TONGA LEITIS ASSOCIATION

HUMAN RESOURCES POLICY
OVERVIEW

The Tonga Leitis Association policy handbook is designed to acquaint employees with the Tonga Leitis Association and provide information about working conditions, employee benefits and policies affecting employment. Employees should read, understand and comply with all provisions of the policy.

This policy provides a guide to the employment practices at Tonga Leitis Association. It is not a contract of employment, nor shall it be construed as one. Employment at Tonga Leitis Association is at the will of Tonga Leitis Association and at the will of the employee. This manual does not alter the basic employment relationship between Tonga Leitis Association and its employees.

Terms and conditions of employment with Tonga Leitis Association may be modified at the sole discretion of the organisation with or without cause and with or without notice.

No individual employed or acting on behalf of Tonga Leitis Association is authorized to make oral statements that change the relationship of Tonga Leitis Association to its employees. Anyone making such statements has acted beyond the scope of his/her authority as an agent of Tonga Leitis Association, and Tonga Leitis Association is not bound by these actions.

This policy will be reviewed at least every two years. All revisions to the policy must be approved by the Executive Board of Tonga Leitis Association. Employees should be notified of all changes to the policy.
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1. VALUES

EQUALITY
TLA is committed to the concept of ‘equality’ and leaving no-one behind, ensuring that every, not only SOGIESC, are treated equally and are not discriminated against based on their characteristics. Everyone should have the fundamental human right to equal access and opportunities to education, health, and employment.

DIVERSITY
TLA recognizes the diversity of SOGIESC people and strives towards encouraging inclusiveness and the involvement of diverse members from all around Tonga in all its activities, ensuring no one is left behind. TLA reflects the strengths of diversity in its engagements, staff, and committee.

RESPECT
TLA values respect in all aspects of our daily interactions, whether it is with each other, with our stakeholders, and even people with opposing views. We must always be mindful and foster mutual understanding through various ways that will showcase our contributions and still respect our core values as Tongans.

INTEGRITY
TLA demonstrates moral soundness in all actions, fostering trust in our relationships. To do this, TLA will ensure transparency and accountability in its procedures and work with partners, through open communication, honesty, and democratic involvement of members and staff.
2. EMPLOYMENT

2.1 EMPLOYMENT STATUS

1. Regular Employment, - fulltime and part time

Full-Time: These employees are hired to work 40 hours per week.
Part-Time: These employees are hired to work less than 40 hours per week OR to work 35 hours per week periodically.

1.2 EMPLOYMENT ANNIVERSARY DATE

The anniversary date is the date an employee begins employment with Tonga Leitis Association. If an employee commences their employment on 1 July, their anniversary date is 1 July each year.

2.3 OUTSIDE EMPLOYMENT

Tonga Leitis Association Employees shall not engage in outside paid employment activities unless approved by the Office Manager. In case of outside contract work that will have beneficial influence to the Tonga Leitis Association has to be approved by Office Manager with 80% to the employee and 20% to the Association. The Office Manager can ask for consideration and other matters to the Executive Committee.

2.4 STAFF RESPONSE TO LIFE THREATENING

Tonga Leitis Association recognizes that employees with life-threatening and terminal illnesses who may wish to continue their normal pursuits, including work, to the extent that their condition allows. Office Manager and the employee should reach a mutual understanding of work of continuing employment and consideration of the individuals’ health and the work situations.

2.5 CONTRACT OF EMPLOYMENT

All employees must have a contract of employment to sign before work. In situation where a Tongan and a foreigner citizens’ skills level are the same, the priorities should be the Tongan citizens.
**CONTRACT**

The Tonga Leitis Association must prepare a contract of employment, in writing, for all employees whose contracts are for a period greater than one month or for employees who are not Tonga citizens.

The contract of employment must include:

a) The names of the employee and employer concerned;  
b) The position title  
c) Date of contract commencement and termination  
d) A description of the work to be performed by the employee;  
e) The job location;  
f) Hours of work;  
g) Salary, wages and other benefits payable to the employee;  
h) Leave entitlements;  
i) Process for termination of contract;  
j) Dispute resolution and personal grievance process; and  
k) Confidentiality

Two copies of the contract should be prepared and provided to the Office Manager for approval. The Office Manager will sign both copies of the contract as evidence of his/her approval. Both copies will then be signed by the employee. One copy is provided to the employee and one copy is retained by the HR in a confidential personnel file.

3. **PAY**

3.1 **PAYROLL PERIODS**

Tonga Leitis Association pays staff 26 times a year, on every fortnight. The amount of the payment is the employee’s annual salary divided by 26.

3.2 **PAYROLL DISTRIBUTION**

Employee pay is distributed twice each month through a manual deposit into the bank accounts of employees. If an employee does not access to a bank account, the TLA will pay that employee by cheque.

3.3 **PAYROLL DEDUCTIONS & DIRECT DEPOSITS**

Deductions required by law (PAYE) will be withheld from the employee’s pay. Tonga Leitis Association shall follow the contribution policy from the Government of Tonga and National Retirement Fund. In addition to that, TLA makes available service of making direct deposits (at the employee’s request) loan payments and insurance premiums.

3.4 **ADMINISTRATIVE PAY CORRECTIONS**

Tonga Leitis Association takes all reasonable steps to ensure that employees receive the correct amount of pay in each pay deposit and that employees are paid promptly on the scheduled
payday. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of his/her supervisor so that correction can be made as quickly as possible.

3.5 TIME KEEPING AND ATTENDANCE

Standard office hours are 8:30am to 4:30pm and all staff are expected to be present during these hours, unless other arrangements have been approved by the supervisor.

All employees must sign in the Staff Registration Book. Tampering, altering or falsifying time records may result in disciplinary action, up to and including termination.

Staff who are absent from work without notification and approval from their supervisor will not be paid for periods of unexplained absence. If an employee cannot avoid being late to work or is unable to work as scheduled, s/he should notify their supervisor by 9.00am. Poor attendance and/or excessive tardiness will lead to the implementation of disciplinary procedures (see section 7), up to and including termination. Absences due to severe inclement weather, such as cyclones, will be paid but the employee is responsible for notifying their Supervisor, if possible.

4. CODE of CONDUCT

4.1 CONFIDENTIALITY

All information obtained through work or other means, or affecting any person or organisation shall be strictly confidential. No confidential information regarding Tonga Leitis Association’s activities may be divulged to others without the approval of the Office Manager, and/or the Executive Committee. No employee may use confidential information obtained through work or other means for personal gain. Confidentiality is extremely important and any breach of confidentiality could be cause for implementation of disciplinary procedures (see section 7) up to and including termination.

4.2 DRESS

Employees represent Tonga Leitis Association while at work, whether in or out of the office. Tonga Leitis Association’s image is set by the appearance and professionalism of its employees. Employees must be neatly and professionally dressed while at work. In case of a traditional Tongan event, all employees are expected to wear appropriate attire except if they are involved in emergency and physical duty.

4.3 CHILD PROTECTION

All employees must commit to the protection and care of children, as per the Tonga Leitis Association Child Protection Policy and other international conventions. All employees are expected to sign the Tonga Leitis Association’s Child Protection Code of Conduct in refer to Appendix 1. Tonga Leitis Association will not tolerate any abuse or mistreatment of children, and any breach of this Code of Conduct will be grounds for immediate termination.
4.4 SUBSTANCE USE

No employee shall be under the influence of alcohol or any illicit drug at any time while at work or while on the employer's property. Furthermore, no employee may possess, distribute, transfer, purchase, sell or use alcoholic beverages or illegal drugs while at work or while on the employer’s property.

4.5 SEXUAL HARASSMENT

Tonga Leitis Association is committed to providing a work environment that is free of discrimination. Actions, words, jokes or comments based on an individual's sex, race, ethnicity, age or religion will not be tolerated.

Sexual harassment (overt and subtle) can create an offensive work environment and is prohibited. Sexual harassment includes unwelcome sexual advances and other verbal or physical conduct of a sexual nature when

(1) Sexual Harassment is any unsolicited, unwelcome and unreciprocated behaviour, act, or conduct of a sexual nature that embarrasses, humiliates or offends other persons. It can be a single incident or a persistent pattern, and can range from subtle behaviour to explicit demands for sexual activity, or even criminal assault

(2) submission to such conduct is a term or condition of employment or is used as a basis for an employment decision, or

(3) such conduct interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

Within seven [7] days after a written complaint is made the Office Manager may delegate the Human Resources Department or another officer, to investigate the complaint. The investigating officer will speak with possible witnesses and will speak with the person named in the complaint. The Employee will be contacted within 7 days about the status of the complaint and whether action is being taken. In the event the investigating officer requires more time to conduct its investigation due to the complexity of the investigation, the Employee will be notified accordingly.

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Anyone engaging in any improper harassment will be subject to disciplinary procedures (see section 7), up to and including termination.
4.6 PANDEMIC DISEASE POLICY

This policy is to ensure that Employee’s affected by the virus are not discriminated against and that they are treated with both dignity and respect, throughout their career with Tonga Leitis Association.

(i) TLA will not practice or tolerate any form of discrimination against Employees with HIV/AIDS; therefore, all Employee will have the same career consideration and other benefits and rights regardless of their HIV Status.

(ii) TLA will not oblige current Employees or job applicants to take a HIV test. However, it will support voluntary, confidential HIV counselling and testing by private or public health services outside the workplace.

(iii) All information about a current Employee or job applicant’s health status, including HIV/AIDS, will be treated as confidential by TLA.

(iv) Personnel files and medical information will be kept separately. Only Employee who can directly provide assistance can access an Employees medical details, and must have permission from the Employee.

(v) TLA will facilitate information about HIV/AIDS to Employees at all levels through training/awareness programs.

(vi) All matters relating to HIV/AIDS in the workplace will be decided and implemented collaboratively between TLA and Employees.

(vii) Women will be given special consideration in HIV/AIDS prevention training because of their different needs and sensitivities surrounding the issue.

TLA will not terminate the employment of any Employee due to their HIV/AIDS status, but will offer appropriate support and counselling (including changes to work duties and conditions should the need arises) to enable the Employee to continue working for as long as they are willing and able to perform their contracted duties.

4.7 SMOKING

Tonga Leitis Association offers a smoke-free work environment to all employees. Employees who smoke must use the designated area.

5. ADMINISTRATION

5.1 PERSONAL DATA CHANGES

Each employee is responsible for maintaining accurate personal data with the Tonga Leitis Association. Changes in home address, telephone number, marital status, number and name/s of dependent/s and individuals to be contacted in the event of an emergency should be reported in a timely fashion.

5.2 FIRM LETTERHEAD

No employee is allowed to use Tonga Leitis Association firm letterhead (refer to Appendix 2) for any reason without the approval of the Office Manager.
5.3 EMPLOYMENT REFERENCE CHECKS
All requests for employment references by former or current Tonga Leitis Association employees must be submitted to the Office Manager.

6. USE OF PROPERTY AND ASSETS

6.1 WORKSTATION
Tonga Leitis Association provides an equipped workstation for employees. This workstation, computer, telephone and stationeries must be used for Tonga Leitis Association business only and not any outside unpaid or paid projects.

Tonga Leitis Association reserves the right to inspect employee’s workstations and/or computers to remove any unrelated materials. If unapproved, outside materials are found at employee workstations, disciplinary procedures may be enacted.

6.2 TELEPHONE CALLS and TEXTING
Employees must limit their use of the office telephones to work-related calls. A register is to be kept of all phone calls made to mobile numbers within Tonga and for overseas calls made on the office telephone.

Office phones are for office use only unless personal use must require approval from the Office Manager.

Additionally, it is required that all employees keep their personal mobile telephone calls and text messaging to a minimum while at work as it disrupts their work flow.

6.3 INTERNET USAGE
No employee may use the internet at the office for personal reasons including downloading music or movies.

6.4 EMAIL
Tonga Leitis Association owns the computers at the office and no one shall use the official email address for personal emailing.

Any employee who sends an email (business or personal) on the Tonga Leitis Association computer system should be aware that such a message will not be viewed as confidential. Management can rightfully enter the e-mail system and review, copy or delete any messages and disclose such messages to others. Even if your personal email system is used and a password is involved, messages cannot be assumed to be confidential as they are in fact, owned by Tonga Leitis Association.
6.5 SECURITY INSPECTIONS
Tonga Leitis Association wishes to maintain a work environment that is business-like and free of improper materials. Desks and other storage devices are provided for the convenience of employees but remain the sole property of Tonga Leitis Association. Accordingly, they can be inspected by Tonga Leitis Association at any time with or without prior notice.

6.6 VEHICLE MANAGEMENT and OTHER ASSET
Tonga Leitis Association employees must act upon the vehicle usage policy (see Appendix 3) and other assets own by the National Society.

7. DISCIPLINARY PROCEDURES

7.1 OVERVIEW
Tonga Leitis Association seeks to offer employees every opportunity to be successful in their jobs and to perform at their highest level of ability. Occasionally, however, work-related problems arise. This policy is designed to assure fair treatment for all employees, to help employees meet job standards and to avoid the loss of valued employees.

The procedures set forth in this policy are discretionary only. Whenever this policy states that an action by an employee will result in corrective measures, or contains language of similar import, Tonga Leitis Association may, at its sole discretion, either initiate procedures set forth in the manual or terminate that employee. Tonga Leitis Association additionally reserves the right to redress any breach of job standards without following the steps listed.

7.2 STEPS FOR DISCIPLINARY ACTION
Every effort will be made to provide guidance and assistance to those employees whose performance is not meeting Tonga Leitis Association standards. The steps for disciplinary action can refer to Appendix 4.

7.3 APPEAL OF A DISCIPLINARY PROCEDURE
If an employee disagrees with an action taken against him/her and wishes to appeal, s/he may do so to the Office Manager or the Chairperson of the Executive Committee. The employee must write and submit a statement that outlines the reason why they feel that the action taken was incorrect within two weeks of when the original action was taken.

All appeals to disciplinary actions will be handled by the Chairperson or their delegate) and an ad hoc sub-committee of the Committee. Within two weeks of receipt of the appeal, the board will advise the employee of its investigative process, up to and including interviewing relevant persons and reviewing all documentation. Once the Committee’s ad hoc sub-committee has reached a decision, the employee will be notified of the decision and the matter will be closed.
8. TERMINATION OF EMPLOYMENT

8.1 OVERVIEW
Terminations are an inevitable part of personnel activity within any organisation, and many of the reasons for termination are routine. Some of the more common circumstances under which employment is terminated include:

VOLUNTARY TERMINATION: Termination is initiated by the employee or a contract comes to its termination date.

IN VOLUNTARY TERMINATION: Termination is initiated by the employer. An employee will be considered to have involuntary termination if s/he:
- Is absent for 5 consecutive workdays without proper notification.
- Fails to report to work upon release from a medical absence.
- Extends any type of leave without prior written permission.
- Termination is initiated by the employer due to a lack of work.
- Serious misconduct by an employee, the TLA is entitles to terminate their contract of employment immediately, without notice.

Serious misconduct is conduct that is wilful or deliberate and that is inconsistent with the continuation of the employment contract. This includes theft, fraud, assault, intoxication at work and the refusal to carry out lawful and reasonable instructions consistent with the employment contract.

MEDICAL TERMINATION: Termination is initiated by the employee or the employer when an employee is unable to continue work for health reasons.

SCHOLARSHIP TERMINATION: All scholarships that provided by Tonga Leitis Association must commit and to complete its contract with the student and their parents or guardian. Fail to complete this agreement, the scholar will be responsible to pay back to TLA 100% of the schools fees that TLA paid in the beginning of the year.
- Absent more than 5 school days
- Abuse/Bullying or created any violence to any students in the school, the scholarship student must terminated.
- Left school without informed TLA

RETIREMENT: All employees shall retire at the age of 60 unless requested by the National Board to continue while in appropriate replacement.

8.2 PERIOD OF NOTICE
In the case of voluntary terminations, Tonga Leitis Association requires a minimum of two weeks’ notice by the terminating employee. Except in the case of gross negligence on the part of the employee, Tonga Leitis Association will provide two weeks’ notice (or pay) for involuntary terminations. In situations of gross negligence, no notice will be provided and no benefits will be paid.

For supervisors and the Office Manager, four weeks’ notice is required. If an employee would like to terminate employment immediately, s/he may do so by paying Tonga Leitis Association Cross their gross pay amount for the required time (either 2 weeks or 4 weeks, depending upon their classification).
8.3 ACCRUED BENEFITS
All accrued benefits due and payable at termination will be paid provided the employee has worked at least one year, and the termination is not for cause and/or a technical resignation.

8.4 DEBTS OWED
All debts owed by the employee to Tonga Leitis Association (i.e. telephone bills, etc.) will be deducted from the final pay. If there is not enough pay to cover the debts owed and the employee does not pay them, legal action will be taken to collect the debt.

8.5 FINAL PAY
The employee’s final pay (including necessary deductions) will take place no later than one month after the employee’s last day of work.

8.6 RETURN OF PROPERTY
Employees are responsible for all property, materials or written information issued to them or in their possession or control. All property must be returned by employees on or before their last day of work. Tonga Leitis Association may withhold from the employee's final pay the cost of any items that are not returned when required. Tonga Leitis Association may also take all action deemed appropriate to recover or protect its property.

9. LEAVE
9.1 PERIOD FOR GRANTING LEAVE
All staff are entitled to paid leave for 20 working days and sick leave of 10 days are granted on calendar year basis (1 January – 31 December), prorated to 31 December for the employee’s first year. For example, an employee who starts work 1 July will have earned half a year’s year vacation and sick days at 31 December in their first year of employment.
All unused paid time off carried over from the previous year must be taken by 30 June of the following year, or will be lost.
All leave must receive prior approval before a leave is taken. This is to ensure that work will not be affected whilst staff is away on leave and appoint a staff to take over the applicant’s responsibilities. Senior staff (PM, Head of Finance, Administration & Program Coordinator) will have to submit leave application request 2 weeks ahead for approval. The rest of the staff will have to submit leave application request at least 5 days’ prior the effective date of the leave. The leave application can refer to Appendix 5.

9.2 PAID TIME OFF (Vacation and Casual Days)
An employee is awarded paid time off (vacation/casual days), based on the number of months worked in the previous year. An employee who has worked the full year will be awarded a total
of 4 weeks paid time off per calendar year. Employees hired less than 12 months earlier will receive prorated paid time off days based on the number of months s/he has worked. For example, a person hired 1 July will be awarded 2 weeks paid time off for his/her first full calendar year worked (1 Jan – 31 Dec). If additional time off is wanted it can be requested as time off without pay.

If an employee terminates his/her employment during the year, s/he will be paid for the earned paid time off days already earned, only where they have been employed for longer than 12 months.

Staff will not be entitled to any additional vacation or casual days throughout the year. They will however be required to ensure that home visits are undertaken during this period, under the direction of their supervisor. They will also be required to attend at the TLA when informed of any meetings which take place during this time.

9.3 SICK LEAVE
Full-time regular employees receive 10 days paid leave for illness per year. Sick days may also be used if an employee needs to provide care for an ill family member.

In an employee’s first year, no sick days are available until after the employee has worked three months; additionally, the number of sick days allotted in the first year is prorated based on the employee’s start date. So an employee who starts work 1 July will work 6 months that year; s/he will be therefore be entitled to 5 sick days that can be taken after 01 October.

A doctor’s certificate is necessary for sick leave that is longer than one day. Sick days are not carried over from year to year.

9.4 MATERNITY LEAVE
All female staff are eligible 3 months paid maternity leave upon the birth of the child. Paid sick leave, casual leave or vacation leave can be utilized during the unpaid maternity leave allotment but not to extend the leave unless medically necessary.

In the event that an employee legally adopts a child that is under the age of 6 months, s/he qualifies for maternity leave benefits.

No cash out will be paid in lieu of an employee taking maternity leave.

9.5 PATERNITY LEAVE
This leave will enable male employees of TRCS referred to as “the man” to provide active support to his wife/partner during and immediately after childbirth. He shall be entitled to five (5) working days’ paternity leave which can be taken three months before or three months after the birth of the child. Paternity leave cannot be deferred or accumulated.

9.6 UNPAID LEAVE
Full-time regular and part-time regular employees are eligible to apply for unpaid leave for special events (i.e., education, sporting events).

Application for special without pay leave must be submitted no less than two weeks prior to the beginning of the leave. There is no guarantee that such requests will be granted. All special
leave without pay will be escalated to the Office Manager for approval. In case the employee may lose their leave.

In situation where an employee may lose his/her leave but the organization required him/her to resume to duty by the approval of the Office Manager may extend to use the leave for the following year or remunerated.

9.7 FUNERAL LEAVE
The purpose of funeral leave is to ensure employees the necessary time off in the event of a death in the family without adding financial burden to the event.

Full-time, regular employees are granted time off with pay up to a maximum of 5 days in the event of the death of an immediate family member. Immediate family members include the employee’s spouse, child, step-child, parent, parent-in-law, step-parent, sister, brother, grandparent, grandchild or Auntie. A list of your immediate family’s names is kept in your personnel file and it is your responsibility to ensure that it is correct.

9.8 JURY DUTY
Tonga Leitis Association encourages employees to fulfil their civic responsibilities by serving jury duty when required to do so. Full-time employees may request for working days leave of jury duty leave per summons to serve. The employee must provide proof of payment to the Office Manager.

The employee must show the jury summons to his/her supervisor as soon as possible so that the supervisor may make arrangements to accommodate the employee’s absence. Of course, the employee is expected to report for work whenever the court schedule permits.

Either Tonga Leitis Association or the employee may request an excuse from jury duty if, in Tonga Leitis Association’s judgment, the employee’s absence would create serious operational difficulties.

9.9 WITNESS DUTY
Tonga Leitis Association encourages all employees to appear in court for witness duty whenever summoned to do so. Employees may use compensatory work time to offset the absent time from work.

If the employee has been summoned as a witness as a result of a job-related event, s/he will receive paid time-off for the period of witness duty. Consideration will be given to permitting an employee to take paid time-off for witness duty relating to a criminal case in which the employee has no involvement other than the fact that s/he witnessed a crime taking place. Witness duty relating to civil cases will not be considered for paid leave.

The witness summons should be shown to the employee’s supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee’s absence. The employee is expected to report for work whenever the court schedule permits.
9.10 VOTING
Tonga Leitis Association shall make available time for all employees to fulfil their civic duty by vote on Election Day. Employees may vote first thing in the morning and arrive late or leave early and vote on their way home.

9.11 STUDY LEAVE
Approval for study leave will only be provided under special circumstances, where the purpose of the study is directly related to the work of Tonga Leitis Association Society and where Tonga Leitis Association is operationally able to support the employee being absent from normal duties. For study leave of greater than 6 months’ duration, pay may be suspended or reduced at the discretion of the Office Manager.

9.12 COMMUNITY SERVICE LEAVE
Full time employees are entitling to 5 working days on community service for example, care for the elderly.

10. OTHER ENTITLEMENTS

10.1 LUNCH BREAKS
Tonga Leitis Association employees are entitling for 1-hour lunch.

10.2 MEAL ALLOWANCE
All employees shall be entitling to $20.00 meal allowance when they are required to continue to complete the duty that not wait for next day.

10.3 DRIVER’S LICENSE
Tonga Leitis Association has a limited number of approved drivers for its vehicles. Such approved drivers must have a valid driver’s license in order to operate a Tonga Leitis Association vehicle. If an employee operates a vehicle without a valid license, they will be held personally liable for any costs incurred due to accidents or other incidents which may cause damage to the firm vehicle or another vehicle or property, if the firm’s insurance is void due to their lack of a valid driver’s license.

Tonga Leitis Association will pay for the cost of renewing approved drivers’ licenses for the appropriate classifications. Tonga Leitis Association will not pay for replacing a lost driver’s license. Secretary General may appoint valid driver’s /employees to operate in the Tonga Leitis Association vehicle and these drivers will include in a list.

10.4 TRAININGS
Tonga Leitis Association will provide professional development opportunities based on analysing the training needs of individual staff and the overall operational requirements of the organisation. Nominations for training opportunities will be made according to relevance, skill
and availability of individuals. Office Manager must make sure appropriate budget line for these training.

10.5 OFFICIAL TRAVEL

All travel related to work of Tonga Leitis Association must be formally approved by the Office Manager or Executive Committee, using the Travel Request form (in Appendix 6). On return from travel the employee must provide a travel report indicating the activities undertaken during the travel and the outcomes and impacts of the travel. Tonga Leitis Association will only cover expenses for travel where the purpose of the travel relates directly to Tonga Leitis Association’s work.

If employees are required to travel domestic and overseas, they are entitled for the following:

- For Domestic Travel: $150 for meal and others inessential plus accommodation not exceed TOP80 per day with receipt provided and transportation to be cover by project activities. This will be effective on the day of departure from and return to the original destination.
- Travel within the island: $100 for meal and home stay. This will be effective on the day of departure from and return to the original destination.
- For International Travel: Standard Rate from GSA: This will be effective on the day of departure from and return to the original destination.

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Where employees travel for personal reasons, or to represent other organisations, appropriate leave must be approved.

10.6 RETIREMENT

TLA employees shall be entitled to an organization retirement benefit at the age of 60.

11. RECRUITMENT AND PROBATION

11.1 RECRUITMENT

All vacant positions will be advertised internally and externally, for a period of up to three weeks. The job description (including selection criteria) will be made available to all interested applicants.

A three-member recruitment panel will be set up including the supervisor of the vacant position, the SG and one member of the board. The recruitment panel will be responsible for shortlisting applicants for interview. The recruitment panel will develop interview questions
and matrix. Shortlisted applicants will attend an interview with the recruitment panel. The recruitment panel may request a second interview, or practical task, for the top-ranked applicants if necessary.

Referee checks will be conducted prior to employment of a new staff member, which verify the individual’s attitude to work, work history, suitability for the position and safety for working with children. Police checks will be conducted for all staff working with children.

11.2 INDUCTION AND ORIENTATION

All new staff will be going through their Induction programs in the beginning of their services. Office Manager is responsible for coordinating and conducting the induction and orientation process. On the employee’s first day at TLA, they must read and sign the TLA Code of Conduct, TRCS Child Protection Policy. These documents will be maintained by the Human Resources Officer in the applicant’s personnel file.

The induction program provides information on the structure of Tonga Leitis Association, the role and core activities of TLA, and the policies and procedures to be adhered to. The orientation program involves providing the employee with financial system and housekeeping information, such as showing them where the fire exits and toilets are, advising them of the hours of work etc.

11.3 POLICY

TLA seeks to employ suitable staff while fully complying with all Tonga Government legislation governing the employment of staff including. During the recruitment process, applicants must not be given preferential treatment or be discriminated against on the basis of ethnicity, color, gender, religion, political opinion, national extraction, sexual orientation, social origin, marital status, pregnancy, family responsibilities, state of health including real or perceived HIV status, trade union membership or activity, or disability. The TLA assesses applicants based on merit and provides equal employment opportunity for all eligible candidates. All information obtained regarding applicants is confidential and no person involved in the recruitment process shall release information to any other person not involved.

Full time/ Part- time employment and volunteer must go through recruitment processes that can be followed depending on what is deemed most appropriate for the situation.

The selection criteria stated in the advertisement must not be altered, in any way, after the position has been advertised. If TLA wishes to alter the selection criteria they must re-advertise the position. Temporary appointments of less than three months can be made without the need to advertise.

11.4 JOB DESCRIPTIONS

Job descriptions must be provided for all current and upcoming roles before the TLA advertises any vacancy (refer to Appendix 7). A contract must also be supplied at the point of officiating employment. All job descriptions must contain the following information:

All job descriptions are to be reviewed and updated as necessary at each appraisal, and throughout the lifecycle of the positions. Office Manager is to keep an electronic library of job descriptions for reference and to form bases of new job descriptions.
No recruitment shall take place without an approved job description in place.

11.5 KEY RECRUITMENT CRITERIA
Whilst the different recruitment methods have differing processes, there are key recruitment criteria that remain the same for all types of recruitment. Secretary General and the requesting manager will make sure that the budget is available for the new recruitment.

11.6 ADVERTISING
All positions, other than full-time /part-time, and casual appointments, will be advertised as per the relevant recruitment process’ requirements. All external advertising must contain the following details refer to Appendix:

11.7 PROBATION
All new staff must undertake a probationary period of employment for at least three months. During the probation period the supervisor will work with the employee to set clear goals and targets. The supervisor will closely monitor achievement of these goals and targets, as well as the employee’s adherence to policy, their attitude and overall conduct.

A formal review of work performance will be conducted at the end of the three-month probation period, using the relevant form. If performance is deemed satisfactory, the employee will be formally appointed to the position. If performance is not deemed satisfactory the employer may either terminate employment, or extend the probation period. If probation is extended, clear work goals must be set and another performance review conducted.

During the probation period either the employee, or the employer, may terminate employment immediately without notice.

12. PERFORMANCE MANAGEMENT
12.1 PERFORMANCE APPRAISALS
A formal appraisal of work performance will be conducted for all staff, at least once a year, using the relevant form. Staff will give their views about their own work performance, and receive feedback from their line managers. Office Manager will give feedback on work performances of line managers. The appraisal will also identify any training or support needs for the staff member.

Any staff member seeking a pay increase must first receive a positive performance appraisal, although pay increases will only be provided where operationally possible.

Staff placed on disciplinary probation, where their performance or conduct is deemed unsatisfactory, may be subject to a performance appraisal before the annual due date. For staff who receive an unsatisfactory performance appraisal, clear goals and work plans will be established and a follow-up appraisal will be conducted. Ongoing poor performance will result in formal disciplinary action and may potentially lead to termination.

13. EMPLOYMENT GRIEVANCES PROCEDURE
13.1 GENERAL
The objective of this Grievances Procedure is to secure good relations between Employer and Employee in the event of any grievance or difference arising out of the application or the interpretation of the terms of contract, or from any other cause such as workload or work environment and Employee conduct.

Such grievances shall be kept confidential between the parties unless circumstances require otherwise. An employment grievance is a grievance that an employee has against the TLA due to a claim that:

1) the employee has been dismissed;
2) the employee’s work is affected and the employee is disadvantaged by some unjustifiable action by the TLA; or
3) The employee has been the subject of discrimination or sexual harassment.

An employee who believes there is ground for an employment grievance must submit the grievance to the TLA within 1 month of the day the alleged action occurred or the employee became aware of the alleged action, whichever is later. Such grievances must be kept confidential between the parties unless circumstances require otherwise.

13.2 EMPLOYMENT GRIEVANCES PROCEDURE

Employees can submit his/her grievances to his/her supervisor, if the complaint includes the supervisor, then supervisor will report to the Office Manager. If the Office Manager is included in the complaint, the complaint should go to the Executive Committee of TLA.

14. FRAUD POLICY

The fraud policy is established to facilitate the development of controls that will aid in the detection and prevention of fraud against the Tonga Leitis Association (TLA). It is the intent of TLA to promote consistent organizational behavior by providing guidelines and assigning responsibility for the development of controls and conduct of investigation

FRAUD AND CORRUPTION PREVENTION POLICY

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This policy is to be reviewed every 2 years.

1. **Purpose of this policy**

The purpose of this policy is to establish controls for the prevention, detection and investigation of fraud and corruption in Tonga Leitis Association (TLA).

2. **Who needs to follow this Policy?**

This policy applies to volunteers, members, contractors and staff of the Tonga Leitis Association. It also applies to anyone that has a business relationship with Tonga Leitis Association as well as staff or volunteers of movement partners working with Tonga Leitis Association.

3. **What is in this Policy**

Tonga Leitis Association has a zero tolerance of fraud and corruption. All Tonga Leitis Association personnel should act with honesty and integrity at all times and follow the principles of the association, described in the Constitution.

This policy includes a description of what fraud and corruption is, how to raise awareness on it at Tonga Leitis Association, encouraging people to think and check on their actions as well as making everyone aware of who is responsible for ensuring fraud and corruption is prevented at Tonga Leitis Association, who is responsible for investigating and taking action if it does occur and how to report any issues so that it is dealt with appropriately and confidentially.

Tonga Leitis Association is committed to ensuring suspected fraud and corruption is reported, that it will appropriately investigate anything reported and protect the identity of the person that reports it. Proven cases of fraud and corruption are considered a serious misconduct and the appropriate disciplinary action will be taken quickly, following the Tonga Leitis Association Constitution, Rules of Procedure or Human Resource Policies. Legal action will be taken against perpetrators of fraud and corruption, including referring individuals to law enforcement agencies (i.e. Tonga Police Force) and informing relevant donors. Tonga Leitis Association will seek to recover lost money or assets whenever possible and practical and communicate findings of any investigations, where possible, in an open and honest manner.

4. **What is Fraud and Corruption?**

**Fraud**

Fraud is considered as deliberate action(s) intended to gain improper advantage for the employee/volunteer/member of Tonga Leitis Association.

Examples of fraud include:

- Falsely altering any document or systems;
- Forging a document;
- Knowingly or intentionally issuing a genuine document improperly;
- Deliberately reporting incorrect financial information i.e. fictitious employees on the payroll;
- Misappropriation or unauthorized use of TLA property, equipment,
materials or records for personal gain

- Authorising or receiving payment for goods or services not received
- Generating a false invoice
- Taking stock or selling it for personal profit
- Authorising or receiving payment for time not worked
- Any claim for reimbursement of expenses that are not incurred
- Submitting expense reimbursements multiple times
- Using a working advance from TLA for personal expenses
- Taking assets of the society (i.e. laptop, phone, vehicle) and not returning them
- Theft of petty cash

**Corruption**

Corruption consists of dishonest activity in which a person abuses or misuses their position of power, authority or trust in order to achieve some personal gain or advantage for him or herself or for another person or entity. Examples of corruption include:

- Asking for or accepting or offering a gift, bribe or benefit or payment or other favours in return for the provision of TLA services. Exception: Gifts less than $100 TOP except food items.
- Bribery
- False reporting of official information
- Not reporting suspected fraud or corruption

5. **Responsibilities**

**TLA Staff, contractors, volunteers and members**

TLA staff, contractors, volunteers and members will:

- Make themselves aware of and comply with this policy;
- Complete fraud and corruption prevention training
- Report allegations or suspected incidents of fraud and corruption immediately;
- Alert their manager or branch president where they believe the opportunity for dishonest behavior exists because of poor procedures or lack of effective controls;
- Provide full assistance in any investigation by providing all relevant information and cooperating in interviews; and
- If a member is suspected of fraud and corruption the matter will be escalated to the relevant Executive Committee.
Office Manager

The TLA Office Manager will:
- Promote a culture of integrity and zero tolerance of fraud and corruption throughout the organization
- Ensure all employees understand expected and unacceptable behavior;
- Ensure people are aware of the policies, controls and reporting systems and their particular responsibilities;
- Ensure all staff complete fraud and corruption prevention training.
- Ensure anyone reporting suspected fraud and corruption is protected and remains anonymous
- Deal with any fraud and corruption allegations in accordance with policies and procedures;
- Be accountable for the investigation and implementing the approved outcome(s) of any fraud and corruption investigation;
- Put in place improvements to internal controls and processes or otherwise mitigate unacceptable risks exposed in the course of an investigation.
- Ensure investigations into fraud and corruption are robust, credible and comply with this policy;
- Notify the President (or Executive Committee) of any suspected fraud and corruption identified on a ‘no surprises’ basis.
- Inform the respective donors of the investigation and its outcomes in relation to the use of their funding; and
- Seek advice from and inform TLA of any cases of fraud and corruption

National Executive Committee

The TLA National Executive Committee will:
- Ensure this policy is followed and updated regularly
- Ensure the TLA Office Manager is aware of the policy and has communicated it to everyone
- Ensure that all new board members complete the fraud and corruption prevention eLearning modules
- Be aware of their responsibilities related to this policy
- Model a culture of integrity and zero tolerance of fraud and corruption in all aspects of fulfilling its duties
- Ensure investigations into fraud and corruption are robust, credible and comply with this policy;
- Ensure anyone reporting suspected fraud and corruption is protected and remains anonymous and are kept informed on the outcomes of the investigation
- Ensure any recommendations from the investigation team are implemented;
- Refer cases to the appropriate legal authorities as necessary; and

6. How do you report fraud and corruption?
**Reporting process**

It is the responsibility of everyone to report suspected, actual or attempted fraud or corruption. All reported suspected fraud or corruption will be investigated and appropriate action taken.

If you suspect, then you must report. It is not up to people themselves to investigate or decide if it is fraud or corruption but allow the correct people in TLA to make the decision based on the evidence.

False reports intended to discredit individuals will be treated equally seriously and disciplinary action taken according to the Tonga Leitis Association procedures.

Anyone that suspects fraud or corruption will report it immediately to the Office Manager, either in writing (email, letter or electronic message), in person or over the phone. If the person suspected of fraud or corruption is the Office Manager, the report should go to any of the National Executive Committee members, preferably the President.

The TLA Office Manager will:
- Consider all allegations or suspected incidents of fraud and corruption to establish if it has occurred;
- Respond immediately to any report of fraud and corruption, inform the President and establish an investigation team within 5 days of receiving the report.
- Direct the investigation and its monitor progress until it is completed;
- Ensure the investigation is completed within 30 days and
- Report to the TLA Executive Committee on the progress of the investigation and its final recommendations.

7. **Protection for people that report Fraud and Corruption**

**Process for protecting people that report**

It is the responsibility of the Office Manager, National Executive Committee and investigation team to ensure that everyone feels comfortable to report fraud and corruption, that their report will be taken seriously and that they are protected and remain anonymous.

If possible, Tonga Leitis Association will establish a reporting system where individuals can remain anonymous.

The TLA Office Manager will:
- Be open to receiving reports from anyone on fraud and corruption at Tonga Leitis Association
- Take seriously any report that they receive
- Ensure the name of the person that made the report isn’t used or referred to
- Keep the person informed on the outcome of the investigation, where possible.
8. Investigating suspected fraud or corruption

Suspected fraud or corruption will be assessed by an investigation team to be established by the TLA Office Manager within 5 days of being notified. The TLA Office Manager will notify the President immediately of any suspected fraud or corruption. In the event that the TLA Office Manager is suspected of fraud or corruption, the President will establish the investigation team.

The members of the investigation team will be determined by the TLA Office Manager and be approved by the TLA Executive Committee (through the TLA President). It will consist of representation from members (through the TLA Executive Committee) and management (from the TLA headquarters). The Office Manager will not be a member if the investigation is related to suspected fraud or corruption by the Office Manager. An independent member may be requested to join as needed. The investigation team will be gender balanced and no conflict of interest should exist between any member of the investigation team and the individual(s) being investigated.

The investigation team will:
- Conduct and conclude an investigation within 30 days of being notified.
- Be allowed access to all organization files/documents as required to investigate the matter
- Conduct their investigation fairly with honesty and integrity, while respecting confidentiality
- Consider all allegations or suspected incidents of fraud or corruption to establish if fraud or corruption has occurred;
- Direct the conduct of the investigation, monitor progress, and provide a quality assurance and supervisory role for the investigation until it is completed; and
- Report to the executive committee on the progress of the investigation and its final recommendations.

9. Taking action on the investigation team recommendations

It is the responsibility of the Office Manager and President to take immediate disciplinary action based on the recommendations from the investigation team, after discussion and decision from the Executive Committee.

The Office Manager and President will:
- Suspend any individual suspected of fraud and corruption until the investigation has been concluded
- At the conclusion of the investigation, they will act immediately on the recommendations and follow procedures in the TLA Constitution, Rules of Procedure or Human Resource Procedures.
- Refer cases to the Tonga Police Force as necessary and assist the Police with their investigation
• Inform the relevant donor on the outcome and the actions taken, if the fraud and corruption is related to funding provided by a donor
• Recover any lost money or assets where practical and possible
• Put in place additional controls and barriers to prevent the same issue from recurring

15 **Conflicts of interest**

Treatment of conflicts of interest

Tonga Leitis Association will at all times protect the interests of the society. TLA will also consider any conflicts of interest to ensure integrity and mitigate fraud and corruption. They will also ensure no conflict of interest exists when deciding on the membership of the team investigating fraud and corruption. Article 6 (3) and (4) of the Tonga Red Cross Society Constitution specifies how the society manages conflicts of interest.

16. **FUNERAL CONTRIBUTION POLICY**

In the event of the death of an employee (staff)/National Executive Committee, TLA will contribute $1000 cash for the funeral of the employee and staff will contribute what they can afford or provide assistance for the funeral. In the event of the death of the President of Tonga Leitis, TLA will contribute $5000 for the funeral.

In the event of a death of an employee’s immediate family such as spouse or partner, children/parents, siblings if employee is single, TLA will contribute $200 cash for the funeral of the employee’s nuclear family member and staff will contribute what they can afford or provide assistance to the funeral.

All the amount stated above will be subject to the availability of social fund.

17. **FAREWELL POLICY**

Upon the resignation of an employee, volunteers or the completion of the contract term of employee $150 cash will be allocated for the gift and farewell tea refreshments and staff will contribute what they can afford.

Employee and Volunteer completing an activity will recognise by a farewell of a small tea and cash gift to be determine by the staff.

18. **SAFETY RULES FOR ALL EMPLOYEES**
18.1 SAFETY RULES FOR ALL EMPLOYEES and VOLUNTEERS

The policy of TLA is that everything possible shall be done to protect Employees from accidents, injuries and/or occupational disease while on the job. Safety is a cooperative undertaking requiring an ever-present safety consciousness on the part of every Employee. If an Employee is injured, positive action shall be taken promptly to see that the Employee receives adequate treatment. No one likes to see a fellow Employee injured by an accident. Therefore, all operations shall be planned to prevent accidents.

To carry out the above policy, the following rules while not exhaustive shall be read in conjunction with other existing rules and procedures:

(a) All Employees shall follow the safe practices and rules contained in this manual and such other rules and practices communicated on the job. All Employees shall report all unsafe conditions or practices to the Manager/Supervisor(s), and, if corrective action is not taken immediately, the matter should be raised with the OHS Committee;

(b) The Manager/Supervising Officers shall be responsible for implementing these policies by insisting that Employees observe and obey all rules and regulations necessary to maintain a safe work place and safe work habits and practices;

(c) Good housekeeping shall be practiced at all times in the work area. Clean up all waste and eliminate any dangers in the work area including Volunteer’s area.

(d) Tonga Leitis Association should aim to provide suitable clothing and footwear shall be worn at all times emergency. Personal protection equipment (e.g. safety shoes, Raincoats, hardhats, eye protection, overalls, wet-weather gear and gloves) will be worn whenever needed.

(e) All Employees shall participate in a safety meeting conducted by their Manager/Supervisor as and when required;

(f) Anyone under the influence of intoxicating liquor or drugs will not be tolerated

G any staff taking prescription drugs which might impair motor skills and judgment, shall be discuss with his / her supervisor and he/she relieve for the day.

(g) Horseplay, scuffling, and other acts which tend to have an adverse influence on safety or well-being of other Employees are prohibited;

(h) Work shall be well planned and supervised to avoid injuries in the handling of heavy materials and while using equipment;

(i) No one shall be permitted to work while the Employee’s ability or alertness is so impaired by fatigue, illness, or other causes that might expose the Employee or others to injury;

(j) There shall be no consumption of kava or alcohol on the job and in the work premises;

(k) Employees shall be alert to see that all guards and other protective devices are in proper places and adjusted, and shall report deficiencies promptly to the immediate Supervisor/Manager;
(l) Employees shall not handle or tamper with any electrical equipment, machinery or plants in a manner not within the scope of their duties, unless they have received specific instructions;

(m) All injuries shall be reported to the Manager/immediate Supervisor so that arrangements can be made for medical or first aid treatment;

(n) When lifting heavy objects, use the large muscles of the leg instead of the small muscles of the back;

(o) Do not use chemicals without fully understanding their toxic properties and without the knowledge required to work with these chemicals safely; and

(p) Do not throw things, especially material and equipment. Dispose of all waste properly and carefully. Bend all exposed nails so they do not hurt anyone removing the waste.

19. COMMUNICATION

Tonga Leitis Association shall communicate to Employees its commitment to safety and ensure that Employees are familiar with the basis of all safety programs. Such communication will be oral or written by the directions and statement from the office of the Office Manager.

20. PUBLIC HOLIDAYS

Employees are entitled to the following paid on public holidays as gazette by Government and amended from time to time:

   a) New Year’s Day
   b) Good Friday
   c) Easter Monday
   d) Emancipation Day
   e) King’s Birthday
   f) Crown Prince’s Birthday
   g) Tonga Constitution Day
   h) Christmas Day
   i) Boxing Day

Public holidays are celebrated on the day on which they fall, except observed on the following Monday/Tuesday if they fall on a Saturday or Sunday. TLA employees are entitled to be paid on public holidays if that day would otherwise be a working day. Employees are paid for the number of hours they would normally work at the rate of pay specified in their contract of employment.

21. OCCUPATIONAL HEALTH AND SAFETY

12.1 GENERAL The purpose of Occupational Health and Safety (OH&S) is:
(a) to prevent accidents - through identifying risks and hazards, applying safety standards, and providing training and supervision; and
(b) to minimize health risks - through identifying physical, chemical, biological and psychological risks and hazards, applying precautionary measures and providing education and training; and
(c) to provide rehabilitation and support for persons who have suffered work-related accidents, trauma, illness or disease.
(d) TLA recognizes its legal obligations to minimize risks to the health and welfare of its employees, volunteers, and the general public.
(e) Being a humanitarian organization, health and safety are integral part of all our activities.

(f) All level of management shall be responsible for health and safety in areas which come under their control and influence.

(g) All Employees shall be properly trained and responsive to health and safety issues at work. Safe practices will be used at all times by all Employees including proper compliance with related rules/procedures and statutory requirements.

(h) Every Employee and volunteers shall ensure safety for his/herself, safety to fellow workers and protection of the public. TLA and Employees are equally responsible for the protection of TLA’s equipment and property.

(i) All employees and volunteers shall fully acquaint themselves with TLA’s policies and programs of health and safety in the workplace and in the fieldwork and comply with them.

(j) Health and safety in the workplace are addressed through a consultative process. The roles and functions of the Occupational Health and Safety (OHS) Committees and Representatives are always recognized and encouraged and are an integral part of its Continuous Quality Improvement philosophy.

22. **PROCUREMENT PROCESS**

The policy set forth in this document establishes standards and guidelines for the procurement of goods, services, and works under the Tonga Leitis Association (TLA). General procurement principles such as fairness, fit for purpose, efficiency, integrity, and best value for money are to be achieved through open and competitive process, and that contracts are managed with good administrative practices and sound judgement. Alternatively, TLA may agree to apply or use procurement rules and procedures of another multilateral or bilateral agency or organisation, given the procurement principles generally guide TLA decisions under these procurement policies. TLA is responsible for carrying out procurement activities in accordance with these procurement policies.

22.1  **METHODS FOR PROCUREMENT**

Procurement shall be made using one of the following methods: (a) small purchase procedures, (b) competitive sealed bids, (c) competitive negotiations, and (d) non-competitive negotiation.
A. Small Purchases
Purchases which cost between TOP500 and TOP1,000 will require three over quotations via phone or email. The quotations received including parties contacted and prices are to be documented. For purchases less than TOP500, efforts will be made to get the lowest and best prices, but written records of such efforts are not necessary. Purchases of goods, services and works which cost between TOP1,000 and TOP10,000 will require written estimates but no advertisement is required. TLA will solicit written response from at least three vendors, and if no such responses are available, a statement explaining the procurement will be prepared and filed.

B. Competitive Sealed Bids
Bidding will be employed when detailed specifications for the goods or services to be procurement can be prepared and the primary basis for award is cost. When the cost of a contract, lease or other agreement for materials, supplies, equipment, or contractual services, other than those personal or professional, exceeds TOP10000, an Invitation to for Bids (IFB) noticed will be issued. This will notice will be published at least once on a national online platform or newspaper of general circulation. The notice will appear not less than seven (7) days and not more than twenty-one (21) days before the due date for bid proposals. TLA may also solicit sealed bids from responsible prospective suppliers by issuing direct invitation of such notice. The IFB will include a complete, accurate and realistic specification and description of the goods, services or works to be procured, the bid deposit, payment bond and bond performance required (if applicable), the location where bid forms and specifications may be secured, the time and place for opening bids, and whether the bid award will be made on the basis of the lowest or the lowest evaluated price. If the lowest evaluated price is used, the measurable criteria to be used must be stated in the IFB. The notice should also contain language to be used. Sealed bids will be opened in public at the time and place stated in the IFBs. The bids will be tabulated by a member of the Evaluation Committee at the time of bid opening. The results of the tabulation and the bid procurements will be examined for accuracy and completeness by the Evaluation Committee who will make recommendations to the TLA. In addition, The Evaluation Committee shall determine that all firms are responsive and responsible. The Evaluation Committee will submit their recommendation of contract award to the TLA Advisory Committee for final approval. After the bid award is made by the TLA, a contract will be prepared for execution by the successful bidder. After the contract is signed, all bid deposits will be returned to all unsuccessful bidders. TLA may cancel an IFB or reject all bids if it is determined that such is in the best interests of TLA. Bidders will be notified in writing of such cancellation or rejection. TLA may allow a vendor to withdraw a bid if requested at any time prior to the bid opening. Bids received after the time set for bid opening shall be returned to the vendor unopened.

C. Competitive Negotiations
TLA will use competitive negotiations, regardless of contract amount, upon a written documentation that:
1. Specifications cannot be made specific enough to permit the award of a bid on the basis of either the lowest bid or the lowest evaluated bid price (in other words, bidding is not feasible).
2. The services to be procured are professional in nature.

With the exception of certain professional services (principally engineering services), competitive negotiations will proceed as follows:

a. Proposals will be solicited through national publication or advertisement; additionally, a Request for Proposal (RFP) may be prepared and mailed to qualified vendors. The publication
must be published at least seven (7) days and not more than twenty-one (21) days before the date for receipt of the proposals. The RFP will describe services needed and identify the factors to be considered in the evaluation of proposals and the relative weights assigned to each selection factor. The RFP will also state where further details regarding the RFP may be obtained. The RFP will call attention to the same regulations discussed in the bidding process. Request for proposals will always include cost as a selection factor.

b. Award must be made to the offer whose proposal is determined in writing by the TLA to be the most advantageous to TLA. Evaluations must be based on the factors set forth in the RFP and written evaluation of each response prepared. The Evaluation Committee may contact the firms regarding their proposals for the purpose of clarification and record in writing the nature of the clarification. If it is determined that no acceptable proposal has been submitted, all proposals may be rejected. New proposals may be solicited on the same or revised terms or the procurement may be abandoned.

For the procurement of certain professional services, an alternative RFPs may be used. TLA may publish a Request for Qualifications (RFQ). RFQ is similar method to RFP with the exception that cost is not a factor in the initial evaluation. The Evaluation Committee will evaluate the responses and rank them by comparative qualifications. The highest scoring individual or firm will be contacted and TLA will negotiate cost. If the TLA is unable to negotiate a satisfactory cost arrangement, the second highest scoring individual or firm will be invited to negotiate. A written record of all negotiations to be maintained.

D. Non-competitive Negotiations
This type of negotiations may be used for procurement in excess of TOP10,000 when bidding or competitive negotiations are not feasible. TLA may purchase goods and services through non-competitive negotiations when it is determined in writing that competitive negotiation or bidding is not feasible and that:

1. An emergency exists which will cause public harm as a result of the delay caused by following competitive purchasing procedures, or

2. The product or service can be obtained only from one source, or

3. The contract is for the purchase of perishable items purchased on a weekly or more frequent basis, or

4. Only one satisfactory proposal is received through RFP or RFQ, or

5. The state has authorized the particular type of non-competitive negotiation

Procurement by non-competitive negotiation requires the strictest attention to the observation of impartiality toward all suppliers. The TLA must approval all procurements by non-competitive negotiation when only one supplier is involved or only one bid or response to an RFP/RFQ is received.

E. Bids will be accepted only from those contractors who have proven record of ability to successfully complete the scope of work being bid. References will be requested along with the contractor’s bid proposal. Any contractors submitting a bid must produce written proof of liability insurance and worker’s compensation coverage. Consideration will be given to such
matters as contractor integrity, compliance with public policy, record of past performance and financial and technical resources in awarding contracts.

F. Upon submission of a bid, the contractor will present a bid guarantee equivalent to 5 percent of the amount of the contractor’s submitted bid. Unsuccessful bidders will have their bid guarantee returned to them with the notice which advises them they are unsuccessful. The successful bidder will post (at the signing of the contract and notice to proceed) a performance bond equal to 100 percent of the contract amount, along with a payment bond equivalent to 100 percent of the contract amount.

22. 2 - CONTRACTS
Generally, all procurement in excess of TOP500 will be recorded and supported by a written contract agreement. Where it is not feasible or is impractical to prepare a contract, a written finding to this effect will be prepared and some form of documentation regarding the transaction will also be prepared. The contractual provisions required by TLA and all others as applicable will be included in all contracts. All contracts will contain language which allows the TLA the opportunity to cancel any contract for cause. Said cause shall include, but not limited to, demonstrated lack of ability to perform the work specified, unwillingness to complete the work in a timely fashion, cancellation of liability insurance or worker’s compensation, failure to pay suppliers or workers, unsafe working conditions caused by the contractor, failure to comply with national laws, failure to keep accurate and timely records of the job, or failure to make those records available to the TLA or any other documented matter which could cause a hardship for the TLA if a claim should arise or the work not be completed on schedule at the specified cost.

Requests for proposals will be structured to utilize value-engineering for any construction project in excess of TOP10,000. Value engineering will allow the total job to be broken down and bid in sections, so as to produce the lowest overall cost of the project to the TLA. A project will request proposals for smaller lots. In some cases, this will make for a more cost-effective project. However, this does not preclude a bidder from making a lump-sum bid. Total cost will be calculated when value-engineering produces different bids for different scopes of work. The segmented bids will then be added together to give a final project cost.

22.3 - DOCUMENTATION
All source documents supporting any given transaction (receipts, purchase orders, invoices, RFP/RFQ data and bid materials) will be retained and filed in an appropriate manner. Where feasible, source documents pertinent to each individual procurement shall be separately field and maintained. Where it is not feasible to maintain individual procurement files, source documents will be filed and maintained in a reasonable manner. Whatever form of documentation and filing is employed, the purpose of this section is to ensure that a clear and consistent audit trail is established. At a minimum, source document data must be sufficient to establish the basis for selection, basis for cost, rationale for method of procurement and selection of contract type, and basis for payment.

22.4 - LOCALLY OWNED, MINORITY-OWNED, FEMALE-OWNED, AND SMALL BUSINESSES
All necessary affirmative steps will be taken and documented to solicit participation of locally owned, minority-owned, female-owned and small businesses. TLA will solicit proposals from minority or women-owned businesses that provide the goods or services that are being sought. Where possible and feasible, delivery schedules will be established, and work will be subdivided to maximize participation by small businesses or minority-owned or female-owned
businesses. Subdivided components will be bid as a separate contract. Where feasible, evaluation criteria will include a factor with an appropriate weight for these firms. A list of locally owned, minority owned, female-owned and small businesses shall be maintained and used when issuing IFBs, RFPs and RFQs. This list shall also be consulted when making small purchases. The successful bidder will be required to use this same criteria in selection of suppliers and subcontractors where possible.
APPENDIX

APPENDIX #1: Child Protection Code of Conduct

TONGA LEITIS ASSOCIATION

Child Protection Code of Conduct

The Child Protection Code of Conduct applies to Board and Committee members, staff, volunteers, contractors and visitors associated with Tonga Leitis Association. It explains the standards of behaviour expected by Tonga Leitis Association in order to protect children.

I agree that while working with or engaged in Tonga Leitis Association activities I will:

- Treat all children with respect not use language or behaviour towards children that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate;
- not engage a child (under the age of 18 years) in any form of sexual activity or acts, including paying for sexual services or acts;
- wherever possible, ensure that another adult is present when working in the proximity of children;
- not invite unaccompanied children into my home, unless they are at immediate risk of injury or in physical danger;
- not sleep close to unsupervised children unless absolutely necessary, in which case I must obtain my supervisor’s permission, and ensure that another adult is present;
- use any computers, mobile phones, or video and digital cameras appropriately, and never to exploit or harass children or access child exploitation material through any medium;
- not use physical punishment on children;
- not hire children for domestic or other labour which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury;
- comply with all relevant local legislation, including labour laws in relation to child labour;
- immediately report concerns or allegations of child abuse and exploitation in accordance with Tonga Red Cross Society’s Child Protection Policy;
- immediately disclose all charges, convictions and outcomes of an offence, which occurred before, or occurs during, my association with Tonga Red Cross Society that relate to child exploitation and abuse.
Use of children’s images for work related purposes
When photographing or filming a child or using children’s images for work related purposes, must:

- comply with local traditions or restrictions for reproducing personal images before photographing or filming a child;

- obtain informed consent from the child and a parent or guardian of the child before photographing or filming a child. As part of this I must explain how the photograph or film will be used;

- ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive;

- ensure images are honest representations of the context and the facts; and

- ensure the file labels, meta data or text descriptions do not reveal identifying information about a child when sending images electronically or publishing images in any form

Name: __________________________________

Signature: ____________________________

Date: _____/_____/_______
APPENDIX #2: TLA Firm Letterhead
APPENDIX #3: Vehicle and Other Asset Use & Management

Vehicle Usage Policy
Tonga Leitis Association Vehicles are to be used in a manner which will ensure the safety of the drivers, passengers, and any other person. Vehicles are to be maintained in a manner which will ensure their reliability and safe performance.

Office Manager's Responsibility
The Office Manager is responsible for the proper use, maintenance, acquisition, disposal, and overall management Tonga Leitis Association vehicle fleet.

Authority and Responsibility
In general, the use of TLA vehicles, is limited to official purposes. Office Manager must ensure that TLA vehicles are insured and is consistent with policy and the law. The Office Manager shall take reasonable steps to ensure that all staff, and others who may use TLA vehicles, are familiar with the policies.

Staff Responsibility
Staff members may be held liable for damage caused to or by a TLA vehicle when operated for unofficial purposes, whether approved or not. TLA will not pay fines related to use of TLA vehicles. Parking fines and moving violations are the responsibility of the driver.

Driver's Responsibility:
- Personnel travelling in a vehicle must follow the directions of the driver of that vehicle
- The driver may refuse to travel on the basis of safety and security
- Vehicles must always travel by the safest and most direct route to their destination and must not be on the road after working hours without the specific permission of the Office Manager
- TLA vehicles cannot be used by anyone for surveillance or monitoring activities for security or political purposes.
- TLA vehicles must be driven safely and the driver must follow all road rules
- Drivers must drive in a courteous manner
- Drivers must never drive under the influence of any drug or alcohol (including kava)
- No smoking is permitted in TLA vehicles.
- Only those persons employed as drivers or the Office Manager may drive TLA vehicles unless approval is given by the Office Manager.
- All drivers must hold a valid license for the specific vehicle they are driving (eg Disabled bus)
• Drivers must complete a log book entry for each trip taken (refer annex 1)
• All personal use must be approved in advance by the Office Manager and should only be approved in special circumstances
  • Vehicles must not be overcrowded, or overloaded
  • Passengers must use seatbelts where they are fitted and if travelling in the tray must sit on the tray and not on the sides
  • Always carry a first aid kit in the vehicle as well as a tool kit with any necessary equipment
  • Always carry a laminated copy of these Vehicle rules as well as a log book for recording trip details

VEHICLE MANAGEMENT

BEFORE EACH USE THE DRIVER SHOULD:
• Ensure the vehicle has sufficient fuel
• Water and oil are checked
• Tires are checked, including spare tire
• Lights and indicators are fully functioning
• Is clearly marked with the Tonga Leitis Association
• Interior is clean

DAMAGE
• All incidents such as accidents, or loss or damage to property must be reported to management in writing immediately that this is noticed using an Incident Report Form (Annex 2).
• Any damage caused as a result of driver negligence may result in the driver being required to pay for this damage.

PERSONAL USE OF TRCS VEHICLES
• The use of TLA vehicles for private purposes is a privilege and not a right. Any abuse of this privilege will result in restrictions on access or the denial of any further personal use. All fuel must be paid for all personal use.
• Only the Office Manager or the Executive Committee can approve personal use of a vehicle
• The Office Manager has the right to refuse any personal use without giving reason.
• TLA vehicles cannot be used for personal reasons after 6pm or on weekends unless in a genuine emergency and with the express permission of the Office Manager
• All personal use must be for appropriate reasons and such use must never tarnish the reputation of the TLA in any way – for example a TLA vehicle cannot go or park at a nightclub or any other such location at any time. Such actions can be subject to disciplinary action.
MAINTENANCE AND LOGBOOKS

- Drivers are responsible for the day-to-day checking (water, battery, oil and tires) and for minor repairs. They must notify the Management of any major repairs that may be needed.

- All vehicles must have a Log sheet which must be completed for each trip

- It is the responsibility of the Driver to submit these weekly or on completion of each sheet to the Finance Admin Officer

- All vehicles must be returned to a secure lock-up at the end of each day or kept at the appropriate residence

- Vehicles are to be serviced according to the owner manuals of each vehicle, and should be for a minimum of 5000 km or after 6 months.

- Drivers must ensure all registration papers are up to date, and notify the finance admin officer when renewal is due.
APPENDIX #4: Steps for Disciplinary Action

Instructions and coaching of a minor nature will be handled by the supervisor as part of the routine relationship with the employee. When it becomes apparent that informal verbal instructions are not being followed or the employee continues to require frequent coaching and direction, the following remedial process will begin:

Step 1. Initial session with supervisor. Plan of corrective action is outlined.

The goal of this session is to bring about a positive change in the area of deficiency. To accomplish such a change, the supervisor will thoroughly discuss with the employee the unacceptable performance.

The supervisor will explain specifically what changes need to occur to remedy the situation, and a plan of action will be outlined. The employee will be advised of the consequences of continued unsatisfactory performance. This meeting will be documented and a record of the meeting will be kept in the employee’s personnel file.

Step 2. Follow-up session with supervisor. Action plans are reviewed and re-established. Disciplinary probation is established.

If performance is still deemed as unsatisfactory after Step 1, formal disciplinary probation is established. The Probation Period Review (see appendix) form will be used to review performance and establish specific goals and actions.

A specific time frame will be set for the disciplinary probation period. The employee will be advised of the consequences of continued unsatisfactory performance. The Secretary General must be notified of all cases of disciplinary probation.

An employee who has been placed on disciplinary probation will not be considered for any salary increases or promotions until the probation has ended.

Step 3. Employment is terminated if performance and/or conduct are not improved to a level of acceptability for continued employment.

If, after Steps 1 and 2 the employee does not successfully complete the plan of action and improve performance, employment may be terminated.

In cases of serious misconduct, the employee may be placed on probation, suspended or terminated immediately without the benefit of the above-mentioned corrective sessions and steps.
APPENDIX #5: Leave Application Form

LEAVE APPLICATION FORM

Type of Leave Requested

- Annual/Casual Leave
- Sick Leave
- Funeral Leave
- Maternity Leave
- Leave Without Pay
- Other Leave (Jury, Duty, Witness, other)

Reason for Leave:

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………
………………………………………………

Date Leave Requested:

Start Date: / / 
End Date: / / 
Total Number of Days: 

Approval

Requested By: ……………………………… Date: ………/………/…………
Endorsed By: ………………………………. Date: ……. /………./…………
Approved By: ……………………………… Date:……../………/…………

Internal use only
<table>
<thead>
<tr>
<th>Description</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance of Leave Owing:</td>
<td></td>
</tr>
<tr>
<td>No. Of Day Requested:</td>
<td></td>
</tr>
<tr>
<td>Balance of Leave Remaining:</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX #6: Travel Request

TRAVEL REQUEST

<table>
<thead>
<tr>
<th>International</th>
<th>Local</th>
</tr>
</thead>
</table>

Employee  
Name: ___________________  Customer/Donor: ___________________
Duty: ___________________  Job: ___________________
Station: ___________________  Class: ___________________
Position: ___________________  
Purpose of travel: ___________________

(PLEASE ATTACH RELEVANT DOCUMENTS: EMAIL CORRESPONDENCE, WORKSHOP/TRAINING MODULE; ToR)

<table>
<thead>
<tr>
<th>Department</th>
<th>Return Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date: ___________________</td>
<td>Date: ____________</td>
</tr>
<tr>
<td>Destination: ___________________</td>
<td></td>
</tr>
</tbody>
</table>

Car for airport drop / pick up required:  
YES □  NO □

Accommodation to be booked:  
YES □  NO □

Hotel Name if known: BACKPACKER GUEST HOUSE

Advance Requested: ___________________

Total amount in words: ___________________

REQUESTED BY: ___________________  AUTHORIZED BY: ___________________

Signature: ___________________  Signature: ___________________
Name: ___________________  Name: ___________________
Date: ___________________  Date: ___________________

Notes:
1. **International travel is approved by the Office Manager or Executive Committee.**
2. **Domestic (local) travel is approved by the Line Manager.**
3. **Staff to forward approved form to Finance/Admin for booking flights.**
4. **Rates of per diem and incidentals and accommodation charges are as per the travel policy.**
APPENDIX #7: Job Description

JOB DESCRIPTION

JOB TITLE: *<Role name>* e.g. Receptionist, Sales assistant

JOB TYPE: *<Type of employment>* e.g. Full-time; Part-time; Casual

LOCATION: *<The physical address that the employee will work at. If the job requires travel, state the primary location>* e.g. Smithton office

SUPERVISOR/MANAGER: *<Who the employee will report to>* e.g. Office Manager; Shift Supervisor

MAIN DUTIES/RESPONSIBILITIES:
*<Outline the duties and responsibilities of the position>*
e.g.

- Coordinate and carry out all office administration including reception, mail, couriers, greeting clients and filing
- Maintain a clean and safe workspace, and abide by workplace health and safety policies and procedures
- Other tasks as directed

SKILLS & EXPERIENCE

Qualifications: *<What qualifications, licences or education level does the employee need?>*
e.g.

- Diploma or Certificate IV in Business Admin or relevant experience
- First aid certificate

Experience: *<What type and how much experience is needed?>*
e.g. 3 years previous experience in an similar role/industry

Skills: *<List skills needed for the job, including any technical or interpersonal skills>*
e.g.

- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook)
- Excellent verbal and written communication
- Organised and able to meet deadlines