



**POLICY MANUAL**  
**Association of**  
**Asian Confederation of Credit Unions**

**Human Resource Policy**  
ACCUC No: 2

Page 1 of 9

|                                       |                                |
|---------------------------------------|--------------------------------|
| Subject: <b>Human Resource Policy</b> | Effective Date: March 13, 2012 |
| Issued By: Board of Directors         | Revised Date:                  |
| Approved By: Board of Directors       | Last Board Review Date:        |

## **SECTION 1: GENERAL POLICY**

### **1.1 Purpose of Document**

This document is designed to set out the basic policies governing the working relationship between the Association of Asian Confederation of Credit Unions (ACCUC), and its employees. In order to administer the employees of ACCUC, the Board of Directors decided to set up the following regulation on ACCUC employees:

1. ACCUC Board shall employ a qualified person to be ACCUC Chief Executive Officer, and shall allocate to him a necessary number of employees in order to fulfil the objectives as stated in the bylaws and to carry out any assignments as specified by the Board of Directors.
2. The Chief Executive Officer shall have the power and duty to administer, supervise and employ or dismiss all ACCUC employees.
3. The Board of Directors shall define the remuneration, fringe benefits and/or any other welfare of the Chief Executive Officer and key employees' level 6 and 7.
4. The remuneration of ACCUC's employees shall be according to the following classification and table of remuneration.



**POLICY MANUAL**  
**Association of**  
**Asian Confederation of Credit Unions**

Human Resource Policy  
ACCUC No: 2

Page 2 of 9

## **SECTION 2: SALARY and BENEFITS POLICY**

### **2.1 Establishment of Salary Levels**

The salary levels of staff shall be established on the basis of the following criteria: (a) nature and responsibility of the position; and (b) financial capacity of ACCUC.

| Level | Type of Post  | Remuneration Range<br>Baht per annum |
|-------|---|--------------------------------------|
| (1)   | Office helper, driver and equivalent post                                       | 92,000 – 198,000                     |
| (2)   | Clerk-typist, Accountant, Stenographer, Secretary and other equivalent post     | 129,200 – 298,000                    |
| (3)   | Sr. Secretary, Sr. Accountant, Sr. Stenographer, Translator and equivalent post | 180000- 398,000                      |
| (4)   | Administrative Assistant Sr. Stenographer, Translator and equivalent post       | 277,000 - 698,000                    |
| (5)   | Sr. Administrative Assistant Sr. Specialist, Sr. Technician                     | 369,200 – 1,098,000                  |
| (6)   | Advisor, Project Officer and equivalent post                                    | 500,000 – 1,798,000                  |
| (7)   | Chief Executive Officer   | 720,000 – 1,998,000                  |

### **2.2 Salary Adjustments**

Salary adjustments are normally made after the financial year-end performance reviews and budget approvals, and take effect at the beginning of each calendar year. They are determined by the CEO on the basis of the ACCUC staff performance guideline and the following criteria:

- Individual performance during the last year;
- Rate of inflation; and
- Financial capacity of ACCUC.

Each staff member will be informed in writing about his/her salary adjustment.

The Chief Executive Officer shall be empowered to define the increment of remuneration of the employee levels 1-5 within the budget following this scale:

| Annual Remuneration (Baht) | Maximum Increase |
|----------------------------|------------------|
| below 280,000              | 10%              |
| 280,001 – 560,000          | 8%               |
| 560,001 – 872,000          | 8%               |
| above 872,001              | 8%               |

The increase of annual remuneration may be considered at the start of a new fiscal year unless a change of employment contract and/or responsibility takes place.



**POLICY MANUAL**  
**Association of**  
**Asian Confederation of Credit Unions**

**Human Resource Policy**  
ACCUC No: 2

Page 3 of 9

### **2.3 Salary Payment**

The monthly salary is paid to an employee based on the division of the total annual remuneration by 13. The 13th month salary shall be paid during the last week of June. If an employee leaves ACCUC during the year, he/she is entitled to receive part of the 13th month salary in proportion to the period of employment of that particular year.

### **2.4 Severance Pay**

All employees upon their resignation or termination of employment without any charges of dishonesty and crime against ACCUC shall receive a severance pay equivalent to one-month salary per year of service. Half of a severance pay shall be paid on the last working day. The other half shall be paid after 30 days of the cease of employment. Or the staff may be entitled to claim their severance after five years continuous services based on the current salary rate received during the year of claim. The future severance will be calculated on the remaining period of service not considering the 5 years that have been claimed.<sup>1</sup>

### **2.5 Insurance**

All employees shall be insured against accidents at the maximum insured sum equivalent to their own annual remuneration. The minimum insured sum is Baht 320,000.

### **2.6 Annual Medical Check-up**

All employees shall be paid for an annual normal physical check-up at the hospital or clinic approved by the Chief Executive Officer.

### **2.7 Medical Expense Reimbursement**

All employees shall get a reimbursement for their own actual hospital bills within an amount equivalent to 3% (for staff paid Baht 553,840.00- and over annually) and 5% (for staff paid less than Baht 553,840.00- annually) of their annual remuneration.

### **2.8 CEO Car Expense Reimbursements**

The Chief Executive Officer may get reimbursement of his personal car expenses within an amount equivalent to 3% of his total annual remuneration if ACCUC does not provide an office car.

---

<sup>1</sup> Or the staff may be entitled to claim their severance after five years continuous services..... As amended on September 14, 2003



**POLICY MANUAL**  
**Association of**  
**Asian Confederation of Credit Unions**

**Human Resource Policy**  
ACCUC No: 2

Page 4 of 9

## **2.9 Family Subsidy**

Employees whose employment are still enforced on the 1st of July 1990 and receiving an annual remuneration below Bath 340,0000 shall be entitled to receive family-subsidy for a maximum of 2 children whose ages are not more than 18 at the rate of bath 400 per child.

## **2.10 Uniform**

All employees shall get a reimbursement for the uniform from office in equivalent to Baht 3,500 per annum.

## **2.11 Foreign Staff Lodging**

All foreign staff, who are based in Bangkok shall be entitled to reside in the ACCUC dormitory, however, if he/she chooses to reside outside, ACCUC shall reimburse actual housing rent but not exceeding Baht 5,000 per month.

## **2.12 Performance Incentives<sup>2</sup>**

The following additional performance incentives for staff are:

2.13.1 Punctuality Award – for staff without tardiness and absences during the year

2.13.2 Loyalty Award means rewarding staff with continuous service to ACCUC, without any disciplinary actions taken by the management to reprimand on unacceptable behavior or performance. The award will be presented at the General Assembly.

- 5 years service-Silver Award-Recognition Plague
- 10 years service –Golden Award-Ring with ACCUC Logo plus Plague
- 15 years service – Platinum Award - 2 Baht gold necklace

## **SECTION 3: EMPLOYMENT, ATTENDANCE & LEAVE**

### **3.1 Terms of Employment**

Any person recruited to the service of the Association of Asian Confederation of Credit Unions (ACCUC) shall devote himself/herself to the exclusive service of the ACCUC

No employee of the ACCUC shall, without the approval of the Chief Executive Officer, accept any remuneration or other offer from any organization whether it be a cooperative organization or otherwise.

---

<sup>2</sup> 2.13 is added to the policy as amended on September 15, 2003



# **POLICY MANUAL**

## **Association of Asian Confederation of Credit Unions**

**Human Resource Policy**  
ACCUC No: 2

Page 5 of 9

Any employee of ACCUC can be called upon to perform any duties within the competence of such officer, as and when such is necessary.

All employees working at ACCUC shall be subject to the directives and disciplinary control and shall be bound by the Office Policies of the organization already issued or as issued from time to time.

Any employee acting in contravention of the Office Policies or acting in a manner detrimental to the interests of the ACCUC shall be liable to dismissal or such other disciplinary action as may be deemed necessary. However, such employee will be given an opportunity to explain his conduct.

### **3.2 Termination of Employment**

Service with the ACCUC may be terminated in accordance with the contract of employment or by either party giving at least three calendar months notice of intention to terminate or by the payment of three months salary in lieu of notice.

Accounting to The Labour Protection Act B.E 2541 section 118, an employer shall pay severance pay to employee whose employment is terminated.

Dishonest performance of his/her duties or intentional commission of a criminal act against the employer will be processed according the The Labour Protection Act B.E 2541 section 119.

### **3.3 Personal Files**

The Administration Division will maintain a file for each employee. This will include:

- Letter of employment and related correspondence.
- Job description.
- Salary information.
- Personal information sheet.
- Photocopy of passport.
- Photocopy of work permit.

### **3.4 Promotion**

Vacant positions shall be made known to staff members in order to encourage internal applications, which shall be given careful consideration. Whenever possible, vacancies will be filled through internal promotion.

### **3.5 Retirement Age**

The official retirement age for the employees of ACCUC is 65 for both women and men or as provided in the contract.



**POLICY MANUAL**  
**Association of**  
**Asian Confederation of Credit Unions**

**Human Resource Policy**  
ACCUC No: 2

Page 6 of 9

### **3.6 Working Hours**

The ACCUC office is officially open from 8:30 am to 5:30 pm from Monday to Friday. Lunch break is scheduled between 12:00 to 1:00 pm.

### **3.7 Official Holidays**

Most of the holidays given by the Royal Thai Government will be observed. A list of such holidays will be circulated among the staff during December of the preceding year. Where the Royal Thai Government declares any working day as a Public Holiday for whatever reason, ACCUC will automatically remain closed on such day.

### **3.8 Signing of Attendance Register**

An Attendance Register will be kept at the reception counter and all staff is required to sign in the attendance register.

Any member of the staff leaving the office during office hours shall do so only with the prior permission of the Chief Executive Officer and shall leave a message with the receptionist indicating his/her destination and the likely time of return.

### **3.9 Annual Leave**

Employees of ACCUC are entitled to 10 working days of leave per calendar year. Annual leave may be taken in units of full or half days with normally a week's advance notice. All members of the staff should submit their leave applications to the Chief Executive Officer on the specified form. No employee may avail of leave without prior approval except in case of sickness.

### **3.10 Medical Leave**

The medical leave for ACCUC employees will be governed by the following:

- In case of hospitalization, the employee shall be entitled to first ninety days of medical leave with full pay on recommendation of the ACCUC Staff Physician.
- An employee shall be entitled to total of 12 days medical leave with full pay without hospitalization on production of a Certificate from a registered medical practitioner.



# **POLICY MANUAL**

## **Association of Asian Confederation of Credit Unions**

**Human Resource Policy**  
ACCUC No: 2

Page 7 of 9

### **3.11 Maternity Leave**

Female staff members are entitled to three months of maternity leave with full pay.

### **3.12 Conveyance**

Any member of the staff may be called upon to work after office hours or on Saturdays and Sundays or on holidays depending on the exigencies of the service. In such cases, staff members are entitled to conveyance. Meal cost plus leave in lieu of overtime pay.

## **SECTION 4: DUTY TRAVEL**

### **4.1 Type of Air Ticket**

For international flights, economy class travel is permitted with the approval of the Chief Executive Officer. Efforts should be made to use apex and excursion fare wherever possible.

### **4.2 Ticket Reconfirmation**

Ticket reconfirmation is the responsibility of the individual staff member and ACCUC will not be responsible for additional costs arising from failure to reconfirm.

### **4.3 Visas**

It is the responsibility of the travelling staff member to be aware of when a visa is required for duty travel. ACCUC will assist staff members to acquire any such visas, and cover the cost involved.

### **4.4 Passport Renewal**

ACCUC will cover the cost of the renewal of passport of staff members directly involved in business travel.

### **4.5 Reimbursement per Diem Allowance**

Employees who traveled abroad on assignments shall receive reimbursement for their necessary expenses such as meals, hotel-room and transportation of reasonable actual expenses. A personal phone call of a maximum of 5 minutes to his/her residence may be charged to the office if the trip is more than 5 days. Such a call may be charged once a week if the trip is more than 10 days. The travel-allowance will be paid at the rate of US\$ 10.- per day. The bank exchange conversion rate will be applied to convert to the Baht. A day is defined by 24 hours. A fraction of less than 5 hours shall be regarded as half-a-day.



# **POLICY MANUAL**

## **Association of Asian Confederation of Credit Unions**

**Human Resource Policy**  
ACCUC No: 2

Page 8 of 9

Employees, who travel on assignments with Thailand, shall receive reimbursement for their necessary expenses. If the travel is outside the provinces of Bangkok, Nonthaburi and Samutprakarn for more than 3 hours, the travel- allowance will be paid at the rate of Baht 180. - (Baht one hundred and Eighty) per day. A day is defined by 24 hours. A fraction of less than 5 hours shall be regarded as half-a-day.

### **4.6 Hotels**

ACCUC staff should stay in medium-priced hotel of good standard. In developed countries, three star hotels are recommended. In developing countries, three to four star hotels are recommended. All hotel requests that vary from the guidelines must be accompanied with an explanation.

### **4.7 Settlement of Accounts**

Staff members should file expense accounts within one week of their return to the office.

## **SECTION 5: CONSULTANCY ASSIGNMENTS**

### **5.1 Definition of Consultancy Assignments**

A consultancy assignment is a limited task (in time and scope) which is outside the regular work plan/budget and not covered by any on-going agreement between ACCUC and a partner. Such an assignment should be proposed by an organization which is willing to pay a negotiated fee to ACCUC for the service.

### **5.2 Who Can Assume a Consultancy Assignment?**

Any member of staff can assume a consultancy assignment as an addition to his/her work plan. This means that any such assignment is carried out in the name of ACCUC and must be in the area of expertise corresponding to the staff member's role in ACCUC

This edition of the Employees Policy takes effect on March 13, 2012. It cancels and replaces no. 25 – ACCUC Board Policy on Employees.

## **SECTION 6: APPLICATION OF LABOR LAW IN THAILAND**

The Thai Labor Law shall be applied in case any matter arising on Human Resource management is not covered in this policy.

***This HR is approved by the board on March 13 , 2013 with the immediate enforcement in Thailand***

*This edition of the Employees Policy takes effect on March 13 2012. It cancels and replaces no. 25 – ACCUC Board Policy on Employees.*





**POLICY MANUAL**  
**Association of**  
**Asian Confederation of Credit Unions**

**Human Resource Policy**  
**ACCUC No: 2**

Page 9 of 9

A handwritten signature in black ink, appearing to read 'Reynaldo', followed by a dashed line.

Mr. Reynaldo Gandionco  
Secretary

A handwritten signature in black ink, appearing to read 'Chalermphol Dulsamphant'.

Dr. Chalermphol Dulsamphant  
President