



Administration and HR Policies and Procedures Manual

PRATHIBA MEDIA NETWORK

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1 INTRODUCTION

1.1 THE ORGANISATION

Prathiba Media Network (PMN) is a result of a collaborated initiative of the youth in the south, who came together to use social media for community work. Established in 2008, PMN was incorporated as a non-governmental organisation under the Societies ordinance in 2011. PMN has established strong networks with, district, regional and national level media networks and organisations and has over 900 members representing the Southern, Uva, and Samabragamuwa provinces of Sri Lanka. One of the main objectives of PMN is to empower the community to use social media to raise awareness on community issues and to identify remedial action.

1.2 PURPOSE OF THE MANUAL

This manual was developed to document the HR and Administrative policies and procedures that govern the operations of Prathiba Media Network (PMN). This would guide the employees of PMN and is developed to ensure that the procedures and controls followed are consistent and continuing.

While some procedures and controls are a must to ensure basic standards, some have been developed to meet the specific requirements of the organization. This manual document all such policies, procedures, and controls to ensure that all staff and other related personnel adhere to these standards required by PMN.

The HR and Administrative manual will have to be modified from time to time for it to be current, relevant, and up to date. Therefore, all such amendments should be submitted for Board approval in a timely manner, and, upon approval of the board the manual should be updated accordingly. This would be the responsibility of the Administrative Officer.

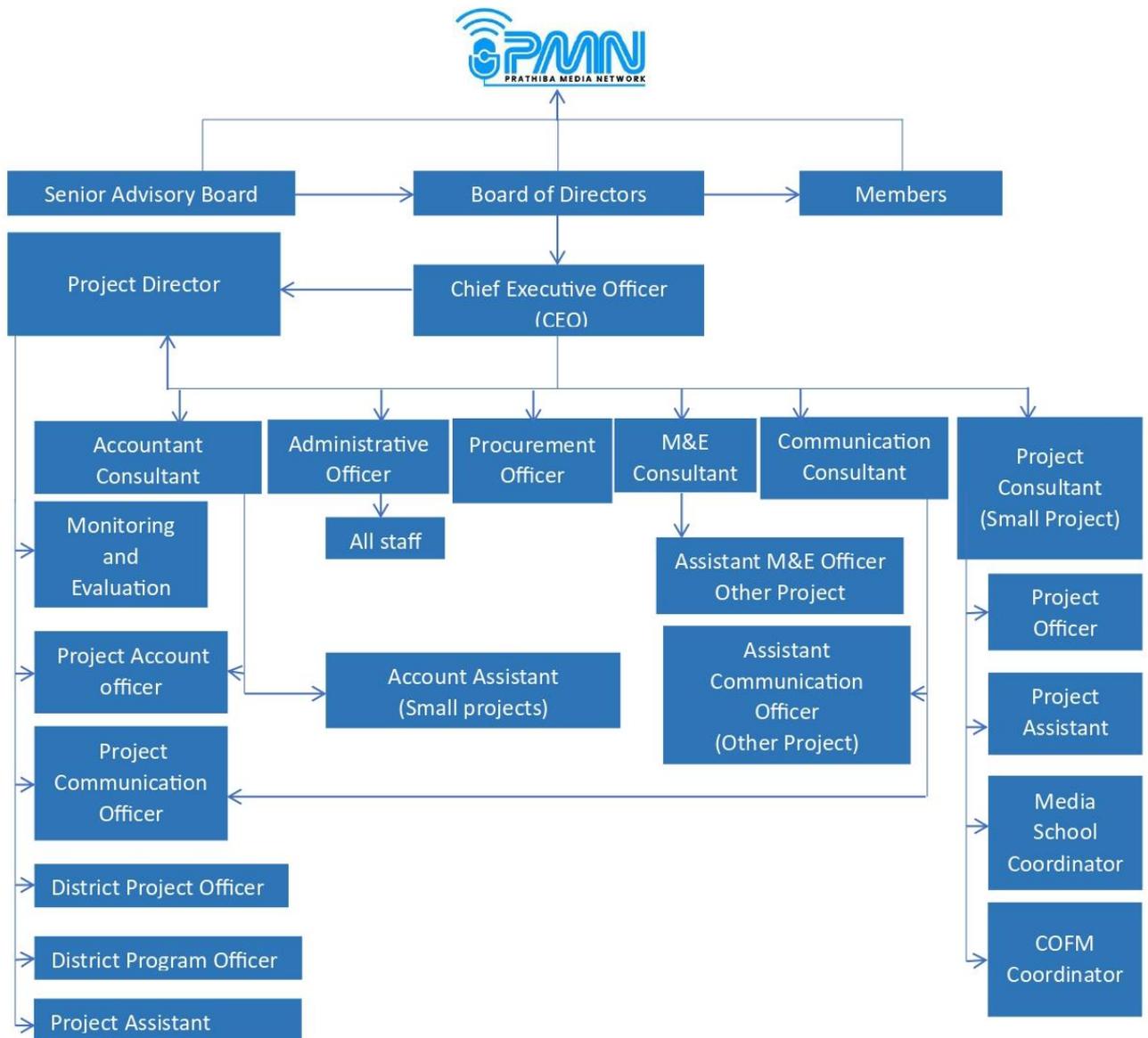
It is the responsibility of the Chief Executive Officer (CEO) to ensure that all staff members without exception follow the policies and procedures detailed in this Manual.

Revision History

Revision no	Revision Date	Revised Section	Approved date	Signature	Name

1.3 ORGANISATION STRUCTURE

Administrative Structure Prathiba Media Network - PMN



2 ORGANISATIONAL VALUES AND CULTURE

At PMN we believe that organizational values and culture defines who we are and creates a uniformity in everything that we do as an Organisation. Our values shape our culture and create a self-defined standard to hold our selves accountable. We believe that these will translate into actions and will be reflected in the work that we do with the community.

Our core values will help make decisions such as hiring, programme expansion and day to day operations.

We believe that a team with a strong set of values is aligned and empowered to do great work without constant supervision, freeing up time maximizing on human resource availability and capacity. Time thus saved can be focused on growing the organization, so the organization can make an even bigger contribution to the society.

As such, below are the core values of PMN that shape the organizational culture.

- Respect – We treat all people with respect and dignity without any form of discrimination based on any circumstances.
- Stewardship – We hold ourselves Socially, Financially, Politically and Environmentally responsible and accountable.
- Learning – We challenge each other to continuously learn and to strive for excellence.
- Creative – We continuously look for ideas, creative solutions and create an enabling space to express our selves.
- Promotes leadership – We create an enabling space for development of leaders.

As an organization that works for the betterment of the community PMN strictly applies the following restriction on staff (fulltime and parttime), Board members, and members.

NO Staff member, be it full time staff or part time staff, board member or members of PMN, during the tenure at PMN, can get involved directly or indirectly in any political activity or be affiliated with any politician, political party or group.

Should a person get involved in any form of direct or indirect political activities, then, such person should withdraw from holding office at PMN in any of the above capacity and submit a written withdrawal/resignation of PMN.

Should a person not notify PMN and it comes to the notice of PMN that a person has got involvement in any form of direct or indirect political activities as described above, then, a committee will be appointed by the board and after detailed investigation, if found guilty the appointment will be terminated with immediate effect.

3 GENERAL ADMINISTRATION

3.1 MANAGEMENT OF OFFICE KEY AND LOCKING THE OFFICE

- ☞ There will be three sets of office keys maintained for the office.
- ☞ One key will be in the custody of the CEO and the other with the Admin Officer.
- ☞ The third key will be left with the CEO as a spare, and depending on the requirement, it will be given to a staff member who will be working late hours or on a holiday provided prior approval is obtained.
- ☞ It is the responsibility of the last person who leaves the office to ensure that the office is locked, and all lights and other equipments are shut down properly.
- ☞ Negligence by a staff member to do so can result in a written warning being given and the same being noted in the personnel file.
- ☞ Any loss and/or damage of company assets/property arising as result of negligence by a staff member shall be recovered by the staff member, if decided to do so after and inquiry by the Management.
- ☞ The Management and Board will review these situations on a case-by-case basis.

3.2 INWARD AND OUTWARD POSTAL PROCEDURE

- ✍ All inward postal mail will be received by the Admin Officer who will record the same in the inward mail book and distribute it to the relevant person within the Organisation.
- ✍ The received stamp with the date should be place on the envelope prior to distributing the mails.
- ✍ All official postal mail should be filed by each person who receives it together with the envelope which has the received date stamp.

- ✍ When distributing the mail, the recipient will sign on the register, indicating receipt of the mail.
- ✍ All outward postal mail should be handed over to the Administrative Officer who will ensure these are sent out without any delay.
- ✍ Details of the outward mail should be updated in the outward mail register which should in addition to the other details mention who is sending this out on behalf of the organization.

3.3 *STATIONARIES*

- ✍ All stationary requirements of the organization should be requested through a requisition form, including programme related stationaries. (Please refer annexure one for Stationary requisition form)
- ✍ These requisitions should be submitted to the Admin Officer, who will get the approval of the CEO and place the orders where required or issue stationery from the existing stationary stock.
- ✍ Procurement procedure as stipulated in the Finance Manual should be followed when purchasing stationery.
- ✍ The Admin Officer can negotiate with the supplier to get the best possible price and to make the payment via cheque.
- ✍ The requisition form should clearly indicate if this is a programme related stationary requirement and the budget line.
- ✍ Same should be noted if this is Administration related.
- ✍ The Admin Officer will be the custodian of the organizational letterheads and all letters place on the letterhead should be signed by the CEO or another Board Member.
- ✍ If a staff member is to sign a letter on the letterhead prior approval from the CEO or a Board member should be obtained.

3.4 *FIXED ASSET MANAGEMENT*

- 🏆 All assets of the Organisation shall be bought in the name of the organization.
- 🏆 Assets given to staff members shall be noted in the Asset movement register.
- 🏆 The Asset Movement Register will have the following details.
 - Asset Code
 - Description
 - Name of person to who the asset was handed over.
 - Date the asset handover.
 - Signature
 - The date the asset was returned to office.
 - Signature of person returning the asset.
 - Name of custodian receiving the asset
 - Note to indicate if the asset was received in the same condition as it was handed over.
 - Signature and date
- 🏆 All assets will be under the custody of the Admin Officer. It is the responsibility of the Admin Officer to ensure that assets under his/her custody are in good condition and safe.
- 🏆 Assets such as laptops, dongles, phones etc. that are given to a staff member to perform the assigned task during the term of employment (Longer period) shall be noted in the personal file.
- 🏆 A form declaring handover of such assets shall be filled in by the admin officer and handed over to the staff member who shall check the current status of the asset and sign the declaration form indicating receipt of the same.
- 🏆 A copy of the declaration will be filed in the personal file and the other maintained in the Asset Movement Register file.
- 🏆 Any loss or damage to the assets of the Organisation due to the negligence of the staff member shall be reviewed by the Management Committee and the approval of the Board on a case-by-case basis. If the Management Committee decides to recover the cost of the loss or damage from the staff member and the Board approves, then the same shall be recovered on the basis and value that is agreed with the staff member

3.5 EMAIL AND TELEPHONE COMMUNICATIONS

- 🏆 All employees will be assigned an official email address.
- 🏆 All official correspondence should be via this official email address.
- 🏆 When required the Organisation has authority to access the official emails of staff members.
- 🏆 All email inquiries should be responded to within three working days.
- 🏆 If an employee receives an email that is not relevant to the area of work undertaken by him/her or if the employee is not confident to respond to the email this should be forwarded to the CEO for his guidance.
- 🏆 The CEO is responsible to manage the general email account of PMN, including forwarding the email to the responsible team members and responding to the same.
- 🏆 When an employee leaves the Organisation, the email ID and Password should be handed over to the CEO.
- 🏆 The Admin Officer will be responsible to ensure that the password is correct by accessing the email before the employee leaves and to change the password.
- 🏆 Telephone calls on the general line will be attended by the Administrative Officer or the Finance Officer.
- 🏆 It is the responsibility of the person attending to the call to ensure that the message is passed to the right person in a timely manner.

4 HUMAN RESROUCE MANAGEMENT

4.1 WORKING HOURS AND WORKING DAYS

This section outlines the regular working hours. It defines the working day and other related procedures in marking attendance.

- Has a forty hour (40) working week from Monday to Friday - exclusive of the lunch break.
- General working hours are from 8:30 am to 5:00 pm, which includes a lunch break of a maximum of half an hour.
- However, due to the versatile nature of the organization it would be necessary to work late hours to meet deadlines and to organize events etc.
- Working days do not include:
 - Sundays
 - Saturdays and
 - All statutory holidays (Mercantile) as declared by the GoSL.
- Working hours and working days can be altered by the authority of the CEO on approval of the Board.
- All staff should sign the attendance register indicating the clock in time and clock out time.
- Failure to mark the register would be treated as no pay leave when processing the monthly salary.
- All staff are expected to report to work at 8:30 am and by 9.05 am the register would be closed.
- If anyone reports to work after 9:05 am without prior approval from the line manager, this would be considered as short leave and the same shall be noted in the leave register.
- The attendance register would be reviewed daily by the officer in charge and monthly by the finance unit to compute no pay.

- When a member of staff is absent from the office due to official work in the field this should be notified to the CEO and the person in charge of the attendance register and noted on the attendance register.
- When the CEO is out of the office or reports to work late, due to attending official work in the field, this should be notified to the Admin Officer and the person in charge of the attendance register, who will update the register accordingly.
- The admin officer is responsible to keep the PMN team informed of the CEOs availability.
- Prior approval should be obtained from the CEO or the relevant line Manager before attending official work outside office premises.
- CEO does not require to obtain permission, but it should be notified to the Admin Officer.
- If an employee is to leave office early due to a personal matter a verbal request should be made to the CEO or the supervising manager and the outgoing section in the attendance register should be marked with a note to indicate the approval.
- If there are regular breaks during working hours, which are personal, the management committee may decide to deduct this from the annual leave.

4.2 WORKING ON HOLIDAYS

- ✚ Given that PMN is an organization dedicated to serving the local community and recognizing the spirit of volunteerism within the organization, it would be necessary to work on weekends and sometimes on statutory government holidays.
- ✚ The CEO should be notified when a staff member is required to work on a holiday.
- ✚ Staff is eligible for lieu leave in respect of work carried out during holidays.
- ✚ Unutilized lieu leave cannot be cashed.

- ✚ Lieu leave can be taken either as half a day or full day depending on the number of hours worked during holidays.
- ✚ Lieu leave should be availed within 30 working days.
- ✚ When requesting to utilize lieu leave a request should be filled in as per the standard procedure and prior approval should be obtained when taking lieu leave.
- ✚ If the employee is not in the office to submit a leave request form, lieu leave can be notified via email and once back in office a leave request form should be filed.

4.3 LEAVE

- 🏆 PMN employee leave is governed by the shop and office act.
- 🏆 All employees are eligible for 21 days of leave in one calendar year.
- 🏆 The leave entitlement is as follows:
 - ✓ Fourteen days annual leave. (14 days)
 - ✓ Seven days of Casual leave (07 days)
 - ✓ Poya Holidays declared by the GoSL
 - ✓ Mercantile Holidays declared by the GoSL
 - ✓ Medical Leave – will have to be covered within the 7 casual leave days
 - ✓ Lieu Leave – [Refer section 4.2](#)
 - ✓ Shot Leave – Covered within the 7 days of casual leave.
- 🏆 In respect of the first year of employment, the person shall be entitled to;
 - a) Commencement of Employment on or after the 1st of Jan but before 1st of April – 14 days

- b) Commencement of Employment on or after the 1st of Apr but before 1st of July – 10 days
- c) Commencement of Employment on or after the 1st of July but before 1st of Oct – 7 days
- d) Commencement of Employment on or after the 1st of Oct – 4 Days

-  Leave not utilized cannot be carried forward to the next year or cashed. Annual leave should be utilized in the year of entitlement.
-  Leave requests should be submitted to the line manager, who will certify the leave request and forward the same for the approval of CEO.
-  Leave applications of CEO will be approved by the Chairman or Secretary.
-  Upon the approval of the CEO, the leave request form will be submitted to the Admin Department for the purposes of updating leave records and filing.
-  The admin department will update the necessary records and will ensure that these are filed properly.
-  The management may decide to give special leave during festive seasons, subject to board approval. This is at the sole discretion of the management. This approval will be given by the Board at the beginning of each year.
-  The admin officer will update the necessary records with additional leave granted by the organization.
-  In case of a family death or illness which prevents the employee from coming to work. This should also be notified to the Officer in charge, who will notify the relevant line managers and the CEO.
-  These would be treated as special leave and the management would take these up on a case-by-case basis.
-  A leave request should be filled in after returning to work, whether this is special leave or no pay leave or leave of any other form.

- 🍷 If an employee is absent from work continuously for more than three consecutive days without prior approval and notice, a medical certificate, certified by a doctor registered at the SLMC should be presented to PMN.

Maternity Leave

- In total 84 days can be taken as maternity leave.
- Leave can be taken prior to the confinement but shall be covered within the 84 days in total.
- When calculating the 84 days, weekends and statutory holidays will not be included. It will be 84 working days.
- One hour will be allowed as the feeding hour for a period of six months upon resuming work after maternity leave.
- An employee can return to work one hour late or leave work one hour early or half an hour on either side to utilize the feeding hour.
- 84 days of leave will only apply to the first and second child.
- From the third child onwards, it would be 44 working days.
- If an employee requires an additional month as maternity leave, then they are entitled to write to the management requesting an additional one month of leave.
- The management team will discuss and take a decision depending on the workload and fund availability etc.
- The board should be notified of all such extensions or special leave.

Paternity Leave

- 🍷 Being an organization working towards equal rights PMN encourages fathers to be a part of bringing up the child.
- 🍷 14 working days of leave can be taken as Paternity leave.

- ☞ This can be taken either before or after the baby is born or both.

Educational Leave

- ✚ For education purposes, if this will support and improve the capacity of the employees, a maximum of one month no pay leave will be granted by the organisation.
- ✚ Education material and all other relevant documents should be shared with the organization, upon returning to work.
- ✚ The employee should share his or her leanings with the other staff members at the planning/staff meetings.
- ✚ This could be done in the form of presentations, training etc. which shall be decided by the Management in consultation with the person concerned.
- ✚ PMN believes in continuous leaning and will support staff capacity building if the organization can find a donor or well-wisher as the organization does not have sufficient funds to self-fund such initiatives.
- ✚ This would be at the discretion of the Board.

4.4 RECRUITMENT

- ☞ The Executive Board will discuss and approve the increment of permanent cadre on recommendation of the Management committee.
- ☞ Vacant positions would be first notified to the existing staff and then open to external applicants.
- ☞ The Management may also decide to promote and exiting staff to the vacant position and advertise the position that was made vacant with the promotion.
- ☞ All promotions should be based on an assessment and justification by the line manager.

- ☞ The Management will decide the suitable platforms to advertise the vacancies of PMN. However, PMN will at least as a minimum use its social media platforms to advertise the vacancies.
- ☞ Even internal applications will be scrutinized by the management team and the selected internal candidate would have to face an interview to ensure that the candidate has the competence and knowledge required to carry out the new tasks.
- ☞ The right candidate would be chosen through a process of interviews.
- ☞ The Management will decide the number of interviews to be carried out prior to selection.
- ☞ Even internal applicant will have to go through a process of interviews.
- ☞ The Management has the authority to decide if the internal candidate is suitable or not for the position and to take a decision accordingly.
- ☞ All PMN staff will be given a contract of employment with a Job description that defines his/her role. This should be given within one week of appointment.
- ☞ The contract of employment will also indicate the starting salary and benefits if any, including telephone allowances, travel, meals etc. The contract can refer to the manuals or board decisions if required.
- ☞ All new recruits should be given an orientation to the organization and its policies and procedures.
- ☞ This would be the responsibility of the Admin Officer. However, the CEO should monitor the process.
- ☞ The Admin Officer will ensure that the orientation is done within a maximum period of three days from the date of appointment.
- ☞ All employees are subject to a minimum probation period of three months or more depending on individual contracts given to them.
- ☞ The period of probation shall also be mentioned in the contract of employment.
- ☞ The contribution of EPF and ETF shall also be mentioned in the contract.

- ☞ For Internal staff who are transferred to a different position, EPF and ETF contributions will continue even though this would terminate the old contract and a new contract of employment is issued. This could be by way of a transfer or promotion.
- ☞ Irrespective of whether it is a transfer or a promotion, a letter should be issued to the employee with a copy in the personal file.
- ☞ During the probation period the employee should demonstrate his/her competence and suitability for the position.
- ☞ The management reserves the right to terminate the contract after the probation period if they are not satisfied with the level of capacity and competence of the recruit or extend the probation period.
- ☞ After the probation period a letter will be issued by PMN if they are satisfied with the new employee indicating that he/she will be made permanent.
- ☞ Recruitment of family members will be on approval of the Board.
- ☞ The related family member who is an existing employee of PMN will not be part of the recruitment process and will not be involved in the recruitment decision.
- ☞ If such recruitments are done for any reason, then, it is the responsibility of the Board to ensure that there is no conflict of interest and that the family members are not responsible to supervise the other or approve any payments, holidays etc., related to the other.

4.5 TERMINATION

- 🔧 Either party may terminate the contract by giving the other party one-month notice in writing unless stated otherwise in the contract of employment.
- 🔧 Any misconduct, negligence, abandonment of assignment, unsatisfactory performance and noncompliance with any of the terms and conditions of the contract and code of ethics by the employee shall constitute grounds for immediate terminations or suspension of the contract.

- ✎ Misrepresentation of person or organization and withholding critical information from the organization such a conflict of interest or mis information the management and/or organization can be grounds for immediate dismissal.
- ✎ All such dismissals will be subject to an investigation. The Board will decide the form and depth of the investigations depending on the cause for dismissal.
- ✎ A show cause should be issued for all warnings, and a copy of the show cause letter and the response should be in the personal file.
- ✎ When resigning the letter of resignation should be given to the line manager, who will discuss it with the employee and make a note on the resignation letter which will then be submitted to the CEO.
- ✎ Related party resignations will be handled by the Board, or a committee assigned by the Board.
- ✎ This would be notified to the Board by the CEO at the regular Board meetings. However, if the resignation is of a senior manager or manager the CEO should discuss the resignation with the Chairman, Secretary and Treasurer as office bearers of the Board.
- ✎ It is the responsibility of the Admin Officer together with the Finance team to ensure that all loans and organizational assets are returned before termination.

4.6 PERSONAL FILES

- The Admin Officer shall maintain individual personal files of all employees.
- The file shall include the following documents.
 - Most recent resume
 - Copies of educational qualifications
 - Copy of NIC
 - Profile photograph of the Employee
 - Grama Niladari or Police Certification
 - Details of emergency contact
 - Medical history

- Blood group
 - Reference if any.
 - Employment Contract and JD
 - All Organisational correspondence
 - Employee correspondence
 - Performance Appraisal copies
- These files will be in the custody of the Admin Officer and will be kept in a cabinet that is locked.
 - Employee information will be treated as confidential and will only be accessible to the CEO, Board Members and Admin Officer who will maintain the documents.
 - The records of employees who have left the Organisation will be archived but not destroyed.
 - The officer in charge of the personal files (Admin Officer), will always ensure confidentiality. Any breach of confidentiality can result in disciplinary action.

4.7 STAFF TRAINING AND DEVELOPMENT

- PMN will develop an annual staff training and development plan, based on the performance appraisals and the annual institutional development plan.
- Based on individual capacity development needs PMN will identify common development requirements as well as individual development requirements.
- Based on the training plan, PMN will approach donors who fund capacity development initiatives for support and raise funding for the same.
- It is important to ensure that staff and organizational capacity building is part of the institutional budget and funds are also raised for the same.
- As part of the monthly meetings, the capacity building plan and its progress shall also be reviewed.
- When opportunities are presented to nominate an employee on behalf of PMN for a training, workshop, conference or any other event, the decision to who will be nominated will be based on the capacity development plan.
- Should there be any ambiguity about whom to nominate, the management committee will meet, and a collective decision will be taken with justification.

4.8 DISCRIMINATION POLICY

- PMN is an organization that works with multi – ethnic, multi – religious, and varied community groups. Therefore, it treats equal opportunity and equality with utmost significance. Whether this is in relation to the project activities or internal staff issues.
- No form of discrimination is tolerated within PMN.
- All staff should take care to avoid any instances or impressions of discrimination.
- Management has the right to take disciplinary action against a staff member of PMN if suspected of an act of discrimination.
- The employees can raise a discrimination issue with their line Manager, CEO or approach the Board, depending on who the offender is.
- All reported discrimination will be taken seriously and addressed immediately by PMN
- The overall responsibility of ensuring that these issues are addressed lies with the Board and the CEO.
- The CEO should update the Board regularly of any discriminatory issues.

4.9 GRIEVANCES

- ✚ If an employee is unsatisfied on any matter affecting the terms and conditions of employment, work environment, or any other matter related to the engagement with PMN, the complaint should be discussed with the line manager.
- ✚ If it cannot be resolved at this level, then this should be discussed with the CEO.
- ✚ The CEO will take an unbiased position and try to resolve the issue and create an enabling environment in line with the organizational values and culture.
- ✚ If for any reason the staff member is still not satisfied, then a written complaint should be made to the CEO who will take this to the governing board referring to the actions taken thus far.
- ✚ If the grievance is about the CEO, then the matter can be taken to the Board.
- ✚ The Board will assign a person or a team to address any discriminatory or grievance issues that cannot be resolved at the CEO level.