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for cambodian children

A community-based care organisation

## STAFF POLICY

**January 2023**

This policy is not to be given to anyone else besides HfCCF's staff.

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## HOPE FOR CAMBODIAN CHILDREN FOUNDATION (HfCCF)

### STAFF POLICY

**AIM:** Hope for Cambodian Children Foundation (HfCCF) was first established in 2006 to provide a safe, healthy, happy, productive and friendly environment for all children and staff so that the children could grow healthy and receive an education and where, and when possible, be reintegrated to live back within their communities. HfCCF has evolved into a community-based care facility, which supports poor, vulnerable and disadvantaged children and families in their communities with food, hygiene materials, emotional support, health care, education and vocational training.

**VALUES:** Poor and disadvantaged children and families are the most important members of our organisation. Guided by this principle, HfCCF recognises that professional, committed and dedicated staff are essential to achieve its aims. Consequently, HfCCF values the contribution, talent, abilities, potential and skills each person and employee may bring to the organisation. HfCCF values each staff member irrespective of religion, race, gender or cultural heritage in its adherence to its non-discrimination policy.

#### HfCCF's Core Values:

Professional   Commitment   Dedication   Talent   Ability   Potential

### ARTICLE 1 - STAFF AGREEMENT

The successful applicant will be advised to start work with HfCCF. HfCCF and the new staff member will sign a HfCCF staff contract. This contract will advise the following:

- 1.1 The commencement date of the contract.
- 1.2 It is a requirement for all new HfCCF staff to complete a three month probationary period during which time either party may choose to cancel the probationary period and leave HfCCF. If the staff member is successful after the three month probationary period, then they will be entitled to full-time employment and they will be eligible to receive all of the conditions outlined in this document.
- 1.3 Either party may terminate the staff contract by giving three (3) weeks written notice.
- 1.4 Staff may be immediately terminated if they break any of HfCCF code of conduct or staff policy or any Cambodian laws.
- 1.5 Staff may be made redundant if a project is completed or closed.

### ARTICLE 2 - WORKING HOURS

- 2.1 Normal working hours are eight hours per day, Monday to Friday except for security staff which is 11 hours per day.
- 2.2 Normal working hours are from 7:30 am to 12:00 pm and from 1:30 pm to 5:00 pm.
- 2.3 Teachers working hours are 7:00 am to 11:00 am and 2:00 pm to 6:00 pm.
- 2.4 Overtime may be required from time to time however, it must be approved by their team leader.

- 2.5 Staff will not be required to work on Public Holidays unless prior arrangements are made in advance.
- 2.6 Contracted staff who are on a staff contract will have their working hours explained and set out in their contract. These staff must also obey all of the HfCCF Staff Policy and Staff Code of Conduct.
- 2.7 Security staff at HfCCF will have their working hours explained in their staff contract.

### ARTICLE 3 - ORIENTATION

- 3.1 Each new staff member will receive, at the commencement of their job, an introduction to HfCCF's Aims and Values.
- 3.2 Staff need to be advised about HfCCF's procedures and policies.
- 3.3 Staff will be given time to understand their responsibilities and their job description.
- 3.4 Staff will receive and sign for, their own personal copy of the HfCCF Staff Policy and Code of Conduct.

### ARTICLE 4 - PERFORMANCE APPRAISAL

- 4.1 Each year Leaders will do a performance review on each staff member. The review will be based on the Staff's performance against their job goals and job responsibilities. All HfCCF work contracts will run for a period of one (1) year. After one year, the resigning of new contract will depend on staff performance and HfCCF requirements. Some projects or programs may close or change this will require staff to reapply for a new position. New positions may also be advertised externally.
- 4.2 A job performance of each staff member will be reviewed every 6 months for coaching purposes. This gives the staff member the opportunity to discuss and correct any work performance issues during the remaining 6 months of their appraisal period.
- 4.3 Based upon the score being achieved in the annual performance appraisal, a staff member salary may be increased, only at the discretion of the Australian Board.

#### Appraisal Levels

Score of Performance	Performance	Comment
1	Poor	Below required level (met few requirements)
2	Fair	Improvement needed to meet required level (met some requirements)
3	Satisfactory	Required level (met all requirements)
4	Good	Exceed required level (exceeded many requirements)
5	Excellent	Professional (exceeded all requirements)

## ARTICLE 5 – SALARY

- 5.1** The salary of each staff member is determined by their job responsibility and by their work performance, such as basic knowledge, skill and practical experience.
- 5.2** Salary may be reviewed in the event of a change in job responsibility.
- 5.3** Salary will be paid once a month, on the last working day of the month and paid directly into each staff member personal ACLEDA Bank account.
- 5.4** Staff salary will be recorded in their employment contract.
- 5.5** ALL staff salaries are strictly confidential, and MUST remain private.

## ARTICLE 6 - VACANT POSITION

When a position becomes vacant, notice will be placed on the HfCCF notice board. Any staff member who meets the criteria of the position is entitled to apply. Vacant positions will also be advertised externally.

**Please note:** The Australian Board selects the successful applicants for the positions of HfCCF's Director and the In-Country Director. Applications may or may not be advertised internally. This is 100% the board's choice. The Australian Boards decision is final and both positions will come under the management from Australia.

## ARTICLE 7 – STAFF BENEFITS

In addition to salary, staff will receive benefits as outlined below:

- National Health Cover – covering staff accidents during work time.
- HfCCF contributes 2% to staff retirement fund.
- Salary Tax paid by HfCCF.
- Access to HfCCF's on-site medical clinic.
- Paid maternity leave.
- Paid paternity leave.
- Supplied with two HfCCF shirts per year (it depends on HfCCF's financial situation).
- Meals and accommodation for work related travel.
- Opportunity to apply for external courses.
- Paid special leave.

### 7.1 Overtime

All overtime must be approved by their leader and will be recorded on an hourly basis. The overtime will not be paid in cash, but taken as time off from work at a suitable agreed time.

### 7.2 New Year Gift

A Khmer New Year Gift may be paid, at the discretion of the Australian Board.

### 7.3 Annual Leave

**7.3.1** Full time staff will receive 18 days annual leave per year, for working at HfCCF for the first 3 years. Annual leave increases as follows:

- 3 to 6 years is 19 days per year.
- 6 to 9 years is 20 days per year.

- and after 9 years, staff will be entitled to 21 days annual leave per year.

### 7.3.2 Annual leave can be requested once staff have leave days owing to them.

All staff must take all of their annual leave, each year. Unless prior arrangements are made in writing with the HfCCF's Director or the In-Country Director. Staff who do not take all of their annual leave, will lose those leave days. No provision is available to pay cash for any unused annual leave.

**7.3.3** Annual leave cannot be taken without the prior approval of their Leader. A HfCCF Leave Form must be filled out and signed by staff and their leader.

**7.3.4 HfCCF will deduct from your salary if you take more than your allowed annual leave days.**

## 7.4 Sick Leave

**7.4.1 Staff are entitled to 10 days paid sick leave per year.**

**7.4.2** Staff are required to call, in person, to their leader as soon as it is possible that they intend to take sick leave.

**7.4.3** Staff are required to call their leader, in person before 7:30 am, if they are going to be on sick leave for a second day. After 3 days in a row, staff must show proof of being sick by producing medical certificate, hospital receipts or visit our HfCCF's Nurse.

**7.4.4** Upon termination of employment, there is no entitlement of HfCCF to make a cash payment for sick leave not taken.

**7.4.5** Staff who return to work after a serious illness or serious injury must be certified fit for work by the doctor treating the illness or injury. HfCCF's nurse will also be required to approve the staff member to return to work. Where a staff member is suffering from a long-term illness or injury between 11 days to 20 days, the Australian Board may or may not consider to extend sick leave with payment.

## 7.5 HfCCF Maternity Leave

**7.5.1** Three months maternity leave will be granted to female staff who have completed at least 1 year service as a full time staff at HfCCF. During maternity leave, the female staff will receive a full pay for the 1<sup>st</sup> month and 50% of their salary for the 2<sup>nd</sup> and 3<sup>rd</sup> month.

**7.5.2** 5 days partner leave with full pay will be granted to male staff who have completed at least 1 year service as a full time staff at HfCCF.

## 7.6 Special Leave

**7.6.1** Staff can apply in writing to take Special Leave, without pay, for up to a period of three months in case of serious illness or an accident requiring long-term treatment or for special personal/family reasons. Approval can only be given by the HfCCF's Director or the In-Country Director.

**7.6.2** When a family member of HfCCF's staff dies, then that staff member (such as husband, wife, or a child) can apply, in writing to the HfCCF's Director or the In-Country Director, for up to five (5) days special leave with full pay.

**7.6.3** When a relative dies, staff can apply for one (1) day special leave with full pay but not over two (2) days per year.

## **7.7 Travel Allowance**

### **7.7.1 Staff who are required to work outside our community centre inside the province:**

- Staff must complete the form provided by HfCCF for the accountant.
- The meal allowance will be 20,000 Riel for each meal (breakfast, lunch, or dinner).
- Leave before 7:30 am and return after 5:30 pm, staff will be entitled to receive 60,000 Riel.
- The period of time before 7:30 am is not limited, the return must be at least 30 minutes after the normal working hours where staff could be entitled to receive any meal allowance.
- For work that requires staff who work in different time shift, the standard working hour set in 2.3 is used as a basic.

### **7.7.2 Staff who are required to work outside our community centre outside the province:**

- Staff must complete the form provided by HfCCF for the accountant.
- The meal allowance will be divided into 3 different costs which is 24,000 Riel for breakfast, 28,000 Riel for lunch, and 28,000 Riel for dinner.
- Leave before 7:30 am and return after 5:30 pm, staff will be entitled to receive 80,000 Riel.
- The period of time before 7:30 am is not limited, the return must be at least 30 minutes after the normal working hours which staff could be entitled to receive any meal allowance.
- For work that requires staff who work in different time shift, the standard working hours set in 2.3 is used as a basic.

### **7.7.3 Staff who are required to work outside our community centre and have to stay overnight both inside and outside the province will be given an allowance for their accommodation in a guest house. The allowance will be based on the number of staff, but not less than 60,000 Riel per room. The invoice from the guesthouse/ hotel is needed except if staff decide to stay at their own home or their relative's home. In this case, staff can use the HfCCF's expenditure.**

## **7.8 Travel Expenses**

Staff who are required to travel outside Battambang province for HfCCF work staying overnight will have their meal allowance and accommodation paid for if travelling by bus or taxi will be depend on their destination and the urgency of the travel. Receipts of all bus tickets or photocopies must be supplied to HfCCF. Taxi business cards with the travel cost must be supplied to HfCCF. Travel allowances as described in section 7 for meals and accommodation will also be paid. Staff must fill out a Travel Request Form and have it authorized before travel is allowed.

## **ARTICLE 8 - TRAINING**

**8.1** Staff are entitled to receive training to improve their ability to do their job.

**8.2** HfCCF may provide internal staff training.

**8.3** HfCCF may cover the costs for staff to purchase training material for external courses.

- 8.4** HfCCF may allow the opportunity for staff to attend external training courses or workshops related to their job position. If approved HfCCF will cover the cost for the training or workshop.

## **ARTICLE 9 - PUBLIC HOLIDAYS**

- 9.1** Staff are not expected to work on public holidays.
- 9.2** If staff are required to work on a public holiday then they are entitled to take two extra days leave for each public holiday worked.
- 9.3** When staff are required to work for more than 2 hours outside their normal working hours, staff need to fill in the form to get those hours back.
- 9.4** When public holiday falls on one day of the weekends, then there is no extra day off.
- 9.5** When public holidays fall on both Saturday and Sunday of the same weekend, then one extra day is given to all HfCCF staff.

## **ARTICLE 10 – CORRUPTION**

- 10.1** It is HfCCF policy not to be involved in ANY forms of corruption.
- 10.2** It is HfCCF policy to not accept bribes and commissions (bribes or commissions include cash or personal gifts). Staff should contact the HfCCF’s Director or the In-Country Director if they are unsure.

## **ARTICLE 11 - ACCIDENTS AT WORK**

- 11.1** HfCCF pays the National Health Insurance that covers staff accidents that happen during working hours. All claims must be made through the National Health Insurance.
- 11.2** Based on an employee’s good work performance record and strong contribution to HfCCF, the HfCCF’s Director or In-Country Director may decide to pay the salary of an employee who has been in an accident outside of work which not covered by the National Insurance.

## **ARTICLE 12 - HEALTH AND MEDICAL RESPONSIBILITIES**

- 12.1** HfCCF is not normally responsible for paying staff medical bills, visit to private clinic, specialist, dental treatment and the replacement of reading glasses but the HfCCF’s Director or the In-Country Director may consider to pay all or part of that treatment bases on the good performance record and a strong contribution to HfCCF.

## **ARTICLE 13 - CONDUCT AND CORRECTIVE ACTION**

### **13.1 Conduct**

- 13.1.1** HfCCF is nonpolitical and non-religious, it respects the Cambodian national religion, which is Buddhism.
- 13.1.2** All staff are expected to be loyal and honest in the performance of their job and responsibilities.
- 13.1.3** Staff will not engage in any activity that is illegal or not in the best interests of HfCCF. Staff must not be involved in political activities during working hours, while they are representing HfCCF, while using HfCCF internet facilities or wearing a HfCCF uniform. While using

HfCCF internet facilities or wearing an HfCCF uniform staff, driving an HfCCF marked vehicle or moto staff must never use HfCCF's good name to better themselves, especially the purchase of goods and services. HfCCF will take appropriate action if this happens.

**13.1.4** Staff must agree to all of the terms contained in this policy.

**13.1.5** Staff agree to abide by all Cambodian Laws.

**13.1.6** Without written approval, staff are not able to work for another organization or business while they are still working at HfCCF.

**13.1.7** Staff will not publish anything on their Face Book page that is connected to HfCCF.

**13.1.8** People selling goods are not allowed to come into our community centre.  
Staff must ask for approval before they sell goods to other staff members.

## **13.2 Confidentiality**

- Outside of work, staff must never talk about a child or family who is under HfCCF's care, except when meeting with government officials with written approval from HfCCF's Director or the In-Country Director.
- Staff must never talk to anyone about HfCCF's financial situation or about staff salaries.
- Staff must never pass on any HfCCF documents.
- Staff must never talk to the media, television or radio.
- When you leave HfCCF you must never talk about any child or family connected to HfCCF.

## **13.3 Performance**

**13.3.1** When staff work performances are considered unsatisfactory, their leader will advise that staff member in writing, and they need to agree to improve within the next 14 working days.

**13.3.2** Unsatisfactory work performance could include:

- Lack of respect for HfCCF policies and contracts.
- Always poor rating on job responsibilities.
- Poor attitude and behavior.
- Too many sick leave days, without medical support.
- Spreading gossip.
- Starting rumours.
- Jealousy.
- Swearing.
- Being rude or disrespectful.
- Always arriving to work late.
- Not being a good team member.
- Lying.
- Lack of respect to other staff.
- General misbehavior.
- Smoking inside HfCCF community centre.
- Taking HfCCF property without prior approval.

**13.3.3** If performance does not improve to the agreed level by the agreed timeframe, performance management procedures, as described in Items 12.6.2 to 12.6.4 will be followed.

### **13.4 Serious Misconduct**

If a staff member commits an act of serious misconduct, then the HfCCF's Director or the In-Country Director has the right to **instantly-dismiss** staff. Acts of serious misconduct include but are not limited to:

- Fraudulent acts.
- Theft or corruption.
- Being under the influence of an illegal drug or alcohol.
- Serious damage to HfCCF property.
- Major disobedience.
- Serious breaches of disciplinary, safety and health regulations.
- Threats, shouting, bullying, abusive language or assault.
- Inciting other workers or children to commit serious offenses.
- Any actions which breach any of the child protection acts or child safety laws of Cambodia, or HfCCF staff code of conduct.

### **13.5 Grievances**

If any staff are unhappy with the way they are being treated by HfCCF, they should talk to their Leader. If the Leader is the cause of the problem, then that staff member should discuss the problem with the HfCCF's Director or the In-Country Director, who will respond with an official answer to that problem within seven working (7) days. If any staff wishes to appeal against any disciplinary decision or actions, then that staff member must meet with the HfCCF's Director or the In-Country Director. The HfCCF's Director or the In-Country Director must then make a final decision on the matter within seven (7) working days.

### **13.6 Termination of Employment**

**13.6.1** Staff may stop their employment with the HfCCF by giving three (3) weeks written notice. HfCCF may – in some urgent circumstances- allow staff to leave earlier.

**13.6.2** If any staff performance or conduct is unsatisfactory then HfCCF will give that staff their first written warning. The written warning will tell the staff member where improvements need to be made and within what time frame. The written warning will be valid for four (4) weeks.

**13.6.3** If staff performance or conduct does not improve and remains unsatisfactory at the end of the agreed time, a final written warning will be given. A final warning sets out that if the conduct of the employee does not improve within one (1) month, the HfCCF's Director or the In-Country Director has the right to terminate the staff member contract.

**13.6.4** If there is no satisfactory improvement in the staff members conduct, the staff member will be dismissed. The HfCCF Administrator will keep an official record of all documents relating to all staff in HfCCF's official HR files. Staff dismissed have the right to appeal HfCCF decision with the Cambodian Labor Department.

## ARTICLE 14 - THE AUSTRALIAN BOARD DECISIONS

- 14.1 The Australian Board has the right to make any changes to its HfCCF Staff Policy or HfCCF Code of Conduct.
- 14.2 The Australian Board reserves the right to start and finish any of its HfCCF programs.
- 14.3 The Australian Board reserves the right to restructure its Cambodian Programs and its Cambodian staffing to meet global financial influences or government interventions.
- 14.4 When major changes are to occur, like the closing of programs, then HfCCF staff will be advised in writing from the Australian Board.
- 14.5 The Australian Board selects the successful applicants for the positions of the HfCCF's Director or the In-Country Director. Applications may or may not be advertised internally. This is 100% the board's choice.
- 14.6 The Australian Boards decision is final and both positions will come under the management from Australia.

## ARTICLE 15- THE EFFECTIVE DATES OF THE STAFF POLICY IN HfCCF

- 15.1 The HfCCF staff policy (January 2023) will remain in effect, until further notice.
- 15.2 The HfCCF Staff Policy may be reviewed in situations concerning the stability of Cambodia's political climate, Cambodia's economic situation or HfCCF organizational changes.
- 15.3 This policy document is effective immediately and approved by the Australian Executive Team.

Staff Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Team Leader's Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HfCCF's Director: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_