



Introduction

At “Thankful Helping Hand Foundation,” our mission is to comprehensively address poverty in all of its forms and bring about positive change in a number of vital areas, which would include healthcare, environmental preservation, disability support, women’s empowerment, hunger alleviation, mental health advocacy, skill development, clean water access, rural development, the promotion of art and culture, elderly care through running of old age homes, youth advancement through sports, caring for orphans, championing animal welfare, emergency relief initiatives, promotion of education and education infrastructure enhancements and disaster relief efforts.

Our overarching objective is to work together to innovate and carry out sustainable projects that would uplift disadvantaged communities, foster inclusive growth and advance societal well-being. Through a variety of activities designed for both individuals and groups, we will also prioritise ethical and moral development at all life stages which could also be done using digital platforms to engage with a wider audience. Our work will also focus on establishing schools grounded in moral principles, contributing to the holistic development of individuals and society.

Additionally, we will strive to offer free programs encompassing food distribution, medicine provision, medical camps, counselling and guidance workshops to promote holistic well-being. To foster communal harmony and peace among diverse communities, we will actively promote interfaith dialogue and host interactive sessions, podcasts and live discussions on digital platforms.

Through the accomplishment of these goals we envision a better future for all. As an organisation we are committed to making a significant impact on the lives and communities we serve and every member of our team will play an integral part in turning this vision into reality. As a valued member of the “Thankful Helping Hand,” we expect you to uphold our core values, contribute positively to our mission and engage proactively with your colleagues and the communities we serve. Your dedication and passion is what will drive us to our

success. At the same time, we are also committed to providing you with a supportive and empowering workplace.

Responsibilities

1. The organisation shall seek capable and responsible staff, who are committed to the mission of the organisation.
2. The organisation shall provide proper training and orientation for new staff along with suitable working conditions for them.
3. If the organisation has ten or more staff, it is to have written human resource policies (or an employment manual) for its staff, including basic aspects of employment (benefits, vacation days, sick leave, etc.) and other fundamental policies such as confidentiality of information, computer policies like use of computer resources for personal work, drug and alcohol policy, conflict of interest and grievance procedures. If the organisation has fewer than ten staff, it is still encouraged to have written human resource policies for its staff.
4. The organisation shall provide opportunities for staff growth and development .
5. All employees shall be treated with fairness and equity and as individuals with rights to be honoured and defended.
6. Each employee shall be provided with the NGO's code of ethics or conduct and any written human resource policies.
7. Key staff shall be enabled to communicate serious concerns to a member of the governing board or officer.
8. Guidance shall be provided to staff with access to official documentation or information regarding maintenance of the integrity, confidentiality and privacy of such information to protect any individual concerned

Employment Policies

- Recruitment and hiring will be based on interviews.
- Equal employment opportunity will be guaranteed.
- Recruitment will be followed by a three month probation period, which will then be followed by confirmation of the job.
- Termination and resignation rules are to be taken into consideration.

Cause Grounds for Employee Termination:

- i. Continuing inefficiency and gross negligence of duty.
- ii. Fund embezzlement.
- iii. Misuse of office equipment and other properties.
- iv. Repeated unauthorised absences and leaves
- v. Intoxication while on official business or within office premises
- vi. Unauthorised disclosure of official information

Procedures for Termination or Disciplinary Action:

- i. NGO will ask the employee for a written explanation on the offence deemed committed by the employee concerned, identifying the charges against him/her and the particulars of the facts relied upon to support it.
- ii. The employee is given 3 working days to submit his/her explanations.
- iii. Based on the written explanations submitted by the employee concerned and the strength of evidence presented, the NGO may choose to decide on the charges or pursue further investigation of the case.

Employees shall also lose their jobs under any of the following conditions:

(i) Voluntary Resignation

(ii) Redundancy of the Position

(iii) Retirement

Work Hours and Leave Policies

- Working hours have been fixed at 8 hrs of work per day and attendance will be duly noted.
- As far as leave entitlements are concerned; annual leave, sick leave, medical leave , bereavement leave for immediate family members and NGO-observed holiday leave will be provided.

Compensation and Benefits

- Salary structure and payment (in accordance to NGO guidelines)
- Other benefits (in accordance to NGO guidelines)

Workplace Conduct

- Employees must follow the code of conduct and ethics in accordance to the NGO guidelines.
- Proper dress code in accordance to the guidelines of the NGO shall be followed.
- Confidentiality shall be maintained with regard to official documentation or information which require maintenance of the integrity, confidentiality and privacy of such information with regard to any individual concerned.

Health and Safety

- Workplace safety measures will be ensured.

Performance Management

- Performance evaluations will be conducted.
- Proper training and development of the employees and volunteers will be carried out with suitable working conditions.

Grievance and Disciplinary Procedures

- Grievance handling process shall be smooth wherein the grievances of the staff shall be considered duly.

Legal and Compliance

- Compliance with laws shall be ensured without failure. Ensuring compliance with legal and regulatory requirements will help the NGO to maintain their credibility and avoid legal issues that could hinder their operations.
- Anti-corruption policy shall be followed strictly.

At the “Thankful Helping Hand”, we are committed to fostering a supportive, inclusive and ethical work environment that aligns with our mission and values. This handbook is designed to provide you with the information and resources necessary to navigate your role within our organisation effectively and responsibly. It is essential that all employees adhere to the policies and procedures outlined in this handbook. These guidelines are in place to ensure the

safety, fairness and integrity of our operations. By following these policies, you contribute to a workplace that is respectful, efficient and aligned with our ethical standards.

Thank you for taking the time to read and understand this employee handbook and joining us on this journey to make a difference. We look forward to having you as part of our team and in achieving our shared goals.