

Salvation and rehabilitation organization

S.R.O Est, 2001

HR MANUAL



Table of Contents

1. Introduction
2. Purpose
3. Scope
4. Recruitment and Hiring
 - 4.1 Job Posting and Advertising
 - 4.2 Application Process
 - 4.3 Interview Process
 - 4.4 Selection and Offer
5. Employment Policies
 - 5.1 Equal Employment Opportunity
 - 5.2 Anti-Harassment and Non-Discrimination
 - 5.3 Employment Classifications
6. Employee Benefits
 - 6.1 Health Insurance
 - 6.2 Leave Policies
 - 6.3 Retirement Plans
 - 6.4 Professional Development
7. Compensation
 - 7.1 Salary Structure
 - 7.2 Performance Reviews
 - 7.3 Pay Increases and Promotions
8. Performance Management
 - 8.1 Performance Reviews
 - 8.2 Goal Setting
 - 8.3 Performance Improvement Plans
9. Employee Relations
 - 9.1 Conflict Resolution
 - 9.2 Disciplinary Procedures
 - 9.3 Grievance Procedures
10. Health and Safety
 - 10.1 Workplace Safety
 - 10.2 Emergency Procedures
11. Separation of Employment
 - 11.1 Resignation
 - 11.2 Termination
 - 11.3 Exit Interviews
12. Appendices

1. Introduction

This manual outlines the human resources policies and procedures for S.R.O Team, aiming to foster a productive and respectful work environment.

2. Purpose

To provide clear guidelines for HR management, promote fairness and consistency, and ensure compliance with applicable laws and regulations.

3. Scope

Applicable to all employees, including full-time, part-time, temporary staff, and volunteers.

4. Recruitment and Hiring

4.1 Job Posting and Advertising

- **Objective:** Attract a diverse pool of qualified candidates.
- **Procedure:**
 - Vacancies are advertised internally and externally.
 - Job postings should include position details, qualifications, and application deadlines.

4.2 Application Process

- **Objective:** Ensure a fair and efficient application process.
- **Procedure:**
 - Candidates submit applications via the NGO's application system or email.
 - Applications are reviewed by the HR department for eligibility.

4.3 Interview Process

- **Objective:** Select the best candidate through a structured evaluation.
- **Procedure:**
 - Shortlisted candidates are invited for interviews.
 - Interview panels include HR representatives and relevant department heads.
 - Standardized interview questions are used to ensure fairness.

4.4 Selection and Offer

- **Objective:** Formally offer the position to the selected candidate.
- **Procedure:**
 - Reference checks are conducted.
 - Job offers are extended in writing, including terms of employment and start date.
 - Unsuccessful candidates are notified politely.

5. Employment Policies

5.1 Equal Employment Opportunity

- **Policy:** Provide equal employment opportunities without discrimination based on race, color, religion, sex, national origin, age, disability, or any other protected characteristic.

5.2 Anti-Harassment and Non-Discrimination

- **Policy:** Maintain a workplace free from harassment and discrimination.
- **Procedure:**
 - Report incidents to the HR department.

- Investigate complaints promptly and confidentially.
- Take appropriate disciplinary action against offenders.

5.3 Employment Classifications

- **Policy:** Define employment categories for administrative purposes.
- **Categories:**
 - Full-Time: Employees working 40 hours per week.
 - Part-Time: Employees working less than 40 hours per week.
 - Temporary: Employees hired for a specific project or period.
 - Contract: Employees hired under a specific contract.

6. Employee Benefits

6.1 Health Insurance

- **Policy:** Provide health insurance plans to eligible employees.
- **Eligibility:** Full-time employees and their dependents.

6.2 Leave Policies

- **Annual Leave:**
 - **Policy:** Employees are entitled to 20 days of paid annual leave per year.
 - **Procedure:** Submit leave requests at least two weeks in advance.
- **Sick Leave:**
 - **Policy:** Employees are entitled to 10 days of paid sick leave per year.
 - **Procedure:** Notify the supervisor as soon as possible.
- **Parental Leave:**
 - **Policy:** Provide parental leave in compliance with local laws.
 - **Procedure:** Submit leave requests with supporting documents.

6.3 Retirement Plans

- **Policy:** Offer retirement savings plans.
- **Procedure:** Eligible employees can enroll during the open enrollment period.

6.4 Professional Development

- **Policy:** Support employee growth and development.
- **Procedure:** Provide opportunities for training, workshops, and conferences.

7. Compensation

7.1 Salary Structure

- **Policy:** Maintain a transparent and competitive salary structure.
- **Procedure:** Salaries are determined based on job classification, experience, and performance.

7.2 Performance Reviews

- **Policy:** Conduct annual performance reviews.
- **Procedure:** Employees are evaluated based on their job performance and goals.

7.3 Pay Increases and Promotions

- **Policy:** Reward performance and provide career advancement opportunities.
- **Procedure:** Pay increases and promotions are based on performance reviews and organizational needs.

8. Performance Management

8.1 Performance Reviews

- **Policy:** Regularly assess and improve employee performance.
- **Procedure:** Conduct annual reviews and provide continuous feedback.

8.2 Goal Setting

- **Policy:** Set clear, achievable goals for employees.
- **Procedure:** Goals are discussed and agreed upon during performance reviews.

8.3 Performance Improvement Plans

- **Policy:** Address underperformance constructively.
- **Procedure:** Develop improvement plans with specific objectives and timelines.

9. Employee Relations

9.1 Conflict Resolution

- **Policy:** Promote a harmonious work environment.
- **Procedure:** Encourage open communication and provide mediation services.

9.2 Disciplinary Procedures

- **Policy:** Address misconduct fairly and consistently.
- **Procedure:** Issue warnings, conduct investigations, and take disciplinary actions as necessary.

9.3 Grievance Procedures

- **Policy:** Provide a mechanism for employees to raise concerns.
- **Procedure:** Submit grievances in writing to the HR department for investigation and resolution.

10. Health and Safety

10.1 Workplace Safety

- **Policy:** Ensure a safe working environment.

- **Procedure:** Conduct regular safety inspections and training.

10.2 Emergency Procedures

- **Policy:** Prepare for emergencies.
- **Procedure:** Develop and communicate emergency response plans.

11. Separation of Employment

11.1 Resignation

- **Policy:** Manage voluntary resignations professionally.
- **Procedure:** Employees should provide at least two weeks' notice.

11.2 Termination

- **Policy:** Conduct involuntary terminations fairly and legally.
- **Procedure:** Provide notice and severance as applicable, and document reasons for termination.

11.3 Exit Interviews

- **Policy:** Gather feedback from departing employees.
- **Procedure:** Conduct exit interviews to understand reasons for leaving and identify areas for improvement.

12. Appendices

Appendix A: Sample Forms and Templates

- **Job Application Form**
- **Performance Review Template**
- **Leave Request Form**
- **Conflict Resolution Form**

Appendix B: Glossary of Terms

- Definitions of key HR terms and acronyms.

Appendix C: Contact Information

- Contact details for HR department and key personnel