

MISSION FOUNDATION MOVEMENT

ORGANIZATION POLICIES AND MANUAL
2021



MFM main office
Bawngkawn, Aizawl
Pin: 796014
Website: www.mfm.org.in

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HR MANUAL ORGANISATION POLICIES

1.0. SCOPE AND PURPOSE

This policy shall apply to all employees employed in the various departments and units of The MFM (Mission Foundation Movement) purpose is to safeguard the interests of the employee as employees, and the Society as employer in order to achieve the objectives of the Society.

2.0. DEFINITION OF TERMS

2.1 MFM: Mission Foundation Movement

Society : The Mission Foundation Movement (MFM) Society

Board : Board of Management of the Society.

Executive Director / Directors : Full time Executive Director / Directors.

Appointing Authority : The appointing authority for the Executive Director / Directors shall be the Board of Management. The appointing authority for the Managers, Administrative and Field Employees, Professional and non-professional employees shall be the Executive Director/ Director.

Disciplinary Authority : The appointing authority would also be the disciplinary authority or any authority duly empowered by the appointing authority.

The Employee Grades : The employees in MFM are aligned in the grades as given below Grades Corresponding Designation.

Grade-I	:	Cook/ Keeper
Grade- II	:	Organisation staff (Computer operator/field worker, etc)
Grade-III	:	Office assistant/Tutor/Lecturers/Instructor/ Clerck,etc,.
Grade-IV	:	Principal/ Project coordinator
Grade-V	:	Coordinator/ Executive secretary
Grade-VI	:	Director
Note	:	The term 'his/her' can be used interchangeably.

3.0 . EMPLOYMENT POLICY INCLUDING RECRUITMENT POLICY

3.1. EMPLOYMENT BY REGULAR EMPLOYMENT

Permanent : An employee, who has been appointed on a permanent post against a permanent vacancy under a proper letter of appointment under the signature of the appointing authority and whose services have been confirmed in writing by the Appointing Authority.

Probationer : An employee who is provisionally employed with a view to filling up a permanent post. An employee would be deemed to be on probation till such time as he receives a letter of confirmation in writing from the management. A person employed to a contract post shall be on probation for a specified period, as mentioned in the appointment letter.

Fixed Term Contract : An employee who is employed for a fixed period of time on contract for a particular work subject to performance and approval of the appointing authority.

Temporary : An employee who is appointed for a limited period of time for a work which is temporary in nature, or one who is employed temporarily as an additional employee in connection with temporary increase in work of a permanent nature. His employment shall cease at the end of the specified period.

Part-time : A worker who regularly puts in an agreed number of hours of work per day or week in a department, on a mutually convenient schedule and is paid on weekly/ monthly basis.

Fixed Term Contract : An employee who is employed for a fixed period of time on contract for a particular work subject to performance and approval of the appointing authority.

Temporary : An employee who is appointed for a limited period of time for a work which is temporary in nature, or one who is employed temporarily as an additional employee in connection with temporary increase in work of a permanent nature. His employment shall cease at the end of the specified period.

Part-time : A worker who regularly puts in an agreed number of hours of work per day or week in a department, on a mutually convenient schedule and is paid on weekly/ monthly basis.

3. 2 BY SPECIFIC, NEED BASED EMPLOYMENT

Casual / Daily : One who is engaged for work of a casual and/or intermittent nature and is not eligible for benefits granted to the regular employee. Payment is on daily wage basis / per working day basis.

Voluntary : A person who renders free service in a voluntary capacity and who may be paid an honorarium.

Trainee : A person who is a learner and is on training or is gaining experience, who may or may not be paid a stipend during the training period

4.0 ELIGIBILITY FOR EMPLOYMENT

- Good standing in the Society.
- Relevant qualification to the post sought.
- Good physical and mental condition - adequate for the post.
- A person of good report and moral character.

5.0 . APPOINTMENTS

Applications

- All applications shall be made in writing in the prescribed form. These are to be accompanied with relevant certificates, a photo and references.
- Applications for the post of the Executive Director shall be addressed to the Chairman, Board of Management.
- Application for all other posts shall be addressed to the Director, MFM.
- All applicants shall be subject to interviews and recruitment process.

Finalisation of appointments

- Applications for the post of Coordinator and below shall be interviewed and selected by the Directors.
- Applicants thus selected shall go through a probation period of generally one year, which can further be extended at the sole discretion of MFM. The employee shall be deemed to be on probation until a letter of confirmation is issued by MFM.

Only on getting 'Above average', 'Good', 'Excellent' in Performance Appraisal during the probation period, shall the employee's contract be renewed.

Appointment letter

All selected candidates shall be given an appointment letter. On written acceptance of the same by the prospective employee and on receipt by the management the appointment is enforced. The appointment letter will state the position to which appointed, salary scales, tenure of appointment, duties and responsibilities and any other terms.

On the receipt of the appointment letters, all employees will be required to return to the HRD Unit one copy of the 'Terms and Conditions of Employment' duly signed, and the appointment agreement signed by self and witnesses.

The appointment letter of the Director will be signed by the Chairman, Board of Management and the appointment letters of the Directors will be signed by the Chairman/Secretary, Board of Management.

The appointment letter for all the other posts shall be signed by the Director.

All employees should get the MFM employment policy from the HRD Desk and read it and familiarise themselves with the rules and regulations of the society. The declaration form should be signed, detached and returned to the HRD Desk.

Those employees who do not understand English shall be explained the terms of the appointment letter and the Employment policy in the language they understand.

6.0. CONDITIONS OF SERVICE

Each employee shall work at least eight hours a day (with a half an hour lunch break), for five days a week from Monday to Friday or alternatively an aggregate of minimum for ty hours a week.

However, if in the interest of the Society and the nature of its ministry, if it shall become necessary for an Employee to remain longer time on duty, he/she is expected to do so willingly. Working hours may vary in different departments. No remuneration would be given to Employees working beyond stipulated working hours except to that of Support Employees.

All employees of MFM are liable to be transferred from one department / office / branch to another department / office / branch. Employees have to be prepared to move to their place of transfer within the stipulated time.

7.0. NOTICE (TERMINATION/ RESIGNATION)

All employees shall be bound by the following notice period for resignation or termination as given below :

Permanent	:	3 months
Probationary	:	24 hours
Contract	:	1 month
Temporary	:	24 hours
Casual	:	24 hours
Part time	:	24 hours

In lieu of notice period for resignation or the termination, a compensatory sum of maximum 3 months' salary (for permanent employee) or salary equivalent to the period of notice (for contract employee) shall be payable either by the employer or the employee as the case may be.

An employee dismissed for misconduct shall not be eligible for any notice or pay in lieu thereof.

8.0. CODE OF CONDUCT

Expectations from all employees

Loyalty – Loyalty and commitment to MFM, its goals and objectives; initiative in promoting willingness to extra working hours in times of urgency; giving top priority to one's responsibilities.

Skills and abilities – Job knowledge for routine work; capacity and personal initiative to learn additional skills; adequate knowledge and skill for assigned job.

Good relationships – Satisfactory interpersonal relationship with colleagues and seniors; capacity and willingness for team spirit and team work; concern for the co - worker.

Discipline – Reliability in words and in carrying out responsibilities; Punctuality in attendance; getting prior approval before taking leave or absenting from work.

9.0. MISCONDUCT

The following acts and omissions on the part of the employee shall amount to misconduct.

- Wilful insubordination or disobedience of any lawful and reasonable order of the superior. Abetting or inciting to go on illegal strike.
- Absence without leave or habitual overstay of leave without any grounds or satisfactory explanation.
- Theft, fraud or dishonesty in connection with the employer's property, money and assets. Habitual late & irregular attendance.
- Drunkenness, drug addiction, indecent and unbecoming behaviour.
- Habitual neglect of work.
- Wilful damage to the property of employer.
- Disclosing of confidential information to unauthorised persons.
- Acts of immorality and gambling.
- Quarrelling with other employees.
- Threatening telephone calls, defamatory statements - oral or printed /written or using abusive language and going on hunger strike in front of office or any place against the management.
- Any act subversive of discipline or employer-employee relationship.
- Soliciting or accepting any gift from any person having official dealings with MFM or from any subordinate employee without prior permission in writing of MFM. Commission of any act not in accordance with the norms of discipline/code of conduct.
- Abetment or attempt of abetment of any act which amounts to misconduct.
- Sexual harassment.
- Innuendo, assumptions or unwanted inquisitiveness about someone's sexual/cultural life.
- Misuse of computer, internet and other office gadgets.
- Any other matter that may be prescribed. Pursuing Leave without the knowledge of the Management.

NOTE : The above instances of misconduct are illustrative in nature and not exhaustive.

10.0. PENALTY FOR MISCONDUCT

The following are the penalties which can be imposed on an employee guilty of misconduct or for any other good and sufficient reasons.

10.1. MINOR PENALTIES.

- Warning letter.
- Fine.
- Stoppage of Increment.
- Stoppage of promotion.
- Suspension without pay up to one week.

10.2. MAJOR PENALTIES.

- Compulsory Retirement.
- Discharge Simplicitor.
- Removal from Service.

NOTE: The employee shall be given a reasonable opportunity to make representation and opportunity of being heard.

10.3. PROCEDURE FOR IMPOSING MINOR PENALTIES

Where it is proposed to impose any of the minor penalties specified in Clause 10.1, the employee concerned shall be informed in writing of the imputations of misconduct against him and given an opportunity to submit his written statement of defence within a specified period not less than two days. The defence statement if any submitted by the employee shall be taken into consideration by the disciplinary authority before passing appropriate orders.

The record of the proceedings shall include:

- (a) copy of the statement of misconduct delivered to the employee;
- (b) his defence statement, if any; and
- (c) the order of the disciplinary authority together with reasons thereof.

10.4. PROCEDURE FOR IMPOSING MAJOR PENALTIES

The penalties imposed in Clause 10.2 shall only be imposed after the employee concerned has had adequate opportunity to explain his conduct.

Before any penalty as enumerated in these clauses is imposed, a charge-sheet containing allegations in detail shall be served on the employee who shall be given an opportunity to submit his written statement of defence within a specified period not less than seven days.

If, after taking into consideration the written statement of defence, if any submitted by the employee, the disciplinary authority is of the opinion that there are grounds for inquiry into the truth of any of the imputations of misconduct against the employee, it may appoint an Inquiry Officer to enquire and present the case in support of allegations against the employee.

An employee would normally not be allowed to resign or retire from the services of the management during the pendency of any such disciplinary proceedings. However, the management, entirely in its discretion, may allow any such employees to resign or retire from his/ their services on such terms and conditions as the management deems fit depending upon the facts and circumstances of the case.

In the inquiry only those charges would be enquired into which are specifically denied. Charges which are not specifically denied would be deemed to have been admitted.

In the inquiry, the employees concerned shall be entitled to be heard in person and to be defended by any other co-employee of their choice. The chargesheeted employee, if he/she so requests, shall be permitted to lead evidence, both documentary and in the form of witnesses, in their defence if the Inquiry Officer is satisfied that such evidence has material bearing on the issues involved. He would also be permitted to cross examine any witness on whose evidence the charges are sought to be proved. It will be for such party to ensure that presence of their witnesses before the Inquiry Officer and both the parties will be entitled to cross-examine any witness produced by the opposite party. The Inquiry Officer shall have the power to summon any employee of the management to appear as a witness in the inquiry. The chargesheeted employee and the Presenting Officer would be entitled to make a

written application for summoning any employee of the management as a witness to the inquiry and the Inquiry Officer, on being satisfied that their evidence of such employee has material bearing on the issues involved shall summon such employee who would be liable to depose truthfully on the issues involved.

The proceedings of the inquiry shall be recorded in English or in the language of the State, where the unit of the employer in which such employee for the time being is working, is located, whichever is preferred by the employee.

The proceeding of the inquiry shall ordinarily be completed within a period of three months. Provided that period of three months may for reasons to be recorded in writing, be extended by such further period as may be deemed necessary by the Inquiry Officer.

During the period of inquiry, the employee may be transferred and/or assigned different role and responsibility, as deemed fit by the management.

In rewarding punishment under this rule, the authority imposing the punishment shall take into account the gravity of the misconduct, the previous record, if any, of the employee, and other extenuating or

aggravating circumstances, that may exist. A copy of the order passed by the authority imposing the punishment shall be supplied to the employee concerned.

11.0. DISCIPLINARY PROCEDURES

11.1. Discipline

Every employee shall be subject to the discipline of the Society and abide by the rules and regulations of the Society and subject to the standing orders and office orders issued by the Directors from time to time.

11.2. Disciplinary Authority

The appointing authority is competent to deal with all disciplinary matters.

11.3 Redress of Grievances

Any employee member having a complaint / grievance arising out of employment may submit the complaint to his Head of the Department in the first instance who will deal with it as expeditiously as possible and intimate his decision to the employee member concerned. If the employee member is not satisfied with the decision of, or the action taken by the Head of the Department, he may refer the matter in writing to the Director who shall examine the matter expeditiously and intimate his decision to the employee. The Director's decision shall be final.

11.3 Suspension

11. 3.1 Where a disciplinary proceeding against an employee is contemplated or is pending, or where criminal proceeding against him in respect of any offence are under investigation or trial, and the employer is satisfied that it is necessary or desirable to place the employee under suspension, he may, by order in writing suspend him with effect from such date as may be specified in the order.

11. 3.2 An employee who is placed under suspension shall be paid subsistence allowance at the rate of fifty percent of his salary which he was entitled to, from the date of such suspension till the remaining period of suspension.

11. 3.3 Where an order of dismissal/discharge is passed under this clause, the employee shall be deemed to have been absent from duty during the period of suspension and shall be not entitled to any remuneration for such period, and the subsistence allowance already paid to him shall be recovered:

11. 3.4 If on the conclusion of the inquiry, or as the case maybe, of the criminal proceedings, the employee has been found to be not guilty of any of the charges framed against him, he shall be deemed to have been on duty during the period of suspension and shall be entitled to

the same salary as he would have received if he had not been placed under suspension after deducting the subsistence allowance paid to him for such period.

11.3.5 The payment of subsistence allowance under this rule shall be subject to the employee concerned not taking up any employment during the period of suspension and marking his attendance on daily basis.

12.0. LEAVE RULES

12.1. General Leave Rules.

The entitlement and quantum of leave of the establishments of MFM would be as governed by the respective Shops and Establishment Act of each State. Therefore, this policy would vary from State to State.

Leave cannot be claimed as a matter of right. Discretion is reserved by the authority to grant leave, to refuse or revoke leave at any time according to the exigencies of service. Accounting of leave is from April to March, it being the financial year of the Society.

Only eligible employees would be entitled to any leave with pay. Only weekly off days and specified holidays with pay are allowed to them. Casual workers are paid only for the days they work.

No employee while on leave shall under take any service or accept employment for financial consideration.

A leave status record register shall be maintained for all the employees.

All applications for leave must be made in writing on the prescribed form, filling in the current status of leave, complete in all respects and submitted to the departmental head for approval prior to forwarding the same to HRD Desk for record.

On return from long leave, employee should intimate to the departmental head immediately.

All leave shall be calculated within the financial year.

Leave can be either prefixed or suffixed to holidays or Saturdays/ Sundays.

Casual Leave (CL)

Casual leave will be taken for emergency requirements only. All permanent and contracted employees who have completed one year service can avail 12 days of casual leave in a year. In the first year of contractual service the eligibility is 6 days.

Casual leave cannot be taken for more than 3 days at a time.

Casual leave cannot be clubbed with any other leave.

Casual leave cannot be encashed.

Casual leave cannot be accumulated.

Casual leave can be either prefixed or suffixed with Saturdays or Sundays or any other holidays.

Earned leave (EL)

All permanent and contracted employees who have completed one year of service, and whose contract is being renewed further can avail 15 days of earned leave for every completed year of service.

Earned leave cannot be clubbed with Casual and / or Sick leave except with the consent of the employer.

Earned leave can be accumulated for 30 days. All leave exceeding 30 days will lapse.

A minimum of 15 days notice is required for availing of earned leave.

No earned leave shall be given within the first year of service.

Encashment in lieu of earned leave or holidays may be allowed when such leave or holiday has been refused due to exigencies of service.

A minimum of 5 days has to be taken together as Earned Leave.

Employee based in the field/projects who do not use the leave provided during the Christmas break are eligible to take 15 days annual leave at any other time. This leave can also be clubbed with the Earned Leave. Saturdays, Sundays and holidays falling within the leave period will be considered as EL.

Sick (Medical) Leave (SL)

Sick leave can be taken for personal sickness. All permanent and contractual employees who have completed one year of service can avail 15 days of sick leave for personal sickness in a year. In the first year of contractual service 7 days of sick leave is given.

All sick leave applications exceeding 2 days should be supported by medical certificate of a registered practitioner.

Sick leave can be accumulated upto 24 days only. Sick leave exceeding 24 days will lapse.

Maternity Leave (ML)

Only married female eligible employees, who have completed 80 days of continuous service shall be eligible for maternity leave.

Maternity leave shall be granted for 120 days.

Abortion or miscarriage will not be covered under maternity leave, but can be covered under sick leave.

Earned leave can be clubbed with maternity leave.

Paternity Leave (PL)

Only married male eligible employees who have completed one year of service with MFM shall be eligible for paternity leave.

Paternity leave shall be granted for 10 working days in the last trimester and / or within four months of delivery of the child.

Paternity leave cannot be clubbed with any other leave. It can be clubbed only with EL if needed.

Abortion or miscarriage shall not be covered by the paternity leave.
Paternity leave can be taken as two week block, or can be split into smaller parts.

Other leaves

Any leave on terms other than those specified in the above mentioned clauses shall require special sanction of the appointing authority.

Extension of Leave -If any employee, after proceeding on leave requires an extension of leave he / she shall have to make an application at least five days in advance by registered post / courier/ telegram / E- mail / Fax.

Leave Without Pay

In the event of emergency or other justifiable circumstances arising where the employee has no further regular leave available within the year, special consideration may be given by the appointing authority to the granting of a limited leave without pay for a period not exceeding three months.

Absence Without Leave

Employees who stay away from work without sanctioned leave or extension of leave, will, without prejudice to disciplinary action that may be taken against them, be marked absent and their pay and allowances will be deducted for the period of absence.

An employee remaining absent beyond the period of leave originally granted or subsequently extended shall be liable to lose his right to his appointment unless he/she returns within ten days of the expiry of the sanctioned leave and explains to the satisfaction of the authority granting leave, his/her inability to resume duty immediately on the expiry of leave granted. No second extension can be granted.

An employee not reporting in person within 10 days of the expiry of his leave may also be subject to disciplinary procedure as contained in these rules.

Loss of Pay

If an employee has taken leave beyond his eligibility, he will incur loss of pay, and his salary will be deducted in the following month. Approval by Director is mandatory for any deduction of salary.

13.0 HOLIDAYS

The list of holidays will be declared at the beginning of every year by the management.

14.0 RETIREMENT

An employee will retire on attaining the age of 60 years. If MFM requires the services of the retired employee, MFM can invite him to give his services after the settlement of all dues, for employment on one year contract depending upon his health and suitability for the post.

For contract employee - contract ceases on attaining the age of 60.

15.0 SALARY AND ALLOWANCES

The salary structure and allowances applicable to all the Grades will be given as per the Grades mentioned in 2.7 The Employee Grades. The annual increment or general provident fund will be given subject to support by the donors based on the performance of the employees.

16.0 ANNUAL PERFORMANCE APPRAISAL

All employees shall go through annual performance appraisal.

17.0 PROVIDENT FUND AND GRATUITY

All eligible employees of MFM will be entitled to the Provident Fund and Gratuity schemes as per the Government of India Acts.

18.0 SCOPE OF APPLICATION

These rules are effective from April 1, 2009. These rules supersede all earlier rules and regulations.

19.0 AMENDMENTS

The Board Of Management of MFM shall have the right to amend, alter, add to or delete from these rules from time to time, and such alterations shall be binding on all the employee members from the date of informing them by letter.

20.0 REMOVAL OF DOUBTS

Where a doubt arises as to the interpretation of any of the provision of these rules, the matter shall be referred to the Board of Management of MFM whose decision shall be final.

21.0 EXCEPTIONS

Anything not specially mentioned in these rules shall be decided by the Board of Management of MFM and such decision shall be binding on all employees.

NOTE : Any other rules pertaining to the internal functioning of the organisation, shall be issued as Inter office communication to employee from time to time

FINANCIAL MANAGEMENT & PROCUREMENT POLICIES AND PROCEDURES

1. GENERAL PURPOSE

The purpose of these policies is to establish guidelines for developing financial goals and objectives, making financial decisions, reporting the financial status of the Organization, and managing the Organization's funds.

2. FINANCIAL RESPONSIBILITIES

It is the responsibility of the Governing Board of Mission Foundation Movement (MFM) to formulate financial policies and review operations and activities on a periodic basis. The Board delegates this oversight responsibility to the Treasurer of the Board and the Head of Finance of which the Treasurer is the Chair. This responsibility is shared through delegation with the Director and the Head of Finance. The Director acts as the primary fiscal agent, implementing all financial policies and procedures. The Director, with oversight of The Head of Finance is responsible for the coordination of the following: Annual budget presentation, other funds, selection of the outside auditors, and approving revenue and expenditure objectives in accordance with the Board approved long-term plans.

The Head of Finance has the day-to-day operations responsibility for managing Organization funds, ensuring the accuracy of the accounting records, internal controls, financial objectives and policies, financial statement preparation, and bank reconciliation review and approval. The Accountant is directly supervised by the Head of Finance and is responsible for the preparation of the Chart of Accounts, Reporting Formats, Accounts Payable Processing, Payroll input and Payroll processing, Cash Receipts input, Journal Entries for General Ledger, Form 1099 reporting, Form 5500 reporting, and Form 990 reporting as well as Bank Reconciliations.

3. CONFLICT OF INTEREST

Members of the Governing Board of MFM are prohibited from activities that might present conflicts of interest. The powers of directorship may not be used to personally benefit the Director at the Organization's expense. If a Director has a financial interest in a corporate transaction, the Director must fully disclose the interest and abstain from voting. Loans to Directors are prohibited.

4. BUDGETING PROCESS (The entire Board must approve the budget.)

The Director, the Head of Finance, and the Treasurer shall be responsible for presenting the annual operating budget draft sixty (60) days prior to the end of the fiscal year and thirty (30) days prior to its submission to the Board of Directors. The Head of Finance shall review and approve the recommended fiscal year budget revenues, expenditures and cash flow, and submit it for approval to the Governing Board of MFM. The budget shall contain revenues and expenses forecasted by Annual.

5. FINANCIAL STATEMENTS

The Organization's financial statements shall be prepared on an accrual basis in accordance with Generally Accepted Accounting Principles ("GAAP"). The presentation of the Financial Statements shall follow the recommendation of the Financial Accounting Standards No. 117, "Financial Statements of Not-For-Profit Organizations" (SFAS No. 117). Under GAAP, net assets and revenues, expenses, gains, and losses are classified based on the existence or absence of donor-imposed restrictions. Accordingly, the net assets of the Organization and changes shall be classified as unrestricted, temporarily restricted and permanently restricted. Separate from Unrestricted Funds, resources for various purposes are classified for accounting and maintained for each fund. Several funds are in place for this purpose including but not limited.

6. AUDIT

The Organization will have an audit of its financial statements annually, once in a year of each the fiscal year. The audit shall be completed by a firm of Independent Certified Public Accountants. The Director and the Head of Finance shall have direct responsibility in overseeing the implementation of the Annual Financial Audit.

7. RECEIPTS TO DONORS

The Head of Finance shall ensure that all donors and contributors shall receive proper acknowledgement of their contributions in accordance with IRS Guidelines.

8. EXPENDITURES PROCEDURES

All expenditures shall be approved by the Director or The Head of Finance. The Accountant maintains standard accounting records containing all aspects of the Organization's financial operations. They include but are not limited to: A general ledger, a check register, and a payroll register. Invoices shall be approved by either the Director or the Head of Finance.

Following the review and approval, check payment vouchers shall be prepared and the invoices shall be distributed to the Organization's Accountant for check payment preparation. Upon payment of a bill, a copy of the check or duplicate of stub shall be stapled onto the bill and payment date and check number shall be printed on the invoice. The paid invoices shall be filed alphabetically according to company/individual name and shall be kept on a fiscal year basis on file.

9. SIGNATURE POLICY

The Governing Board of MFM shall decide names of two joined signatories shall unless otherwise decided by the Board, sign all checks, drafts, or orders for payment of money, contracts, and commitments for services issued in the name of the Organization. In the absence of either individual, the signature of the Chair of the Board must be obtained.

10. COMPENSATION AND PAYROLL

Payroll is executed periodically. Pay checks or direct deposits will be provided to each employee by the Accountant. Monthly payroll expenses shall be verified by the accountant against payroll reports and direct deposit reports and reconciled with checking account reports. The compensation/honorarium of the Organization shall be determined by the Governing Board of MFM or their designees. The salaries of all other employees shall be determined by the Director. Compensation/Honorarium ranges for all staff positions shall be approved by the Director. No employee of the Organization may be compensated/honorariumed outside of the approved range, without the approval of The Director.

11. LOCAL TRAVEL AND EXPENSE REIMBURSEMENTS

Travel and expense reports for mileage, meals, hotel, supplies, etc., will be maintained by each employee and then submitted to the supervisor for approval and payment made by the Accountant. Mileage to and from the employee's residence to the place of work will not be paid by the Organization. Reimbursements will be based on the travel rate established by The Director and the Head of Finance. All parking and other expenditure receipts must be attached to the expense voucher as a condition for payment.

12. PROCUREMENT

Any expenditure in excess of an amount exceeding Rs 10,000(Ten Thousand) only be determined by the Governing Board of MFM for the purchase of a single item should have bids from three (3) suppliers if possible.

These bids are reviewed by the Head of Finance and the bid award must be specifically approved in advance by the Director and the Head of Finance. Purchase of less than the approved amount may be made at the discretion of the Organization's Director or Head of Finance without competitive bids. However, for fixed assets, reasonable diligence should be exercised to comparatively shop for available sources. Any purchase made by a Board member on behalf of the Organization will require prior approval by The Director.

13. LEASES AND OTHER CONTRACTUAL AGREEMENTS

(Important point: these Procedures do not include procedures for building ownership. If the Organization owns a building, then a separate section should be written.) The Organization conducts a major part of its operations from leased facilities. Leases and other contractual agreements are negotiated by the Head of Finance and executed with the approval of The Director. New leases in excess of an amount will determined by the Governing Board of MFM. The Director and the Head of Finance are authorized to develop and enter into contractual agreements with vendors, bankers, and third parties for the purpose of ensuring the Organization's general operations.

14. NOTES, LOANS, ETC.

All notes, loans and other indebtedness to be contracted in the name of the Organization (except open accounts and all other routine banking transactions), shall require the signature of The Director, unless otherwise specified by the Governing Board or established in the present management policies and procedures. All indebtedness must be approved by the Director.

15. DEEDS, CONVEYANCES, ETC.

The Director and the Head of Finance shall execute all Deeds, Conveyances, Mortgages, Leases, Contracts and other instruments in the name of the Organization.

16. BANK ACCOUNTS AND INVESTMENT ACCOUNTS

The Head of Finance shall maintain and oversee Bank and Investment accounts, and ensure the Organization's day-to-day financial operations.

17. CHECKING ACCOUNT

All checks, cash, money orders, and credit card deposits, are reviewed by the Accountant and deposited in the appropriate Accounts.

18. BANK RECONCILIATIONS

Bank reconciliations shall be completed annually by the Accountant and cross-referenced with the cash and receipts logs. The Financial Statements shall be compiled by the Head of Finance. The Statements shall be then reviewed by The Director. All Bank Statements, Credit will be reconciled annually by the Accountant, and records will be kept in the Head office.

19. PROPERTY AND EQUIPMENT

Property and equipment shall be stated at historical cost. Depreciation is computed over the estimated useful lives of the assets using the straight-line method. A Depreciation schedule shall be prepared and maintained by the Head of Finance on an annual basis, taking into consideration the annual equipment inventory.

20. EQUIPMENT INSTALLATION

Purchase, installation and maintenance of telephone equipment, telephone lines, office equipment, computer equipment, etc. shall be approved by the Head of Finance after discussion and approval by The Director. Staff Members shall be responsible for receiving and supervising the installation of equipment scheduled for their facility or working area, and for maintaining and protecting the equipment installed in their offices.

21. DONATED MATERIALS AND SERVICES

Donated materials and equipment shall be reflected in the Financial Statements at their estimated values measured on the date of receipt. Such contributed services are generally not reflected in the Organization's financial statements, since there is no objective way of assessing their value.

22. CONFIDENTIALITY AND RECORDS SECURITY

Financial records are restricted materials with limited access. Only the Head of Finance and Accountant (or others so authorized) shall have access to financial records (vendor files, checks, journals, payroll, etc.)

23. DOCUMENT RETENTION

Financial documents are retained for a period of time in keeping with State law and the recommendations of the IRS.

24. TAX REPORTING

The Organization is exempt from federal income taxes under Section 501 (c) (3) of the Internal Revenue Code as amended. Accordingly, no provisions for income taxes shall be reflected in the financial statements. Appendix Effective Systems of Internal Control General Internal control can be divided into two areas: accounting controls and administrative controls. Administrative controls deal with the operations of the business, whereas the accounting controls deal with accounting for such operations. Accounting controls should be designed to achieve the five basic objectives:

Validation

Validation is the examination of documentation by someone with an understanding of the accounting system, for evidence that a recorded transaction actually took place and that it occurred in accordance with the prescribed procedures. As systems grow more sophisticated, validation is a built in component whereby the transactions test themselves against predetermined exceptions.

Accuracy

The accuracy of amounts and account classification is achieved by establishing control tasks to check calculations, extensions, and additions and account classifications. The control objective is to be certain that each **transaction is recorded at the correct amount, in the appropriate, account, in the right time period.**

Completeness

Completeness of control tasks ensures that all transactions are initially recorded on a control document and accepted for processing once and once only. Completeness controls are needed to ensure proper summarization of information and proper preparation of financial reports. To ensure proper summarization of recorded transactions as well as a final check of completeness, subsidiary ledgers and journals with control accounts need to be maintained.

Maintenance

The objective of the maintenance controls is to monitor accounting records after the entry of transactions to ensure that they continue to reflect accurately the operation of the business. The control system should provide systematic responses to errors when they occur, to changed conditions, and to new type of transactions. The maintenance function should be accomplished principally by the operation of the system itself. Control maintenance policies require procedures, decisions, documentation, and subsequent review by a responsible authorized individual. Disciplinary control tasks, such as supervision and segregation of duties, should ensure that the internal control system is operating as planned.

Physical Security

It is important in all business organizations that the assets are adequately protected. Physical security of assets requires that access to assets be limited to authorized personnel. One means to limit access to both assets and related accounting records is through the use of physical controls. Protection devices restrict unauthorized personnel from obtaining direct access to assets or indirect access through accounting records that could be used to misappropriate assets. Locked storage facilities restrict access to inventories, and fireproof vaults prevent access to petty cash vouchers. Transaction recording equipment limits access limiting the number of employees involved in recording and posting transactions.

TRAVEL POLICIES AND PROCEDURES

TRANSPORTATION/ REIMBURSEMENT OF EXPENSES POLICY

Reimbursement is authorized for reasonable and necessary expenses incurred in carrying out job responsibilities. Mileage or transportation, parking fees, business telephone calls, and meal costs when required to attend a luncheon or banquet, are all illustrative of reasonable and necessary expenses. Employees serving in an official capacity for MFM at conferences and meetings are reimbursed for actual and necessary expenses incurred, such as travel expenses, meal costs, lodging, tips and registration fees. When attending meetings that have been approved by the Director, employees are reimbursed for travel expenses, course fees, and costs of meals and lodging at the current rates. Employees may also request a travel advance to cover anticipated expenses approved travel. Employees also may be granted leave to attend a conference or professional meeting related to their professional development, and/or MFM's current and anticipated work.

Expenses for these purposes can be paid by MFM, if funds are available, and the employee obtains prior written approval of such expenses. Employees are responsible for transportation costs between the office and home during normal work hours. Transportation costs are paid by MFM, for work outside normal work hours if the employee is on official business for MFM. Employees authorized to use their personal vehicle for MFM business are reimbursed by the organisation. Expenditure statement should be provided to request reimbursement for actual expenses and advance payment for travel. Receipts must be provided for all expenditures made in order to claim reimbursement.

Authorization to travel

Before travel is undertaken, it shall be authorized in writing. In exceptional cases, staff members may be authorized to travel on oral orders, but such oral authorization shall require written confirmation. A staff member shall be responsible for ascertaining that he or she has the proper authorization before commencing travel.

Travel expenses

Travel expenses that shall be paid or reimbursed MFM under the relevant provisions of the policy include:

- (i) Transportation expenses;
- (ii) Terminal expenses;
- (iii) Daily subsistence allowance;
- (iv) Miscellaneous expenses.

Mode of travel

- (a) The normal mode of travel for all official travel shall be by land. An alternative mode of travel may be approved when the Director determines that its use is in the best interest of MFM.
- (b) If a staff member travels by a more economical mode of travel than the approved mode, MFM shall

pay only for the mode of travel actually used.

Official dates of travel

(c) The official departure date is normally the day on which travel must start to allow the traveller to arrive at the place of official business before the commencement of duties. The official return date is normally the day after duties on official business have ended.

Route of travel

(d) The normal route for all official travel shall be the most economical route available, provided that the total additional travel time required for the whole journey does not exceed by four hours or more that required for the most direct route. An alternative route may be approved when the Director determines that it is in the best interest of MFM.

Standard of travel

(e) For all official travel by air, staff members shall be provided with economy class transportation in accordance with the most economical route available, subject to paragraph (d) above.

(f) In exceptional cases, a higher standard of travel may be approved by the Director.

(g) For all official travel by train or commercial ground transportation approved under paragraph (a) above, staff members shall be granted regular first-class travel or an equivalent standard.

(l) For all official water travel approved under paragraph (a) above, staff members shall be granted a standard of travel to be determined by the Director, appropriate to the circumstances of the case.

(m) If a staff member travels using a more economical standard than the one approved, MFM shall pay only for the standard actually used at the rate paid by the traveller.

Travel by motor vehicle

Staff members who are authorized to travel by motor vehicle shall be reimbursed by MFM at rates and under conditions established by the Director.

Purchase of tickets

All tickets for official travel of staff members shall be purchased by MFM in advance of the actual travel. A staff member may be authorized to purchase his or her own tickets under conditions established by the Director.

Terminal expenses

(a) For all official travel to or from the duty station, a staff member is entitled to payment of terminal expenses at rates and under conditions established by the Director. Terminal expenses shall be deemed to cover all expenditures for transportation and incidental charges between the airport or other point of arrival or departure and the hotel or other place of dwelling in respect of the staff member authorized to travel at MFM expense.

(b) No terminal expenses shall be paid in respect of an intermediate stop that:

(i) Is not authorized;

(ii) Does not involve leaving the terminal;

(iii) Is exclusively for the purpose of making an onward connection on the same day.

Daily subsistence allowance

(a) A staff member authorized to travel at MFM expense shall receive an appropriate daily subsistence allowance in accordance with a schedule of rates established from time to time.

(b) Daily subsistence allowance shall comprise of charges as meals, lodging, gratuities and other such payments made for services rendered.

(c) The Director may, in exceptional and compelling circumstances, authorize a reasonable increase in the daily subsistence allowance to be paid to a staff member who is required to accompany a senior official and whose official duties while in travel status require that his or her additional living expenses be set at a rate substantially higher than the established rate.

(d) The Director may establish a special rate for daily subsistence allowance in cases where he deems it appropriate, including in the event of staff members being assigned to conferences or other extended periods of duty away from their official duty station.

(f) The Director may establish conditions under which daily subsistence allowance may be paid during sick, annual or special leave taken while on travel status.

(g) No daily subsistence allowance shall be payable in respect of travel on appointment, assignment or repatriation, or in respect of travel on home leave, family visit or education grant, provided that the allowance may be paid for stopovers actually made during such travel under conditions established by the Secretary-General.

Miscellaneous travel expenses

Necessary additional expenses incurred by a staff member in connection with official business or in the performance of authorized travel shall be reimbursed by MFM after the completion of travel, provided that the necessity and nature of the expenses are satisfactorily explained and supported by proper receipts. Such expenses, for which advance authorization shall be obtained to the extent practicable, shall normally be limited to:

- (i) Local transportation other than that provided by the policy
- (ii) Telephone and other forms of communication required for official business;
- (iii) Space, equipment and services required for official use;
- (iv) Transportation or storage of authorized baggage or property used for conducting official business.

APPLICABILITY:

This policy is applicable to all the employees of the company who are required to undertake business travel within India.

1. A travel request must be approved before proceeding on any international or domestic travel.
2. If there is any change in the travel (domestic or international) due to any reason and it is more costly than the approval that has already been taken, a fresh travel request needs to be raised in this case.
3. Any employee who requires travelling for the business purpose must get the approval in advance by the head/ director.
4. Food expenses are allowed only as per the limit of entitlements.

Lodging & Boarding allowances: Lodging & Boarding allowances will be payable to the employees for tour within India on official work as per the limits mentioned.

Classification of Designation

Grade	Designation
1	Director, Executive Director, Executive Secretary, Principal
2	Project Coordinator, Placement Officer, Manager, Communication Manager
2	Technical Assistant, Accountant, MIS

CLASSIFICATION OF DESIGNATION

Grade	Designation
1	Director, Executive Director, Executive Secretary, Principal
2	Project Coordinator, Placement Officer, Manager, Communication Manager
2	Technical Assistant, Accountant, MIS

Classification of Mode of Travel

Grade	Mode of Travel (Local)	Mode of Travel (Inter State)
1	Rental car (AC)	Air (Economy) /Train (AC I, II)
2	Taxi	Train (III AC) /Bus/Taxi(AC)
3	Taxi	Train (III AC)/Bus(AC) /Shared Taxi/Auto

Use of personal vehicle for official purpose:

All employees shall be entitled to claim the given amounts towards usage of their personal vehicle for official work:

- Rs 10 per Km for Four-Wheeler
- Rs 5 per Km for Two-Wheeler

Per Day calculation for Day Tour Entitlement

The Entitlement shall be calculated on a 24-hour clock basis. The start time would be the start time of departure and end on return time of tour. Where part days are involved, the calculation shall be as indicated as under:

Duration	Entitlement
3 to 12 hrs	50% of daily allowance
12 to 24 hrs	100% of daily allowance

All expense claims must be supported by bills/invoices.

INFORMATION AND TECHNOLOGY POLICY

INFORMATION OWNERSHIP

- All Organization data as defined in the below section of this policy is owned by the MFM Organization.
- Definitions
- Organizational data includes files (paper and electronic), email messages, voice messages, and faxes.
- Personal Data – Files that an employee would expect to take with them should be secured.

GENERAL USE

- Computer, Internet, and email use are subject to all other MFM Department policies, including but not limited to those concerning harassment.
- The display or transmission of inappropriate images and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others. Employees are expressly forbidden to access Internet sites where potentially offensive material is located. Downloading or viewing pornography or other questionable material is not allowed and may be subject to review and subsequent disciplinary action.

Personal Use

- Email, Internet access, and computers should be used primarily for Organization purposes.
- Employees are permitted to use computers, non-organizational email accounts, and the Internet for personal use provided such use is limited in quantity, and is done on the employee's time and gives all information about the personal thing.
- Personal use of the Internet while connected to client networks is expressly prohibited until the official end time.
- Personal use of computers is subject to the following:
 - Employees' email accounts, Internet access, and computer use may be monitored and reported on by the company.
 - Employees should not view or distribute any obscene, disparaging, derogatory, or another type of material that violates the MFM organization's professional ethical standards.
 - Employees should not use their official email address or computer to subscribe to any email distribution lists for non-business purposes.
 - Streaming or downloading music or movies is prohibited. Personal data may reside only on organization computers' C drives.
 - Personal data may never reside on the MFM network or email system.

PASSWORDS

- Mobile Device access passcode must be maintained at all times on tablets and smartphones.
- Passwords should never be tried be give any computer or mobile device.
- Passwords must never be revealed to anyone for any reason other than MFM Org IT supportstaff. All passwords must be immediately changed if they are suspected of being disclosed to anyone other than the authorized user.

INTERNET ACCESS

- Access to sites deemed inappropriate by management is strictly prohibited.
- (Obscene or offensive, Illegal, Gaming, Streaming audio and video including radio stations)
- Audio and video use for business purposes is permissible only in the MFM organization's office.
- MFM issued internet access is never to be used for audio or video streaming or downloading.
- Staff members are expected to limit their use of the Internet to access information that is acceptable in the workplace. This policy applies at any hour of the day, whether there are others in the building or not. Employees should remember that our systems maintain records of Internet traffic – sites that have been accessed, who accessed them, and the time of day. Staff may access the Internet for personal use during non-working hours; however, staff should use their best professional judgment in determining if such use is wise while guests or visitors are in the office.

SPECIFIC POLICIES& PRIVACY

- Employees should not allow anyone else to access any Department resources.
- Employees should never access any Department resources from any computer or mobile device not owned by the employee or the firm.
- Special care should be exercised when an employee-owned computer or mobile device s shared in a family or social setting.
- A current copy of Anti-Virus software must be installed and active on any employee-owned computer which is used for secure data.
- Employees have no right to privacy of any material created, received, or sent via email, fax, use of the Internet, or by any other computer or mobile device use.
- The organization reserves the right to monitor, log, and review, all email, Internet access, and other computer and mobile device use.
- Please be aware that deleting a file or email message will most likely not destroy it completely.
- MFM has the ability and reserves the right to access all computers and email accounts without regard for any passwords. Physical Security.
- Computer and peripheral equipment other than laptops, projectors, and authorized accessories may not be removed from the MFM offices.

- When driving with laptops and accessories, they must be kept in the appropriate vehicle at all times. Before taking the IT tools and laptops to the field should be counted and checked, leaving the destination the tools and laptops should be check once again for confirmation purposes.
- Laptops should never be left in cars overnight.
- If a laptop is lost, misplaced, or stolen, the MFM IT department should be notified immediately.
- No one other than a MFM employee is permitted to operate a company computer except with the permission of the MFM IT staffs.
- If an employee-owned mobile device with an official email is lost, the MFM IT staffs must be notified immediately.
- Software
- The MFM IT Staffs must approve all applications before such applications are installed.

IV. ENFORCEMENT

Anyone found to have violated this policy may be subject to appropriate disciplinary action. Allegations of misconduct by Information Technology staff should be conveyed to the Executive Director.

MFM RECRUITMENT POLICY

1. MFM RECRUITMENT POLICY

The recruitment process has the following objectives:

- MFM will search for prospective employees and stimulate them to apply for jobs;
- MFM will ensure that all the positions in the organisation are staffed by persons who have the appropriate skills, knowledge, experience, and qualifications required to perform the job effectively.

2. MFM Employee selection stages MFM has a standard hiring process that may be tweaked according to a role's requirements. Our standard process involves:

- Resume screening
- Phone screening
- Assignment
- Interview

MFM Hiring managers may choose to add/remove stages depending on the role they are hiring for. For example, they can add the following selection stages/methods:

- Assessment centers
- Group interviews
- Competency/Knowledge or other selection tests
- Referrals Evaluation

In most cases, the stages of resume screening and interview are compulsory. 3. MFM Recruitment may be initiated for Scope MFM recruitment and selection policy applies to all employees who are involved in hiring. It also refers to all potential job candidates. A vacancy arising due to replacement requirement i.e., transfer, resignation, termination, retirement, or demise of an employee.

- An approved position.
- A prior approved position decided at the start of a calendar/financial year.

4. RE APPLICATION

The Individuals who have been rejected at any stage of the selection process are ineligible for reapplying for the same position for a period of 6 months from the time of rejection.

- Individuals who are made an offer but do not join post acceptance of the offer shall be considered ineligible for reapplication.

5. REAPPOINTMENT

Any ex-employee being considered for re-appointment will be treated as new joining. The recruitment process would be treated as fresh appointment and similar process would be followed as per policy. Exceptions can be made by the organisation.

Procedure for Recruitment

6. REQUEST

- Identify the need of human resource through the program centre.
- Receive the request from the concerned unit approved by the line manager / centre head along with job description.
- Enter the position into vacancy detail and provide a code to the specific position.

7. MFM ADVERTISEMENT

MFM arrange to publish the positions in following:

Hnaruak.com, Career Page, Hiring Consultants, Internal Circulation, Local Newspaper, if require

- Salary will not be published except if the positions are sharing with the consultant as they may ask about the range.
- Ensure all the applications to receive on mfm.org.in.
- Any application received without job code will also not be considered for further processing.

8. SHORT LISTING

- Download relevant applications in specific folder and provide them to the Head HR for further short listing. After which it will be given to the concerned centre head for final short listing and interview setup.
- After receiving the shortlisted CVs from Head HR/Centre Head, an interview assessment sheet will be filled.

9. INTERVIEW

- Interview (Personal/Skype) will be setup in consultation with the Board members and considering the availability of the candidates.
 - The panel may vary if the designated member is not available. Also, the panel may increase depending upon the position.
 - The board will interview and write their comments in the interview assessment sheet along with their recommendations.
 - For a positive recommendation to a candidate, a writing assessment will be sent to analyse his/her writing skills. Topic of the assignment will be provided by the line manager of the said position. The writing assignment will be assessing through a Plagiarism Test.
 - The writing assessment along with plagiarism test report will be forwarded to the board members. The respected program person will be requested to rate the assignment.
- Selected candidates those who have successfully cleared the interview and writing assignment must provide 3 references of their last employers for background check. The details of references should include name, designation, phone number and email Id.
- Further round of the interview will depend on the board members (e.g., in case of deputy head, the interview documents will further go to the director for his final agreement).
 - Travel reimbursement for the outstation candidates will be in accordance with the TA/DA rules of the level of the position and must be clearly communicated to the candidates.

10. BACKGROUND CHECK

- An offer of employment is contingent upon satisfactory background and security checks including reference checks from previous employer, educational qualifications verifications and criminal background check.

11. MAKING AN OFFER

- After completing all above processes, an offer letter will be sent over email for acceptance. Thereafter, an appointment letter will issue to the candidate along with CUTS Code of Conduct.
- No person shall be deemed to be an employee until and unless he/she has received a letter of offer/ appointment or has entered a contract of service. In case any candidate offered a position by us fails to accept it in 15 days, offer will be automatically revoked.
- In case a person has concealed or misrepresented any material fact or forged or faked any document at the time of appointment or later, such appointment shall be void ab-initio. The organisation will have no liability to such a person and may initiate any action as deemed fit. Legal appointment to a position in CUTS

will be based on an appointment letter issued by the appointing authority on behalf of CUTS upon joining the organisation.

12. ON BOARDING

- Before the joining of a candidate, an orientation plan will be developed in consultation with all concerned departments and IT department will be requested to arrange a system and create the official email Id.
- The admin assistant will prepare the work station with initial and necessary stationary items.
- At the time of the joining, the new joiner will fill all the joining forms. HR will ensure that all the documents and credentials would be verified with originals, and would complete the joining document set as per the joining check list.
- After completion of joining formalities, HR will provide an orientation plan along with CUTS Code of Conduct; staffs contact list, holiday list and an official email id with its password to the new employee.
- Based on the documents and information received from the person, the request for making the ID card will be passing on to the publication team.
- MFM will take the new employee for the introduction with other colleagues and then handover his/her charge to his/her line manager.

13. REGULARISATION:

Regularisation letter will be issued to an employee. After regularisation, one month notice or last drawn salary in lieu thereof will be given on either side for termination of employment/contract. However, in the event of misconduct on employees' part such as embezzlement or dereliction of duty or wilful disobedience etc. employee's employment is liable to be terminated without any notice.

MFM VOLUNTEERS AND INTERNS POLICY

1.POLICY

1.1MFM Volunteer and intern Statement

We believe in the ethos and value of volunteering and that volunteers and interns make a vital contribution to the vision and objectives of MFM and the society. We see our people as our greatest asset and the people that work in MFM come from a variety of backgrounds. We have something in common – a passion for the community and a desire to celebrate our diversity. We value openness, honesty, and people with a straightforward style to focus on the important things. We regard volunteers/interns as a valuable resource and encourage them to get involved at all levels of the organisation and within all appropriate activities.

VOLUNTEERING AND INTERNING:

Volunteers help us run programs at our organization, whereas interns provide more general administrative support, such as fundraising, social media and data management etc, Interns are required to commit more hours per week, and for a longer period, than volunteers.

Volunteering:

MFM expect volunteers to work with us for a minimum of three months, and those who can commit for longer periods will be given priority. Volunteers will be expected to commit a minimum of 2 to 4 hours a week. Volunteers help run programs such as our project. Volunteers with specific skills in different areas.

Interning:

We require interns to stay for a minimum of three months, and priority will be given to those who can commit for longer periods. Interns are required to work 20 to 25 hours a week, spread over three to four full days. For interns, knowledge of English is useful but not essential.

We offer internships in communication, marketing, photography/videography, donor relations, grants, and data analytics (including infrastructure, user interface, and project management).

1.2 Purpose To provide staff and Board members with clear guidelines on; involving volunteers/interns, to outline expectations and to explain management systems and operating standards. To ensure consistency of practice and equality and diversity in our volunteer programme.

1.3 Scope

This policy applies specifically to the activities associated with volunteers and interns engaged with VIs internal volunteer programme (a separate Volunteer Policy is in operation for the Event Volunteers programme). It applies to all staff who are involved in engaging volunteers and/or interns.

1.4 Responsibility

Executive Director is responsible for ensuring that the policy and the procedures is implemented efficiently and effectively. All other staff and volunteers (including voluntary Board members) are expected to facilitate this process. Each Volunteer and intern are assigned a Volunteer Manager (VM) who is responsible for their day-to-day line management. Volunteers/interns and staff are expected to act in accordance with all MFM policies and procedures.

2. GENERAL INFORMATION

2.1 Definition of Volunteers

“Volunteering is the commitment of time and energy, for the benefit of society, local communities, and individuals outside the immediate family, the environment, or other causes. Voluntary activities are undertaken of a person’s own free will, without payment.”

2.2 Intellectual Property

All written material, whether held on paper, electronically or magnetically which was made or acquired by volunteers/interns during their involvement with the organisation is MFM property and copyright and therefore should not be disclosed to any person without our written consent.

- Volunteers/interns are expected to exercise caution and care with any documents or other material containing confidential information and at the end of their involvement with the organisation, return any such material in their possession.

2.3 Consultation with volunteers

- Volunteers/interns are included in our organisation’s strategic planning process; including consultations such as the call for input on the national volunteering strategy.
- They participate in staff and team meetings and complete an exit survey.
- Each VM should ensure they engage with the volunteer/intern and give them appropriate support within the project or programme they are working on.

2.4 Personal Information & Confidentiality

All information is dealt with in accordance with Data Protection Policy and Data Protection Acts. A folder and database are maintained on all volunteers/interns, to include their initial application, role description along with any relevant information on scheduling and notes.

- All personal data held on file will be shredded or safely destroyed within 1 year of a volunteers/interns leave date.
- Volunteers/interns can access their personal information freely upon request.
- Responsibility for ensuring that the volunteer/intern receives such information will rest with their VM.

3. PROCEDURES

3.1 Recruitment & Selection Purpose

To ensure a fair and transparent process and that MFM engages the best possible individuals to enhance the services provided.

3.2 Development Purpose

To ensure that volunteer/intern development and support needs are identified and addressed. Staff Involved: All staff.

3.3 Induction and Orientation

When providing volunteers/interns with an induction staff should use the agreed Volunteer Induction Checklist.

3.4 Training

The Role of specific training will be provided to assist volunteers with their position and its tasks, where applicable. All volunteers are actively encouraged to identify and avail of training opportunities within MFM networks and externally. Approval to undertake external training must be agreed in advance with the VM and is dependent on resources. If external training is paid for by MFM, any course or other materials remain the property of VI. Volunteers may be required to submit a short report outlining the content and usefulness of the course or meeting attended and disseminated to relevant staff/volunteers within VI.

4. VOLUNTEER/INTERN CODE OF CONDUCT

MFM must inform the volunteer(s) of the code of conduct including their responsibility to:

- Present a positive image of the organisation.
- Seek prior approval before undertaking any representation on behalf of the organisation. This includes, but is not limited to, statements to the media, joint initiatives with other organisations and agreements involving contractual or financial obligations.
- Ensure that they do not disclose any information without written consent as all written material, whether held on paper, electronically or magnetically which was made or acquired by volunteers during their involvement with us, is our property and our copyright.
- Exercise caution and care with any documents or other material containing confidential information and at the end of their involvement with the organisation, return any such material in their possession.

5. MONITORING AND REVIEW

Volunteers/interns will have the opportunity to provide feedback on their experience during regularly scheduled support and supervision meetings when they complete their activities. This information will be compiled and disseminated at the next scheduled staff meeting. The Board members will be provided with relevant information at regularly scheduled meetings and any action delegated as appropriate. MFM monitoring and review policy will be reviewed every three years or sooner if required. The supporting procedures will be reviewed annually or sooner if required.

MFM STAFF PERFORMANCE MANAGEMENT POLICY

1. POLICY STATEMENT

1.1 The organization requires that all staff perform to at least the minimum standards required by the role for which they are employed. This policy is designed to encourage improvements in standards of performance and to ensure that reasonable sanctions are applied when required standards are not met.

1.2 The purpose of the procedure is NOT to handle matters relating to: misconduct, unacceptable behaviour, wilful or serious negligence. These cases will be handled in accordance with the Organisation Policy. Such issues may be managed under a range of policies including:

Managing Attendance and Employee Wellbeing, Employment of People with Disabilities

1.3 Reference should be made to the Probationary Periods, which applies to staff new to the Organization.

1.4 In implementing this policy, Board member must ensure that all staff are treated fairly and within the provisions. Special attention should be paid to ensuring the policy is understood when using it for staff new to the organization, by staff whose literacy or use of English is weak or for persons with little experience of working life.

2. SCOPE

2.1 This policy applies to all staff directly employed by the organization full time, temporary or permanent including the entire employee.

2.2 Employees status will, additionally, remain subject throughout their training to the requirements of the appropriate training programme and, where appropriate, of the professional or statutory body responsible for the training programme. Failure to satisfy any of these requirements may be regarded as grounds for dismissal.

2.3 Matters relating to the performance and capability of Board members and Directors are covered by the arrangements set out in their Statement of Terms and Conditions of Employment.

2.4 The procedure does not apply to individuals employed by agencies or other contractors. Performance and capability issues for these individuals should be referred to the appropriate employer and, where appropriate, the individual removed from working within the Trust.

3. MFM Duties and Responsibilities

3.1 Director and Board Members of the organization have a responsibility to:

- Understand the policy and procedure and how they can apply it.
- Determine the standards required for any role within their team and make their employees aware of the standards of performance expected of them.
- Ensure employees are competent to undertake the duties and tasks required of them.
- Implement this policy and ensure that all employees are aware of their responsibilities.
- Ensure that the employee is made aware of any developments or decisions made as relevant.
- Maintain accurate records in accordance with this policy.

3.2 MFM Employees have a responsibility to:

- Achieve a satisfactory level of performance and standards required by the organization.
- Use their best endeavours and skills to help the organization achieve its objectives.
- Carry out reasonable instructions/requests of Head of the organization and Director promptly and efficiently.
- Notify head of the organization of any concerns they have regarding their ability to undertake the duties and tasks required of them.
- Accept any reasonable offers of support or additional training in an effort to improve their performance.
- Attend any meeting arranged in accordance with this policy and procedure Observe the policies and procedures of the Organization.

3.3 Human Resources have a responsibility to:

- Provide support and guidance to staff and Director on the implementation and application of this policy.
- Monitor the application of this policy cluster and update it as required.

4. REGULAR PERFORMANCE MANAGEMENT

Director or Executive Director should always be monitoring the performance of all their staff. Employee performance should be managed throughout the entire employee development, this includes:

Induction - Head of the organisation should establish the standards of performance, skills and knowledge for the role and specific objectives.

Appraisal – yearly appraisals allow staff and managers to review performance in the previous 12 months and agree objectives for the following year. Appraisals should occur twice in the first year of any new role.

Regular Feedback – recognition of good or unsatisfactory performance should occur on a regular basis by informal conversations with the Director or Executive Director. Giving constructive feedback where required.

Statutory and Mandatory Training Updates – as and when required

5. MANAGING UNSATISFACTORY PERFORMANCE

5.1 Informal Performance Management Meeting

Where the performance of an employee is deemed to be unsatisfactory the Director or Executive Director will hold an informal meeting with the individual to discuss this in more detail and agree the next steps as required. The head will ensure the employee has received a copy of this policy and the accompanying Procedure Document. More detail on the content and nature of this meeting can be found in the Procedure Document to support this policy. There is no right to be accompanied at informal meetings or discussions however if an individual wants support from a colleague employed by the organisation, they may attend the meeting to support the individual if it does not delay the meeting/conversation taking place. When Informal Performance Management action fails and an employee's performance continues to be deemed as unsatisfactory a Formal Meeting will be arranged.

5.2 Formal Performance Management Meeting

At Formal Meetings employees are entitled to be accompanied by either their trade union representative or MFM employed work colleague. The employee will be responsible for contacting their MFM representative or trust employed work colleague. More detail on the content and nature of this meeting can be found in the Procedure Document to support this policy. When Formal Performance Management action fails and an

employee's performance continues to be deemed unsatisfactory a Final Formal Meeting will be arranged.
Final Formal Meeting

More detail on the content and nature of this meeting can be found in the Procedure Document to support this policy.

At this meeting consideration will be given to

- Further Training/Monitoring and support
- Redeployment
- Downgrading
- Termination of the employee's contract of employment on the grounds of capability.

6. AN EFFECTIVE MFM STAFF PERFORMANCE MANAGEMENT SYSTEM:

- Requires a shared responsibility between head and employee.
- Clarifies and aligns performance objectives with organizations and unit goals and organizational values.
- Includes feedback and coaching concerning job performance.
- Identifies training and professional development needs.
- Measures and documents performance
- Identify the goal of the policy

MFM staff performance management policy. Various aspects get involved in a policy such as the development of the company, retention of the employees, streamlining the finance, etc

- Allocating and describing each role MFM staff performance management policy, which will improve the capabilities of an employee by describing their role to them in a clear manner. Often the employee gets confused as to what exactly he is supposed to do and this hinders his professional growth as well as the organization growth. Allocating defined roles will help in avoiding this issue.
- Setting up a framework where performance meets goals In the first step that already set goals that the policy needs to achieve, now, they must be achieved with the help of the performance of an employee. A proper plan describing the expectations of the organization and how an employee will achieve them will be beneficial to the organization. It will also make sure that the employee meets such goals regularly.
- Practical measurements for practical growth
The progress of the employees towards achieving the goals set by the organization must be monitored in a systematic way which involves the use of metrics. This helps in ruling out the areas where the employees lack knowledge or skill and action can be taken to improve in such areas and accelerate their professional growth.

7. MFM STAFF PERFORMANCE REVIEW

All employees must receive a performance review at least once a year. MFM Director may conduct additional reviews as needed.

ANTI SEXUAL HARASSMENT POLICY

A. PREAMBLE

MFM is committed to promote an environment that is just, equitable and of mutual respect and cooperation between women and men at all levels in the organization and in its service. It believes in creating healthy environment that enables staff to work their full potential to glorify God and in promoting the well being of all persons. It is MFM's responsibility to oppose oppression of all forms, including any sexual abuse, exploitation, or harassment in MFM and to take any action as required to prevent and to correct such offences. This policy spells out what constitutes sexual harassment and ways to appropriately handle such issues in the organization.

B. BACKGROUND

The Constitution of India confers on its citizen fundamental rights of which Right to Life is perhaps the most significant. Over a period of time 'Right to Life' has been interpreted by various High Courts and the Supreme Court of India to mean not only 'mere physical existence' but also to live a 'life with dignity'. The need to have a policy on Sexual Harassment has been amply stated by the Supreme Court in Vishaka's case in 1997. MFM as an employer seeks to totally eliminate any form of sexual harassment from the workplace which is also consistent with MFM's core values of 'Valuing people' and 'Christian Commitment and Character'.

C. SCOPE OF THE POLICY

The Policy is applicable to all staff of MFM, Project partners and others who are engaged as part time, temporary, voluntary, seconded or casual employees and researchers, trainees, consultants and community organizers.

D. DEFINITION

1. Sexual harassment includes:

a. Any unwelcome sexually determined behaviour, whether directly or by implication and includes:

- Physical contact and advances
- A demand or request for sexual favours
- Sexually coloured remarks

b. Unwelcome sexual advances and verbal, non-verbal, or physical conduct such as loaded comments, slander, remarks or jokes, letters, phone calls or e-mail, gestures, showing of pornography, lurid stares, physical contact or molestation, stalking, sounds or display of a derogatory nature which have the purpose or effect of interfering with an individual's performance or of creating an intimidating, hostile or offensive environment in office.

c. Unwelcome sexual advances, requests for sexual favours, and verbal or physical conduct of a sexual nature are made in exchange for work related benefits such as employment, promotion, incentives or evaluation of a person's performance.

E. Third Party Harassment

Where Sexual Harassment occurs as a result of an act or omission by any third party or outsider, MFM will take all steps necessary and reasonable to assist the affected person in terms of support and preventive action.

F. PROACTIVE MEASURES

Consistent with the existing law under Vishaka and in MFM keeping up with its Christian identity and principle will take all reasonable steps to ensure a healthy working atmosphere and prevent sexual harassment at work.

This requires:

1. Circulation of the policy in all field offices.
2. Ensuring that sexual harassment as an issue is discussed at MFM meetings from time to time.
3. Conduct in-house gender training on Sexual harassment and in addressing complaints.
4. Publicize widely that Sexual Harassment is a crime and should not be tolerated.
5. MFM will partner with organizations that have a clear policy on Anti-Sexual Harassment.

G. SYSTEMS AND PROCESS

The systems and process of addressing the issue of sexual harassment and the various technicalities of resolving the problem is detailed in the Rules and Procedures of the Gender Sensitisation Committee against Sexual Harassment (GSCASH) Rules And Procedures of the Gender Sensitisation Committee Against Sexual Harassment (GSCASH)

1. Composition of the committee

The Committee will include the following:

- One Human Resource representative
- Two Representatives from the Senior Management: one female and one male
- One Representative from female Staff
- One Representative from the Board
- One of the members will be appointed as the Chairperson for this Committee.

2. Term of Office of GSCASH Members

The tenure of each member of GSCASH shall be twelve months from the date of commencement of office.

a. Disqualification of Chairperson and Members

A person shall be disqualified for being appointed, elected, nominated or designated as, or for being continued as, a member of GSCASH if there is any complaint concerning sexual harassment pending against her/him, or if she/he has been found guilty of sexual harassment/serious misconduct.

b. Resignation of a Member

A member of GSCASH may resign her/his office at any time by tendering her/his resignation in writing to the Chairperson of GSCASH.

c. Filling a Vacancy in GSCASH

If a vacancy arises in GSCASH, GSCASH shall coordinate with the relevant body to arrange for the filling up of the vacancy in the particular category.

3. Meetings of GSCASH

- a. GSCASH shall meet on a quarterly basis or at such intervals as the need arises.
- b. Members shall be intimated of meetings in writing or by electronic communication.
- c. Minutes of all meetings shall be recorded, confirmed and adopted.
- d. Any member of GSCASH may request the Chairperson to call an Ordinary Meeting. Forty-eight hours notice shall be required for such a meeting to be called. The quorum for an Ordinary Meeting shall be one-third of the existing members of GSCASH. Motions shall be carried by a simple majority of those present and voting.
- e. Any member of GSCASH may request the Chairperson to call an Emergency Meeting. At least twenty-four hours notice shall be required for such a meeting to be called. The quorum for an Emergency Meeting shall be one-third of the existing members of GSCASH. Motions shall be carried by a simple majority of those present and voting.
- f. A Special meeting shall be called by the Chairperson of GSCASH, with at least twenty-four hours notice. It shall have a quorum of two-thirds of the existing members of GSCASH, and the attendance of at least one of the third party members shall be mandatory. Motions shall be carried by a two-thirds majority of the members present and voting.
- g. If the required quorum is not there at any meeting, such a meeting shall be adjourned for not more than seven working days. For the adjourned Ordinary or Special meetings, the required quorum shall be the same as in a regular Ordinary or Special meeting but for an adjourned Emergency Meeting there shall be no requirement of quorum.
- h. GSCASH shall hold at least two meetings involving all the staff of MFM every year. Where it shall report about its activities. Of these, at least one meeting shall be called specifically for the purpose Gender Sensitization and Orientation.

4. Functions of GSCASH

GSCASH shall be responsible for the implementation of the recommendations of the Supreme Court Judgment. GSCASH shall have four functions:

A. Gender Sensitization and Orientation

- (i) GSCASH will ensure the prominent publicity of the Policy in the office premises like in the library, Dining room, Board Room, Guest house, staff cabin and in all its project offices etc.
- (ii) GSCASH will organize programmes for the gender sensitisation of the staff through workshops, seminars, posters, film shows, debates etc. It may enlist the help of specialized people to carry out these Programmes.

B. Crisis Management and Mediation

- (i) GSCASH will assist in the mediation of situations arising out of incidents of sexual harassment and sexual assault on the campus.
- (ii) GSCASH will organize training workshops for members and volunteers to equip them to handle sexual harassment cases (including legal and medical aspects of aid). Volunteers will assist in the gender sensitisation, crisis mediation and management duties of GSCASH, but shall not participate in the task of formal redressal of complaints under these Rules and Procedures of GSCASH.

(iii) In cases in which sexually motivated conduct against a staff of MFM or a member or a guest in Guest house amounts to a specific offence under the Indian Penal Code or any other Indian law, GSCASH shall assist the affected party in making a complaint to the appropriate authority outside the organization.

C. Complaints Filing Process

(i) Any staff, Project staff, Guest in the Guest house, Trainee, service provider, outsider, or a member of the Board may lodge a complaint of sexual harassment against the staff, Trainee, Guest in the guest house and service provider. Third party complaints and witness complaints shall be entertained. The GSCASH shall take notice of grave violations of the basic principles of gender sensitivity and justice in office premises.

(ii) Complaints can be lodged directly with any member of GSCASH. If the complaint is made through any such channel, the person to whom the complaint is made should bring it to the notice of GSCASH within two working days of its receipt by her/him.

(iii) Upon receipt of the complaint, the GSCASH member to whom the complaint is made shall forward the same to the Complaints Screening Committee.

(iv) The complaint may be oral or in writing. If the complaint is oral, it shall be reduced in writing by the GSCASH member receiving the complaint and authenticated by the complainant under his/her dated signature or thumb impression as the case may be.

D. Complaints Screening Committee

(i) Composition

GSCASH shall designate by rotation three persons from amongst its members for a period of six months to receive and screen complaints, henceforth called the Complaints Screening Committee. The names and contact details of these members shall be given widespread publicity by GSCASH.

(ii) Functions

a. The Complaints Screening Committee shall receive and record complaints of sexual harassment. It shall carefully study the complaint and may hear the complainant and the defendant as well as other involved parties to determine whether an enquiry by GSCASH is to be instituted.

b. At no time in the complaints receiving and recording procedure shall the defendant(s) and the complainant be placed face to face, or put in a situation where they may be face to face (e.g. they shall not be called at the same time and be made to wait in the same place), keeping strictly in view the need to protect the complainant from facing any serious health and/or safety problems, in accordance with the guidelines in the Supreme Court Judgment.

c. At no time in the complaints receiving and recording procedure shall the past sexual history of the complainant be probed into, as such information shall be deemed irrelevant to a complaint of sexual harassment.

d. GSCASH may issue an order of restraint to the defendant(s) in accordance with the procedure outlined below in Restraint Order.

e. The Complaints Screening Committee shall communicate its recommendations, along with the reasons and documentary evidence, if any, thereof, in writing to the Chairperson of GSCASH as soon as possible.

f. The Complaints Screening Committee shall be responsible for making counseling services available to a person requesting for it.

g. In a special provision for physically challenged complainants, or complainants in a serious medical condition, the Complaints Screening Committee may, on determining the complaint to be a prima facie complaint of sexual harassment, recommend the institution of enquiry proceedings.

(iii)a. The complainant may withdraw his/her complaint in writing at any time during the complaints receiving and/or enquiry procedure.

b. The complaints screening/enquiry procedure shall, on such withdrawal, be terminated, save in instances in which the Complaints Screening/Enquiry Committee is informed, knows, or has reason to believe, that the reasons for such withdrawal are the consequences or effect of coercion and intimidation exerted by the defendant(s), or any person on her/his behalf, on the complainant. In such an instance, the complaints screening/enquiry proceedings shall continue in accordance with the procedure outlined below.

E Restraint Order

(i) A restraint order in terms of GSCASH Rules shall provide, a summary of the complaint, the date(s), time(s), and location(s), of the alleged incident(s). It shall warn the defendant(s) that any attempt on her /his part or by person(s) acting on his/her behalf, to contact, or influence, or intimidate, or exert pressure on the complainant or any person in the complainant's confidence may prove prejudicial to her/his case.

(ii) The complainant or any other person should intimate in writing the Complaints Screening Committee, the Chairperson of GSCASH and/or the Enquiry Committee of any violation of the order of restraint by the defendant(s), or any persons acting on her /his behalf.

(iii) Should the Complaints Screening Committee, the Chairperson of GSCASH, or the Enquiry Committee be convinced of the truth of such allegations, the Chairperson of GSCASH and/or the Chief Enquiry Officer may summon the defendant(s) in person and issue a verbal and written warning that such behavior may lead to an adverse inference being drawn against her/him. The Enquiry Committee or GSCASH shall retain the right to close the enquiry proceedings, and to give an ex parte decision on the complaint.

(iv) The Enquiry Committee and GSCASH shall consider all violations of the restraint order when determining the nature of offence of a defendant found guilty of sexual harassment.

F Formal Enquiry

Once the Complaints Screening Committee has decided that the complaint merits further investigation, it shall inform the GSCASH. The GSCASH shall conduct formal enquiry and provide its resources to ensure the complainant's safety in the MFM premises. For this purpose, the Chairperson of GSCASH shall convene an Emergency meeting to constitute the Enquiry Committee. GSCASH shall designate from within the members of such committee the Chief Enquiry Officer who shall be a woman.

(i) Composition of the Enquiry Committee

The composition of the Enquiry Committee shall conform to the guidelines below:

a. The Enquiry Committee shall consist of not less than three persons and not more than five persons.

b. It shall have at least 50% women.

c. No person who is a complainant, witness, or defendant in the complaint of sexual harassment shall be a member of a GSCASH Enquiry Committee.

d. The membership of an Enquiry Committee shall not be changed or in any other way modified during its proceedings.

e. Members of GSCASH who are representatives of unions/associations of which the complainant and/or the defendant are also members, shall not be eligible to serve on an Enquiry Committee.

f. GSCASH may, at its own discretion, co-opt any person(s) with demonstrable sensitivity to gender issues to be a part of an Enquiry Committee, provided that the majority of members are the members of GSCASH. Such a person shall not serve as the Chief Enquiry Officer.

(ii) Functions of the Enquiry Committee

a. The Enquiry Committee shall enquire into the complaint of sexual harassment using procedures in conformity with the principles of natural justice and gender sensitivity.

b. The Enquiry Committee shall act on any violation of the order of restraint issued to the defendant in accordance with the procedure outlined in Section E Restraint Order.

c. The Enquiry Committee shall submit a detailed report to GSCASH in which it shall communicate its findings based on its investigations and its recommendations regarding the nature of disciplinary action, if any.

(iii) Procedure to be Followed by the Enquiry Committee

a. The Enquiry Committee shall not, at any time in the enquiry proceedings, cause the defendant and the complainant and/or their witnesses to be placed face to face, or put in a situation where they may be face to face (e.g. they shall not be called at the same time and be made to wait in the same place), keeping strictly in view the need to protect the complainant from facing any serious health and/or safety problems, in accordance with the guidelines in the Supreme Court Judgement.

b. The Enquiry Committee shall strive to complete the enquiry in the shortest possible time, not exceeding three months from the date that a complaint is referred to it, except for reasons that the Enquiry Committee shall provide in writing to GSCASH.

c. The Enquiry Committee shall provide reasonable opportunity to the complainant and the defendant for presenting and defending her/his case.

d. The Enquiry Committee may call any person to appear as a witness if it is of the opinion that it shall be in the interest of justice.

e. The Enquiry Committee shall have the power to summon any official papers or documents pertaining to the complainant as well as the defendant.

f. The Enquiry Committee may consider as relevant any earlier complaints against the defendant. However, the past sexual history of the complainant shall not be probed into as such information shall be deemed irrelevant to a complaint of sexual harassment.

g. The Enquiry Committee shall have the right to summon, as many times as required, the defendant, complainant and/or any witnesses for the purpose of supplementary testimony and/or clarifications.

h. The Enquiry Committee shall have the right to terminate the enquiry proceedings and to give an ex parte decision on the complaint, should the defendant fail, without valid ground, to present herself /himself for three consecutive hearings convened by the Chief Enquiry Officer.

i. The Chief Enquiry Officer shall be responsible for making the defendant and the complainant aware that counselling services can be made available if so desired.

j. Within two days of the institution of enquiry proceedings by GSCASH, the Enquiry Committee shall prepare a summons containing details of the complaint such as the location, date and time on which the incident is alleged to have occurred and shall hand over the same

to the complainant as well as to the defendant along with a copy of the Rules and Procedures of GSCASH. It shall also intimate the defendant and the complainant the contact details of all members of the Enquiry Committee. The Enquiry Committee shall also make available to the defendant a true copy of the original complaint(s) lodged by the complainant(s).

k. Within not more than two working days on the receipt of the first intimation of the enquiry, the complainant and the defendant shall submit to the Chief Enquiry Officer, in writing, a list of witnesses, together with their contact details, that she/he desires the Enquiry Committee to examine.

l. On receipt of the first intimation of the enquiry, and not more than two days after such date, the complainant and/or the defendant shall inform the Chief Enquiry Officer whether they shall wish to exercise the rights afforded in Sections (p) – (r) below.

m. The Chief Enquiry Officer shall convene the first hearing of the enquiry. The defendant, the complainant, and witnesses shall be intimated at least seventy-two hours in advance in writing of the date, time and venue of the enquiry proceedings.

n. If the complainant, defendant, or witness desire to appear before the Enquiry Committee accompanied by one companion of their choice, they shall communicate to the Chief Enquiry Officer the name of that person. Such a person shall have only observer status and her/his presence during the proceedings shall be restricted to the testimony of the individual she/he is accompanying.

o. The identities of all witnesses shall throughout be protected by the Enquiry Committee by the use of a coding system for this purpose.

p. The complainant(s) and the defendant, or any one person on her/his behalf, shall have the right to examine written transcripts of the recordings with the exclusion of witnesses' names and identities. Any person nominated by the complainant and/or the defendant on her/his behalf shall be only a staff of MFM. No person who has been found guilty of sexual harassment shall be accepted as a nominee. The complainant(s)/defendant should inform the Chief Enquiry Officer specifically if they wish to exercise this right. The Chief Enquiry Officer may allow access to such documents on a specific date to be intimated at least two days in advance to each of the parties concerned. At no point in time, however, can the concerned parties take these documents outside the office of the GSCASH.

q. The complainant and the defendant shall have the right of cross-examination of all witnesses. Such cross-examination shall be conducted in the form of written questions and responses via the Enquiry Committee.

r. The defendant/complainant shall submit to the Chief Enquiry Officer, a written list of questions that she/he desires to pose to the witness. The Enquiry Committee shall retain the right to disallow any questions that it has reason to believe to be irrelevant, mischievous, or gender-insensitive. Any behaviour, verbal or otherwise, on the part of the defendant or her/his nominee, that is designed to intimidate or subject the complainant to mental and physical trauma, shall be construed as a violation of the order of restraint issued by GSCASH as defined in Section E Restraint Order.

s. The complainant and the defendant shall be responsible for presenting their witnesses before the Enquiry Committee. However, if the Enquiry Committee is convinced that the absence of either of the parties to the disputes is on valid grounds, the Enquiry Committee shall adjourn that particular meeting of the Committee for a period not exceeding five days. The meeting so adjourned shall be conducted thereafter, even if the person concerned fails to appear for the said adjourned meeting without prior intimation/valid ground.

t. All proceedings of the Enquiry Committee shall be recorded in writing and the same together with the statement of witnesses shall be endorsed by the persons concerned in token of authenticity thereof.

u. All persons heard by the Enquiry Committee, as well as observers/nominees, shall take and observe an oath of secrecy about the proceedings. Any violation of the oath of secrecy may invite the full range of penalties outlined in Section IX.

v. If the complainant desires to tender any documents by way of evidence, the Enquiry Committee shall supply true copies of such documents to the defendant. Similarly, if the defendant desires to tender any documents in evidence, the Enquiry Committee shall supply true copies of such documents to the complainant.

w. In the event that the Enquiry Committee thinks that supplementary testimony is required, the Chief Enquiry Officer shall forward to the persons concerned a summary of the proceedings and allow for a time period of seven days to submit such testimony, in person or in writing, to the Enquiry Committee.

x. After concluding its investigation, the Enquiry Committee shall submit a detailed reasoned report of its findings to the Chairperson of GSCASH. In the event that it finds the defendant guilty of sexual harassment, it shall also recommend the nature of disciplinary action to be taken on the complaint as referred in Section IX. It shall also recommend whether GSCASH should, after disciplinary action has been taken, publicise the identity of the offender, the act and the disciplinary action taken. If the Enquiry Committee finds no merit in the complaint, it shall write to the Chairperson of GSCASH, giving reasons for its conclusions.

y. Nothing precludes GSCASH from taking cognisance of any new fact or evidence which may arise or be brought before it during the pendency of the enquiry proceedings and even after the communication of the findings to appropriate authorities, provided that in the latter case, the composition of the reconvened Enquiry Committee shall be at least half of the members of the Enquiry Committee that originally enquired into the said complaint.

G. COMMUNICATION OF FINDINGS

(i) Within three working days of the receipt of the report and recommendations of the Enquiry Committee, the Chairperson of GSCASH shall convene an Emergency meeting. Each member of GSCASH shall have the right to access the entire enquiry proceedings, or any part thereof, and to participate in GSCASH deliberations on the complaint. Within two working days of the adoption of the report of the Enquiry Committee, the Chairperson of GSCASH shall forward the report of the Enquiry Committee, together with a summary of the opinions of the members of GSCASH (including dissenting opinions) to the Executive Director.

(ii) Within a reasonable period of time, and not in any case exceeding 30 days from the date of communication of its findings by GSCASH, Executive Director shall convene a meeting with GSCASH, in which at least two-thirds of the Enquiry Committee shall be present, to discuss the findings and recommendations of the Enquiry Committee.

H. OBLIGATIONS OF Director AND HRD

(i) The HRD shall, through a notification each year, notify the names and contact details of the members of GSCASH, and the fact that GSCASH is the body responsible for gender sensitisation and enquiries into complaints of sexual harassment.

(ii) HRD will ensure that the Policy is included in the Joining Formalities of Staff. The authorities will ensure that all announcements to all positions include the following statement, as notification of the Policy: MFH has a Policy against sexual harassment and is committed to providing an environment free from gender discrimination and harassment.

(iii) In order to ensure the permanent placement of the Policy, the HRD functionaries shall arrange for several copies to be placed on boards for display in prominent places.

(iv) The GSCASH authorities and functionaries shall provide legal, medical and counseling assistance to those complainants who have to take recourse to the law.

(v) The HRD shall forward all complaints of sexual harassment to GSCASH, save in cases in which the complainant has expressly prohibited such forwarding.

(vi) The HRD shall maintain full confidentiality with respect to matters pertaining to GSCASH enquiries into complaints of sexual harassment. HRD shall extend all necessary assistance for ensuring full, effective and speedy implementation of these Rules and Procedures of GSCASH.

(vii) As is required by the Supreme Court Judgment HRD and functionaries shall strive to create a workplace in which the functioning of GSCASH and/or the interests of justice are not subjected to undue “pressure from senior levels”.

I. PENALTIES

Any staff, service provider, resident or a member of the Board /Society found guilty of sexual harassment shall be liable for disciplinary action. The penalties listed below (in ascending order) are indicative, and shall not constrain the organisation authorities from considering others, in accordance with the rules governing the conduct of employees.

(i) Penalties in Case of Staff

- a. Warning, reprimand, or censure
- b. Transfer
- c. Withholding of one or more increments for a period not exceeding oneyear.
- d. Removal from an administrative position
- e. Disbarment from holding an administrative position
- f. Suspension from service for a limited period.
- g. Compulsory retirement.
- h. Dismissal from service. Further, the penalty awarded shall be recorded in his/her Personal File.

(ii) Penalties in Case of Board/Society members

- a. Warning, reprimand, or censure.
- b. Dismissal from Board / Society. Further, the penalty awarded shall be recorded in his/her Record.

(iii) Penalties in Case of Guest House Resident

- a. Warning or reprimand.
- b. Withdrawal of accommodation. A letter communicating her/his misconduct to her/his place employment or residence. Any other action as may be necessary.

(iv) Penalties in Case of Service Providers

- a. Warning, reprimand, or censure.
- b. A letter communicating her/his misconduct to her/his place of employment.
- c. Declaration of the campus as out of bounds for her/him.
- d. Withdrawal of the right to run/manage/work in any commercial enterprise, or to provide services, within the Organisation.
- e. Any other action as may be necessary. In addition to the penalties specified under (1)-(5) above, the person may be advised to undergo counselling and gender sensitisation, and to give a written and/or public apology to the complainant.

(v) Penalty in Case of a Second Offence

A second, or repeated offence, may, on the recommendation of GSCASH, attract a major penalty.

J. OTHER FUNCTIONS

(i) False Complaint/Deposition

- a. If the Complaints Screening Committee or the Enquiry Committee finds no merit in any complaint/deposition, it shall write to the Chairperson of GSCASH giving reasons for its conclusions.
- b. Within four working days of the receipt of this communication, the Chairperson of GSCASH shall call a Special Meeting to discuss the recommendations of the Complaints Screening Committee or Enquiry Committee, and to decide whether a show-cause notice shall be issued to the complainant/witness(es).
- c. Upon the decision to issue a show-cause notice, the Chairperson of GSCASH shall issue it to the complainant/witness(es). The show-cause notice shall cite the bases of the Committee's conclusions and require the complainant/witness(es) to explain, within seven days (in writing and/or in person), as to why disciplinary action shall not be taken against her/him.
- d. Within four working days of receipt of any explanation from the complainant/witness(es) to this show-cause notice, or after the expiry of the time specified for such explanation, the Chairperson of GSCASH shall convene a Special Meeting to consider the explanation or any lack thereof.
- e. In event of no, insufficient, or unconvincing explanation, GSCASH shall forward its findings to the appropriate organisation Authority for further action.

(ii) Protection against Victimisation

- a. If the complainant is a student and the defendant(s) is a teacher, during the investigation and enquiry, and even after such an enquiry if the teacher is found guilty, the defendant(s) shall not supervise any academic activity of the student, including but not limited to, evaluation and examination, re-examination, and supervision of research.
- b. If a witness named by the complainant is a student and the defendant(s) is a teacher, during the duration of the investigation and enquiry, and even after such an enquiry if the teacher is found guilty, the defendant shall not supervise any academic activity of the student, including but not limited to, evaluation and examination, re-examination, and supervision of research.
- c. If both the complainant and the defendant(s) are members of the academic and/or nonteaching staff of the University, during the duration of the investigation and enquiry, and even after such an enquiry if the defendant is found guilty, the defendant shall not write the Confidential Reports of the complainant, if she/he is otherwise so authorized.
- d. If witnesses named by the complainant and the defendant(s) are members of the academic and/or non-teaching staff of the University, during the duration of the investigation and enquiry, and even after such an enquiry if the defendant is found guilty, the defendant shall not write the Confidential Reports of the complainant, if she/he is otherwise so authorized.
- e. If the defendant(s) is an outsider, during the duration of the investigation and enquiry, and even after such an enquiry if the defendant is found guilty, the defendant shall not be allowed to enter the campus, except for the purpose of attending the present enquiry.
- f. If the defendant(s) is a resident/service provider, during the duration of the investigation and enquiry, and even after such an enquiry if the defendant is found guilty, the order of restraint issued in accordance with the procedures in Section E Restraint Order shall be in force at all times.

J (iii) Provisions for Appeal

a. In the event of the GSCASH not taking action on a complaint, or if the complainant or defendant is dissatisfied with the disciplinary action taken by the authorities, she/he shall have the right to appeal to an Appeals Committee. Appeals may be lodged with the concerned authorities.

b. An Appeals Committee shall consist of:

i. One person nominated by the Management team of MFM from amongst its members,

ii. One former Chairperson of GSCASH or any former senior woman member of GSCASH nominated by the Executive Director. The nominee shall chair the Appeals Committee.

c. The Appeals Committee shall have all the powers and duties of an Appellate Body. It shall consider the appeal, with the appellant deposing in person. It shall have the power to summon any person as witness as well as any official record. On the basis of all the records before it, including the deposition of the appellant, if it is satisfied that the matter needs to be further enquired into, it shall conduct an enquiry in accordance with the guidelines in the Supreme Court Judgement.

(iv) Amendment to the Rules & Procedures of GSCASH

a. Amendments to the Rules and Procedures of GSCASH shall have effect only if they are in consonance with the letter and spirit of the Supreme Court Judgement, the Report of the Working Group on Sexual Harassment headed by Karuna Chanana, the Policy, and the Rules and Procedures.

b. Amendments shall be effected by a decision taken in a Special Meeting of GSCASH called for the purpose.

c. The proposed amendment (s), together with the objectives and reasons thereof, shall be recorded in writing and circulated by the proposer of the amendment (s) at least fifteen working days prior to the Special Meeting called for the purpose.

d. An amendment motion shall be earned by two-thirds of the members present and voting. In the event of a tie on an amendment motion, it shall be put to vote one more time. If a tie recurs, the amendment motion shall be reconsidered by another Special Meeting to be called after at least fifteen working days.

(v) Miscellaneous

a. The provisions of these Rules and Procedures of GSCASH shall be duly incorporated within any other Statute, Circular or Ordinance of the organisation as may be relevant, in keeping with the Supreme Court Judgement.

b. The proceedings under these Rules and Procedures of GSCASH shall not, in any way, be affected by any other proceedings against the defendant preferred by the complainant under any other provision of civil or criminal law, except to the extent specifically ordered by a court of law.

c. The provisions of these Rules and Procedures of GSCASH shall not restrict the powers of the organisation or the complainant to proceed against the defendant for any other misconduct, or pursue criminal or civil remedies, whether or not connected with the misconduct within the purview of these rules.

CORRUPTION PROHIBITION AND CONFLICT OF INTEREST POLICY

The term “Conflict of Interest” means where the interests or benefits of one person or entity conflict with the interests or benefits of the organization. Each staff is expected to comply and sign and inform that while executing the project or purchase there was no Conflict of Interest.

The Director and staff of MFM recognize a shared responsibility to ensure that they conduct themselves in an unbiased manner. It is the responsibility of the Management to guard against conflicts of interest, which might compromise the integrity and objectivity of the operations of MFM.

A. PURPOSE

The purpose of the Conflicts of Interest Policy is to protect the interests of MFM when it is contemplating entering into a transaction or arrangement that might benefit the private interests of the Director and staff of the organization.

B. DEFINITIONS

1. Interested Person

Director and staffs of the organization or consultant or project staffs whoever receive salary/stipend/allowance (Cos, supervisors, volunteers, animators) or member of a committee which the Management had delegated powers with, that have a direct or indirect financial interest (giving quotes, supplying materials etc.) and is an interested person.

2. Financial Interest

A person has a financial interest if the person has, directly or indirectly, through business, investment or family: An ownership or investment interest in any entity with which MFM has a transaction or arrangement.

C. PROCEDURE

1. Duty to Disclose

In connection with any actual or possible conflicts of interest, an interested person must disclose the existence of his or her financial interest and must be given the opportunity to disclose all material facts to the Directors and Members of Committees with delegated powers considering the proposed transaction or arrangement.

2. Determining Whether a Conflict of Interest Exists

The Management Committee will decide if a conflict of interest exists.

3. Procedures for Addressing the Conflict of Interest

a. An interested person may make a presentation at the Management or Committee meeting and the Management or the Committee will decide.

b. The Director shall, if appropriate, appoint a disinterested person or Committee to investigate alternative to the proposed transaction.

c. After exercising due diligence, the Management shall determine whether MFM can obtain a more advantageous transaction or arrangement with reasonable efforts from a person or entity that would not give rise to a

conflict of interest.

d. If a more advantageous transaction or arrangement is not reasonably attainable, under circumstances that would not give rise to a conflict of interest, the Management Committee shall determine whether the transaction or arrangement is in MFM's best interest and for its own benefit, and whether the transaction is fair and reasonable to the association and shall make its decision as to whether to enter into the transaction or arrangement in conformity with such determination.

D. VIOLATIONS OF CONFLICTS OF INTEREST POLICY

1. If the Management or Committee has reasonable cause to believe that a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.

2. If, after hearing the response of the member and making such further investigation as may be warranted in the circumstances, the Management or Committee determines that the member has in fact failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

E. RECORDS OF PROCEEDINGS

The minutes of the Management and all Committees with Management-delegated powers shall contain:

1. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the Management's or Committee's decision as to whether a conflict of interest in fact existed.

2. The names of the persons who were present for discussions relating to the transaction or arrangement, the content of the discussion, including alternatives to the proposed transaction or arrangement.

CHILD PROTECTION POLICY

MFM CHILD PROTECTION POLICY

MFM is committed to take appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental abuse, injury or violence, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse and provide them with appropriate safety and protection.

A. DEFINITION OF CHILD AND CHILD ABUSE

1. A child is defined as a person under the age of 18 years. The definition or description of who a child is age-wise perhaps is only of academic interest. The Constitution of India (Article 45) suggests that an individual below the age of 14 years is a “child”. The Factories Act 1948 indicates the same. The Shops and Commercial Act (Prohibition and Regulation) Act of 1986 and the Children’s code Bill of 2000 too describe a person below the age of 14 years as a “child”.

According to the International Labour Organisation a person below the age 15 years who depends on work for his/her livelihood is called a “child labourer”. According to the U.N Convention of the Rights of the Child, a “child” is a person who has not yet completed the age of 18 years. There are many other official Acts in which the employment age of a person differs from 14 to 18 years. There are many other official Acts in which the employment age of a person differs from 14 to 18 years of age in different occupations and accordingly one is called a “child” and at times a “minor.” For MFM purpose, we are taking the age of the child to be 18 years as per the constitution of India.

2. Child abuse is either because of gross negligence or abuse either of sexual nature or physical or emotional which harms the child.

i) Neglect is defined as the failure to provide for the shelter, safety, supervision, and nutritional needs of the child.

ii) Sexual abuse is that of a child’s actual or likely involvement in sexual activity for which consent cannot be given, is outside of the victim’s developmental age, is unable to comprehend, and/or “violates the law or social taboos of society.” This may include fondling and any form of genital, anal, or oral- genital contact with a child that is unwarranted. These acts may occur whether the child is clothed or unclothed. Non-touching child sexual abuse would include exhibitionism and voyeurism and the involvement of a child in prostitution or pornography.

iii) Physical child abuse is actual or likely physical injury inflicted upon the child with cruel and/or malicious intent, forced labour and marriage. It may be the result of a deliberate act, but could also be caused through the omission or failure to act to protect.

iv) Emotional abuse includes actual or likely discrimination (based on gender, race, age, ability, disability, religion, creed, caste, class, culture, sexuality, lifestyle, health and other such unlawful or unjustifiable reasons) rejection (refusing to acknowledge the child’s worth and emotional needs), isolation (denying the child social experiences: locking child in the closet), terrorizing (verbal assault with or without weapons), ignoring (refusing to show affection), corrupting (reinforcing destructive, antisocial, or sexually exploitative behavior), verbal assault (extreme sarcasm, name calling, public humiliation), and over-pressuring (criticism of age-appropriate behaviors/skills as inadequate).

B. BELIEFS

1. The Source of our Principles and practices.

a. Our understanding, principles and practices on children are guided by the Bible.

- b. In specific instances, we stand to benefit by use of reason and law.
- c. Our involvement will be based on child specific data, the voices of different groups in a community (women, men, girls and boys) and researched data.

2. Our Values

- a. Children born and unborn, along with the rest of humanity, are created in the image of God and therefore have intrinsic worth and dignity.
- b. Children are gifts from God.
- c. God's desire is for each child to grow in secure and caring environment.
- d. Any actions that demean, devalue or otherwise diminish the child are sinful.

C. GOALS

MFM will constantly seek to:

1. Work towards rights for justice and dignity for all children both girls and boys.
2. Work towards fulfilling the rights of all children and to be protected from all forms of abuse, neglect, exploitation and violence as embedded in the UN Convention on the Rights of the Child, 1989 and other international child-rights and human-rights instruments.
3. Fulfil and implement all national laws pertaining to children.
4. Encourage individuals, communities, organisations and churches to work towards providing justice, dignity, safety and protection for all children in society, work, church and home.
5. Encourage women and men to work together to address issues of children, challenge oppressive structures and advocate for change.
6. Empower children by informing and educating them of what is acceptable and unacceptable behaviour.
7. Encourage children to raise their concerns about situations that make them feel uncomfortable and be provided opportunities to raise concerns about people whom they interact with, in a safe way.

D. ORGANISATIONAL COMMITMENTS

Organisational commitments are specific to time and context and in MFM at this present time our commitment towards communities, partner agencies and MFM staff are the following:

1. MFM staff and volunteer recruitment process:

- a. In recruitment of new staff (either contracted or project), they will be properly screened during their recruitment period. In their application form they will agree to the Child Protection Policy of MFM and declare that there have been no previous convictions for abuse against children, violent behaviour or other convictions that would raise concern about behaviour towards children. Their application form will be screened with a minimum of two reference checks during their recruitment period. The details will be recorded in the staff files, before the new staff member is invited to take the position.
- b. Information on the child protection policies will be introduced before and on acceptance of employment.

c. MFM projects will not employ or accept as volunteers any children under 14 years.

d. MFM will not employ or accept as volunteers any children aged between 14 and 15 years for no more than 3 hours/day, 18 hours/week or no more than 8 hours/day, 40 hours/week during school closures.

e. MFM projects will not employ or accept as volunteers any children aged between 14 and 18 years for more than 40 hours per week during school closures.

2. MFM staff and volunteer behaviour protocol while working with children:

a. All MFM staff (regular, contracted and project), volunteers and supporting partners must sign a statement accepting that they have read the policy, will respect it and understand that action will be taken in case of inappropriate behaviour while visiting or working with children.

b. MFM staff (regular, contracted and project) and volunteers will avoid meeting with individual children when possible or meet within the sight of others.

c. MFM staff (regular, contracted and project) and volunteers will not make unnecessary physical contact with the child in a way that is against the Convention on the Rights of the Child or expose them to inappropriate material so such as pornographic videos and literature.

d. MFM staff (regular, contracted and project) and volunteers will not take images of children (photos, video, etc.), which are detrimental or explicit and undermine the child's dignity.

e. MFM staff (regular, contracted and project) and volunteers will not initiate or engage in sexually provocative conversations or activity with children, even in fun.

f. MFM staff (regular, contracted and project) and volunteers will not allow the use of inappropriate conversation between children or about children to go unchallenged.

g. MFM staff (regular, contracted and project) and volunteers will not threaten to or use any form of physical punishment.

h. MFM staff (regular, contracted and project) and volunteers will not allow any allegation of abuse by a child to go unreported or either trivialise or exaggerate child abuse issues.

i. MFM staff (regular, contracted and project) and volunteers will agree to inform HR person immediately if new information arises that casts doubt on the team member's trustworthiness with children and will not start an investigation personally in a case of suspected child abuse. Such information would be treated as confidential and disclosed to the individual team member for appropriate action.

j. If protocols are broken, the person involved will be disciplined and may lose his/her job and may be subject to criminal proceedings.

3. In working with community:

a. Monitor existing programmes and policies, and take measures to make it child safe.

b. Address and educate to provide safety and protection for children in communities.

c. Ensure that structures do not deny children their due status and rights either social, economic, spiritual or political.

d. Address the rights of the children.

e. Encourage greater participation of children in planning and decision making in programmes implemented.

4. Implication of CPP in relation to Partner organization:

- a. Where an MFM partner organisation is suspected of being involved in child abuse, MFM will strongly advise the organisation to deal with the issue and will offer advice and expertise on how to handle the matter.
- b. If an MFM partner organisation is suspected of abuse and unwilling to address the matter, MFM may take further measures, e.g. end the partnership; report the matter to the appropriate authorities etc. MFM must first inform the partner organisation of the actions they plan to take to give them every opportunity to address the matter.

5. MFM in its communication:

- a. MFM in its communication about children will reflect images that preserve their dignity, and decency and not seek to exploit their circumstances.
- b. MFM will take special care to protect identities and specific geographic location of children in public documents.
- c. Those speaking on behalf of MFM will make all possible efforts to ensure that the message communicated in all circumstances will reflect that child abuse is wrong.
- d. Disclosure of information about past or present abuse of children and any of the persons involved should be limited to only the people who need to know.

6. MFM promoting child protection at homes:

MFM staff (either permanent, contract or temporary) and project staff will not employ personal domestic help under the age of 14 years.

WHISTLE BLOWER POLICY

A. WHISTLE BLOWER POLICY DEFINITIONS:

The definitions of some of the key terms used in this Policy are given below. Capitalized terms not defined herein shall have the meaning assigned to them under the Code.

1. “Governance Committee” means the Committee constituted by the Members of Board of the Organization as approved by the Board.
2. “Employee” means every staff of the Organization.
3. “Code” means MFM Code of Conduct.
4. “Investigators” means those persons authorized, appointed, consulted or approached by the Chairperson of the Governance Committee / Executive Director.
5. “Protected Disclosure” means any communication made in good faith that discloses or demonstrates information that may evidence unethical or improper activity.
6. “Subject” means a person against or in relation to whom a Protected Disclosure has been made or evidence gathered during the course of an investigation.
7. “Whistle Blower” means a staff member of MFM making a Protected Disclosure under this Policy.

B. PREFACE:

MFM’s Vision, Mission, Core Values and Code of Conduct, (Code) lays down the principles and standards that govern the actions of the organizations and its employees. MFM believes in fair and transparent manner by adopting highest standards of professionalism, honesty, integrity ethical behavior and commitment to open communication. Any actual or potential violation of the Code, howsoever insignificant or perceived as such, would be a matter of serious concern for MFM. The role of the employees, partners and stakeholders in pointing out such violations of the Code cannot be undermined. Whistle Blower Policy is to report to the management instances of unethical behavior, actual or suspected, fraud or violation of the MFM’s code of conduct or ethics. Whistle Blower Policy (“the Policy”) has been formulated with a view to provide a mechanism for employees, partners and stakeholders of the organizations to approach the Chairperson of the Governance Committee or the Director of MFM.

C. OBJECTIVES:

1. To provide employees, partners and stake holders an avenue to raise concerns, in line with MFM Policies.
2. The purpose of this policy is to provide a framework to promote responsible and secure whistle blowing. It protects employees wishing to raise a concern about serious irregularities within MFM
3. The policy neither releases employees from their duty of confidentiality in the course of their work, nor is it a route for taking up a grievance about a personal situation.
4. To provide necessary safeguards for protection of employees from reprisals or victimization, for whistle blowing in good faith.

D. SCOPE:

This applies to all employees, partners and stakeholders. The Protected Disclosures may be in relation to matters concerning the Organization, Staff and the partners.

E. COVERAGE:

Eligibility: All staff members are eligible to make Protected Disclosures under the Policy. The Protected Disclosures may be in relation to matters concerning the employees, partners and stakeholder.

F. DISQUALIFICATION:

1. While it will be ensured that genuine Whistle Blowers are accorded complete protection from any kind of unfair treatment as herein set out, any abuse of this protection will warrant disciplinary action.
2. Protection under this Policy would not mean protection from disciplinary action arising out of false or bogus allegations made by a Whistle Blower knowing it to be false or bogus or with a mala fide intention.
3. Whistle Blowers, who make any Protected Disclosures, which have been subsequently found to be mala fide or malicious or Whistle Blowers who make 3 or more Protected Disclosures, which have been subsequently found to be frivolous, baseless or reported otherwise than in good faith, will be disqualified from reporting further Protected Disclosures under this Policy.
4. Whistle Blowers, who make any Confidential Disclosures, he/she shall disclose the Confidential Disclosure within one month time from the date of he/she got MFM whistle blower policy. the information on the issue / allegation / incident / event / unlawful / unethical / illegitimate activity. In case he / she needs more time to establish the evidence, can be provided by the appropriate authorities. When the Whistle Blower report is beyond the stipulated period, the time bound report will be disqualified from reporting further Protected Disclosures under this Policy unless and until there are valid reasons to do so.

G. PROCEDURE:

1. Protected Disclosure

- a. All Protected Disclosures concerning financial/accounting matters should be addressed to the Chairperson of the Governance Committee of the Organization for investigation.
- b. In respect of all other Protected Disclosures, those concerning the employees at the levels of Grade V and above should be addressed to the Chairperson of the Governing Committee and those concerning other employees should be addressed to the Director of the Organization.
- c. The contact details of the Chairperson of the Governance Committee are as under:

Mr. F. Malsawma
Chairperson
Governance Committee

The contact detail of the Director is as under:

Mr. R. Vanlalzauva
Director,
MFM

- d. If any Managers or staff of the organization other than Chairperson of Governance Committee or the Director receives a protected disclosure, the same is to be forwarded to the Chairperson of Governance Com

mittee or the Director for further appropriate action. Appropriate care is to be taken to keep the identity of the Whistle Blower confidential.

e. Protected Disclosures should preferably be reported in writing so as to ensure a clear understanding of the issues raised and should either be typed or written in a legible handwriting in English, Hindi or in the regional language of the place of employment of the Whistle Blower.

f. The Protected Disclosure should be forwarded under a covering letter which shall bear the identity of the Whistle Blower. The Chairperson of Governance Committee or the Director, as the case may be shall detach the covering letter and forward only the Protected Disclosure to the Investigators for investigation.

g. Protected Disclosures should be factual and not speculative or in the nature of a conclusion, and should contain as much specific information as possible to allow for proper assessment of the nature and extent of the concern.

h. For the purpose of providing protection to the Whistle Blower, the Whistle Blower should disclose his/her identity in the covering letter forwarding such Protected Disclosure. Appropriate care must be taken to keep the identity of the Whistle Blower confidential.

2. Investigation:

a. All Protected Disclosures reported under this Policy will be thoroughly investigated by the Chairperson of the Governance Committee or the Director who will investigate / oversee the investigations.

b. The Chairperson of the Governance Committee or the Director may at his discretion, consider involving any Investigators for the purpose of investigation.

c. The decision to conduct an investigation taken by the Chairperson of the Governance Committee or the Director is by itself not an accusation and is to be treated as a neutral factfinding process. The outcome of the investigation may not support the conclusion of the Whistle Blower that an improper or unethical act was committed.

d. The identity of a Subject and the Whistle Blower will be kept confidential to the extent possible given the legitimate needs of law and the investigation.

e. The Subjects will normally be informed of the allegations at the outset of a formal investigation and have opportunities for providing their inputs during the investigation.

f. The Subjects shall have a duty to co-operate with the Chairperson of the Governance Committee or the Director or any of the Investigators during investigation to the extent that such co-operation will not compromise self-incrimination protections available under the applicable laws.

g. The Subjects have a right to consult with a person or persons of their choice, other than the Chairperson of the Governance Committee or the Director and/or the Whistle Blower. The Subjects shall be free at any time to engage counsel at their own cost to represent them in the investigation proceedings. However, if the allegations against the subject are not sustainable, then MFM may see reason to reimburse such costs.

h. The Subjects have a responsibility not to interfere with the investigation. Evidence shall not be withheld, destroyed or tampered with, and witnesses shall not be influenced, coached, threatened or intimidated by the Subjects.

i. Unless there are compelling reasons not to do so, the Subjects will be given the opportunity to respond to material findings contained in an investigation report. No allegation of wrongdoing against a Subject shall be

considered as maintainable unless there is good evidence in support of the allegation.

j. The subjects have a right to be informed of the outcome of the investigation. If allegations are not sustained, the Subject should be consulted as to whether public disclosure of the investigation results would be in the best interest of the Subject and the organization.

k. The investigation shall be completed normally within 45 days of the receipt of the Protected Disclosure.

3. Protection:

a. No unfair treatment will be meted out to a Whistle Blower by virtue of his/ her having reported a Protected Disclosure under this Policy. MFM, as a policy, condemns any kind of discrimination, harassment, victimization or any other unfair employment practice being adopted against Whistle Blowers. Complete protection will, therefore, be given to Whistle Blowers against any unfair practice like retaliation, threat or intimidation of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the Whistle Blower's right to continue to perform his duties/functions including making further Protected Disclosure.

MFM will take steps to minimize difficulties, which the Whistle Blower may experience as a result of making the Protected Disclosure. Thus, if the Whistle Blower is required to give evidence in criminal or disciplinary proceedings, MFM will arrange for the Whistle Blower to receive advice about the procedure, etc.

e. Protected Disclosures should preferably be reported in writing so as to ensure a clear understanding of the issues raised and should either be typed or written in a legible handwriting in English, Hindi or in the regional language of the place of employment of the Whistle Blower.

f. The Protected Disclosure should be forwarded under a covering letter which shall bear the identity of the Whistle Blower. The Chairperson of Governance Committee or the Director, as the case may be shall detach the covering letter and forward only the Protected Disclosure to the Investigators for investigation.

g. Protected Disclosures should be factual and not speculative or in the nature of a conclusion, and should contain as much specific information as possible to allow for proper assessment of the nature and extent of the concern.

h. For the purpose of providing protection to the Whistle Blower, the Whistle Blower should disclose his/her identity in the covering letter forwarding such Protected Disclosure. Appropriate care must be taken to keep the identity of the Whistle Blower confidential.

2. Investigation:

a. All Protected Disclosures reported under this Policy will be thoroughly investigated by the Chairperson of the Governance Committee or the Director who will investigate / oversee the investigations.

b. The Chairperson of the Governance Committee or the Director may at his discretion, consider involving any Investigators for the purpose of investigation.

c. The decision to conduct an investigation taken by the Chairperson of the Governance Committee or the Director is by itself not an accusation and is to be treated as a neutral factfinding process. The outcome of the investigation may not support the conclusion of the Whistle Blower that an improper or unethical act was committed.

d. The identity of a Subject and the Whistle Blower will be kept confidential to the extent possible given the legitimate needs of law and the investigation.

e. The Subjects will normally be informed of the allegations at the outset of a formal investigation and have opportunities for providing their inputs during the investigation.

f. The Subjects shall have a duty to co-operate with the Chairperson of the Governance Committee or the Director or any of the Investigators during investigation to the extent that such co-operation will not compromise self-incrimination protections available under the applicable laws