



**RESILIENCE HOPE FOUNDATION**

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**RHF GOVERNANCE, POLICIES AND PROCEDURES MANUAL**  
**FOR**  
**HUMAN RESOURCES MANAGEMENT**

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# **1 BACKGROUND OF THE ORGANIZATION**

## **1.1 Introduction**

RESILIENCE HOPE FOUNDATION(RHF) is a national Non-Governmental and profit-making organization, established by civil society groups on January 1st, 1997 in Mogadishu Somalia. The organization is dedicated to advocacy on Human rights, democracy, peace and conflict resolution and protecting the rights of the vulnerable in society. The organization is also involved in emergency relief as well as rehabilitation and development activities for the vulnerable Somali Community.

## **1.2 Vision**

"Our vision is to create lasting positive change in our community by addressing diverse needs and empowering individuals through a multi-sectorial approach. We strive to be a catalyst for holistic development, fostering sustainable solutions and improving lives across multiple sectors."

## **1.3 Mission**

"Our mission is to empower the vulnerable and the underprivileged communities in Somalia in order to bring about sustainable development and positive social transformation while focusing on Women and Gender Equality, justice and human rights Education and Skill Development, Health and Wellness, Livelihood and Economic Empowerment, Social Justice and Human Rights and Community Engagement and Collaboration".

## **1.4 Goals.**

Our goals are to: -

1. Enhance Health, nutrition and Well-being
2. Empower Youth and Women and Preventing them against violent extremisms is one of our main focus area of work.
3. Foster Agriculture, food security and Livelihood Opportunities and Economic Development
4. Advocate for protection, Social Justice and Human Rights and Promote Gender Equality
5. Increase access to safe portable water, sanitation and good hygiene conditions.

## **1.5 Specific Objectives**

The objectives of RHF are to;

- (a) To promote inclusive education by addressing barriers to education for marginalized groups, such as girls, children with disabilities, and those from low-income backgrounds.
- (b) To Increase access to essential healthcare services, including preventive care, maternal and child health services, and disease management programs.

- (a) To support initiatives that address gender-based violence, promote women's rights, and enhance women's participation in decision-making processes.
- (b) To provide vocational training and skills development programs to enhance employability and income-generating opportunities.
- (c) To raise awareness about human rights, prevention of violent extremism, and promote a culture of respect and tolerance within the community.
- (d) To promote volunteerism and civic engagement to create a sense of ownership and collective responsibility within the community.

## **2 HUMAN RESOURCES**

### **2.1 Introduction**

RHF largely dependent upon donor project funds to carry out its work. RHF aims, as far as is possible within the constraints of its resources, to provide working conditions that are in line with best practice in comparable domestic organizations and which allow employees to work in an enjoyable, effective and productive manner.

### **2.2 General Policies**

#### **2.2.1 Standard of conduct**

RHF expects its employees to maintain a high standard of conduct and work performance to make sure the organization maintains its good reputation with all its Donors, Stakeholders and Beneficiaries. Good personal conduct contributes to a good work environment for all.

This involves all employees:

- i. Observing all policies and procedures
- ii. Treating colleagues with courtesy and respect
- iii. Treating Customers, suppliers, Donors, Stakeholders, and Beneficiaries a professional manner at all times
- iv. Working safely at all times

#### **2.2.2 Dress Code**

As a minimum standard, dress should be clean, neat and professional. RHF reserves the right to request an employee to dress to an appropriate standard as a condition of employment.

#### **2.2.3 Personal Communications**

All employees are entitled to personal privacy. To avoid unnecessary friction in the workplace, employees are requested to observe the following policies as regards their personal communication.

#### **2.2.4 Smoking**

RHF has a non-smoking policy. Smoking is not permitted on within the premises of the organization. Non-compliance to this policy will be dealt with as per the Laws of Somalia regarding smoking in public places.

#### **2.2.5 Alcohol & Drugs**

RHF strictly prohibits Alcohol and drugs abuse. Non-compliance to this policy will be dealt with as per the relevant Laws of Somalia.

### **2.2.6 Phone Calls**

Making and receiving personal phone calls during working hours is strictly discouraged. It is expected private phone calls will be kept to reasonable levels.

### **2.2.7 Email**

- i. Email facilities are provided for formal correspondence.
- ii. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
- iii. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
- iv. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid unnecessary use of storage facilities.
- v. All emails sent must include the approved RHF disclaimer.
- vi. To protect RHF from potential effects of misuse and abuse of email, the employees must guard against sending or forwarding defamatory, copyright or confidential or prejudicial to the good standing of RHF.

### **2.2.8 Internet Use**

The Internet is provided by RHF for official use only. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling. Management has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation and disciplinary action up to and including summary dismissal.

## **2.3 Recruitment and selection**

### **2.3.1 Policies**

RHF will always aim to employ the best candidates based on merit, qualification and competence. RHF is an equal opportunity employer. There shall be no any form of discrimination.

All employees of RHF must have attained at least 12 years of education.

### **2.3.2 Procedures**

The following procedure will be followed when recruiting a staff to join the organization.

- i. Position description - position description for the job covering key activities, tasks, skills required, expectations, deliverables and safety considerations will be outlined.
- ii. The recruitment process may include some or all of these:
  - (a) Advertisement in the local daily newspapers, TV, Radio or website
  - (b) RHF Notice board
  - (c) Email
  - (d) An application form, interviews, practical testing, reference checks, right to work in Somalia for non-citizens
- iii. Give the successful candidate a letter of appointment setting out clear terms and conditions of service. This includes the nature of employment e.g. permanent, part time, contract or casual.
- iv. Once the candidate has accepted, the unsuccessful candidates will be contacted as a matter of courtesy.
- v. The new employee will undergo a mandatory induction training covering all aspects of the organization.

### **2.4 Benefits**

#### **2.4.1 Salary and allowances**

##### **Policies**

- (i) Salary - All employees are entitled to basic monthly salary and housing allowance
- (ii) Salary Scale- The salary grading system will be a scale of RHF 1 to RHF 9 with RHF 1 being the entry grade.
- (iii) Leave - The RHF recognizes the following leave entitlements
  - (a) Annual leave: 30 days
  - (b) Sick leave;
  - (c) Maternity leave; 3 months
  - (d) Study leave; as approved but not exceeding 6 months
- (iv) Public Holidays- RHF recognizes the following days as none working public holidays:
  - (a) International Holidays
  - (b) Religious Holidays
    - i. ID-UL-FITRI (The festival at the end of Ramadan);
    - ii. ID-UL-ADHA (The festival of the sacrifice of the Pilgrimage) and
    - iii. Other religious holidays
  - (c) Public Holidays in Somalia
- (v) Per diem – employees outside their work stations will be entitled to daily per diem allowance depending on the grade

## 2.4.2 Training

All employees will be given adequate training to do their job safely and competently. Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses.

## 2.5 Probation

### Policy

All employees will undergo a six (6) month probation period. Subject to satisfactory performance, the employee's terms of employment may be changed to permanent and pensionable. Resignation or termination of employees on probation will be subject to either party giving one-month notice or one month salary in lieu of notice.

### Procedure

- i. Informal and formal appraisal will be conducted during the probation period.
- ii. One formal appraisal will be conducted four weeks before the end of probation.
- iii. At the end of the probation period, a final probation appraisal will be conducted and the employee will be advised of the result.

## 2.6 Discipline and termination of employment

### 2.6.1 Policy

To effectively management its human resource, RHF shall not tolerate any form on indiscipline Intentional or deliberate or resulting from negligence of duties and responsibility;

### 2.6.2 Procedure

- i. **Verbal Warning:** If the employee commits a proven deliberate act his/her immediate supervisor will raise the matter to the attention of the management. The management will give verbal warning in the first instance.
- ii. **Written warning:** Any subsequent disciplinary case will be communicated in writing twice.
- iii. **Suspension:** Two subsequent written warnings will be followed by suspension if the concerned employee shows no sign of improvement.
- iv. **Termination:** The Board of Directors may terminate the services of the employee.