



Employee Personnel Manual



Republic of Palau
**SOCIAL SECURITY
ADMINISTRATION**

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Introduction

The aim of the Manual is to inform and answer some of the questions about the personnel rules and regulations of the Social Security Administration (SSA), to explain some of the working conditions and benefits you will enjoy as a member of the Social Security Administration organization. Please read the Manual carefully. If you have any questions regarding the contents of this Manual, the Administrator or his designee will be happy to respond.

The Social Security Administration is a public corporation established by the Social Security Act, RPPL 2-29 (the Act) of 1987, and subsequently amended by RPPL 3-64, coded PNC 41. It is a public corporation, wholly-owned by the National Government of the Republic of Palau. The purpose of the Act "is to effect economy and efficiency in the fields of government and business by providing for a Social Security System in the Republic of Palau under which persons covered may be ensured a measure of security in their old age or during disability, and may be given in old age an opportunity for leisure without hardship and loss of income, and, further, to provide survivor's insurance for their spouses and children".

1. Purpose and Scope:

1.1. The purpose of this manual is to articulate the general policies, rules, and regulations of the Social Security Administration of the Republic of Palau and how they affect employees and the management of the Social Security Administration (SSA).

2. Coverage:

2.1. The policies, rules, and regulations shall apply to all persons employed by the Social Security Administration except the Social Security Administrator or consultants hired for specific purposes. The provisions of this manual are not meant to expand or limit the jurisdiction of the Social Security Board of Trustees, whose authority is provided for by 41 PNC and its amendments and the Social Security By-Laws.

3. Guiding Principles:



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3.1. The following will serve as guiding principles, which the Social Security Administration shall apply in the implementation of the Employee Personnel Manual (the Employee Manual).

3.1.1. Recruiting, selecting, and promoting employees on the basis of abilities, knowledge, and skills including consideration of qualifications for initial appointment or promotion.

3.1.2. Providing equitable and adequate compensation.

3.1.3. Training employees, as needed, to ensure quality performance and services necessary to meet customer expectations and requirements.

3.1.4. Retaining employees on the basis of their performance and terminating employees whose inadequate performance cannot be corrected.

3.1.5. Ensuring quality management and employee relations.

3.1.6. Establish a framework for professional, ethical behavior and responsibilities.

4. Governance:

4.1. The purpose of this section is to explain the responsibilities of the Board of Trustees and the Social Security Administrator as they apply to the operations of the Social Security Administration.

4.1.1. Sole Authority: The Social Security Board of Trustees (the Board) is the sole governing and policy making body of the Social Security Administration. The Board's policies shall be administered by and through the Social Security Administrator. All policies of the Board shall be administered uniformly, unless otherwise specifically exempted by the Board, for reasons it deems justifiable.

4.1.2. Areas of Responsibility: Refer to the Social Security By-Law and the Social Security Act (the Act) (41 PNC as amended).

4.1.3. Appointing Authority: The Board is the sole hiring authority for the following positions within the Social Security Administration.



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4.1.3.1. The Social Security Administrator.

4.1.3.2. Consultants and/or investment firms who will perform services for the interests of the Social Security Trust Funds.

4.1.4. Authority of the Administrator: The Administrator is delegated by the Board, as the appointing authority, for all personnel assigned to the staff of the Social Security Administration and shall:

4.1.4.1. Approve, select, appoint, suspend, promote, and/or terminate the employees of the Social Security Administration.

4.1.4.2. Other policy matters falling within the jurisdiction of the Administrator under PNC 41 and the Social Security By-Law.

5. Absence of Personnel Policies:

5.1. The purpose of this section is to explain the requirements in the absence of policies.

5.1.1. In the absence of policy guidelines, the Administrator has the authority to act, upon consultation with the Board.

5.1.2. Procedures for Actions in the Absence of Personnel Policies: Actions taken outside the Board policy guidelines shall be reported to the Board in writing at their next regularly scheduled meeting. The written report shall include the description of the circumstances requiring action, type of action taken, date of action, parties involved, justification for action chosen. The report shall include, where appropriate, a proposed policy relating to the action in question for Board review and consideration.

6. Position and Classes of Positions:

6.1. The purpose of this section is to authorize the creation of the various positions within the Social Security Administration.



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6.1.1. Creation of Positions: The Board, upon recommendation by the Administrator, will create positions, which are necessary for the efficient performance of the duties and functions of the Social Security Administration.

6.1.1.1. The Administrator shall be responsible for the development of the job descriptions.

6.1.2. Position Classification: The creation of classes or classes of positions shall include the following:

6.1.2.1. Title of the position

6.1.2.2. Pay level and salary range

6.1.2.3. Brief descriptions of duties and responsibilities

6.1.2.4. Desirable knowledge, skills, and abilities for the position

6.1.2.5. Minimum educational qualifications and experience requirements.

7. Employment:

7.1. The purpose of this section is to provide policies for the orderly hiring of employees for the various positions within the Social Security Administration.

7.1.1. Policies

7.1.1.1. All personnel recruitment and all rules and regulations governing personnel in the Social Security Administration shall not discriminate on the basis of race, color, sex, religion, or age. Equal employment opportunities shall be provided to all applicants and employees.

7.1.1.2. The Administrator and all Social Security Administration employees shall engage in affirmative action programs to assure equal opportunity in employment and nondiscrimination in all Social Security Administration programs and activities.



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7.1.1.3. All personnel recruitment requirements shall be announced through notice of position vacancies published and distributed throughout the Republic of Palau, as practicable. Efforts shall be taken to assure that vacancy announcements reach all segments of the population in order to assure equal opportunity for all citizens.

7.1.1.3.1. Prior to an external announcement of a position vacancy, the Social Security Administration shall announce the position internally and determine whether there are any existing employees on the Promotion List (as described in Section 7.1.5) that meet the qualifications of the announced position and shall consider these individuals first.

7.1.1.4. The hiring supervisor shall have the responsibility to evaluate the qualifications of applicants for employment in his/her respective section in the Social Security Administration and make recommendations to the Administrator for hiring. The Administrator will interview all recommended applicants prior to hiring.

7.1.1.5. Evaluations shall be held for all initial appointments and promotions shall be job related in nature designed to reveal the capacity of the applicant to successfully perform the duties of the position for which the individual is applying.

7.1.1.5.1. The evaluation will consist of various combinations as appropriate to the position, as follows: (a) practical written examination, (b) performance test and/or work sample, (c) oral examination (interview), (d) rating of training and experience, (e) background and reference check, and (f) physical examination.

7.1.1.5.2. All eligible applicants shall be certified, ranked, and placed on an eligible list. Selections shall be made from eligible list.

7.1.1.5.3. Selection of eligible applicants shall be accomplished consistent with the merit principles of recruitment and selection shall be based on education, ability, knowledge, attitude, and skills.



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7.1.1.5.4. No person shall be appointed to, employed, and/or paid for service in the SSA until that position has been duly established and allocated to its proper class and salary by the Board.

7.1.2. Employment List:

7.1.3. Open List: Open list is a list of eligible applicants established pursuant to a vacancy announcement and containing names of candidates from outside and inside the Social Security Administration. This list shall contain names of all who applied and were found to be eligible. The List of Eligibility is a list of candidates who applied and certified to be qualified to fill the vacant position within the Social Security Administration.

7.1.4. A probationary employee has not attained permanent employment status and is thus not eligible to be on the list.

7.1.5. Promotion List: This list is composed of names of current permanent employees of the Social Security Administration who applied during a vacancy announcement and were certified as eligible for the position applied for, which is in the higher class with higher salary. The promotion list is valid for one year. Applicants on the promotion list shall be considered first. Priority of consideration as provided herein does not mean or imply guarantee of selection.

8. Probationary Period and Status:

8.1. A new employee hired shall serve a probationary period as follows:

8.1.1. The duration of 90 days of employment is a probationary period for all employees. This period is to permit an employee time to adjust to a new environment and to allow management an opportunity to observe and judge the employee's ability to perform the full range of job requirements.

8.1.2. During this period, the employee's job performance will be evaluated by their supervisor.



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- 8.2. Any employee who is promoted shall serve a probationary period of 90 days in the new position.
- 8.3. An employee serving a probationary period will be evaluated once within the probationary period. The evaluation report will be made no later than one month prior to the expiration of the probationary period. Such report shall recommend continuance of the employee in the service of the Social Security Administration, or dismissal from service.
- 8.4. If the new employee fails to render satisfactory service during the period of probation, the employee may be dismissed by the appointing authority for reasons given to the employee in writing. Dismissal while serving the initial probationary period is not subject to appeal.
- 8.5. If a promoted employee fails to render satisfactory service during the probationary period, the employee shall be served notice of the unsatisfactory performance and of intent to remove him/her from the position. The employee shall then be appointed to any vacant position for which qualified. The management will endeavor to place the employee within the Social Security Administration.
- 8.6. A new employee who is granted a leave of absence without pay during the probationary period shall be given credit for time served on probationary status if the employee returns to the same position within a month.
- 8.6.1. An employee who took a leave of absence without pay shall have the probationary period extended by the number of days taken without pay.
- 8.7. An employee who satisfactorily completes his/her probationary period shall be removed from the probationary period.
- 8.8. A new employee who is under the probationary period shall not be entitled to any employee benefits. Existing employees who are promoted to a new position and serving under the probationary period shall continue to receive employee benefits.



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9. Job Positions:

- 9.1. Management: The Board of Trustees shall cause to be adopted job positions for major classifications of management personnel.
- 9.2. Classified Staff: The Board of Trustees shall cause to be adopted job positions for the major classifications of classified personnel. The work designations should reflect the highest standards and deal only with duties inherent to that position.
- 9.3. All employees regardless of classification will be designated 40 hours of work per week. As a service organization, the time employees are to be on the job will normally be from 8:00 A.M. to 5:00 P.M. to accommodate our customers and workload requirements. Lunch hours will be scheduled by management to enable the Social Security Administration to service its customers efficiently.
- 9.4. The following employee classifications are used.
 - 9.4.1. Permanent full-time employee – Normally and consistently scheduled to work a 40-hour workweek and occupy a permanent position title in the Social Security Administration.
 - 9.4.2. Part-time – Normally and consistently scheduled to work less than a 40-hour workweek.
 - 9.4.3. Temporary – Hired to work for a limited, specified period of time regardless of the number of hours worked.

10. Compensation Policies And Practices:

- 10.1. The purpose of this section is to explain the compensation policies and practices that apply to employees of the Social Security Administration.
- 10.2. The Administrator and the Board of Trustees will consider the below job related factors in developing and establishing position and employee compensation policy, regulations, practices, and guidelines.



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- 10.2.1. Kind of knowledge required for satisfactory performance on the job, etc., knowledge refers to job skills or mental development acquired through experience and training.
- 10.2.2. Degree of complexity of thinking required for satisfactory performance on the job, etc., complexity refers to the difficulty and variety of problem solving associated with the job.
- 10.2.3. Kind of accountability, i.e., accountability refers to the degree of supervision received and the degree of control over other employees. Accountability includes the position's assigned level of impact on the organization and the degree of responsibility for financial and/or physical resources.
- 10.2.4. Kind of working conditions, i.e., working conditions are the extent and frequency of adverse, difficult, or strenuous working environment and physical demands placed on incumbents in the position.

11. Pay Periods:

- 11.1. The Social Security Administration pay period is fourteen days long. It begins every other Sunday at 12:01 A.M. and ends on the second Saturday at 12:00 midnight. There are 26 pay periods in a calendar year.

12. Pay Procedures:

- 12.1. Paydays are on the following week Wednesday (eleven days) after the payroll period and cover time worked during the current pay period. All employees will receive payment via direct deposit to their respective designated financial institutions. In the rare event that a physical payroll check is generated, employees will receive their paychecks from the staff designated to give out checks. Any problem regarding your pay should be directed to the Administrator who will report any error to an employee responsible for payroll. If there is a discrepancy, the necessary adjustments will be made.
- 12.2. If an employee is absent on payday, and a physical payroll check has been generated, his/her check will be held until it is picked up by the employee or someone who has been authorized by the employee. This can be done by signing an authorization letter advising SSA, who will pick up the paycheck. The



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authorization letter will be filed in employee's job folder and considered valid until changed by the employee. No check will be mailed, unless there is an authorization letter to the Social Security Administration. A person authorized to pick the employee's pay check must sign for the check.

13. Payroll Deductions:

- 13.1. Those deductions required by law are withheld from the employee's check each pay period. They include income tax, social security, National Health Insurance, pension plan, and any legal garnishment.
- 13.2. Other deductions require an employee's written authorization and are subject to the Social Security Administration's sole discretion whether to administer and process such deductions/allotments.

14. Overtime Pay:

- 14.1. Over time pay is granted only to non-management staff.
- 14.2. Overtime shall mean hours of work assigned by a supervisor to an employee, which is in excess of 40 regular hours in a workweek. For the purpose of the overtime, the workweek is considered to be five (5) consecutive days within the seven (7) days period between midnight Sunday to the following Saturday at 12 midnight.
 - 14.2.1. Only hours actually worked count towards the 40 hour weekly threshold. Regular hours are considered to be based on actual hours worked and do not include annual leave, sick leave, or holiday leave.
- 14.3. If an employee works overtime with no annual or sick leave in a given week and was tardy to work, the employee must first use the overtime to replace the tardiness on that given week and the remaining time may be claimed as overtime. In no event may annual leave be applied against any tardiness on a given week.
 - 14.3.1. When an employee clocks in on or before seven (minutes) past the SSA's official daily start time of 8:00am; the difference in time shall not require the application of overtime to replace the tardiness; however, and



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time an employee's time card is stamped later than 8:00am the employee shall be considered tardy.

14.3.2. Excessive tardiness may lead to disciplinary action, including termination.

14.4. Overtime shall be paid at the rate equivalent to one and half times the employee's hourly rate of pay

14.5. Approval: Overtime work requires prior approval by the employee's supervisor and authorization by the Administrator or his/her designate. Without this approval and authorization, an employee is prohibited from performing overtime work.

14.6. Overtime forms must be completed and turned in on the Friday of the payday week or at the latest the following Monday no later than 2:00pm.

15. Holiday Work Compensation:

15.1. All employees are excused from duty with pay on holidays declared by the Board and/or the President of the Republic of Palau. An employee who is required to work on a holiday shall be paid at the rate equivalent to one and half times the employee's hourly rate of pay. The following are recognized as paid holidays:

- New Year's Day
- Youth Day
- Senior Citizens Day
- ROP Presidents' Day
- ROP Constitution Day
- Labor Day
- Independence Day
- Memorial Day
- ROPSSA Anniversary
- United Nations (UN) Day
- Thanksgiving Day



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- Christmas Day

15.2. Holidays will be observed on the day that the National Government designates.

16. Leave Policies:

16.1. The purpose of this section is to explain various categories of leave policies available to employees of the Social Security Administration. Leave of absence from the Social Security Administration is for the benefit of the employee and the Social Security Administration. When the leave(s) is granted, it is considered to be for legitimate reasons.

16.1.1. Annual Leave - Annual leave with pay may be granted as vacation time or may be granted intermittently to allow the employee time off to conduct personal business during working hours, and shall require approval by the respective supervisor and Administrator.

16.1.1.1. Leave Entitlement: Annual leave may be accrued for each year of service in the Social Security Administration as follows:

16.1.1.1.1. Thirteen (13) days per year or four (4) hours per pay period for employees with less than three years of service to the Social Security Administration.

16.1.1.1.2. Nineteen (19) days per year or six (6) hours per pay period for employees with three but less than ten years of service.

16.1.1.1.3. Twenty-six (26) days per year or eight (8) hours per pay period for employees with ten or more years of service.

16.1.1.1.4. Accrual of Annual Leave: For employees that are working for the Social Security Administration prior to initial adoption by the Board of this employee manual, the maximum accumulation of annual leave for employees shall be three-hundred and sixty (360) hours. On the three year anniversary after the adoption by the Board of this employee manual, the maximum accumulation of



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annual leave for employees shall be two-hundred and forty (240) hours for existing employees. Thereafter, any excess over such maximum shall be forfeited unless taken before the end of the calendar year in which such excess was accumulated.

16.1.1.1.4.1. For employees hired after the initial adoption by the Board of this employee manual, the maximum accumulation of annual leave for employees shall be two-hundred and forty (240) hours. Thereafter, any excess over such maximum shall be forfeited unless taken before the end of the calendar year in which such excess was accumulated.

16.1.2. Leave Application Submission

16.1.2.1. Applications for leave shall be made at least two weeks before the proposed starting date. Leave Application Forms will be submitted to the applying employee's immediate supervisor for his/her approval, then to the Administrator for final authorization.

16.1.3. Sick Leave: The purpose of sick leave is to protect the employee from loss of pay due to absence from work because of own illness. In the event of absence due to sickness, an employee must notify the Administrator or immediate supervisor as early as possible on the morning of each day they are unable to report for work. Sick leave entitlement is as follows:

16.1.3.1. Employees will earn thirteen (13) days per year or four (4) hours of sick leave per pay period.

16.1.3.2. An absence from work for three (3) or more days, requires a note from the doctor or physician. This does not prevent the supervisor from asking an employee to provide a written note from the doctor, that an employee was sick and could not come to work for a day or two.

16.1.3.3. Notification. An employee falling sick should arrange for his/her immediate supervisor to be notified of the illness and his/her inability to report to work, at the earliest opportunity.



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- 16.1.3.4. Medical Certificate. One-day Absence: does not require a medical certificate. However, uncertified one-day sick leave shall not exceed six (6) un-consecutive working days in any calendar year. When an employee has taken six uncertified days of sick leave in a single calendar year, a medical certificate will be required for all further one-day absences on the grounds of sickness.
- 16.1.3.5. Absence said to be due to illness immediately before or after an authorized paid vacation, holiday or long-weekend will be charged to vacation, unless supported by a medical certificate and approved by the Administrator.
- 16.1.3.6. Longer Absence. Absences for sickness of more than three-day require the presentation of a medical certificate from a registered medical practitioner. Failure to produce a medical certificate will result in an automatic deduction of salary for the relevant period of absence.
- 16.1.3.7. Sickness while on Leave. Should an employee on leave fall sick, the period of sickness will not be regarded as sick leave. However, should the illness prove serious and extend for a period greater than three (3) days beyond the originally approved vacation period, a case for that period to be regarded as sick leave may be submitted to the Administrator for consideration.
- 16.1.3.8. No sick leave entitlement applies in the first three months of employment.
- 16.1.3.9. Sick leave for part-time staff is pro-rata to the number of hours worked.
- 16.1.3.10. Temporary staff are not entitled to paid sick leave.
- 16.1.3.11. Accrual Sick Leave: Sick leave accrued during the year and unused at the end of the year may be carried over to the next year of employment. Accrued sick leave found in the employee's records at the time of termination will not be paid out in cash.



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- 16.1.4. **Maternity Leave:** Maternity leave with pay shall be granted to an employee who is absent from work due to childbirth. This leave shall be limited to one month from the date of childbirth (cesarean section child birth is granted one and half month) and is granted without charge against the employee's accumulated sick leave or annual leave. Any leave taken in excess of one month which is necessary for the employee's and/or the child's well being is chargeable against the employee's accumulated annual leave.
- 16.1.5. **Paternity Leave:** An employee may be granted paternity leave for a maximum of three days after spouse's delivery. If the delivery occurs in a weekend, or a public holiday, then such date is taken into consideration and is counted as part of the paternity leave. Employee must apply in advance in accordance with procedure for requesting leave or absence from office. The actual date, may be tentative. This leave is granted without charge against the employee's accumulated sick leave or annual leave.
- 16.1.6. **Administrative Leave:** Administrative leave is authorized absence from work to vote in state and national election, to attend meetings, staff development activities, conferences, or community service, such as helping the state or national government with activities or national disaster declared by the ROP President, etc. Such leave should not be charged to the employee's accumulated annual leave. Administrative leave shall be applied for and approved in advance by the employee's supervisor and Administrator. The work load and availability shall be taken into consideration in the granting and authorizing of administrative leave.
- 16.1.7. **Compassionate Leave:** Compassionate leave is restricted to absence necessitated by the death of an immediate member of the family. Immediate members of the family, for the purpose of this instruction, are: an employee's spouse, children, father or mother, sister, brother, spouse's father or mother.
- 16.1.7.1. **Period of Compassionate Leave:** Compassionate leave of up to five (5) days, including the day of the funeral, will be granted on application to any employee on the death of an immediate member of the employee's family.



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16.1.7.2. Leave in excess of five (5) days will be deducted from the employee's normal annual leave entitlement.

16.1.7.3. Leave for the Death of Other Family Members: Leave will be granted in special circumstances at Administrator's discretion but such leave will be deducted from the applicant's normal annual leave entitlement.

16.1.8. Personal Leave: One day of personal leave is granted to an employee per calendar year.

16.1.9. Absence without Leave or Authorization: When an employee is absent from his place of work for half a day or more without leave of absence or reasonable excuse, his/her immediate supervisor shall submit a report to this effect to the Administrator recommending a pay or annual leave entitlement deduction.

16.1.9.1. Habitual tardiness in reporting to work or leaving work early without authorization will be accumulated and charged against annual leave entitlement.

16.1.10. Compensation for Leave in Special Circumstances: In the event of an employee retiring or resigning, the employee at the sole discretion of the Administrator shall receive the proportionate salary for leave outstanding and accruing as a cash payment.

16.1.10.1. In the event of the death of an employee, outstanding and accruing leave salary entitlement shall be deposited with his/her legal representative(s).

16.1.11. A Leave Roster, providing details of the tentative leave plan for the following calendar year of each employee in the section, is to be submitted to the Administrator before November 30th of each year.

17. Retention of Leave:

17.1. Leave accumulated prior to implementation of this Manual, will be retained by each employee.



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18. Retirement

18.1. Age of Retirement: All employees must retire at age 60.

19. Employment Benefits:

19.1. This section is to explain the additional benefits that are available to the employees of the Social Security Administration. In addition to the leave, salaries, etc., the following benefits are extended to the employees of the Social Security Administration. The Social Security Administration shall provide all employees the employer's share for the following, unless exempted by law:

- Social Security
- ROP Retirement Plan
- National Health Insurance

19.2. Line of Duty Injury - is defined as a result of on the job injury, related medical treatment of the injury, or death as the result of an on the job injury.

19.2.1. An employee who suffers from an on-the-job injury, will be carried on the payroll with full pay status without charge to sick leave or any other leave until the personal physician certifies that the employee is fit to return to work.

19.2.2. Employees are required to participate in the ROP Retirement Program and National Health Insurance in effect at the time of employment. The employee may elect to participate in the Medical Health Plan available to Social Security Administration employees.

19.2.3. The Social Security Administration shall provide the employer's share if the employee has his/her own retirement or medical health plan.

20. Performance Evaluation:

20.1.1. The performance evaluation of an employee is for improvement of the employee job performance. The evaluation of the employee's work performance will be used to provide a measure of the employee's level of



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performance and effectiveness in providing service to the Social Security Administration and its customers. The evaluation report will be used as a basis for any of the following personnel related actions:

- Employee improvement program/staff development
- Granting of pay increase
- Determining employee's suitability for the job or promotion
- Determining performance bonus awards (if applicable)
- Providing career development counseling

20.1.2. All employees of the Social Security Administration shall be evaluated at least once a year. Such evaluation must occur at the end of the work (fiscal) year.

20.1.3. Purpose: The performance evaluation system is designed primarily for the purpose of appraising each employee on how well he is discharging his duties and responsibilities, and of indicating areas in his performance where he could be more effective in the application of his knowledge, skill, and abilities. It provides a means for letting the employee know where he/she stands with the organization.

20.1.4. Coverage: Every employee shall participate, with his supervisor, in periodic evaluations of the employee's achievement of established standards of performance.

20.1.5. Responsibilities: The employee's immediate supervisor and the Administrator shall work together with the employee to develop realistic original standards of performance, in terms of what the employee's job demands are and the level of results to be achieved. In addition, the supervisor and the employee shall meet in conference to objectively and consistently evaluate the employee's performance, in terms of the standards established and to mutually revise his performance standards upon review of his/her development in the job. When improvement in the employee's performance is desired, the supervisor must explain to the employee in writing how such improvement is to be achieved.



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20.1.6. Due Dates: Original standards of performance shall be developed as a major factor in an employee's orientation to a new job. Performance standards review and revision conference may be held, as necessary. A performance evaluation conference shall be held prior to an employee's appointment to a permanent position or other change in position status.

20.1.6.1. Permanent employees shall be given written performance rating annually, before the end of the fiscal year. A copy of the performance rating shall be given to the employee.

20.1.6.2. Employees serving probationary period shall be given a written performance rating at the end of the first three months of the their probationary periods, except that the final rating shall be submitted no later than two (2) weeks prior to completion of their period of probation.

20.1.6.3. Impact of Rating: Annual written performance ratings are the basis for granting or withholding salary increases.

20.1.6.3.1. Annual written performance ratings serve also as one factor in selection for promotion or in determining retention status in cases of reduction-in-force.

20.1.6.3.2. As a matter of Policy, employee's rating will determine the percentage of salary increase from year to year. Reference the Social Security Wage and Salary policies and procedures.

21. Separation:

21.1. The purpose of this section is to explain the various processes of separation from the Social Security Administration.

21.1.1. Resignation - An employee may resign from the Social Security Administration employment with three weeks' notice of intent to resign.

21.1.2. Termination for Medical Reason(s) - An employee shall be terminated when evidence of incapacity to perform his/her duties as spelled



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out in his/her job description as substantiated by a duly authorized physician.

21.1.3. Termination of Employment - The employee may be terminated or suspended without pay, under the following conditions:

- Embezzlement
- Incompetence
- Use of or trafficking of illegal substances/drugs
- Inexcusable neglect of duty
- Conviction of a felony
- Under influence of drugs or alcohol during working hours.
- Willful damage to Social Security Administration property
- Willful damage to the Social Security Administration's reputation

21.1.4. Upon separation, all employees shall return any and all Social Security Administration property, including pass codes, keys, documents, etc.

22. Employee Discipline:

22.1. The Administrator has the sole authority to take formal disciplinary action against an employee for the following reason(s):

- Any of the items spelled out under 21.1.3 above
- Dishonesty
- Insubordination
- Misuse of the Social Security's property
- Intemperance
- Inexcusable absence from work without leave
- Fraud in securing employment
- Discourteous treatment of the public or other employee
- Other failure of good behavior either during or outside of duty hours which is of such a nature that it causes discredit to Social Security Administration



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- 22.2. These are only a few of the situations that may lead to discipline, including termination of employment. The Social Security Administration reserves the right to impose discipline when/if any Security Administration policies are abused or ignored.

23. Disciplinary Procedures:

- 23.1. The Administrator has the sole authority to terminate or suspend an employee. The decision to terminate or suspend an employee must be in writing and must outline the reasons for such action.

23.1.1. Delivery of Notice: The employee shall be required to sign and date the notice as an acknowledgment of receipt.

23.1.2. Right to Dispute the Administrator's Action: The employee may challenge any disciplinary action by filing a written dispute for reconsideration with the Office of the Administrator within seven (7) days of the effective date of the disciplinary action. Upon the receipt of such a challenge, the Administrator must render his/her written decision reversing, modifying, or upholding the disciplinary action within five(5) working days.

23.1.3. Appeal to the Board: To appeal the Administrator's decision, the employee must file a written request with the Chairman of the Board, stating the reasons why the reconsideration by the quorum/full Board is necessary. The employee must file a written request for reconsideration within seven (7) working days upon the receipt of the Administrator's decision. The Board must render its decision within seven(7) working days from the date of the receipt of the request.

24. Nepotism:

- 24.1. The hiring of persons in a supervision-subordinate relationship is prohibited. This includes the following relationships:

- Spouse
- Child, including stepchild
- Brother or sister



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- In-laws (parents, brothers, sisters, sons, daughters, etc.)

24.2. Exception: The Board may grant exceptions to the above prohibitions only when such exception is in the best interest of the Social Security Administration.

25. Social Security Employee Code of Conduct:

25.1. Basic Principles

25.1.1. Public Confidence: Customers have the right to expect the staff of the Social Security Administration is of the highest integrity and competence and that they treat all customers fairly, reasonably and equitably.

25.2. Conflict of Interest

25.2.1. Employees must be aware of the risk of being placed in a situation where a "conflict of interest" might occur. Examples of this could be:

- Being asked for a special treatment regarding benefit qualification by a family member.
- Referring Social Security Administration customers to businesses in which the employee, or a family member, has an interest.

25.2.2. Any employee who thinks they are/may being placed in any such situation, must immediately refer to the Administrator.

25.3. Acceptance of Gifts

25.3.1. Employees of the Social Security Administration should not seek gifts, donations, or sponsorships. However, in situations where refusal will cause offence, then the gift is to be declared by the recipient to the Administrator or the Chairperson of the Board of Trustees, if a Trustee is involved. Proven cases of infringement will be dealt severely by the Social Security Administration.

25.4. Personal and Professional Behavior



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25.4.1. Employees will perform any duty associated with our positions, diligently and impartially to the best of our ability. Employees' actions and advise will always conform to approved policies and procedures and relevant law, and believe that all business and organizations, including the Social Security Administration, should avoid causing and adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well being of society at large.

25.5. Public Comment and the Use of Official Information

25.5.1. Employees of the ROPSSA will only disclose information whose release has been approved by the Administrator of the Social Security Administration, specifically, only those related to approved benefit policies and other related Social Security Administration matters.

25.5.1.1. News releases to the media are made through the Administrator or the Chairperson of the Board, or with their prior approval.

25.6. Use of Official Facilities and Equipment

25.6.1. It is expected that employees will be: (1) Efficient and economical in the use and management of Social Security Administration resources; (2) scrupulous in their use of Social Security property and services and must not permit their abuse by others; and (3) mindful of the use of environmentally, friendly, and recycled material wherever possible.

25.6.2. Employees are only entitled to use Social Security Administration equipment for legitimate Social Security Administration purposes. Any personal use must have the prior approval of the Administrator. Examples of this could be:

- Use of telephone/ fax equipment/ personal computers
- Photocopying
- Social Security vehicles

25.7. Outside Employment



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25.7.1. A Social Security Administration employee may engage in outside employment only if such employment is not in conflict with the duties and responsibilities of his/her position in the Social Security Administration.

25.7.2. An employee engaged in outside employment must notify the Social Security Administrator of such employment at least five (5) working days before commencing outside employment.

25.7.3. The Administrator has the sole authority to determine whether an outside employment is in conflict with the employee's duties and responsibilities with the Social Security Administration. The Administrator must notify the employee of his/her decision in writing, stating the reason(s) why such employment should not be accepted.

25.8. Political Participations and External Board Appointment

25.8.1. Employees are encouraged to exercise their right to vote in any public office, or political office. Active participation is prohibited except for appointment by the President of the Republic and States representative.

25.8.2. Employees need to ensure that their participation in political matters does not bring them into conflict with their primary duty as Social Security Employees; they are to serve the general public.

25.8.3. Employees shall seek Board approval prior to the appointment to any outside Board.

25.9. Privacy & Confidentiality

25.9.1. Employees must not discuss any of the Social Security Administration's business, or the business of any of its customers, with any person outside of the Social Security Administration. Employees must not remove, or allow others to remove, any documents of the Social Security Administration, or documents regarding customers, without prior authorization of the Administrator.



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25.9.2. Employees must not remove, or allow others to remove, any documents of the Social Security Administration, or documents regarding customers, without prior authorization of the Administrator.

25.9.3. The integrity of the Social Security Administration relies on confidentiality and any abuse of this will be dealt with as a serious breach of conduct resulting in termination of employment.

25.10. Workplace Safety

25.10.1. Employees will work to ensure the workplace is a safe and healthy working environment and we will be considerate to the needs of customers and fellow employees.

25.11. Personal Conduct

25.11.1. The way in which staff conducts themselves inside and outside the Social Security Administration, whether during normal working hours or not, affects the image of the Social Security Administration. Accordingly, high standards of conduct are expected from employees.

25.12. Application of Code of Conduct

25.12.1. No set of rules can be all encompassing. When an employee is faced with a situation, where the employee believes the code is silent or the employee is in doubt to the interpretation, the employee shall seek clarification from their supervisor.

25.12.2. Employees are encouraged to form the habit of seeking clarification from supervisors when in doubt.

26. Revisions or Amendments:

26.1. The rules and regulations stated in this Manual may be revised or amended, provided such revision or amendment is submitted in writing to the Board through the Administrator, at least five (5) days prior to the next scheduled Board meeting, excluding the Annual Meeting of the Board, which agenda is limited to the organization of the Board.