



UMIMAC PERSONNEL AND PROCEDURE POLICY MANUAL



UNIVERSAL MAIDENS ASSOCIATION CAMEROON
Nchoubou Junction, Bamenda

www.unimaccameroon.org

UNIMAC Personnel and Procedure Policy Manual

1. Introduction

1.1. Purpose of the Manual

This manual outlines the policies and procedures that govern the employment relationship between UNIMAC and its employees. It serves as a guide to ensure consistent and fair treatment of all staff members while aligning with UNIMAC's mission and goals.

1.2. Scope and Application

The policies within this manual apply to all UNIMAC employees, volunteers, and interns, across all levels and regions where UNIMAC operates.

1.3. Mission and Vision of UNIMAC

UNIMAC is dedicated to eradicating exploitation and violence against maidens (young girls and women). Through advocacy, empowerment programs and collaboration, we strive to build a safer and fairer world for all. UNIMAC's vision is to create a society where dignity and equality are the cornerstones of every workplace, ensuring the empowerment and protection of maidens (young girls and women).

1.4. Core Values and Principles.

UNIMAC's core values and principles serve as the foundation of our organizational culture, guiding our actions, decisions, and interactions. These values reflect our commitment to our mission and vision and are integral to achieving our goals. They foster a positive and ethical work environment where every employee, volunteer, and partner is respected and empowered to contribute to the organisation's success. These core values and principles include the following:

1.4.1. Integrity

Integrity is at the heart of UNIMAC's operations. We are committed to conducting all our activities with honesty, transparency, and accountability. This means:

- **Honesty:** we uphold the truth in all our communications and interactions. We present information accurately and refrain from misleading practices.

- **Transparency:** we operate with openness, ensuring that our actions, decisions, and use of resources are clear and accessible to our stakeholders.
- **Accountability:** we take responsibility for our actions, decisions and their outcomes. We ensure that our staff and partners are accountable to the communities we serve, our donors, and each other.

1.4.2. Equality

UNIMAC believes in the inherent worth and dignity of every individual. We are dedicated to promoting equality in all its forms, ensuring that everyone has the opportunity to succeed regardless of their background or circumstances. This includes:

- **Non-discrimination:** we actively work against discrimination based on race, gender, age, religion, disability or any other characteristic.
- **Equal Opportunity:** we provide equal opportunities for employment, growth, and advancement within the organisation, ensuring that merit and performance are the key criteria for success.
- **Diversity and inclusion:** we celebrate diversity within our work force and the communities we serve, recognising that different perspectives and experiences enrich our work and outcomes.

1.4.3 Empowerment

Empowerment is central to UNIMAC's mission. We are committed to enabling maidens and communities to take control of their lives and futures. Our approach to empowerment includes:

- **Capacity building:** We invest in the skills, knowledge and abilities of staff, volunteers and communities we serve, ensuring they have the adequate tools they need to succeed.
- **Autonomy and independence:** we encourage self-reliance and independence, helping individuals and communities to identify and pursue their own goals.
- **Supportive environment:** we create a supportive environment that fosters personal and professional growth, encouraging innovation, creativity and leadership at all levels.

1.4.4 Collaboration

UNIMAC recognizes that achieving our mission requires collaboration and partnership. We value working together with individuals, organisations, and communities to achieve common goals. Our approach to collaboration includes:

- **Teamwork:** we encourage team work within the organisation, recognizing that collective effort leads to greater success.
- **Partnerships:** we actively seek and nurture partnerships with other organisations, both within and outside of sector, to enhance our impact and reach.

- **Community engagement:** we engage with the communities we serve ensuring that their voices are heard and that they play an active role in shaping programs and initiatives that affect them.

1.4.5 Sustainability

Sustainability is a key principle that guides our work ensuring that our action today doesn't compromise the ability of future generations to meet their needs. Our commitment to sustainability includes:

- **Environmental responsibility:** we strive to minimize our environmental impact by promoting eco-friendly practices, both in our operations and through our programs.
- **Long term impact:** we design our programs and initiatives with a focus on creating lasting change, ensuring that the benefits extend well beyond the immediate term.
- **Resource stewardship:** we are committed to the responsible use of resources, ensuring that our financial, human, and material resources are used efficiently and effectively to maximise impact.

1.4.6. Ethical conduct

Ethical conduct is a cornerstone of UNIMAC's work. We hold ourselves to the highest ethical standards, ensuring that our actions are consistent with our values and mission. This includes:

- **Respect:** we treat all individuals with respect, valuing their dignity, rights, and contributions.
- **Fairness:** we strive for fairness in all our dealings, ensuring that our policies are just and equitable.
- **Confidentiality:** we respect the confidentiality of information entrusted to us, protecting the privacy of our employees, partners, and beneficiaries.

1.5 Amendments to the Manual

The Personnel Policy and Procedure Manual is a dynamic document designed to evolve with the changing needs of UNIMAC and its mission. It is essential that the manual remains relevant, up-to-date, and reflective of best practices in organizational management, legal compliance, and employee relations. Therefore, amendments to this manual may be necessary from time to time.

1.5.1 Authority to Amend

The authority to propose amendments to this manual rests with the following:

- **Executive Leadership:** The Executive Director and senior management team have the authority to propose amendments to the manual, particularly those affecting organizational strategy, operational efficiency, and compliance with new laws or regulations.
- **Human Resources (HR) Department:** The HR department is responsible for monitoring the effectiveness of the manual and proposing updates that address any emerging issues, trends, or changes in employment law.
- **Board of Directors:** Any significant amendments that impact the overall direction or fundamental policies of the organization must be reviewed and approved by the Board of Directors.

1.5.2 Procedure for Amendments

The process for amending the manual involves several steps to ensure that changes are thoughtfully considered and effectively implemented:

1. Proposal of Amendments:

- Amendments can be proposed by members of the Executive Leadership, HR, or the Board of Directors. Employees may also suggest changes or provide feedback through their supervisors or the HR department.

2. Review and Analysis:

- The proposed amendment is reviewed by the HR department in collaboration with legal counsel (if necessary) to ensure compliance with current laws and alignment with organizational goals.
- A thorough analysis is conducted to evaluate the potential impact of the amendment on staff, operations, and organizational culture.

3. Drafting of Amendment:

- The proposed amendment is drafted and incorporated into the relevant section of the manual. The draft amendment is then circulated to key stakeholders, including the Executive Leadership and Board of Directors, for feedback.

4. Approval Process:

- After reviewing feedback, the final draft of the amendment is submitted for approval.
- Minor amendments may be approved by the Executive Director or HR Director, while significant amendments require approval from the Board of Directors.

5. Communication of Changes:

- Once approved, the amendment is communicated to all employees. This communication includes a summary of the changes, the reasons for the amendment, and how it affects current policies or procedures.

- Updated copies of the manual are distributed to all staff, and the amendment is uploaded to the organization's internal communication platforms.

6. Implementation and Training:

- Training sessions may be organized to help employees understand and comply with the new policies or procedures.
- HR monitors the implementation of the amendment and provides support as needed to ensure a smooth transition.

1.5.3 Frequency of Review

To maintain the relevance and effectiveness of the manual, it is subject to regular review:

- **Annual Review:** The manual is reviewed at least once a year by the HR department, with input from the Executive Leadership team. This review assesses whether the manual is up-to-date and whether any amendments are needed.
- **Periodic Updates:** In addition to the annual review, the manual may be reviewed and updated periodically as new laws, regulations, or organizational needs arise

1.5.4 Record of Amendments

A record of all amendments to the manual will be maintained to ensure transparency and traceability:

- **Amendment Log:** An amendment log will be included in the manual, listing all changes, the date of each change, and the authority responsible for the amendment.
- **Version Control:** Each version of the manual will be numbered and dated to distinguish between different editions and ensure that employees are referencing the most current version.

1.5.4 Employee Acknowledgment

Employees are required to acknowledge receipt and understanding of the amended manual:

- **Acknowledgment Form:** After an amendment is made, employees will be provided with an acknowledgment form to sign, confirming that they have read and understood the updated policies and procedures.
- **Compliance Obligation:** Continued employment at UNIMAC is contingent upon adherence to the policies and procedures outlined in the manual, including any amendments.

2. Employment Policies

UNIMAC is committed to providing equal employment opportunities to all employees and applicants, regardless of race, colour, religion, gender, national origin, age, disability, marital status, sexual orientation, or any other characteristic protected by law.

2.1.1. Non-Discrimination Policies

UNIMAC strictly prohibits discrimination in all aspects of employment, including hiring, promotion, compensation, benefits, training, and termination. All employment decisions are based on merit, qualifications, and organizational needs.

2.1.2. Inclusivity in the Workplace

UNIMAC fosters an inclusive work environment where diversity is celebrated, and all employees are encouraged to contribute their unique perspectives. We believe that a diverse workforce enhances creativity, innovation, and effectiveness in achieving our mission.

2.1.3. Commitment to Fair Treatment

We are committed to treating all employees fairly and equitably, providing them with opportunities for professional growth and advancement based on their abilities and performance. Any form of discrimination, harassment, or unfair treatment is not tolerated, and appropriate action will be taken against those who violate this policy.

2.1.4. Reporting and Resolving Concerns

Employees who believe they have experienced or witnessed discrimination are encouraged to report their concerns to the HR department or through other established channels without fear of retaliation. UNIMAC will promptly investigate all complaints and take corrective action as necessary.

2.2. Recruitment and Selection

UNIMAC's recruitment and selection process is designed to attract and identify the most suitable candidates who align with our organizational values and mission. This process is fair, transparent, and structured to ensure that all candidates are evaluated based on merit.

2.2.1. Job Postings

Job openings at UNIMAC will be advertised internally and externally to reach a wide and diverse pool of applicants. Each job posting will include detailed information about the position, including key responsibilities, required qualifications, skills, and the deadline for applications.

This ensures that potential candidates have a clear understanding of the role and can assess their suitability before applying.

2.2.2. Application Process

Interested candidates must submit their applications, typically consisting of a resume, cover letter, and any other requested documents, by the specified deadline. The HR department will review all submissions to ensure that applicants meet the basic qualifications and criteria outlined in the job posting. This initial screening helps to shortlist candidates who are best suited for the role.

2.2.3. Interview Process

Shortlisted candidates will be invited to participate in the interview process. This may include one or more interviews, such as initial phone screenings, in-person interviews, or panel interviews. The interview process is designed to evaluate candidates' qualifications, experience, and alignment with UNIMAC's values and culture. It also provides an opportunity for candidates to learn more about the organization and the role.

2.2.4. Selection Criteria

The final selection of candidates is based on a thorough evaluation of their qualifications, interview performance, experience, and potential contribution to UNIMAC. The selection criteria ensure that the chosen candidate not only meets the technical requirements of the position but also fits well within the organizational culture and values. The hiring decision is made collaboratively by the hiring manager and the HR department to ensure the best fit for both the role and the organization. This structured approach to recruitment and selection ensures that UNIMAC attracts and retains top talent who are committed to our mission and capable of contributing to our success.

2.3. Employment Categories

2.3. Employee Classifications

At UNIMAC, we recognize different classifications of personnel to accommodate various work arrangements. Each classification comes with specific terms of employment, benefits, and expectations.

2.3.1. Full-Time Employees

Full-time employees are individuals who work the standard number of hours per week as defined by UNIMAC, typically 40 hours. They are entitled to the full range of benefits offered by the organization, including health insurance, paid time off, and participation in retirement plans. Full-time employees are key contributors to the ongoing success of UNIMAC, and they typically hold positions that require a long-term commitment.

2.3.2. Part-Time Employees

Part-time employees work fewer hours than full-time employees, generally less than 30 hours per week. While they contribute to the organization's goals, their roles are typically more limited in scope. Part-time employees may receive prorated benefits depending on their hours worked, and their schedule is often more flexible than that of full-time employees.

2.3.3. Temporary Employees

Temporary employees are hired for a specific duration, often to meet short-term needs such as special projects, seasonal work, or to cover for an employee on leave. These employees are usually not eligible for benefits beyond those mandated by law, and their employment ends when the specific project or time period is completed. Temporary roles provide flexibility in staffing to address immediate organizational needs.

2.3.4. Volunteers and Interns

Volunteers and interns play a vital role in supporting UNIMAC's mission. Volunteers contribute their time and skills without monetary compensation, often to support specific programs or events. Interns, on the other hand, may be compensated or unpaid, and their roles are typically designed to provide hands-on experience in a particular area of the organization. Both volunteers and interns are integral to the operations of UNIMAC, offering fresh perspective and additional resources to the team. They receive training and supervision to ensure their contributions are meaningful and aligned with organizational goals.

These classifications help UNIMAC to effectively manage its workforce while providing opportunities for diverse forms of engagement, ensuring that the organization remains adaptable and responsive to both its needs and those of its personnel.

2.4. Employment Documentation

Proper documentation is crucial in establishing clear expectations, rights, and responsibilities between UNIMAC and its employees. The following are key documents that are part of the employment process:

2.4.1 Offer Letters

An offer letter is a formal document provided to a candidate selected for employment at UNIMAC. It outlines the basic terms of employment, including the position title, start date, salary, work schedule, and any initial conditions of employment. The offer letter serves as a preliminary agreement, and acceptance of the offer indicates the candidate's intention to join the organization under the specified terms.

2.4.2. Employment Contracts

An employment contract is a more comprehensive document that provides detailed terms and conditions of employment. It includes aspects such as job responsibilities, compensation and benefits, duration of employment (for fixed-term contracts), termination clauses, and expectations regarding performance and conduct. Employment contracts are legally binding and protect both the organization and the employee by clearly defining their rights and obligations.

2.4.3. Confidentiality Agreements

Confidentiality agreements are essential to protect UNIMAC's proprietary information, trade secrets, and sensitive data. Employees who have access to such information are required to sign these agreements, which stipulate that they must not disclose or misuse any confidential information during or after their employment. This ensures that UNIMAC's operations, strategies, and intellectual property remain secure.

2.4.4. Job Descriptions

Job descriptions are detailed documents that outline the specific duties, responsibilities, qualifications, and expectations for a given position at UNIMAC. They serve as a guide for employees to understand their roles within the organization and as a benchmark for performance evaluations. Job descriptions are also used during the recruitment process to attract candidates with the appropriate skills and experience.

3. Employee Onboarding

Onboarding at UNIMAC is designed to integrate new employees into the organization smoothly, ensuring they are well-equipped to contribute effectively from the start. This process goes beyond mere orientation, focusing on helping new hires understand UNIMAC's culture, values, and expectations.

3.1. Orientation Program

The orientation program is the initial phase of onboarding where new employees are formally introduced to the organization. It typically takes place within the first few days of employment and includes presentations, meetings, and discussions to help new hires become familiar with UNIMAC's structure, culture, and key personnel. The goal is to make them feel welcomed and informed about the organization's operations.

3.2. Introduction to UNIMAC's Mission and Core Programs

Understanding UNIMAC's mission is crucial for all employees, as it guides the organization's activities and decisions. During onboarding, new employees are introduced to the mission

statement and the core programs that drive UNIMAC's efforts in areas such as gender equality, environmental protection, and community empowerment. This session aims to align the employees' work with the broader goals of the organization.

3.3. Health and Safety Training

Health and safety are paramount at UNIMAC. This training session covers the essential practices and procedures to ensure a safe working environment. Employees are educated on emergency procedures, workplace hazards, and preventive measures to maintain their safety and well-being. For field-based roles, additional training may be provided to address specific risks associated with the work environment.

3.4. Code of Conduct Training

UNIMAC maintains high ethical standards and expects all employees to adhere to its Code of Conduct. This training outlines the expected behaviours and ethical considerations that employees must follow. Topics include professional conduct, confidentiality, respect in the workplace, and the consequences of violations. The training ensures that all employees understand their role in maintaining a respectful and lawful work environment.

3.5 Introduction to Workplace Policies and Procedures

This part of the onboarding process familiarizes new employees with UNIMAC's workplace policies and procedures. It covers key areas such as attendance, leave policies, performance evaluations, communication protocols, and disciplinary actions. Understanding these policies is crucial for employees to navigate their roles effectively and avoid any unintentional breaches of protocol.

4. Compensation and Benefits

The compensation and benefits structure at UNIMAC are designed to recognize the contributions of employees while ensuring their financial security and well-being. This section outlines the key elements of the compensation package, including salary structure, payroll process, overtime policy, an overview of benefits, health insurance, retirement plans, leave entitlements, professional development opportunities, and the performance appraisal and salary review process.

4.1. Salary Structure

UNIMAC has established a salary structure that reflects the organization's commitment to fairness, transparency, and competitiveness in the market. Salaries are determined based on several factors, including job role, experience, qualifications, and performance.

- **Job Grading:** Employees are assigned to specific salary grades according to their job title, responsibilities, and experience level. Each grade has a corresponding salary range that provides flexibility while maintaining internal equity.
- **Market Competitiveness:** The salaries ranges are reviewed periodically to ensure that they remain competitive within the industry and region. Adjustments may be made to attract and retain talent.
- **Salary Increases:** Annual salary reviews are conducted as part of the performance appraisal process. Increases in salary maybe based on merit, cost of living adjustments, or changes in job responsibilities.

4.2. Payroll Process

UNIMAC is committed to ensuring that employees receive their compensation in a timely and accurate manner. The payroll process is managed with efficiency and transparency.

- **Payroll Schedule:** Salaries are processed and paid on the last working day of each month. Employees will receive a detailed pay slip that outlines grosspay, deductions, and netpay.
- **Deductions:** Statutory deductions, such as taxes and social security contributions, are made in compliance with local laws. Other authorized deductions, such as health insurance premiums or retirement contributions, are also processed through payroll.
- **Payroll Queries:** Employees can raise any payroll-related questions or discrepancies with the HR or finance departments, which are responsible for resolving issues promptly.

4.3. Overtime Policy

UNIMAC recognizes the need for flexibility in work hours, especially during peak periods. The organization has an overtime policy that ensures employees are fairly compensated for hours worked beyond their regular schedule.

- **Eligibility:** Non-exempt employees (those not in managerial or exempt roles) who work beyond their scheduled hours are eligible for overtime pay.
- **Overtime Pay:** Overtime is paid at 1.5 times the regular hourly wage for hours worked beyond the standard workweek. On public holidays or under exceptional circumstances, overtime may be compensated at double time.
- **Approval Process:** All overtime must be pre-approved by the employee's immediate supervisor. Unauthorized overtime may not qualify for additional compensation.

4.4. Benefits Overview

UNIMAC offers a comprehensive benefits package designed to support the health, well-being, and financial security of employees and their families. The benefits package includes health insurance, retirement plans, leave entitlements, and professional development opportunities.

5.4.2 Health Insurance

UNIMAC provides a robust health insurance plan that covers a wide range of medical services to ensure employees and their families have access to necessary healthcare.

- **Coverage:** The health insurance plan includes coverage for hospitalization, outpatient services, prescription drugs, dental care, and vision care. Employees can also opt to include coverage for dependents at an additional cost.
- **Premiums:** UNIMAC covers a significant portion of the health insurance premiums, making healthcare accessible and affordable for employees. Employee contributions are deducted from their monthly salary.
- **Additional Benefits:** The health insurance plan may also include wellness programs, mental health services, and access to telemedicine, encouraging a holistic approach to health and well-being.

4.4.2. Retirement Plans

Planning for the future is a key aspect of UNIMAC's benefits package. The organization offers a retirement savings plan that helps employees build financial security for their post-retirement years.

- **Contribution Matching:** UNIMAC matches employee contributions to the retirement plan up to a specified percentage of their salary, incentivizing employees to save for their future.
- **Vesting Schedule:** While employee contributions are vested immediately, UNIMAC's matching contributions vest according to a predetermined schedule that encourages long-term commitment to the organization.
- **Investment Options:** Employees can choose from a range of investment options to align with their retirement goals. The retirement plan is managed by a third-party financial institution.

4.3.3 Leave Entitlements

UNIMAC values the importance of work-life balance and provides a variety of leave options to accommodate the personal and professional needs of employees.

- **Annual Leave:** Employees are entitled to a set number of paid vacation days each year, which are accrued based on length of service. This leave allows employees to rest, recharge, and spend time with their families.
- **Sick Leave:** Paid sick leave is available to employees who are unable to work due to illness or injury. UNIMAC may require a medical certificate for extended sick leave.

- **Maternity/Paternity Leave:** New parents are entitled to maternity or paternity leave, allowing them to bond with their new-borns or newly adopted children. The duration of leave is in accordance with local labour laws.
- **Other Leave Types:** UNIMAC also offers additional leave types, including bereavement leave, study leave, and unpaid leave, based on individual circumstances and organizational policies.

4.4.4 Professional Development Opportunities

UNIMAC is committed to the continuous professional development of its employees, offering various opportunities to enhance skills, knowledge, and career growth.

- **Training Programs:** Employees are encouraged to participate in training programs relevant to their roles. These programs may be conducted internally or through external providers and cover a wide range of topics.
- **Tuition Reimbursement:** UNIMAC may offer tuition reimbursement for courses or certifications that align with the employee's job responsibilities and the organization's needs.
- **Career Development:** Employees have access to resources such as mentoring, coaching, and career planning sessions to support their professional growth and advancement within the organization.

4.5. Performance Appraisal and Salary Review

Performance appraisals are a critical component of UNIMAC's commitment to fostering a culture of excellence and continuous improvement. The performance appraisal process is linked to salary reviews, ensuring that compensation reflects an employee's contributions and achievements.

- **Appraisal Process:** Employees undergo an annual performance appraisal, which includes self-assessment, supervisor evaluation, and feedback discussions. The appraisal assesses job performance, goal achievement, and alignment with UNIMAC's values.
- **Salary Review:** Following the performance appraisal, salaries are reviewed to determine if adjustments are warranted. Factors considered include individual performance, market trends, and organizational financial status.
- **Continuous Feedback:** In addition to formal appraisals, UNIMAC encourages supervisors to provide ongoing feedback to employees throughout the year. This approach helps employees stay aligned with organizational goals and enhances their overall performance.

5. Workplace Conduct

UNIMAC is committed to up holding a professional, ethical, and respectful work environment where all employees are expected to conduct themselves in a manner that reflects the organization's mission, values, and commitment to excellence. This section details our policies on workplace conduct, including anti-discrimination and harassment, conflict of interest, dress code, use of company resources, social media, and procedures for addressing grievances and misconduct.

5.1. Anti-Discrimination and Harassment Policy

At UNIMAC, we believe that every employee has the right to work in an environment free from discrimination, harassment, and any form of inappropriate conduct. Our commitment to fostering an inclusive and respectful workplace is paramount, and we have zero tolerance for behavior that undermines these values.

- **Equal Opportunity:** UNIMAC is an equal opportunity employer. We do not discriminate against employees or job applicants based on race, colour, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other legally protected characteristic. All employment decisions are made based on merit, qualifications, and business needs.
- **Harassment-Free Workplace:** Harassment, whether verbal, physical, or visual, is prohibited at UNIMAC. This includes sexual harassment, bullying, and any behavior that creates a hostile, intimidating, or offensive work environment. Examples of harassment include unwelcome advances, inappropriate jokes, and derogatory comments.
- **Reporting and Response:** Employees are encouraged to report any incidents of discrimination or harassment to their supervisor, Human Resources, or through our confidential reporting channels. All reports will be taken seriously, investigated promptly, and resolved in a manner that protects the rights of all parties involved. Retaliation against anyone who reports discrimination or harassment in good faith is strictly prohibited

5.2. Conflict of Interest

UNIMAC expects all employees to act in the best interests of the organization, avoiding any activities or relationships that could create a conflict of interest. A conflict of interest arises when personal interests, relationships, or activities interfere with an employee's ability to make unbiased decisions on behalf of UNIMAC.

- **Disclosure Obligations:** Employees must promptly disclose any potential or actual conflicts of interest to their supervisor or Human Resources. This includes financial interests in vendors or competitors, relationships with clients, or any outside employment that may affect job performance.
- **Prohibited Activities:** Employees are prohibited from engaging in activities that could

- compromise their loyalty to UNIMAC, such as accepting gifts or favors' from vendors, using company resources for personal gain, or making decisions that benefit themselves at the organization's expense.
- **Resolution:** Upon disclosure, UNIMAC will assess the situation and take appropriate steps to resolve the conflict, which may include reassigning duties, recusing the employee from certain decisions, or terminating the conflicting activity.

5.3. Dress Code

UNIMAC's dress code policy is designed to promote a professional image while allowing employees to express themselves within reasonable guidelines. Employees are expected to dress in a manner that is appropriate for their role and the work environment.

- **Business Attire:** Employees in client-facing roles, attending meetings, or representing UNIMAC at events are required to wear business attire, including suits, dresses, skirts, slacks, blouses, and dress shoes. Ties and jackets may be required for formal occasions.
- **Business Casual:** For most office settings, business casual attire is appropriate. This includes dress slacks or khakis, collared shirts, blouses, and closed-toe shoes. Denim, t-shirts, and sneakers are generally not permitted unless specified for casual days.
- **Casual Days:** UNIMAC may designate specific days as "Casual Fridays" or similar, where employees can dress more casually while still maintaining a neat and professional appearance. Casual attire may include well-fitted jeans, polo shirts, and casual footwear.
- **Cultural and Religious Attire:** UNIMAC respects the cultural and religious dress practices of its employees. Accommodations will be made to ensure that employees can express their beliefs while adhering to safety and professional standards.

5.4. Use of Company Resources

UNIMAC provides its employees with various resources, including computers, telephones, internet access, and office supplies, to facilitate their work. These resources are essential to the operation of the organization and must be used responsibly and primarily for business purposes.

- **Acceptable Use:** Employees are expected to use company resources solely for work-related activities. Limited personal use is allowed, provided it does not interfere with job responsibilities or violate any policies.
- **Security Protocols:** Employees must follow all security protocols to protect company resources, including using strong passwords, locking computers when unattended, and not installing unauthorized software or applications.
- **Prohibited Uses:** Company resources must not be used for illegal activities, personal financial gain, or accessing inappropriate content. Violations of this policy may result in disciplinary action, up to and including termination.

5.5. Social Media Policy

UNIMAC recognizes the importance of social media as a tool for communication and engagement. Employees are encouraged to use social media responsibly, keeping in mind the potential impact on the organization's reputation and operations.

- **Personal Use:** Employees are free to use social media for personal purposes, but they must avoid posting content that could negatively affect UNIMAC's image, disclose confidential information, or conflict with the organization's values.
- **Professional Use:** Employees authorized to manage UNIMAC's official social media accounts must adhere to the organization's communication guidelines, ensuring that all content is accurate, respectful, and aligns with UNIMAC's mission.
- **Disclaimers:** Employees who post content related to their work at UNIMAC on personal accounts must include a disclaimer stating that their views are their own and do not reflect the views of the organization.
- **Monitoring:** UNIMAC reserves the right to monitor public social media activity to ensure compliance with this policy. Any violations may lead to disciplinary action.

5.6. Grievance and Disciplinary Procedures

UNIMAC is committed to maintaining a fair and transparent process for addressing employee grievances and ensuring that disciplinary actions are conducted consistently and justly.

- **Grievance Procedure:** Employees who have a concern or complaint related to their employment are encouraged to resolve the issue informally with their supervisor. If the issue remains unresolved, employees may file a formal grievance with Human Resources. All grievances will be thoroughly investigated and addressed in a timely manner.
- **Disciplinary Procedure:** UNIMAC takes disciplinary actions when an employee's conduct violates organizational policies, ethical standards, or job performance expectations. Disciplinary actions may include verbal warnings, written warnings, suspension, or termination, depending on the severity of the offense.
- **Fair Process:** Employees subject to disciplinary action will be informed of the reasons and given an opportunity to respond. UNIMAC will consider all relevant facts and circumstances before making a final decision.

5.7. Reporting Misconduct

UNIMAC encourages employees to report any misconduct, including violations of policies, unethical behaviour, or illegal activities. The organization is committed to handling all reports with confidentiality and integrity, ensuring that employees can report concerns without fear of retaliation.

5.7.1. Reporting Mechanisms

Employees can report misconduct through various channels, including directly to their supervisor, Human Resources, or via a confidential whistle-blower hotline. Employees are encouraged to provide detailed information to facilitate a thorough investigation.

Investigation Process

When misconduct is reported, UNIMAC's Human Resources department will initiate an investigation to gather facts and determine the validity of the allegations. The investigation process may involve interviews, document reviews, and consultations with legal counsel if necessary.

- **Confidentiality:** All investigations will be conducted with the utmost confidentiality. Information will be disclosed only on a need-to-know basis to protect the privacy and rights of all parties involved.
- **Impartiality:** UNIMAC ensures that investigations are conducted impartially, with the goal of uncovering the truth and ensuring fairness in the outcome.

5.7.3. Disciplinary Actions

If the investigation confirms that misconduct has occurred, UNIMAC will take appropriate disciplinary action based on the severity of the offense and its impact on the organization.

- **Types of Disciplinary Actions:** Disciplinary actions may range from verbal or written warnings to suspension or termination. In cases involving legal violations, UNIMAC may also report the matter to the appropriate authorities.
- **Appeal Process:** Employees who are subject to disciplinary action have the right to appeal the decision. Appeals must be submitted in writing to Human Resources within a specified timeframe, and the case will be reviewed by senior management.

6. Health and Safety Policy

UNIMAC is dedicated to providing a safe and healthy work environment for all employees. This section outlines our commitment to health and safety, detailing policies and procedures designed to protect our workforce, promote well-being, and ensure compliance with all relevant laws and regulations.

6.1. Emergency Procedures

UNIMAC prioritizes the safety of all employees during emergencies, including fires, natural disasters, or other hazardous situations.

- **Emergency Preparedness:** Employees will receive training on emergency procedures, including evacuation routes, assembly points, and the use of emergency equipment.

- **Response Protocols:** Clear guidelines are provided for responding to different types of emergencies. This includes the role of emergency response teams, communication channels, and steps to ensure the safety of all employees.
- **Regular Drills:** UNIMAC conducts regular emergency drills to ensure that all employees are familiar with the procedures and can act swiftly in an actual emergency.

6.2. Mental Health Support

UNIMAC recognizes the importance of mental health as part of overall well-being. We are committed to providing resources and support to help employees manage stress, anxiety, and other mental health challenges.

- **Access to Resources:** Employees have access to confidential counseling services, mental health hotlines, and wellness workshops aimed at promoting mental health awareness and resilience.
- **Supportive Environment:** UNIMAC fosters a supportive work culture where employees can openly discuss mental health issues without stigma. Managers are trained to recognize signs of distress and provide appropriate support or referrals.
- **Flexible Work Arrangements:** Where possible, flexible work arrangements, such as remote work or adjusted hours, may be offered to employees facing mental health challenges, helping them balance work and personal well-being.

6.3. Workplace Ergonomics

UNIMAC is committed to ensuring that the workplace is designed to promote comfort, efficiency, and prevent injuries related to repetitive strain or poor ergonomics.

- **Ergonomic Assessments:** Regular ergonomic assessments are conducted to ensure that workstations are set up to minimize strain and discomfort. This includes proper chair height, desk alignment, and monitor positioning.
- **Ergonomic Equipment:** Employees are provided with ergonomic tools, such as adjustable chairs, keyboard trays, and footrests, to reduce the risk of musculoskeletal disorders.
- **Training:** Employees receive training on best practices for posture, work station setup, and movement to maintain physical health while performing their duties.

6.4. Wellness Programs

UNIMAC promotes the overall well-being of its employees through comprehensive wellness programs that encourage healthy lifestyles and preventive care.

- **Health Initiatives:** UNIMAC offers various health initiatives, including fitness challenges, health screenings, and nutrition workshops, to encourage employees to adopt healthy habits.

- **Incentives:** Employees may receive incentives for participating in wellness programs, such as discounts on gym memberships, wellness-related reimbursements, or recognition for achieving health goals.
- **Work-Life Balance:** The organization supports work-life balance by offering flexible work hours, stress management workshops, and resources for time management and productivity.

6.5. Incident Reporting

UNIMAC is committed to ensuring that all health and safety incidents are reported, investigated, and addressed promptly to prevent future occurrences.

- **Reporting Process:** Employees are required to report any incidents, near misses, or unsafe conditions immediately to their supervisor or the designated health and safety officer. A standardized reporting form is used to capture all relevant details.
- **Investigation:** All reported incidents are thoroughly investigated to identify root causes and implement corrective actions. This may involve consulting with safety experts or conducting hazard assessments.
- **Follow-Up:** UNIMAC ensures that corrective measures are implemented, and affected employees are supported throughout the recovery process. Lessons learned from incidents are shared with the workforce to improve overall safety practices.

7. Work Hours and Attendance

UNIMAC is committed to maintaining a productive and professional work environment by clearly outlining expectations regarding work hours and attendance. This section defines the organization's policies to ensure consistency, accountability, and respect for all employees, volunteers, and interns.

7.1. Work Schedule

UNIMAC recognizes the importance of structured work schedules to maintain operational efficiency while accommodating the diverse needs of our workforce.

- **Standard Work Hours:** UNIMAC's standard work week consists of (40 hours per week), with regular business hours from (9:00AM to 5:00 PM, Monday through Friday].
- **Flexible Work Arrangements:** Where appropriate, flexible work hours or remote work options may be offered to support work-life balance. Such arrangements must be pre-approved by the employee's supervisor and aligned with UNIMAC's operational needs.
- **Breaks and Meal Periods:** Employees are entitled to scheduled breaks and meal periods as required by labour laws. Specific guidelines will be provided based on local regulations.

Attendance Policy

UNIMAC expects all employees, volunteers, and interns to adhere to their assigned work schedules, ensuring that the organization's operations run smoothly and efficiently.

- **Punctuality:** Employees are expected to arrive on time and be ready to work at the start of their scheduled shift. Consistent tardiness or unexcused absences will be addressed in accordance with the organization's disciplinary procedures.
- **Absence Notification:** Employees must notify their supervisor as soon as possible if they are unable to report to work due to illness, emergencies, or other unforeseen circumstances. A formal request for leave should be submitted when possible.
- **Leave Approval:** All requests for leave, including annual, sick, or emergency leave, must be approved in advance by the supervisor, except in cases of unexpected illness or emergency.

7.3. Timekeeping Procedures

Accurate time keeping is essential for ensuring fair compensation and maintaining compliance with labour regulations.

- **Time Recording:** Employees are required to accurately record their work hours using UNIMAC's designated timekeeping system, whether it is manual or electronic. This includes recording the start and end times of work shifts, as well as any breaks.
- **Overtime Recording:** Any overtime worked must be pre-approved by the employee's supervisor and accurately documented in the timekeeping system. UNIMAC compensates overtime according to local labour laws and organizational policies.
- **Timekeeping Audits:** Regular audits of timekeeping records will be conducted to ensure accuracy and compliance. Discrepancies will be investigated and corrective actions taken if necessary.

7.4. Attendance Accountability

UNIMAC values accountability and transparency in managing attendance.

- **Monitoring:** Attendance will be regularly monitored to ensure adherence to the organization's policies. Patterns of absenteeism or tardiness will be addressed promptly.
- **Reporting:** Employees are encouraged to report any concerns related to attendance or timekeeping practices to their supervisor or HR department without fear of retaliation.
- **Disciplinary Actions:** Failure to comply with attendance and timekeeping policies may result in disciplinary action, up to and including termination, in accordance with UNIMAC's disciplinary procedures.

8. Confidentiality and Data Protection

UNIMAC prioritizes the safeguarding of all confidential and sensitive information. This policy ensures that all employees, volunteers, and interns understand their responsibilities regarding data protection and confidentiality, contributing to the organization's integrity and trustworthiness.

8.1 Confidentiality Policy

UNIMAC's Confidentiality Policy requires all personnel to maintain the confidentiality of sensitive information, both during and after their association with the organization. This includes protecting personal data, proprietary information, and any other confidential matters related to UNIMAC's operations.

8.2 Data Protection and Privacy

UNIMAC is committed to complying with all applicable data protection laws, ensuring that personal data is collected, processed, and stored securely and responsibly. This section outlines how data is managed, ensuring that privacy is respected and safeguarded.

8.3 Handling Sensitive Information

Employees, volunteers, and interns must handle sensitive information with the utmost care, ensuring that it is only accessible to authorized personnel. This includes the secure storage, transmission, and disposal of any documents or electronic data containing sensitive information.

8.4 Use of IT Systems

UNIMAC's IT systems must be used in a manner that protects the organization's data integrity and security. This includes following best practices for password management, avoiding unauthorized access, and using organization-approved software for any work-related activities.

8.5 Breach of Confidentiality

Any breach of confidentiality, whether intentional or accidental, will be taken seriously and may result in disciplinary action, up to and including termination.

9. Policy on Ethical Practices

UNIMAC is committed to upholding the highest standards of ethical conduct in all aspects of its operations. This policy outlines the organization's dedication to integrity, transparency, and accountability, ensuring that all employees, volunteers, and partners adhere to these principles. Our ethical practices are foundational to building trust and credibility with the communities we serve, our donors, and the public.

9.1 Anti-Corruption and Bribery

UNIMAC has a zero-tolerance policy towards corruption and bribery in any form. All employees, volunteers, and partners are strictly prohibited from offering, giving, soliciting, or receiving any form of bribe, kickback, or corrupt payment. This policy applies to interactions with government officials, private individuals, and other organizations. Any suspicion of corruption or bribery must be reported immediately through the appropriate channels, and strict disciplinary measures will be taken against violators, including termination and legal action if necessary.

9.2 Ethical Fundraising Practices

UNIMAC is dedicated to maintaining the highest standards of integrity in its fundraising efforts. All fundraising activities must be conducted transparently, honestly, and in compliance with legal requirements. This includes ensuring that all representations made to donors about the use of funds are accurate and that donor funds are used strictly for the intended purposes. UNIMAC is committed to treating all donors with respect, protecting their privacy, and providing them with accurate information regarding the impact of their contributions.

9.3 Transparency and Accountability

Transparency and accountability are core values at UNIMAC. The organization is committed to being open and honest in all its operations, ensuring that all stakeholders, including donors, beneficiaries, and the public, have access to accurate information about its activities, financial status, and decision-making processes. UNIMAC will provide regular reports on its financial performance, project outcomes, and overall impact, ensuring that all resources are managed responsibly and that any concerns or questions from stakeholders are addressed promptly and thoroughly.

9.4 Partnership and Collaboration Ethics

UNIMAC recognizes the importance of partnerships and collaborations in achieving its mission. All partnerships and collaborations must be based on mutual respect, shared values, and a commitment to ethical practices. This includes ensuring that all partners adhere to UNIMAC's ethical standards and that any joint activities are conducted in a manner that upholds the integrity of the organization. UNIMAC is committed to working only with partners who share its commitment to transparency, accountability, and ethical conduct.

9.5 Compliance with National and International Standards

UNIMAC is committed to complying with all applicable national and international laws, regulations, and standards. This includes adherence to labour laws, environmental regulations, human rights standards, and any other legal or regulatory requirements relevant to the organization's operations. UNIMAC will regularly review its policies and procedures to ensure that they remain in compliance with evolving legal and regulatory frameworks and will provide training and resources to ensure that all employees, volunteers, and partners understand and comply with these standards.

10. Volunteer and Internship Programs

UNIMAC values the significant contributions that volunteer's and interns bring to the organization. These programs are designed to offer meaningful experiences that align with the organization's mission while providing individuals with opportunities for personal and professional growth. This section outlines the policies and guidelines that govern the recruitment, engagement, and management of volunteers and interns within UNIMAC.

10.1 Volunteer Engagement Policy

The Volunteer Engagement Policy at UNIMAC is centered on creating a supportive and inclusive environment for volunteers. Volunteers are seen as integral members of the organization, contributing their time, skills, and enthusiasm to further UNIMAC's mission. The policy ensures that all volunteers are matched with roles that suit their interests and abilities, and it emphasizes clear communication, mutual respect, and recognition of their efforts. Volunteers are required to adhere to the same ethical standards and code of conduct as all UNIMAC employees and are provided with appropriate training and resources to perform their duties effectively.

10.2 Internship Program Guidelines

UNIMAC's Internship Program is designed to provide students and young professionals with hands-on experience in their field of study or interest. The program is structured to offer practical exposure to UNIMAC's operations, projects, and programs, allowing interns to develop their skills and gain valuable insights into the workings of a non-profit organization. Interns are assigned to departments or projects that align with their academic background or career aspirations. They receive mentorship and supervision from experienced staff members and are expected to complete specific assignments or projects as part of their internship. The guidelines ensure that internships are mutually beneficial, with clear objectives, responsibilities, and outcomes defined at the outset.

10.3 Volunteer and Intern Expectations

UNIMAC sets clear expectations for volunteers and interns to ensure a productive and fulfilling experience for both parties. Volunteers and interns are expected to:

- **Adhere to UNIMAC's mission and values:** Demonstrate a commitment to the organization's goals and uphold its ethical standards.
- **Maintain professionalism:** Show reliability, punctuality, and a positive attitude while performing their duties.
- **Respect confidentiality:** Handle sensitive information appropriately and adhere to all confidentiality agreements.
- **Engage proactively:** Take initiative in their roles, ask questions, seek feedback, and contribute to the team.
- **Complete assigned tasks:** Fulfill their responsibilities within the agreed timelines and communicate any challenges to their supervisors promptly.

These expectations are communicated clearly during the onboarding process, and volunteers and interns are encouraged to provide feedback and ask for support whenever needed.

10.4 Supervision and Support

UNIMAC recognizes that effective supervision and support are key to the success of its volunteer and internship programs. Each volunteer and intern are assigned a supervisor who provides guidance, feedback, and support throughout their engagement. Regular check-ins are scheduled to assess progress, address any challenges, and ensure that the experience is meeting the volunteer's or intern's expectations. Supervisors also provide opportunities for skill development and learning, and they are responsible for evaluating the performance of volunteers and interns, offering constructive feedback, and identifying areas for growth. UNIMAC is committed to creating an environment where volunteers and interns feel valued, supported, and empowered to contribute meaningfully.

10.5 Recognition and Rewards for Volunteers and Interns

UNIMAC believes in recognizing and celebrating the contributions of its volunteers and interns. Recognition and rewards are essential for maintaining motivation and acknowledging the impact that these individuals have on the organization's success. UNIMAC offers a variety of recognition methods, including:

- **Certificates of completion:** Interns receive certificates that outline their contributions and the skills they have developed during their internship.

- **Public acknowledgment:** Volunteers and interns may be featured in newsletters, social media, or at organizational events to highlight their achievements.
- **Letters of recommendation:** Supervisors can provide letters of recommendation for volunteers and interns who have demonstrated outstanding commitment and performance.
- **Opportunities for continued engagement:** Exceptional volunteers and interns may be offered further opportunities within the organization, including paid positions, extended internships, or leadership roles in volunteer projects.
- **Annual volunteer and intern appreciation events:** UNIMAC hosts events to celebrate and thank volunteers and interns for their dedication and service.

By implementing these recognition and reward practices, UNIMAC fosters a culture of appreciation and encourages continued engagement from its volunteers and interns, contributing to the overall success and sustainability of the organization's mission.

