

Women NGO Secretariat of Liberia

Standard Operating Procedures



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Acronyms

ED	Executive Director
HRO	Human Resource Officer
INGO	International NonGovernmental Organization
WONGOSOL	Women NGO Secretariat of Liberia
SOP	Standard Operating Procedures

1.0 Introduction

The Standard Operating Procedures Manual of the Women NGOs Secretariat of Liberia (WONGOSOL) is a comprehensive guide meticulously designed to facilitate the efficient administration of WONGOSOL's different departments. This manual offers clear direction and guidance for the successful execution of our organization's programs and operations. Beyond its role as a procedural roadmap, this manual serves as a constant reminder to WONGOSOL personnel, both new and old, of their profound responsibilities – not only to the organization but also to their colleagues and the broader community.

We underscore the pivotal importance of upholding principles such as respect, dignity and tolerance, both within the professional realm and in personal interactions. These values are paramount in preserving the image of WONGOSOL and its members, an institution dedicated to championing the rights and equality of all individuals.

Every individual affiliated with WONGOSOL, whether as an employee or partner, is expected to exemplify the virtues that underpin our mission. We believe in the transformative power of positive influence, not only within our organization but also throughout society and within the local communities we serve. It is vital to recognize that the actions of one person can significantly impact the reputation and legacy of an institution or organization.

While this manual encapsulates our current policies and procedures, we acknowledge that the dynamic nature of our work may necessitate adaptation to meet evolving needs and changing times. Therefore, we encourage every member of the WONGOSOL family to delve into this manual, familiarizing themselves with the policies, procedures, and guidelines that govern their conduct while contributing to our shared vision. Our guiding philosophy revolves around the pursuit of a just and equitable Liberian society, where the fundamental rights of all individuals are held in the highest regard.

In the spirit of transparency and accessibility, it is the responsibility of the Executive Director to ensure that each employee receives a copy of the WONGOSOL Policy Manual upon commencing their employment. We collectively embrace this manual as a tool to unify our efforts in advancing our mission and bringing about positive change in Liberia and beyond.

2.0 Brief History of WONGOSOL

The Women NGO Secretariat of Liberia was established in 1998 with the primary objective of coordinating the activities of women NGOs and groups throughout the country. WONGOSOL, as an umbrella organization, was envisioned to:

- Coordinate the activities of women NGOs and groups in Liberia, providing a platform for women to formulate and advocate for their independent perspectives on government policies and issues that directly impact women and other marginalized groups.
- Engage in advocacy and lobbying efforts aimed at encouraging the legislature and government to develop and implement gender-sensitive plans, programs, and policies in the realms of peacebuilding, national recovery, and development.
- Maintain a comprehensive database containing vital information and data on non-governmental women organizations in Liberia, serving as a valuable resource for national entities and the international community.
- Strengthen the capacity of women's organizations and other stakeholders, including government officials and the legislature, to enhance their effectiveness and efficiency in their respective endeavors.

2.1 VISION

WONGOSOL's vision: A just and equitable society where women and girls human rights and dignity are promoted, respected and gender equality achieved

2.2 MISSION STATEMENT

WONGOSOL is committed to empowering women and girls, strengthen networks and promote the freedom of women and girls and other marginalized groups.

3.0 SCOPE:

This Standard Operating Procedure (SOP) is designed for the guidance and implementation by the staff of the Secretariat and network members of the Women NGO Secretariat of Liberia.

4.0 Code of Conduct for Women NGOs Secretariat of Liberia (WONGOSOL)

4.1 Introduction

The Code of Conduct for Women NGOs Secretariat of Liberia (WONGOSOL) outlines the principles, values, and standards of behavior expected from all employees, members, partners, and stakeholders associated with WONGOSOL. This code serves as a guide to uphold ethical conduct, professionalism, and accountability in our pursuit of a just and equitable society.

1. Respect for Dignity and Equality

We respect the dignity, worth, and rights of every individual, irrespective of their gender, race, ethnicity, religion, sexual orientation, disability, or socioeconomic status.

We promote gender equality and empower women, striving to eliminate discrimination and bias in all our actions and decisions.

2. Integrity and Honesty

We conduct ourselves with honesty, transparency, and integrity in all interactions, both within and outside of WONGOSOL.

We avoid conflicts of interest and declare them promptly when they arise.

3. Accountability and Responsibility

We take responsibility for our actions and decisions, acknowledging both successes and failures.

We use organizational resources efficiently and responsibly, ensuring their proper use for the benefit of our mission.

4. Professionalism

We maintain a high level of professionalism in our work, including communication, conduct, and

We uphold confidentiality and respect the privacy of individuals and organizations we engage with.

5. Non-Discrimination and Inclusivity

We do not discriminate against individuals or groups based on any characteristic or background.

We actively work to create an inclusive environment that welcomes diversity and fosters collaboration.

6. Collaboration and Cooperation

We foster collaboration and cooperation among our members, partners, and stakeholders, valuing their diverse perspectives and expertise.

We work together to achieve our mission, respecting differing opinions and seeking consensus when needed.

7. Transparency and Openness

We are committed to transparency in our organizational activities, including decision-making processes and financial reporting.

We encourage open dialogue, feedback, and constructive criticism from all stakeholders to enhance accountability and improvement.

8. Human Rights and Social Justice

We are dedicated to promoting and protecting human rights and social justice for all, especially women and marginalized groups. We advocate for policies and practices that advance social equity and inclusivity.

9. Reporting Violations

Individuals who become aware of any violations of this Code of Conduct are encouraged to report them through established channels without fear of retaliation.

Enforcement

WONGOSOL is committed to enforcing this Code of Conduct consistently and fairly. Violations of this code may result in disciplinary actions, which may include counseling, warnings, suspension, or termination of membership or employment, depending on the severity of the breach.

This Code of Conduct reflects the shared values and commitment of WONGOSOL and its stakeholders to the pursuit of a just and equitable society. It is essential that all individuals associated with WONGOSOL uphold these principles in their actions and interactions to maintain the integrity and credibility of our organization. The code of conduct forms part of an employee's contract.

5.0 Organizational Structure

The structure of WONGOSOL comprises General Assembly, the Board of Directors, Secretariat /Core Staff and Network members

5.1 General Personnel Policy:

Categories and Classification of Personnel

All personnel or employees working for WONGOSOL are classified in the following Categories:

- Core Staff/Senior Management:

The Core staff or senior management comprise the senior managers of the Secretariat who hold key leadership and decision-making roles. These individuals are typically responsible for

guiding the overall direction, strategy, and day-to-day operations of the organization. They include the Executive Director, Program Manager, Human Resource Officer, Finance & Manager and the Network Coordinator. They also jointly recruit other junior staff and make decisions in term of hiring and dismissals.

a) Executive Director:

The Executive Director of WONGOSOL serves as the organization's official representative, actively engaging in public functions and advocating for gender equality and social inclusion, women's rights, and social justice. She is responsible for the day-to-day operations and management, providing visionary leadership, supervising line managers, and fostering a collaborative work environment. Additionally, the Executive Director prepares and submits comprehensive reports to the Board of Directors, ensuring transparent documentation of activities and financial status. She also holds the authority to manage senior staff of the secretariat. She has the authority to hire and dismiss other junior staff through appropriate administrative procedures. Her role involves active participation in board meetings, facilitating effective communication between Secretariat and the board. Furthermore, the Executive Director plays a vital role in strategic planning, aligning organizational goals with the mission and values of WONGOSOL. She leverages partnerships and collaborations with institutions to expand the organization's impact and engages in advocacy efforts and networking to advance the organization's mission and initiatives.

b) Program Manager:

The Program Manager serves as the key assistant to the Executive Director on program-related matters. Their primary responsibility is to efficiently coordinate the organization's various programs and directly supervise program staff. Key functions of the Program Manager include:

Program Development: Designing and developing programs that align with the organization's mission and objectives.

Program Oversight: Overseeing the implementation of projects and activities, ensuring they are executed effectively and efficiently.

Reporting: Preparing and submitting comprehensive narrative reports on a monthly, quarterly, semi-annual, and annual basis to provide insights into program progress and achievements.

c) Finance Manager: The Finance manager takes care of all financial issues of the organization including preparation of financial records, annual budgets, etc. She is responsible to provide sound financial management services to ensure that financial transactions are carried out in line with the financial policy of the organization and according to standard accounting principles. The Finance Manager is responsible to provide technical guidance to the Executive Director on all financial matters. She shall serve as Secretary to the Board's Financial Committee. In summary the financial manager shall do the following:

- Preparation of financial reports
- Preparation of payroll and disbursement of salaries

- Preparation of budget and cash flow
- Facilitate the auditing of the financial records of the organization
- Maintain accurate record of organization assets
- Represent the organization on all financial issues
- Carry out regular banking transactions in line with financial guidelines.
- Handle all financial matters in consultation with the Executive Director

d) **Human Resource Officer (HRO):** The Human Resource Officer (HRO) plays a crucial role in managing the personnel and human capital aspects of the organization. These include

- **Recruitment and Staffing:** The HRO is responsible for managing the recruitment and staffing process. This involves identifying staffing needs, preparing job descriptions, posting vacancies, screening resumes, conducting interviews, and facilitating the onboarding process for new hires.
- **Employee Relations:** Building and maintaining positive employee relations is a vital aspect of the HRO's role. This includes addressing workplace concerns, resolving conflicts, and fostering a positive and inclusive work environment.
- **Policy Development and Compliance:** The HRO is involved in the development and implementation of human resource policy and procedures. She ensures compliance with relevant labor laws and regulations to mitigate legal risks for the organization.
- **Performance Management:** The HRO collaborates with Core staff to establish performance standards and processes. This includes conducting performance reviews, providing feedback, and assisting in the development of professional growth plans for employees.
- **Training and Development:** She together with the Core staff identifies training needs and coordinating professional development opportunities for employees.
- She maintains accurate and up-to-date personnel records and ensures proper documentation of employee information, performance evaluations, and other relevant records.
- **Conflict Resolution:** When workplace conflicts arise, the HRO may be involved in facilitating resolution processes. This can include mediation, counseling, or other conflict resolution strategies to maintain a healthy working environment.
- **Communication:** The HRO serves as a communication link between employees and the organization's leadership. They may communicate policies, changes, and other relevant information to the staff and, conversely, convey employee feedback and concerns to the management.

e) **Network Coordinator:** The role of a Network Coordinator is to coordinate the membership base and key functions include but not limited to:

- **Membership Management:** The Network Coordinator is responsible for managing the organization's membership base. This includes maintaining an up-to-date database of members, tracking membership status, and ensuring that members meet any required criteria.

- **Onboarding and Orientation:** When new members join the network, the Network Coordinator facilitates their onboarding process. This may involve providing orientation materials, introducing them to the organization's mission and goals, and helping them integrate into the network community.
- **Communication and Outreach:** The Coordinator plays a key role in facilitating communication between the secretariat and network members. This involves disseminating relevant information, updates, and announcements to keep members informed about the organization's activities and initiatives.

f. **Support staff:** The Secretariat has other support staff that contributes to meeting the organization's commitment. They include the Finance Assistant, Project Officers, M and E Officer, Administrator and Communication officer. Others include office assistants and drivers.

6.0 Personnel Recruitment/Employment or Hiring:

6.1 Objective of Recruitment

The primary objective of personnel recruitment is to address vacancies within WONGOSOL resulting from resignations, dismissals, or unfortunate incidents such as the death of an employee. Additionally, recruitment may be necessitated by the expansion of WONGOSOL's activities to enhance efficiency, competence, and the organization's ability to meet the evolving demands of its mission.

To fulfill the mission and objectives of WONGOSOL, the organization is committed to employing qualified professionals who are dedicated to the creation of a just and equitable Liberian society for all. This commitment ensures that the recruitment process aligns with the values and goals of WONGOSOL.

6.2 Requirements for Employment

Individuals seeking employment with WONGOSOL are expected to meet specific qualifications and adhere to the organization's core values. The following requirements apply to all potential candidates:

Professional Expertise: Prospective employees must possess expertise in the fields of Peacebuilding, Human Rights, Justice, Gender Mainstreaming, and other technical areas. This professional background is crucial to fulfilling WONGOSOL's mission effectively.

Commitment to Philosophy: Candidates should demonstrate a genuine commitment to the mission and philosophy of women NGOs and groups. This commitment is essential to align with the values and objectives of WONGOSOL.

6.3 Recruitment Process

The recruitment process involves careful screening of candidates and is determined by the nature of the position. The following steps outline the recruitment procedure:

Screening: Candidates for open positions are screened by the recruitment committee. The specific screening criteria may vary based on the type of job advertised.

Recommendation: Depending on the nature of the position, the recruitment committee recommends suitable candidates for appointment. Recommendations are made either to the Board or the Executive Director, as appropriate.

Advertisement: When a vacancy arises, the position is either advertised internally or externally, depending on the type of employment. External advertisements are published in a local daily for a minimum of two weeks, ensuring transparency and equal access to opportunities. For internal advertisements, the vacancy announcement is widely circulated among staff and members to maintain transparency and inclusivity.

WONGOSOL is committed to a fair and transparent recruitment process that ensures the selection of qualified individuals who align with the organization's values and mission.

The general requirement for employment shall include the following:

1. A letter of application to the Recruitment Committee
2. Credentials in support of qualification
3. Curriculum Vitae
4. Two letters of recommendation one of which should come from former employer and the other from a reputable non-relative member of your community.

Upon approval of the successful candidates, the Recruitment Committee shall make recommendation to either the Board or Executive Director for appointment. The Appointment Letter shall indicate the position title, conditions of service or type of employment and job description.

In filling the openings, preference will be given to staff already employed with WONGOSOL who have the right qualifications and experience needed for the position.

6.4 Procedures for Filling Vacant Positions

When a vacant position arises within WONGOSOL, the organization follows these procedures in consultation with the Management:

The Human Resource Officer/ designated staff is responsible for drafting the position description (or Job Description) and completing an Employee Requisition Form (see annex A)

The completed form must be reviewed and approved by the Executive Director or their designee before proceeding.

Discussion and Evaluation:

The HR officer and the Executive Director overseeing the advertised position will engage in discussions to determine the most suitable method of filling the vacancy.

If a succession plan is in place, careful consideration may be given to internal candidates who have been groomed for the position. This consideration is based on their performance appraisal and recommendations from their unit /division head.

For external advertisement, in the event that there are no suitable internal candidates or if the position requires external recruitment, the Management proceeds to advertise the position externally.

These procedures are designed to ensure a systematic and transparent process for filling vacant positions within WONGOSOL. They aim to identify the best-qualified candidates, whether internally or externally, to contribute to the organization's mission and objectives.

6.5 Recruitment Criteria & Selection Process

WONGOSOL adheres to a fair and transparent recruitment process that ensures equal opportunity for all individuals who meet the eligibility requirements under the Liberian labor law. The basis for selecting applicants is primarily determined by their academic qualifications and the relevant experience necessary to effectively fulfill the job responsibilities. Consideration is also given to former staff and members of the Network, taking into account their prior professional experience, as well as their behavior and conduct during the interview.

Recruitment Criteria:

Eligibility is open to all individuals in accordance with Liberian labor law.

Academic qualifications and professional certifications are essential criteria. Requisite experience relevant to the job responsibilities is a key consideration. Former staff and members may receive consideration based on previous professional experience and interview conduct.

Selection Procedure:

Initial Shortlisting: The Recruitment Committee conducts the initial shortlisting of candidates before referring them to the Executive Director for the final shortlisting.

Assessment Tests: Depending on the nature of the job, assessment tests may be conducted in consultation with the relevant department or program head. This ensures transparency and an appropriate selection process for candidates.

Interview Panel: All interviews are conducted by a panel comprising at least four members and external professional where necessary. The panel assesses the qualifications, experience, skills, and talent of each shortlisted applicant. For top-level positions (Grades 1 – 3) and middle-level positions (Grades 4 – 7), panelists may include the Executive Director, members of the Board, and external experts. For junior-level positions (Grades 8 - 14), the panel includes the Executive Director and members of the Management Team.

Reference Checks: Comprehensive reference checks are performed in all cases. WONGOSOL reserves the right to seek additional references from former employees, current or fellow employees, or other relevant sources, depending on the circumstances.

Offer and Documentation: Once the final selection is made, the HRO/Designated staff communicates the salary, benefits, and terms of employment to the selected individual. An official offer is extended, and WONGOSOL's recruitment (personnel) form is issued.

These procedures aim to ensure that WONGOSOL recruits qualified and suitable candidates who align with the organization's mission and values while upholding the principles of fairness, transparency, and equal opportunity.

6.6 Volunteers

Volunteers are individuals who are interested in WONGOSOL work and would like to provide their services or those who have decided to gain some level of experience. Volunteers at WONGOSOL will be assigned tasks from time to time as deemed necessary depending on specific events, initiative and or campaigns. WONGOSOL will enter into a MOU with all its volunteers to establish the duration of the volunteer (s) stay at WONGOSOL and duties and responsibilities. WONGOSOL may provide compensation to volunteers under special arrangement No volunteer shall be considered as a full-time or part-time employee of the organization. A TOR to be drafted for each volunteer based on the support that is being provided.

6.7 Secondment employment

WONGOSOL is the umbrella organization of women groups and organizations involve with different field of work, Employees of these organizations may be seconded to WONGOSOL to fill vacancies as the situation may dictate on short term basis until the position is filled by the WONGOSOL team.

6.8 Transferred Employment

For employees who want to transfer within or between sections, we aim to ensure efficiency and effectiveness. Any such transfer will only occur after consulting with the head of the relevant department or the employee to be transferred.

The final decision for a transfer depends on whether there are openings in the desired department and is subject to approval by the Executive Director. This decision is made in consultation with the Program Manager, the department head from which the staff member is transferring, and is aligned with the most recent performance evaluation results of those involved.

6.9 Staff Orientation & Induction

To ensure the sharing of important documents and foster better relationships within the organization, all new employees are required to attend an orientation session. The specific date for this orientation will be determined by the Executive Director, Program Manager, and other relevant staff members.

During this orientation, new employees will receive comprehensive information about the organization. This includes details about the organization's mission, objectives, and strategies, its structure and the staff members within it, as well as information about employment policies, internal rules and regulations (including HR Policy and Financial Policy), and other necessary WONGOSOL employment procedures. Personnel Files.

6.10 Probationary Period

The purpose of the probationary period is to monitor and evaluate the employee's job performance. For all positions, the probationary period is three months. If the employee performs satisfactorily during this probationary period, they will be officially appointed to the position. Employees who do not meet performance expectations during their probation may be terminated, with compensation for time worked in accordance with the Labor Laws of Liberia.

6.11 Performance Appraisals:

Appraisals are conducted twice a year, mid-year and in November. For contractual employees, poor performance may result in the non-renewal of their contract, even if a specific project is extended. Project supervisors are required to provide written evaluations of the staff assigned to them at the end of the project. These written appraisals should be submitted to the Program Manager at the conclusion of the project.

6.12 Identification

Every WONGOSOL employee is required to have an identification card that clearly signifies their affiliation with the organization. The primary feature of this ID card will be a prominently displayed photograph of the employee. Additionally, the ID card will include the employee's signature and the signature of the relevant WONGOSOL authority.

When an employee ceases to work for WONGOSOL, their ID card must be returned. In summary, the ID card will contain the following information: Name of employee

- Job title
- Name of his/her area of work
- Signature of employee
- Signature of WONGOSOL authority

- The logo of WONGOSOL
- Validation date

6.13 Working Days and Hours

The general working hours for all WONGOSOL personnel shall run from 9:00am – 5:00pm daily Mondays through Fridays. All WONGOSOL offices shall observe public holidays in keeping with GOL regulations.

Office Hours: The office shall open from 09:00 am in the morning till 05:00 in the evening. All employees are expected to complete the following:

- An employee will work for 8hrs a day, 5 days a week, which will total to normal weekly working hours of 40 hours a week for the employee.
- For office personnel, the normal working hours are from 9:00Am to 5:00PM, lunch shall be for 1 hour daily, between 12pm. and 2p.m.
- Field personnel shall work such hours as shall from time to time be determined by the supervisor.

NOTE: The employee shall be expected to work outside normal working hours from time to time, and attend to emergencies at such time, including weekend and holiday as needed to fulfill the humanitarian services the employer provides to the public.

6.14 Overtime:

Various factors, such as workloads, Operational efficiency, and staffing needs, may require variations in an employee's total hours worked each day. In such circumstances, the employee may have to work beyond the scheduled office hours.

Under such circumstances, the staff working overtime is entitled to payment for working overtime and is authorized by its immediate supervisor for the same. However, no overtime compensation will be provided for staff during field trips. The overtime rate will be paid on hourly basis and will be calculated on the basis of the basic salary. Overtime payment is dependent on available funds or staff time can be compensated with extra days off work.

6.15 Holidays

WONGOSOL observes the following national holidays:

January 1	New Year's Day
February 11	Armed Forces Day

March (2nd Wed)	Decoration Day (Second Wednesday of the month)
March 15	J.J. Robert's Birthday
April (2nd Friday)	Fast & Prayer Day (Second Friday of the Month)
May 14	National Unification Day
July 26	Independence Day
August 24	National Flag Day
First Thursday of November	Thanksgiving Day
November 29	W.V.S. Tubman's Birthday
December 25	Christmas Day

Additional holidays may be observed as required by the government.

6.16 FRINGE BENEFITS

Core Staff

WONGOSOL is committed to providing fringe benefits for its Core Staff and other employees in alignment with the nature of their functions and assignments. However, it is important to note that the availability of these benefits is contingent upon the organization's financial resources. Communication cards will be provided to staff members monthly basis and will be determined by project funding.

For transportation, the ED shall be entitled to an assigned vehicle for official working hours on the availability of a vehicle. In the event that vehicle is not available an agreeable amount will be given to Executive Director as transportation allowance.

6.17 Medical, Health/Life Insurance

All employees shall be covered for medical treatment based on the availability of fund. Authorities shall negotiate with a reputable insurance company for group insurance policy for which the employees shall contribute.

All real properties and vehicles may be insured. All new vehicles shall be insured comprehensively. Secondhand or old vehicle may be insured for third party policy.

6.18 Severance

Every WONGOSOL staff member is entitled to receive severance pay, which will be distributed in accordance with labor laws. Severance pay will be granted exclusively to employees who have completed a minimum of one year of service and demonstrated adherence to organizational policies.

6.19 Leave Policy

Annual leave

All WONGOSOL staffs are entitled to pay vacation each year. An employee is entitled to annual leave after 12 months of continuous service including probation period of 90 days. The Executive Director and Core staff shall prepare leave schedules at the beginning of each year for all WONGOSOL employees. Accurate records of all leave shall be kept. Employees shall be encouraged to take advantage of their annual vacations. Annual vacations are not to be cumulative.

Tenure	Days of Leave
1 day – 6 months	5 working days
1 day – 1 year	10 working days
1 year – 2years	15 working days
2 years - 3 years	20 working days
3 years and above	30 working days

Sick Leave

All WONGOSOL employees shall be entitled to sick leave, which shall not exceed two weeks except in a grave situation. When sick/leave extension is necessary, the Department head shall approve such extension only upon a satisfactory medical advice.

Maternity Leave

All WONGOSOL female employees shall be entitled to 90 days of maternity leave with pay. This leave may be extended upon the advice of medical doctor. Any female employee who benefits from this leave within 12 months shall not be entitled to regular annual leave within the same 12 months.

Paternity Leave

All WONGOSOL male employees of the institution that are married and wife gives birth, shall be entitled to paternity leave based on an approved request that will be granted for a two weeks (15 days) period (paternity leave) to support his wife during the early days of child care. Any unauthorized extension of said paternity leave period would be considered an abuse of rights and shall therefore have a reduction in the number of days for the annual leave.

Mourning or Compassionate leave

When necessary, compassionate leave shall be granted to WONGOSOL employees who have lost a member of their nuclear family. Nuclear family means your wife, husband, and child or children, to include mother and father, in this case. Compassionate leave other than nuclear family shall not exceed three days.

Compassionate leave (only nuclear family) shall not exceed 5 working days within a year

Emergency leave

Emergency leave is granted to employees for any serious illness of a parent, child or spouse and/or personal emergencies. A total of 3 days per year can be allowed for emergency leave. The number of days may vary depending on the nature of a case. Request for emergency leave to be submitted to immediate supervisor for approval.

6.20 Sexual offenses and Harassment Policy:

Creating and maintaining a safe and respectful workplace environment is paramount at WONGOSOL. WONGOSOL recognizes the importance of fostering a workplace culture that promotes dignity, respect, and equality for all employees.

WONGOSOL's stance against sexual offenses and harassment is rooted in the fundamental belief that every employee deserves to work in an environment free from unwarranted advances, discrimination, or hostile behavior. By establishing clear guidelines and consequences, this section seeks to create awareness and provide a framework for reporting and addressing any incidents promptly and effectively.

The Women NGO Secretariat explicitly prohibits sexual harassment within its organizational framework. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and any other verbal or physical contact of a sexual nature. Instances of sexual harassment are identified when, for instance, (1) the acceptance or rejection of such conduct becomes a condition of employment, explicitly or implicitly; (2) such acceptance or rejection forms the basis for decisions affecting the employee; or (3) the conduct unreasonably interferes with an employee's work performance, creating an uncomfortable, hostile, or offensive working environment.

Sexual harassment is not limited to any specific gender and may encompass a spectrum of behaviors. Depending on the circumstances, these behaviors may include, but are not restricted to, sexual advances, requests for sexual favors, sexual jokes, verbal abuse of a sexual nature, commentary on an individual's body, sexual prowess, or deficiencies, unwelcome notes, emails, phone calls, messages, or gifts of a sexually suggestive nature, leering, whistling, touching, insulting or obscene gestures, and the display of sexually suggestive objects or pictures in the workplace.

Any employee who believes they are subject to discrimination, retaliation, or harassment, or who observes or believes they have witnessed such behavior, must promptly report the incident in writing to their supervisor, HR, or a higher-level manager. The Secretariat encourages all employees, irrespective of identity or position, to report incidents of discrimination, harassment, or retaliation. Reports should be made to the immediate supervisor, and if that is not feasible, to someone in management, HR, or the Executive Director. The Secretariat emphasizes the importance of early reporting to facilitate swift action in resolving issues. Any reported allegations of harassment, discrimination, or retaliation will be promptly investigated by the HR section to ensure a fair and expedited resolution.

7.0 Travel Rules and Regulations

Staff members may be asked to travel away from their usual workplaces on authorized missions. The policy on payment of travel allowances adopted by WONGOSOL applies to all employees regardless of job category or status. It also applies to the consultants, when mentioned in their agreement.

All travel expenses for reimbursement shall properly justify with approval from the Supervisor and proceed to Finance office for processing.

All employees traveling outside their area of assignment for an overnight or more days are entitled to per-diem to cover food and lodging. Per-diem not used because of cancelled trip must be returned to the Finance Department within 3 working days.

Per-diem rate

The rate of per-diem for local travel shall be as follows:

\$50.00 per day for all staff, including lodging

\$25 daily subsistence allowance: breakfast \$ 5: lunch \$10.00, dinner:10.00

The rate of per-diem for foreign travel is set at 150USD per night for hotel and daily subsistence allowance at 50.00USD.

WONGOSOL Property Usage

All employees are obliged to protect and conserve the property of WONGOSOL. Employees are individually responsible for furniture, equipment and/or supplies under their care and must repair or replace, at the discretion of WONGOSOL, any items lost or damaged as a result of negligence. Employees should notify management immediately when any property is lost or damaged. He/she MUST complete and sign an Incident Report form and an immediate supervisor or Department head must review, sign and submit the form to the Administrative Assistant. An investigation on the cause of damage or misplaced item(s) will be conducted. The investigation team will be headed by the Administrative Assistant with a selection of the Senior Management Team members, for this purpose. No property should be lent, rented or moved to another location without written authorization from management.

The use of the project computers and other equipment is limited to business use. No one is allowed to move any IT equipment from designated offices without approval of the IT/Database person/ Admin.

The unauthorized use of WONGOSOL supplies, stamps, couriers or other official documents constitutes fraud and is strictly forbidden. Violation of this rule may result in administrative action

Employees must respect fellow employees' work spaces, offices, and property (WONGOSOL and personal property). Employees are not allowed to use offices other than that assigned to them unless prior authority is given. However, management reserves the right to allow one employee to use another employee's assigned workspace during his/her absence for more than a week or when the decision is related to a legitimate interest to do so.

Vehicle Policy

All vehicles must be parked on the premises of WONGOSOL at all times after working hours and the key of the vehicle turned over to designated personnel or Security Guard. In case of emergency, a pool vehicle may be used upon the request of the head of the section or department. All utility vehicles shall be controlled by the Administrator of WONGOSOL. The Finance Administrator shall prescribe rules and regulations for the use of utility and assigned vehicles.

Vehicle Safety

The assigned driver is unequivocally responsible for the safety of any vehicle assigned to them. It is the driver's duty to ensure that the vehicle is parked in a secure area to mitigate the risk of burglary and theft.

Drivers of WONGOSOL Vehicles: Only employees possessing a valid driver's license are authorized to operate WONGOSOL vehicles.

Requesting the Use of Utility Vehicles: Approval for the use of a utility vehicle may be granted by the Administrator, contingent upon vehicle availability. Requests must be submitted well in advance of the anticipated usage date. The Administrator will establish rules and guidelines pertaining to such requests and vehicle usage.

8.0 Redundancy/Premature Termination of Contract

Redundancy or premature termination of a contract at WONGOSOL shall be initiated by the Executive Director in consultation with the Board or the Program Manager, depending on the personnel involved and the nature of the offense, disciplinary action, or breach of contractual agreement. This action may also be taken on the basis of force majeure

Conditions for Termination

In addition, employees may lose their jobs under any of the following conditions:

(1) Voluntary Resignation

Personnel wishing to resign must submit a resignation letter to the Executive Director, stating the reasons and the effective date. A one-month notice is required for such resignations.

(2) Redundancy/Premature Termination of Contract

WONGOSOL may declare certain positions redundant based on its operations. Individuals occupying these positions will be notified by the Executive Director, with at least two months' notice provided.

(3) Grounds for Employee Termination

Types of offenses are categorized into two groups: Minor and Major.

Minor Offenses:

Negligence resulting in minor damage to WONGOSOL property

Neglecting assigned job during regular working hours

Using abusive language on the job, etc.

Being under the influence of alcohol during working hours or on work-related assignments

Major Offenses:

Theft, fraud, falsification

Use of or under the influence of drugs/alcohol during working hours

Willful misuse of WONGOSOL property

Fighting on the job

Disregard of safety rules

Unexcused absence for five consecutive days or ten days within a month

Falsification of application

Carrying a concealed weapon on the job

An ad hoc committee will investigate major offenses, and external investigators may be involved for criminal offenses. If found guilty, termination may occur.

Types of Disciplinary Action

Disciplinary action may include verbal warning, written warning, suspension, or termination, depending on the gravity of the offense.

Procedures for Termination and/or Disciplinary Action

The employee is asked for a written explanation of the alleged offense within three working days. The employee submits their explanation. An investigation team reviews the written explanations and evidence. The ED or the Board is informed based on the staff involved. The ED may suspend the employee during the investigation if necessary.

(4) Retirement: Upon reaching the retirement age, the employee will be notified, and salary and specified allowances will be provided.

(5) Death: In the event of an employee's death, salary and benefits will be paid to legal heirs. Family benefits from the Death Insurance Scheme at NASSCORP should be ensured.

(6) Illness/Accident: Sick leave with pay is provided for up to three months for non-negligent illness or injury. If the employee is unfit for work after this period, retirement with benefits may be considered.

9.0 Financial Procedures

The financial procedures within WONGOSOL are integral to the organization's efficient operation and the achievement of its mission. This SOP provides an overview of the key financial processes, including the management of financial resources, budgeting, procurement, and financial reporting:

1. Management of Financial Resources:

WONGOSOL is committed to responsible financial management, ensuring the effective allocation and utilization of financial resources.

Financial resources are managed in compliance with relevant financial regulations, policies, and donor requirements.

Financial decision-making is based on transparency, accountability, and alignment with the organization's goals.

2. Budgeting:

The budgeting process is a critical component of financial planning within WONGOSOL.

Annual budgets are prepared, reviewed; in consultation with program managers and department heads and approved by the Board.

Budgets are aligned with the organization's strategic objectives and reflect anticipated revenues and expenses.

3. Procurement:

Procurement processes are conducted in adherence to established procurement policies and guidelines.

Procurement procedures aim to achieve value for money, fairness, and transparency.

Competitive bidding, vendor selection, and contract management are integral steps in the procurement process.

4. Financial Reporting:

Regular financial reporting is essential to track and monitor the organization's financial performance.

Financial reports are prepared and submitted on a monthly, quarterly, semi-annual, and annual basis.

Reports are presented to the Board of Directors and relevant stakeholders to provide insight into financial status, expenditure, and compliance.

5. Donor Compliance:

WONGOSOL acknowledges the importance of compliance with donor requirements and regulations.

Financial reporting to donors is accurate, timely, and consistent with donor agreements.

Donor funds are tracked separately to ensure transparency and accountability in their utilization.

6. Auditing and Internal Controls:

Regular internal and external audits are conducted to assess the effectiveness of financial controls and adherence to financial policies.

Internal controls are implemented to mitigate financial risks, prevent fraud, and ensure accuracy in financial transactions.

7. Financial Planning and Sustainability:

Financial planning includes long-term sustainability strategies, ensuring WONGOSOL's ability to fulfill its mission over time.

Diversification of funding sources and prudent financial management contribute to the organization's sustainability.

8. Training and Capacity Building:

9. Training and capacity-building initiatives are undertaken to enhance the financial literacy and competence of staff involved in financial processes.

10. Government Reporting: The organization adheres to government regulations and reporting obligations, including tax filings and compliance with relevant laws.

10.0 Safety and Security:

Ensuring the safety and security of personnel and assets is a paramount concern for WONGOSOL. This SOP outlines the measures and protocols in place to safeguard the well-being of individuals and protect organizational assets:

1. Risk Assessment:

Regular risk assessments are conducted to identify potential threats and vulnerabilities that may affect the safety and security of personnel and assets. Assessments encompass both internal and external factors, including geopolitical, environmental, and operational risks.

2. **Security Policies and Guidelines:** Comprehensive security policies and guidelines are established to provide clear directives and expectations for staff. Policies cover areas such as access control, visitor management, emergency response, and data security.

3. **Access Control:** Access to organizational premises and sensitive areas is restricted to authorized personnel only. Entry and exit points are monitored and controlled to prevent unauthorized access.

4. **Emergency Preparedness:** Emergency response plans are developed and communicated to staff, outlining procedures for various emergency scenarios, including natural disasters, security incidents, and medical emergencies. Regular drills and training exercises are conducted to ensure staff readiness.

5. **Security Personnel:** Trained security personnel may be employed to provide physical security and surveillance of organizational premises. Security personnel are responsible for enforcing security protocols and responding to incidents.

6. **Information Security:** Measures are in place to safeguard sensitive and confidential information, including data encryption, access controls, and secure storage. Staffs are educated on best practices for information security, including password management and data protection.

7. **Travel and Field Operations:** Staff traveling to high-risk areas or engaging in field operations are provided with safety briefings, including risk assessments and safety protocols. Communication and tracking systems may be utilized to monitor the safety of personnel in remote locations.

8. **Incident Reporting:** A clear procedure for reporting security incidents, safety concerns, and breaches of security policies is established. See annex B

9. **Coordination with Authorities:** Collaboration with local authorities and law enforcement agencies is maintained to enhance security and response capabilities. Set up database with emergency contacts for hospitals, clinics, fire service and ambulances etc.

10. **Continuous Monitoring and Review:** The security situation is continuously monitored, and security measures are reviewed and updated in response to changing threats and vulnerabilities.

11. **Crisis Management:** A crisis management team is designated and trained to respond to critical incidents. In the event where is a crisis situation, the Secretariat will draw up a response plan to respond to the prevailing situation.

12. Cash Management:

Cash Handling Procedures must implement segregation of duties to ensure that no single individual has sole control over all aspects of cash management.

Security Measures: Security measures to safeguard physical cash, including safe storage, access controls should include the use of safe and locks of finance office and drawers where cash is kept. When transporting cash measures should be taken to ensure the safety of funds between locations or banking activities.

Authorization Protocols: Define the authorization process for cash transactions, including approval levels for different amounts. Clearly state who has the authority to approve cash disbursements or

receipts with the Finance Policy Ensure a dual-authorization process for significant cash transactions to enhance accountability.

Documentation and Recordkeeping: It is important to put in place timely and accurate documentation of all cash transactions. This would include maintaining a comprehensive recordkeeping system, including receipts, deposit slips, and any other relevant documentation. Establish protocols for reconciling cash transactions regularly to detect discrepancies promptly such as daily count.

Internal Controls: Institute internal controls, such as periodic audits and reviews, to assess compliance with the cash management policy. Conduct surprise cash counts to deter and detect any irregularities.

13. Staff Well-Being: Measures are in place to support the physical and psychological well-being of staff, including access to counseling services and stress management resources

12.0. Communication and Reporting:

Effective communication and reporting are critical components of WONGOSOL's operations. This SOP outlines the procedures for both internal and external communication, as well as reporting structures within the organization:

12.1 . Internal Communication:

a. **Organizational Hierarchy:** WONGOSOL maintains a clear organizational hierarchy with defined roles and responsibilities. Regular communication flows vertically and horizontally within the organization.

b. **Staff Meetings:** Regular staff meetings are held to facilitate communication, update staff on organizational activities, and address concerns. Meetings may occur at various levels, including departmental, programmatic, and full-staff gatherings. Weekly and monthly staff meetings will be conducted to plan and provide updates on activities being implemented.

c. **Email and Intranet:** Email is a primary means of internal communication. The organization also utilizes an intranet platform for sharing documents, resources, and important announcements.

d. **Communication Channels:** WONGOSOL encourages open and transparent communication. Staff members are encouraged to share ideas, feedback, and concerns through designated communication channels, such as suggestion boxes or feedback forms.

e. Reporting to Supervisors: Staff are responsible for reporting their progress, challenges, and achievements to their respective supervisors on a regular basis. Supervisors provide guidance, support, and feedback.

12.2. External Communication:

a. Stakeholder Engagement: WONGOSOL engages with external stakeholders, including partners, donors, government entities, and the community. Clear and effective communication with these stakeholders is essential to collaboration and partnership building.

b. Public Relations: The organization maintains a public relations strategy to manage its public image and promote its mission and activities. This includes press releases, media engagements, and public outreach events.

c. Social Media: WONGOSOL utilizes social media platforms to communicate its work, share updates, and engage with a wider audience. Guidelines for social media use are established to maintain professionalism and consistency in messaging.

12.3 Reporting Structures:

a. Internal Reporting:

Departmental Reports: Each department or program within WONGOSOL prepares regular reports detailing activities, achievements, challenges, and budget utilization.

Monthly, Quarterly, and Annual Reports: These reports are compiled by department heads and submitted to the Executive Director or designated managers for review and consolidation.

WhatsApp Chatroom: This platform serves as a means to connect with our members across different locations. It is primarily intended for official information sharing, program-related communication, and social interactions aligned with WONGOSOL's mission.

Board Reports: The Executive Director presents summarized reports to the Board of Directors during board meetings, providing an overview of the organization's performance.

12.4 . External Reporting:

Donor Reporting: WONGOSOL complies with donor requirements for reporting, ensuring accurate and timely submission of financial and programmatic reports.

Public Reporting: WONGOSOL may produce annual reports or other public documents to communicate its impact, achievements, and financial transparency to the public and stakeholders periodically.

13. Training and Development

Introduction: It shall be the policy of WONGOSOL to offer training/scholarship to eligible employees in the areas of Gender mainstreaming, Peacebuilding, conflict Management/prevention, Women in development, etc. which re-enforce and are sufficiently relevant to the vision, mission and objectives of WONGOSOL.

Training and scholarship for WONGOSOL staff shall be the priority of the organization. Other WONGOSOL members shall benefit from training/scholarship based on recommendations from those member institutions. Since WONGOSOL does not have funding for training/scholarship but rely on its partners, such training opportunities and scholarships may be limited.

13.1 Approval and WONGOSOL Participation

Any staff or members considering taking a training course will be recommended by the Program Manager, HRO and Network Coordinator for approval to the ED. Training recommendations must fall under the following classifications:

13.2 Nomination for Training

This policy applies when the organization selects an employee to attend a specific course or training directly relevant to WONGOSOL's work. In such cases, WONGOSOL covers 100% of all expenses associated with the course.

Upon completing the training, the employee is expected to provide a report on the course or training they attended. This report serves the purpose of sharing the knowledge gained with others. It also helps the organization assess the value of sending other employees for the same program based on the feedback and insights provided in these reports.

Employees who are in advanced level of academic training and whose further training would be beneficial to WONGOSOL both in the present and future. The classification also applies to employees who would like to improve themselves in professional course related to their assigned jobs. This could be through regular school or by correspondence. WONGOSOL will consider giving such staff time off for exams, and approved schooling schedule upon the recommendation of the Program Coordinator of that Department through the Program Manager for approval of the ED. Here the staff may have to cover 100% of his/her tuition cost. WONGOSOL may seek funding to provide training and development opportunities for both its staff and network members where necessary.

13.3 Procedures to request for trainings

- a) During the Performance Appraisal interviews with staff, management will identify training needs of their staff.

- b) The identified training needs will be communicated through the Program Manager to the Executive Director which will be review and a training plan developed to meet the needs of the staffs.
- c) Before a training program for an employee is implemented, the employee will have to complete an Application form, which will be review by the program manager and subsequently forwarded to the ED for approval.

For the sake of administrative support of all training and development or capacity building activities within the institution, all proposals developed must have a budget line for training and institutional capacity building.

I4.0 Internship

Internships are available at two levels:

I4.1 Local/National Interns

This category includes Liberians or non-Liberians residing in the country, serving as interns for a maximum of one year. Stipend to cover transport will be provided to interns under this category.

I4.2 International Interns

This category encompasses Liberians or non-Liberians living outside the country, serving as interns for a maximum of one year. International interns are responsible for sourcing funding to cover their expenses while working at WONGOSOL.

I4.3 General requirements for interns:

1. A letter of application to the Recruitment committee
2. Credentials in support of qualification
3. Curriculum Vitae
4. One letter of recommendation from school, Network member or community.
5. Two recent photographs

I5.0 Promotion and Upgrade:

I5.1 Promotion denotes an employee's advancement to a higher job category, contingent upon merit and a vacancy in the higher position. Eligibility requires:

Confirmation in the current position with a service tenure of at least six or 12 consecutive months, maintaining a clean record, and receiving favorable performance ratings.
Demonstration of excellent work performance as indicated in the performance appraisal and qualification for the new position.

15.2 Upgrading:

Upgrading occurs when an employee's current position deserves a higher grade due to increased responsibilities. Supervisors submit a written justification, including a proposed salary adjustment, to the Department Head. The Unit Head reviews and forwards the recommendation to the ED for approval.

16.0 Consultancy

Within WONGOSOL, there are two consultancy categories:

16.1 Category I: Staff performing consultancy outside the organization.

Staff members contracted by NGOs, INGOs, or other entities, whether in-country or abroad, must allocate 15% of their consultancy fee to WONGOSOL.

This arrangement requires prior approval from the Executive Director (ED) before staff members undertake such consultancy roles.

16.2 Category II: External Consultancy for WONGOSOL Services

All individuals/company being contracted by WONGOSOL to carry on specific task based on the available needs shall be paid on the basis of the project and for the amount and period specified in the project document.

17.0 Political Neutrality Policy:

Given WONGOSOL's status as a non-political organization, employees are strictly prohibited from engaging in activities of a purely political nature on work premises or during working hours. The use of the organization's materials for political purposes is also strictly prohibited. Additionally, during elections, it is imperative that no staff member displays or promotes affiliation with any particular political party.

Note: WONGOSOL maintains a stance of political neutrality, and any staff found wearing or promoting a specific political party will face severe consequences, including possible dismissal. While employees are entitled to exercise their right to vote, it is essential to keep one's political preferences private. Any violation of this policy will result in serious disciplinary action, and individuals engaging in such activities will be held accountable for their actions. It is strongly advised that all staff members adhere to this policy to maintain the organization's commitment to political impartiality.

18.0 Conflict of Interest

To avoid putting themselves in a conflict of interest with the objectives and operations pursued by WONGOSOL, employees shall respect the following guidelines:

WONGOSOL employees are obligated to avoid actual or potential conflicts of interest. WONGOSOL relationships and transactions with individuals outside the organization and with other business concerns must be conducted in a professional and ethical manner.

An actual or potential conflict of interest occurs when you are in a position to influence a decision that may result in a personal gain for you or any member of your family because of WONGOSOL business dealings. It is essential that you disclose any influence or transactions involving purchases, contracts, employment agreements or leases to the ED. Employees must refrain from any activity that would be a conflict of interest or cause the appearance of a conflict of interest. This includes dealings with donors, vendors, family members, the public or competitors.

The following activities are examples of a conflict of interest:

- 1) Being on the governing board or serving in any management or administrative capacity of a business, NGO, association, or party that is eligible to receive a contract, subcontract or financial gain from WONGOSOL. Employees must declare in writing any possible conflict of interest upon offer of employment with WONGOSOL or the issuance of this policy (if they are a current employee), and resign from these external positions.
- 2) Simple membership in any NGO, association, or other parties eligible for funding or a financial contract with WONGOSOL must be declared in writing by the employee. WONGOSOL reserves the right to exclude that employee from decisions related to that entity or ask that the employee give up their membership.
- 3) Using your position at WONGOSOL to influence internal management or decision-making of any organizations or parties engaged in work for or on behalf of WONGOSOL for personal gain, financial or otherwise.
- 4) Engaging in an intimate relationship (marriage or romantic/sexual relationship) is discouraged. WONGOSOL seeks to ensure that close personal relationships between employees do not influence decisions with respect to hiring, evaluation, promotion, discipline, or termination. Intimate relationships that develop between employees should be disclosed at the earliest opportunity so that conflicts of interest or the appearance thereof can be avoided constructively through appropriate job assignments and responsibilities.

Any examples such as those above shall be subject to full disclosure to the ED.

Other issue that should be avoided as Conflict of Interest is:

- Employees cannot at any time accept a job from another employer if this job interferes with their work schedule and their duties and responsibilities.
- Employees shall avoid putting themselves in situations where they may gain profit or derive direct or indirect interest by influencing a contract award.
- Employees cannot solicit or accept tips, gifts, favors or other forms of gratuities for services rendered or required to be rendered in performing their duties within the organization.

19.0 Corruption

WONGOSOL does not condone or participate in corruption of any kind. Employees are strictly prohibited from soliciting or accepting bribes that may improperly influence business relationships between WONGOSOL and its partners/donors/vendors.

20.0 Confidentiality

Employees shall not, in the course of their duties, divulge to any persons whosoever any proceedings, materials, products, plans, concepts, ideas, data or any information concerning the operations or finances of WONGOSOL or any of its dealings, transactions and affairs and shall make every effort to prevent the disclosure or publication of confidential WONGOSOL information.

21.0 Nepotism

It is the policy of WONGOSOL not to employ for any position in the same department, a member of an employee's family (family is defined as spouse, parents, grandparents, siblings, children, uncles, aunts, and cousins).

Any employee who is related to a candidate for employment must disclose the relationship before said candidate is interviewed. Withholding information about familiar relationships with candidates for positions at WONGOSOL will be construed as nepotism and will result in disciplinary action, including dismissal.

22.0 Religious Activity

WONGOSOL promotes religious tolerance within its work environment. Employees are encouraged to focus on their assigned tasks and cultivate positive working relationships with local authorities and communities, irrespective of their personal beliefs. The organization values diversity and respects the individual religious practices of its employees, fostering an inclusive and harmonious workplace where everyone feels valued and accepted.

23.0 Conflict Management:

Disputes among employees at WONGOSOL are approached with a constructive resolution mindset. In the event of conflicts or grievances, employees are encouraged to notify the Executive Director (ED) for timely and effective resolution. The organization promotes a culture of open communication and proactive conflict resolution to maintain a harmonious work environment. Addressing conflicts promptly helps prevent the escalation of issues and fosters a positive and collaborative workplace atmosphere.

23.1 Grievance and Arbitration

Human nature is unpredictable. As we work together, misunderstanding may come about. Members/staffs of the same organization, we should continuously cultivate the spirit for restraint and tolerance. The Administrative Department is required to mediate in good faith in all cases of grievance brought to its attention. Below are some ways of addressing grievances:

23.2 Investigation and settlement

The Administrative Department shall promptly institute investigation upon receiving the complaint. All parties concerned must be present during the investigation and resolution/settlement of the reported grievance. This shall be the first approach of arbitration.

If the aggrieved employee or person is not satisfied, the Administrative Department must forward the matter to the Executive Director for final redress. All Project Officers are encouraged to make every effort to resolve conflicts within their areas of work.

24.0 Project Management

Project management is a fundamental process at WONGOSOL, guiding the initiation, planning, execution, monitoring, and closure of projects. This SOP provides detailed guidelines for effective project management within the organization:

1. Project Initiation:

- a. Needs Assessment: Projects begin with a thorough needs assessment to identify specific issues, challenges, or opportunities that the project aims to address.
- b. Project Concept Proposal: A project concept proposal is developed, outlining the project's objectives, scope, budget, timeline, and expected outcomes. This proposal is submitted for approval to Board of Directors.
- c. Project Team Assignment: A project team is assembled, consisting of staff members with the necessary expertise and skills. The team includes a Project Manager responsible for overall project coordination.

2. Project Planning:

- a. Detailed Project Plan: A detailed project plan is developed, including a project schedule, work breakdown structure, resource allocation, and risk assessment. This plan serves as the project's roadmap.
- b. Budget Development: A project budget is created, accounting for all anticipated expenses and funding sources. Budget adherence is closely monitored throughout the project.

c. Stakeholder Identification: Relevant stakeholders, including beneficiaries, partners, and donors, are identified and engaged. Communication plans are established to ensure stakeholder involvement and awareness.

3. Project Execution:

a. Project Kick-off: The project is officially launched with a kick-off meeting involving the project team, stakeholders, and leadership. Roles and responsibilities are clarified, and the project plan is communicated.

b. Progress Tracking: The Project Manager monitors project progress regularly, ensuring tasks are completed on schedule, and resources are utilized efficiently.

c. Issue Resolution: Any issues or challenges that arise during project execution are addressed promptly, and mitigation strategies are implemented as necessary.

d. Quality Control: Quality assurance measures are in place to ensure project deliverables meet established standards and criteria.

4. Project Monitoring and Evaluation:

a. Performance Measurement: Key performance indicators (KPIs) are established to measure the project's success and impact. Progress is tracked against these KPIs.

b. Reporting: Regular progress reports are generated, summarizing achievements, challenges, and financial status. These reports are shared with project stakeholders and leadership.

c. Evaluation: Upon project completion, a comprehensive evaluation is conducted to assess the project's outcomes, impact, and lessons learned.

5. Project Closure:

a. Deliverable Review: All project deliverables are reviewed to ensure they meet quality standards and project objectives.

b. Financial Closure: Financial accounts are reconciled, and any remaining funds are allocated or returned as necessary.

c. Lessons Learned: A lessons-learned session is held to capture insights, best practices, and areas for improvement, contributing to future project planning.

d. Project Closure Report: A final project closure report is produced, summarizing the project's achievements, challenges, and recommendations for future projects.

e. Documentation and Archiving: All project-related documentation, including reports, financial records, and correspondence, is appropriately archived for future reference and auditing.

25.0 Amendment to and validity of the Manual

- a) If WONGOSOL and the employees or their representatives agree on amendments and/or additions with regards to the application and contents and Manual, such amendments and additions shall apply to all employees of WONGOSOL.
- b) This Manual shall remain enforce every two years, unless WONGOSOL or the employees or their representatives give written of revision of the Manual; and once such notice is given, the parties shall meet not later than two months from date of that notice to commence in good faith the discussions in respect of such revision or amendment. The amendment of Employee Manual is the sole responsibility of WONGOSOL and not employees or their representatives.