT STATUS WHILE ON LEAVE

During an unpaid leave of absence, accrual of sick leave and vacation leave, as well as National Social Insurance benefits shall be suspended. These accruals shall resume within 24hrs upon an employee's return to full duty.

3. CONSIDERATION FOR LEAVE OF ABSENCE:

Consideration will be given for the following factors in determining whether to grant an unpaid leave of absence:

- Position
- Length of service
- Performance history
- Reason for leave request

PROCEDURE FOR REQUEST

Employees requesting a leave of absence must submit a plan describing how their responsibilities will be carried out while they are absent. Employees with supervisory responsibilities must submit more detailed explanations of how they will ensure that the staff they supervise will continue to perform up to standards. These plans may include provisions for regular communication with the office(s), transfer of responsibilities to other parties (as agreed to with the supervisor) and/or hiring of temporary staff. Leave of absence requests are approved at the Sole discretion of the Country Representative. Failure to report as scheduled following an unpaid leave of absence may result in disciplinary action up to and including termination from service

Non-Disclosure

The authorization of the Director shall be obtained before any confidential internal information is disclosed to **VOLUNTEER'S)** staff not concerned with the information concerned, or to outside parties.

PROTECTION OF INFORMATION

The protection of confidential business and personnel information is vital to the interests and the success of **VOLUNTEER'S)**. Such confidential information includes, but is not limited to, the following examples:

- Compensation and benefits data
- Research papers
- Financial information
- Pending projects and proposals
- Information pertaining to pending legal cases
- Personal information of staff members
- Information on internal disciplinary actions and or investigations.

IMPROPER DISCLOSURE OF CONFIDENTIAL INFORMATION

Employees who improperly use or disclose confidential personnel or other business information will be subject to disciplinary action up to and including termination of employment, even if they do not actually benefit from the disclosed information.

REFERENCE CHECK INQUIRIES

The Human Resource Manager will respond to all reference check inquiries from other previous or potential employers. Response to such inquiries will confirm only dates of employment, wage rates, and position(s) held. All requests for references concerning current or former **VOLUNTEER'S)** employees must be referred to the HR Manager.

Standards of Conduct

The purpose of this policy is to state **(VOLUNTEER'S)**' position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. **(VOLUNTEER'S)**own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future. Although employment with **(VOLUNTEER'S)** s is based on mutual consent and both the employee and **(VOLUNTEER'S)** have the right to terminate employment at will,

(VOLUNTEER'S) will normally seek to use progressive discipline to resolve performance and behavioral problems in the workplace.

INITIAL DISCUSSION

Before taking corrective action, the supervisor will meet with the employee to explain the

Need for why corrective action is warranted. Grounds for corrective discipline, up to and

Including immediate termination, may include but is not limited to:

- Misuse of vehicles
- Engaging in trading on **VOLUNTEER'S)** business premises.
- Willful destruction of or damage to equipment, vehicles, or property.
- Acceptance of gifts, bribes, gratuities, 'dashes' etc. in connection with official duties.
- Conviction of a felony or other criminal offence, whether or not connected to agency business.
- Theft or inappropriate removal or possession of property.
- Falsification of timekeeping records.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the Workplace, while on duty, or while operating employer-owned vehicles or equipment.
- Fighting or threatening to use violence in the workplace.
- Boisterous or disruptive activity in the workplace.
- Negligence or improper conduct leading to damage of employer-owned or customer- owned property.
- Insubordination or other disrespectful conduct.
- Sexual or other unlawful or unwelcome harassment.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
- Excessive absenteeism or any absence without notice.
- Unauthorized absence from work station during the workday.
- Unauthorized disclosure of business "secrets" or confidential information.
- Violation of personnel policies.
- Unsatisfactory performance or conduct.

CORRECTIVE ACTION

The following are definitions of the types of discipline, which may be imposed, depending on the severity of the problem or infraction. Depending on the circumstances, one or more of the steps listed below may be followed:

Documentation

VOLUNTEER'S) documents are property of **VOLUNTEER'S)** which is at the same time binding to **VOLUNTEER'S)**, therefore no person or any employee who can issue or sign any document of certification on behalf of **VOLUNTEER'S)** except the Director and Program coordinator. Therefore any letter or certification of **VOLUNTEER'S)** must be signed by either the Director or Program coordinator , however the Director may delegate one of the senior staffs in writing to sign on his/her behalf besides the Program coordinator

Personal Appearance

Employees of **VOLUNTEER'S)** are expected to dress in a professional manner. Staff appearance is expected to complement the mission of the agency and to be appropriate to the setting in which; clients, families and the public are serve. Appearance should not serve as a distraction to others with whom staff members interact. Dress, grooming, and personal cleanliness standards contribute to the morale of an employee and affect the business image that **VOLUNTEER'S)** presents to beneficiaries and visitors. During business hours, employees are expect to present a clean and neat appearance and to dress according to the requirements of their position. Please consult your supervisor or department head if you have questions as to what constitutes appropriate attire.

VIRUS-FREE ENVIRONMENT

To ensure a virus-free environment, no files may downloaded from the Internet without prior authorization.

ABUSE OF INTERNET ACCESS

Abuse of the Internet access provided by **VOLUNTEER'S)** in violation of the Sudanese law or **VOLUNTEER'S)** policies will result in disciplinary action, up to and including termination of employment. Employees may also held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibit and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential materials, trade secrets, or proprietary information, outside of the organization.
- Violating copyright law

- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or; initiate unwanted Internet services and transmissions.
- Sending or posting messages or material that could damage the organization's Image or reputation.
- Participating in the viewing or exchange of pornography or obscene materials.
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person.
- Refusing to cooperate with a security investigation.
- Sending or posting chain letters, solicitations, or advertisements not related to Business purposes or activities.
- Using the Internet for political causes or activities, religious activities, or any sort of gambling.
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization.
- Downloading music files on **VOLUNTEER'S)** computers are not authorize engaging in any other illegal activities.

Computer and Email Usage

Computers, computer files, the e-mail system, and software furnished to employees are intended for use on **VOLUNTEER'S)** business. Employees should not use a password, access a file, or retrieve any stored communication without authorization.

EMAIL SYSTEM

- Generally, staffs who have demonstrated basic computer knowledge may request access to the e-mail system. Once staff has access to the system, they will be expected to use the e-mail account established for them for business purposes. These may include; communications within the **VOLUNTEER'S)**, in cases where the Staff member has been asked to communicate directly with colleagues elsewhere, or with **VOLUNTEER'S)** partners, vendors, etc., where such communication has been specifically or broadly approved.
- Staffs that are authorized to use the e-mail system may use the system to send and receive personal messages outside of working hours only. As with other data contained on **VOLUNTEER'S)** computers, e-mail messages are the property of **VOLUNTEER'S)** and may be accessed, viewed, copied, printed, deleted, etc., at the discretion of management.
- E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

VIOLATION OF EMAIL POLICY

Employees should notify their immediate supervisor, the Head of Administration or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

INTERNET FOR PERSONAL PURPOSES

Staffs who wish to use the Internet for personal purposes may request authorization from the Director or any member of the Senior Management Team, and may do so outside of office hours. This use will be permitted when the computers, which have wide Internet access, are not needed for other tasks, and when the Internet connection is not busy with work-related data traffic.

DISCLOSURE OF INTERNET DATA

All Internet data that is composed, transmitted, or received via **VOLUNTEER'S)** computer communications systems is considered to be part of the official records of PCO and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

OFFENSIVE INTERNET DATA

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

UNAUTHORISED USE OF INTERNET FACILITY

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibit. As a rule, if an employee did not create material, does not own the rights to it, or has not obtained authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.