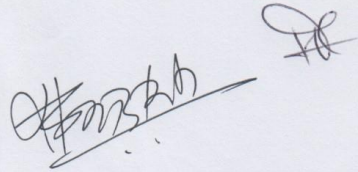


Amnesty International Nepal

Operational Manual



PURPOSE OF THIS MANUAL

This manual has been prepared to systematize operations of Amnesty International Nepal based on global standards of Amnesty International and also the standard procedures to be applied for NGOs in Nepal.

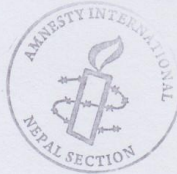
No office manual can anticipate every circumstance or question regarding organizational policy. The manual covers many of the more common issues about which the organization may be concerned. This manual acts as a general guide for operations of Amnesty International Nepal.

The policies and procedures contained in this manual, and amendments, revisions or other material that may be distributed from time to time may be changed by Amnesty International Nepal at any time at its discretion as business, employment legislation, and economic conditions dictate.

Note:

The rules and procedures set out in this manual replaces all other previous rules and procedures of Amnesty International Nepal.

This Manual shall come into enforcement upon signing by the National Board on 3 February 2018 except as in contrary to the Staff Regulation which will be revised in due course.



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A. TYPES OF EMPLOYMENT



1. REGULAR FULL TIME EMPLOYEES

- 1.1 A regular full time employee will be issued an employment contract and is required to work for 40 hours per week. They are eligible for all the benefits provided by the organization such as **medical allowance/insurance, Provident Fund, Gratuity, Leave, Festival Expenses**, etc.
- 1.2 All full time employees are subject to a probation period as mentioned in the staff bylaws or employment letter. Unless otherwise specified, the policies described in this manual apply to all regular full time employees.
- 1.3 The candidates are selected in compliance with Recruitment policy for full time employees. The Director of Amnesty Nepal will map the Job Description and share with the Board if needed. In case of hiring Director, the Board Chair will do this. Office Manager will help in advertising the jobs and short listing the applications. The Director will decide the selection panel and will take the final call (Board Chair does this role in case of selection of Director).

2. INTERNS

- 2.1 Interns are hired for a maximum period of three months, on a project and voluntary basis with no pay. They are not eligible for any benefits and leaves except for the days off during the weekend, national holidays. However, they will have to comply with the Sexual and Harassment as well as other Policies of the Organization. The concerned Department will be the final authority in the selection of interns.

3. STAFF FOR SHORT TERM TO MANAGE TRANSITION

- 3.1 In the circumstances to manage transition (to cover-up the work until an employee is recruited in the post), the Director may arrange for a short-term management. However, the person to be thus hired should be well experienced or have proven ability to work efficiently in the post to be recruited in an interim period. Such staff can not be hired for more than a period of three months.
- 3.2 Staff in interim basis may be hired for full time positions based on their performance. Such staffs are eligible for a monthly salaries and certain benefits such as leave, days off during the weekend and national holidays, will have to comply with the AI's Policies including Sexual Harassment. Such staff are not covered under insurance.
- 3.3 Director can take a final decision in the selection of staff and has to communicate the outcome of the selection process to the National Board Chair.

4. CONSULTANTS

- 4.1 Specialized, temporary work force are hired as fixed term consultants. The duration of engagement varies depending on the nature of projects as per approved project plan.
- 4.2 Such consultants are not eligible for benefits enjoyed by the full time employees but will have to comply with the AI's policies including Sexual Harassment.
- 4.3 The terms of reference for this consultancy will be mapped to the salary grade and accordingly the consultancy fee is decided. Director will take the final call in the selection of the Consultants but will also have to communicate to the National Board.

B. RECRUITMENT POLICY

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Recruiting and selecting the right people is of paramount importance to the continued success of Amnesty International Nepal. This recruitment policy provides generic guidelines on recruiting new talent for the organization based on merit and without any bias or discrimination.

1. All open positions will be published in at least one national newspaper and in other spaces including AI Nepal's website.
2. Relatives may not be in the selection panel or may declare conflict of interest in case of particular candidate. A relative is defined as any person who is related by blood or marriage.
3. Amnesty International Nepal encourages employees to apply for open positions for which they are qualified. Under most circumstances, all open positions would be available to employees who meet the eligibility criteria, as listed below:
 - 3.1 The employee must be in her/his current role or in junior position at the same unit for six (6) months
 - 3.2 The employee must meet acceptable performance expectations in her current position.
 - 3.3 The employee must inform their manager about their interest in the other role. No manager is allowed to stop the employee from applying for a new role.
 - 3.4 The employee will go through the standard hiring process.
 - 3.5 If the employee is found suitable, the terms of transfer to the new role will be discussed by the Director and all transition related activities should be completed within 30 working days from the date of the hiring date.
4. Candidates will be assessed on job knowledge and behavioural skills. Different forms of assessment will be used to assess the candidate's suitability for the job, including but not limited to, application forms, CVs, references, written test, interviews, presentations, role-play, and tests.

C. REFERENCE CHECKS

Amnesty International Nepal will verify and validate information given by the candidate during the recruitment process in order to ascertain suitability for employment. This will be done through reference checks from the candidate's previous employment, as authorized by the applicant. Amnesty International Nepal holds the right to terminate employment if there is wilful falsification or misrepresentation in the employee's application for employment, other work records. The employment offer is subject to a satisfactory reference check.

D. EQUAL EMPLOYMENT OPPORTUNITY

Amnesty International Nepal is committed to employment equity, welcomes diversity in the workplace and encourages applications from all qualified applicants. This includes women, members of caste, religious and sexual minorities, people from all regions and persons with disabilities. Equality and diversity is at the core of our values and the staff is expected to work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of all staff is valued and respected.

Equality and diversity are core to our values as an organization. Staff members are expected to work collectively and individually to promote a constructive and sensitive approach to colleagues from different backgrounds, and value and respect their work.

E. EMPLOYEE DETAILS & PERSONNEL FILE

Employees must submit all relevant documents and information as requested, at the time of joining. It is important that the employees notify the Human Resource (currently Office Manager) about any changes, such as:

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- Legal name
- Home address
- Home telephone number
- Person to call in case of emergency
- Marital status
- Photo ID



The employee has the right to request copies of all documents that she/he has signed.

F. DRESS CODE

All employees are expected to dress and groom themselves in accordance with accepted social and cultural standards.

G. ORIENTATION PROCESS

The orientation program starts with completing joining formalities, which provides an opportunity to the new employee to discuss some of or her/his immediate concerns and clarify doubts about being employed at Amnesty International Nepal.

During this the organisation will endeavour to facilitate, clarify, support and provide feedback to the employee based on formal and informal interactions, to ensure that the employee gets an opportunity to succeed in the position hired for. The deliverables will be reviewed during one-on-one meetings and any areas of concern & need for improvement will be identified. It is the responsibility of both the Line Manager and the concerned employee to document all the formal interactions, which will be used at the time of review.

The in-depth orientation process for all new hires consists of two phases:

1. The Organisation Overview: The leadership team provides all new hires with an overview of the organisation and policies & procedures to be followed.
2. The Team Orientation Program: The Office Manager, by engaging Director as required, provides all new hires with the information related to their team, and their role and will review the job description and role expectations with each new hire. Some teams may also assign buddies to the new hires.

H. WORKING HOURS

Amnesty International Nepal is committed to providing a work schedule that is fair, flexible and balanced to meet the mutual requirements of the organization as well as its employees. All employees are expected to follow the work and leave guidelines and are required to consult Office Manager, their line manager or the Director as appreciate if they have any queries.

1. Each employee is normally expected to work 40 hours per week, from 09:00 am – 5:00 pm, Monday to Friday. This includes break for lunch.
2. Employees are expected to be punctual and maintain working hours.
3. If an employee is absent from work for five continuous days without prior permission or notice to the Office Manager or the line Manager or the Director, it will be considered as a case ripe for taking action against the employee.
4. Excessive absences, abuse of Amnesty International Nepal's leave policy or failure to report absences on time may lead to disciplinary action including dismissal.

I. WORK FROM HOME GUIDELINES

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In order to promote work-life balance, and to provide individual flexibility, Amnesty International Nepal permits employees to work from home, provided the nature of their work allows this option to be taken as required.

1. It may be difficult to 'work from home' for employees in roles/positions such as Office Manager and Accounts because of the nature of their work over extended period. For all employees whose nature of work permits the use of this option, it can be availed no more than 4 days a month, with the prior written permission of the manager, provided s/he has no pressing issues, appointments, or meetings in the office.
2. The employee needs to update her/his manager, Office Manager and Director as appropriate via email, failing which it will be marked as leave. The employee needs to ensure necessary infrastructure needed to communicate with team members and is expected to be fully involved in activities that need their participation. As a professional courtesy and good practice, employees must keep team members with whom they are actively collaborating, informed about their availability.
3. In exceptional cases (emergencies at home like to take care of ailing parents, siblings, spouse/partner, children etc.) this can be extended beyond one day a week but with prior approval from the Office Manager, Line Manager and Director as required.

J. WORKING ON WEEKENDS / OUTSIDE OFFICE HOURS

1. Though it is not expected in normal circumstances, the employees may be required to work on week-ends or overtime in exceptional circumstances when there are urgent matters that need to be resolved.
2. Though it is not expected in normal circumstances, the employees may be required to answer their phones, check their emails, or respond through social media on week-ends or before or after office hours during times of unforeseen emergencies or as required.

K. TIME OFF IN LIEU (TOIL) / COMPENSATORY TIME OFF

The purpose of TOIL is to compensate full time employees for significant extra working time over and above the normal working hours on weekends and public holidays for completing or meeting work requirements / goals. This will not apply to extra time put in routinely on weekdays, because the flexible nature of timings permitted by the organization.

1. If an employee has worked at least four hours on a non-working day (i.e. weekend or public holiday), then s/he is eligible for a 1/2-day of TOIL. Similarly, if an employee has worked for 6 hours or more on a non-working day, s/he is eligible for 1-day TOIL
2. TOIL is not applicable in the following situations:
 - time spent in capacity building & training sessions, whether onsite or offsite,
 - during travel, whether local, domestic or international, or
 - in case of unforeseen office emergencies where everyone is expected to pitch in and support the effort to overcome the problems faced in the mutual self-interest.
3. A TOIL approval form must be used and requests must be submitted in writing by an employee and approved by the Director.
4. TOIL must be availed within end of December of the running year of credit after which such leave will automatically lapse.
5. Accumulated TOIL leave can be used by the employee in consultation with the line manager and following the same procedure as availing regular leave. The line manager has the prerogative to approve or decline the requested leave, taking into consideration the prevailing and anticipated departmental workload and priorities as well as availability of other team-members for back-up and other relevant factors.
6. It is the line manager's responsibility to verify the validity and need for TOIL. The approved TOIL form must be forwarded to HR/Payroll for updating the leave records of the employee. Once availed, TOIL will be reduced from

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the leave records accordingly. If the approval form is not forwarded to HR/Payroll, the time-off will be debited as regular earned leave or treated as loss of pay (LOP) leave.

L. PROBATION PERIOD & CONFIRMATION

1. The probation period for all full time employees six months.
2. After completion of the probation period, the Line Manager will set up a formal meeting with the employee to jointly review the job description and its deliverables.
3. During probation, if there is little or no progress made by the employee, s/he will be given a formal 30 days' notice that s/he is, in all likelihood, not going to be confirmed. Line Manager will take a final call in confirming / not confirming an employee based on the performance.
4. Reasons for ending employment during probationary period include, among others, poor conduct, unsatisfactory performance, poor attendance, repeated lateness and unsatisfactory references.
5. Completion of the probation period does not guarantee continued employment for any specified period of time. Also, unless and until an employee's service is confirmed in writing, s/he is deemed to be on probation.
6. Dismissal for unsatisfactory performance may still take place after the probationary period on the same conditions that apply to all other employees.

M. OPEN DOOR POLICY

1. Amnesty International Nepal encourages its employees to talk freely with members of the management staff. Employees may openly discuss with their supervisor any concerns, ideas, or suggestions so that appropriate action may be taken.
2. By helping to solve problems, managers benefit by gaining valuable insight into possible problems with existing methods, procedures, and approaches. While there may not be an easy answer or solution to every concern, the employees have the opportunity at all times, through the open door policy, to be heard.

N. VISITORS

To provide the safety and security for the employees and the office premises, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against thefts, ensures safety of equipments, protects confidential information, safeguards employee welfare and avoids potential distractions and disturbances.

Visitors can be

S. No.	Visitor Type	Description
1.	Personal (PV)	a spouse, children, relative of an employee
2.	Business (BV)	New/Unknown Vendors, Leads, New Partners(NGOs), Media Persons, Courier, Delivery
3.	Working (WV)	Short term consultants, regular maintenance staff, regular vendors (Anyone with whom we have a working contract)

Front desk can be one or more of the following:

1. Security Guard
2. Receptionist
3. Office Assistant
4. Any other assigned by office.

Operating Procedure:

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- Prior Appointment is mandatory for any Visitor who wants to meet the Staff. Staff can also inform the Front desk (Receptionist/Security) about such appointments. If not, the Front desk should check with the concerned staff, obtain permission and only then allow the visitor with a valid visitor's pass and an entry in the Visitor Registry. Business Visitors should submit their visiting/business card at the Front desk and/or show a valid ID proof issued by his/her Company/Organization. All visitors should enter the Organization at the reception area. Authorized visitors will receive directions or be escorted to their destination. Concerned Staff are fully responsible for the conduct and safety of their visitors.
- Visitors are prohibited from taking unauthorized photographs inside the office premises unless they have been hired/permited by the concerned staff/Authority for that purpose (Eg. Media Interview, Photo Op)
- No visitor is allowed access to the Server Rooms without explicit permission from Director
- Business and Personal Visitors should not be given Wi-Fi Access and access to Computer/Laptops/Printers, etc., without the permission or supervision of the IT staff.

Visitor Registry is owned by the **Security Guard** and MUST include the following:

- ✓ All names and contact information must be written clearly by the Security in the Register.
- ✓ Time In and Out — the space for time in and time out should be completed.
- ✓ Signature — Signature of the Visitor should be provided.

The first point of contact for Visitors with prior appointment will be the security guard. Security must conduct themselves with utmost courtesy in any conversation with Visitors. The guard is expected to check their credentials and after checking with the receptionist, should direct him/her to the concerned staff.

There can be two categories of Business Visitors without prior appointment -

1. Who can be a potential activist or a Business Vendor or a Media Person, who would want to know about the Organization and its activities and
2. People may be from the government agencies, Media and other departments whose purpose of visit is to enquire about the activities of the Organization.

The security guard should be able to distinguish between these two based on the credentials presented by the Visitor. In both the cases, the security guard should first check their credentials. She/he would then contact the reception. Receptionist is expected to check their credentials, if the person is authorized to seek this information, if they have anything in writing. If yes, they will be directed to Office Manager, who would then check with Head of relevant Unit and respond to the visitor as instructed. If the Heads are not available Office Manager needs to check with the Director. If both of them are not available the receptionist Office Manager should take the contact details of the visitor(s) and inform the visitor(s) politely that the concerned staff will get back to them at the earliest.

If the visitor(s) still insists and refuses to leave the property after being requested by an authorized person, the security guard is to be instructed not to allow them inside and if required close the doors.

It would be helpful if the contact details, the mode of transport used by visitor (whether it is a Government vehicle) etc are noted.

DOs and DON'Ts for STAFF

1. Under no circumstances are employees encouraged to interact with authorized and unauthorized visitors they haven't been introduced to formally.

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Eg: A guest of X (staff) is introduced to Y (staff). Y is not supposed to discuss anything official with the guest unless introduced formally (if they have any business interests in common).

2. Unless otherwise instructed, employees must politely decline to answer substantive questions (About the Organization and its activities) from any visitor (authorized/unauthorized), referring these to the Organization's spokespersons.

Spokespersons can be as following:

1. Director: Chief spokesperson on overall matters
2. Campaign and/or press Staff – for campaign related work of the organization
3. Accountant – for financial information of the organization.
4. Office Manager – for organizational information.

0. GENERAL COMPLIANCE

1. Code Of Conduct

There are circumstances under which private business interests, potential conflicts of interest, additional employment and gifts/hospitality offered and/or accepted may cause the decisions or actions of an employee to be vulnerable to claims of bias.

The purpose of this policy is to help avoid unjustified allegations by identifying those circumstances under which employees of Amnesty International Nepal ought to declare such matters and how to do so. Where an employee fails to properly declare any conflict and is found to have been involved in a decision or activity that is influenced by that conflict, Amnesty International Nepal's Disciplinary Policy would apply.

This policy applies to all employees of Amnesty International Nepal, with the requirement to make a permanent declaration of interests for certain designated employees. It does not form part of employees' terms and conditions of employment and may be subject to minor updates and statutory changes at the discretion of Amnesty International Nepal.

2. Confidential Information

Both during employment and after its termination, the employee must keep information confidential and will not (except as authorised in writing by Amnesty International Nepal) disclose or attempt to use or disclose to any person, company or other organization, any confidential information about Amnesty International Nepal or its affiliates, its technology, methods, financial and other affairs or method of carrying out work, or information which Amnesty International Nepal or its affiliates have itself received from a third party and to whom it owes a duty of confidentiality. Employee will not use confidential information referred to in this clause for any other purpose other than in the proper performance of his/her work duties.

All records in any medium (whether written, computer readable or otherwise) including but not limited to accounts, documents, client/customer records and details, drawings and other papers relating to Amnesty International Nepal activities and operations, including information provided to the employee in the course of employment by third parties and all copies and extracts of such materials made or acquired by the employee in the course of his/her employment are the property of Amnesty International Nepal and the employee shall:

- use them only for the purposes of Amnesty International Nepal;
- remove them immediately on Amnesty International Nepal's written demand from any computer or computer readable receiver in the employee's use, ownership or control.

3. Anti- Smoking Policy

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Amnesty International Nepal has a no-smoking policy. Smoking is not permitted on the property or in the office at any time.

4. Alcohol & Drug Abuse Policy

The possession, use, manufacture, sale or distribution of illegal drugs on premises is strictly forbidden and is grounds for immediate dismissal and the employee may be subjected to legal action. Employees will not be permitted to work while under the influence of drugs or alcohol. Being intoxicated or under the influence of controlled substance drugs while at work; use or possession or sale of controlled substance drugs in any quantity while on Organization premises or at customer site will not be tolerated, except for medications prescribed by a physician which do not impair work performance.

5. Potential Areas Of Conflict

In the course of their work, it is essential that employees avoid any suggestion of bias or favouritism in any of their dealings with clients, service providers, suppliers, employees, or other stakeholders.

Likely or potential conflicts (direct or indirect) that can arise in relation to Amnesty International Nepal's work are:

- Interests of immediate relatives
- Private occupations
- Secondary employment, voluntary work or appointment to an elected body
- Shareholdings (if this could have an influence on the decision making of a Organization)
- Relationships with client employees, service providers and suppliers, employees or candidates for employment with Amnesty International Nepal.

6. Declaration Of Interests

A direct or indirect financial or professional interest in an outside Organization might be seen as biasing the decisions of an employee, particularly in relation to the expenditure of Amnesty International Nepal.

A direct interest would include ownership, share ownership or employment. An indirect interest includes companies in which friends or relatives have an interest. There are two types of declaration, permanent and ad-hoc.

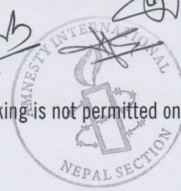
All employees however, who find themselves in a position where they may be seen to be able to influence the outcome of our work or the placing of a contract or order for any goods or services required by Amnesty International Nepal, and happen to have (directly or indirectly) a financial or personal interest in a provider or one of the potential suppliers, should at that stage immediately declare their interest. They should take no further part in the decision making, or in any related negotiations.

7. Preferential Treatment In Private Transactions

Employees must not seek or accept preferential rates or benefits for private transactions carried out with companies with which they have had, or may have, official dealings on behalf of Amnesty International Nepal.

8. Favouritism In Awarding Contracts

Fair and open competition between prospective contractors or suppliers for contracts is essential. This means that no private, public or voluntary organization which may bid for a contract with Amnesty International Nepal should be given any advantage over its competitors, such as advance notice of requirements. Each contract should be awarded solely on merit, taking into account the requirements of Amnesty International Nepal and the ability of the contractors to fulfil them.



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In addition, no special favour should be shown to current or former employees or their close relatives or associates in awarding contracts to private or other businesses run by them. Contracts may be awarded to such businesses where they are won in fair competition against other tenderers, but care must be taken to ensure that the selection process is conducted impartially, and that employees who are known to have a relevant interest play no part in the selection. Amnesty International Nepal and other relevant procurement rules and guidelines must be followed. For more information, contact the Management team.

9. Relationship Conflicts

Where a personal relationship exists, has existed or develops between employees where one party has a management or supervisory responsibility over the other, the existence or former existence of the relationship (but not necessarily its nature) should be disclosed to the relevant senior manager. Managers who have, or have had, a personal relationship with an employee should not be involved in any recruitment, selection, performance review, promotion or other processes which could be perceived to give unfair advantage or disadvantage to the other person with who they have or have had such a relationship.

It is the responsibility of employees involved in recruitment and selection to declare any relationship they may have, or have had, with an applicant. The employee will cease to have any involvement in the selection process to protect them from potential claims of bias.

10. Offers of Gifts, Inducements and Hospitality

Any money, gift or consideration received by an employee from a person or organization holding or seeking to obtain a contract will be deemed by Amnesty International Nepal to have been received corruptly unless the employee proves the contrary. If any remuneration is received for representing Amnesty International Nepal in any forum the same shall be donated to the Organization.

11. Employee & Workplace Safety

Amnesty International Nepal recognizes that the safety, health, and well-being of employees is a high priority in its daily operations. Amnesty Nepal is committed to providing a safe and healthy workplace for all employees, partners, clients, and visitors. No job is so important and no outcome is so urgent that we cannot take the time to perform our work safely.

All staff including members and volunteers at Amnesty International Nepal are responsible to:

- **Identify and Correct Hazards:** Be vigilant in recognizing hazards in our work place, correcting them if we can, and promptly reporting any hazardous condition to the Office Manager, respective Line Manager, Director as applicable.
- **Work Safely:** Know and follow safe procedures and use safety equipment as required.
- **Report Injuries:** Report to the Office Manager & Line Manager, as soon as possible and regardless of severity, any work-related injury or illness.
- **Ask if Employees Do Not Know:** Complete any required safety training and seek direction from a leader when unsure about proper safety procedures.
- **Protect Others:** Take all necessary and appropriate safety precautions to protect people, property, and the environment.
- **Take Action in Emergencies:** Follow the direction of emergency response team members consisting of Office Manager and Line Managers, the emergency procedures developed for the employee's work location.

12 (A) While Working On Site

The purpose of these guidelines is to outline *employee safety management while on site/face to face fund-raising*. The guidelines mentioned below should not be construed as legal advice.

Employees' onsite must understand the potential risks and should be trained in basic safety considerations, as referenced below, but cannot be the only source of guidance. Independent judgment is critical based on experience and knowledge.

12 (B) Pre-Planning

There should be thorough planning for successful and safe on-site visits/face to face fundraising/campaign. The following points should be considered during the planning phase:

- Arranging training in good face-to-face fundraising/campaigning techniques
- Awareness of any delicate issues involved with on-site visits/ fundraising/campaign

Team Leaders or other relevant supervisors who manage onsite/fundraising/campaign team should know:

- what each team member will be doing;
- when each team member will be doing it (specify dates and times of departure, appointments and return);
- the area in which each team member will be working (including route details, names, addresses and telephone numbers of potential donors, if available);
- each team members contact details (name, address, telephone numbers).
- A formal process should be implemented to ensure that project managers or other relevant supervisors are alerted immediately if there are change in plans (e.g., the fundraiser takes ill and must leave the site).
- That process should include a "check-in" system with a project manager or other relevant supervisor, such as phone calls at regular intervals, as well as an immediate response system in the event a team member fails to "check-in."

12 (C) Risk Assessment

Any onsite location should be assessed for risks in advance (prior to the commencement of work). Assessments should be approved by the respective team leaders or co-ordinators. Typical face-to-face fundraising/onsite issues, which will require consideration during the risk assessment process, include (this list should not be considered exhaustive):

- environment / location
- physical threat or abuse
- psychological trauma, as a result of actual or threatened violence or the nature of what is disclosed during the interview
- travel issues
- lone working
- interview techniques
- causing psychological or physical harm to others
- comprising situations which may lead to accusations of improper behavior
- exposure to infectious illness

12 (D) General Personal Safety

Considerations while *working on site/fund raising*, employees should:

- Work in pairs whenever possible
- Carry a mobile phone & *save the contact numbers of supervisors, team leaders & other team members to contact in case of emergency*

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This policy applies to all employees using organisation's assets. Laptops, tabs, hard discs and dongles are provided to employees or their teams based on the nature of their job- they are not a right or benefit of employment, and remains the property of Amnesty Nepal.

These assets help the employee remain productive and efficient and provide flexibility of using these resources during meetings/field locations/workplace/while traveling, or while working from home. Given their portability, these are also prone to physical damage and theft. The impact of such a breach includes not just the replacement value of the hardware but also the value of organizational data on them, or accessible through them.

Employees are expected to ensure safety of equipment, minimum exposure to information security risk for the organization as well as personal safety.

Intended Usage

Every employee must ensure that the equipment provided is used only for official purposes and in the course of the rightful discharge of their duties and not for generating, transmitting, corresponding any content that is contrary to Organization's policies. This may lead to the employee being subject to disciplinary or any other appropriate action as per the Organizations' policies.

Physical Security & Theft Prevention

The physical security of organisation's equipment is the employees' responsibility. S/he is therefore required to take all reasonable precautions, be sensible, stay alert to the risks and take the following actions:

- Never leave the instrument unattended when using it outside the office. Be extra careful in public places such as malls, buses, railway stations or restaurants. It takes thieves just a fraction of a second to steal if unattended.
- Lock the equipment when not in use, preferably in a strong cupboard, filing cabinet or safe. This applies at home or in the office.
- Carry and store in a padded bag or strong briefcase to reduce the chance of accidental damage. The employee will be liable to pay for any damages.
- Keep a note of the make, model, serial number and the organization's asset label but do not keep this information along with the equipment.
- If there is a theft, the concerned employee is mandated to file a report at the nearest police station.
- The employee must inform the Office Manager at the first instance about the theft. The employee must also submit a copy of the FIR to the Office Manager. In case if the costs are not covered by insurance company, the employee will be liable to pay the damages at cost to the Organization and the same will be deducted from their monthly salary.

Data Security

The organization relies heavily on its ability to access up-to-date and complete information. The loss or unauthorized modification of data on organisation devices can heavily impact the organisation's ability to function effectively or management's ability to make informed business decisions. Therefore, it is important, for employees, to adhere to the following:

- Employees are required to ensure that they do not download, install or use unauthorized software accessories/programs/apps. Unauthorized software could introduce serious security vulnerabilities into the networks
- Long, strong encryption password/phrase that is kept secret and not shared internally (including IT Staff) or externally.

- AMNESTY INTERNATIONAL
NEPAL SECTION
- Be accountable for all network and systems access under the employee ID and restrict others (including family and friends) from using organisation equipment.
 - Usage of a password-protected screensaver
 - Regular data backups to prepare for situations such as theft, loss or damage or malfunction of equipment.
 - The employee should not use a laptop to store content on a permanent basis.
 - The employee should not store personal documents or media (for example photographs or music) on the laptop.
 - The employee is liable to pay the organisation for any damages due to the usage of unauthorized software.

System Updates & Virus Protection

- Emergency fixes may be undertaken by the laptop user under instruction from the IT staff. Each laptop has an administrator account to be used for this purpose.
- Assigned laptops will be automatically kept up to date with the latest software updates when connected to an Amnesty network. Laptops should be connected to the Amnesty network at least every month. This ensures that they remain current, and secure.
- IT staff is responsible for maintaining laptops in a secure configuration. In order to prevent the accidental downloading of malicious software or the disabling of security systems, IT staff will retain local administrator permissions to all laptops.
- The employee will be granted local administrator access to his/her laptop only in exceptional circumstance and be required to take additional security precautions.
- IT staff will not install software (for example iTunes or onedrives) that is not required for the employee's job role.
- Employees need to consider the following to safeguard their systems from potentially harmful viruses:
 - The anti-virus software must be updated at least monthly.
 - Email attachments are now the number one source of viruses. Employees must avoid opening any email attachment unless they were expecting to receive it from that person.
 - Report any security incidents (such as virus infections) promptly to the IT Help in order to minimize the damage
 - Respond immediately to any virus warning message, or if they suspect a virus (e.g. by unusual file activity) by contacting the IT Help.
 - Employees should not forward any files or upload data onto the network if they suspect the employee's machine might be infected.

Preventative Maintenance

- Do not store in direct sunlight for long periods, or where the instrument will be exposed to excessive heat.
- Avoid direct exposure to water, sand, dust and other environmental hazards.
- Use a protective case for the equipment and keep it away from food and beverages.
- Prevent heavy and/or sharp objects from falling onto or being put on the display.
- To clean the display screen, employees may wipe the screen surface gently using a soft, damp (denatured alcohol or a mild soap with no abrasive (i.e. Dawn) cotton cloth. Abrasive solvents must not be used. All equipment provided is not waterproof. Therefore, employees must not pour or spray liquids directly on or wash with a heavily soaked cloth.
- If there is an accidental spill, then employee must turn off, unplug and remove the battery of the equipment. Position it so that the liquid can run out. If the equipment does not boot after it has dried out, employees must consult the IT Team.

P. STAFF BENEFITS

1. Holiday Policy

The organisation observes 15 days of National holidays as following:

1. Dashain Festival (5 days),
2. Tihar Festival (3 days),
3. Christmas (1 day),
4. English New Year (1 day),
5. Eid (1 day)
6. Shivaratri (1 day)
7. Phagu (Holi) Purnima (1 day)
8. Nepali New Year (1 day)
9. Buddha Jayanti (1 day).

The Employees can use their paid leave to take off for their specific religious holidays.

2. Leave Policy

Employees are requested to plan ahead for vacation and other time offs so that work is not adversely affected. For planned long duration leaves (more than 1 week), employees should send a written email request for approval from their manager at least one month in advance.

There will be occasions, however, when emergencies occur and an employee will not be able to come to work. In such cases, employees are asked to inform the office, preferably their manager, as soon possible. The employees should also try and make arrangements to have any critical work assignments covered by someone else, or at least let the manager know about deliverables during their absence.

It is mandatory that all leave be approved by the employees' manager. Except for emergency leave, the manager may choose to reject the leave request based on the impact of the employees' absence on business deliverables.

This policy enlists specific situations and rules under which employees become eligible for different types of leaves.

This policy is applicable to all employees of Amnesty International Nepal, but excludes contractors, interns, or fixed time contractual employees. The leave policy is applicable for a calendar year.

3. Earned Leave:

Employees will be eligible to accrue annual earned leave of **30 working days** (does not include holidays and weekends) for each calendar year of service. The accrual rate for earned leave is **2.5 days per month**. For employees joining during the year, the accrual is on a pro-rata basis and will start from the date of joining.

If the employee uses more earned leaves than what he/she has accrued, then these extra days will be considered as "Loss of Pay."

Leave encashment is computed as the employee's salary (Monthly basic/22)* number of days accrued.

The minimum block to avail earned leave is in blocks of 0.5 days (4 hours) at one time.

Carry forward leave - Employees are encouraged to use their earned leaves for regular vacations every year. At the end of the year, an employee can carry forward earned leave up to a maximum of 30 days.

Encashment - Encashment of the earned leave balance is possible only at the time of separation/termination of the employee up to a maximum of 30 days.



The woman employee will not accrue any type of leave (earned or sick-cum-casual leave) while using the maternity leave benefit.

For all the leave types mentioned below:

- The employee will not accrue earned/sick cum casual leave
- The employee must submit a certificate from registered medical practitioner to HR
- All paid holidays and weekends intervening the leave period will be considered for computation of leave

7. Paternity Leave

Male employees are eligible for paternity leave of up to 15 days with full pay. This benefit cannot be encashed or deferred. Holidays and weekends form a part of the 15 days period.

8. Leave of Absence

There are two types of unpaid leave categories – Unpaid Personal Leave and Unpaid Medical Leave

Unpaid personal leave

Employees who have worked for the organisation for at least 10 years may request Unpaid Personal Leave of up to 2 years. Employees are eligible for this leave type after they have exhausted their earned and sick cum casual leave. Such leave will be granted once in a block of 2 years. The manager and HR after taking into consideration the business needs, employee performance, reason for leave and other relevant factors will decide on granting leave. Requests for Unpaid Personal Leave must be limited to unusual circumstances not covered by the Organisation's other vacation policies or applicable laws.

While the organisation will attempt to keep open the position of an employee on Unpaid Personal Leave, reinstatement is not guaranteed. When a leave of absence ends, every reasonable effort will be made to return the employee to the same position, if available, or to a similar available position for which the employee is qualified.

Conditions:

No other type of leave (Earned and sick-cum-casual-leave) shall get accrued during this period. All other benefits and insurance plan will remain inactive during the leave period.

Failure to return to work at the expiration of a leave of absence shall be construed as a resignation.

Unpaid medical leave

Unpaid medical leave is provided in conjunction with the organisation's medical and accident insurance policy. It is applicable to employees only if they have exhausted all earned and sick-cum-casual leaves. The maximum limit is 13 weeks (3 months) within a 12 month period. This benefit will be granted only after reviewing the diagnosis of the registered Medical practitioner and taking into consideration the business needs, organisation performance and other relevant factors. This category of leave will require the joint approval of the office manager and Director.

Conditions

Weekends and holidays intervening this 13-week period will be part of the leaves taken. No other types of leave (Earned and sick-cum-casual-leave) shall get accrued during this period. All other benefits and insurance plan will remain active during the leave period.

While the organisation will attempt to keep the position open of an employee on an Unpaid Leave, reinstatement is not guaranteed. Provided that the employee's position is still available and the employee is qualified to do her or his duties,

the employee will be expected to return to active employment on the date specified at the commencement of the leave (or as such date is modified by mutual agreement of the Organisation and the employee). When a leave of absence ends, every reasonable effort will be made to return the employee to the same position, if available, or to a similar available position for which the employee is qualified.

Failure to return to work at the expiration of a leave of absence shall be construed as a resignation.

9. Leave Approval Process

To use any leave, the employee must obtain approval from the Line Manager. Please note that an employee must submit a written request for Annual Vacation leave specifying inclusive days and total number of days requested at least five (5) days in advance, except in emergencies.

Employees who are absent because of illness, injury, temporary disability, or a health care appointment, the employee or immediate family member are expected to notify their Line Manager within one (1) hour of their regular start time or as soon as practically possible. If the Line Manager is not available, the employee may contact a relevant Team Leader. For a prolonged illness, the employee and the Line Manager will establish a schedule for regular check-ins to update the Line Manager on the employee's progress and a likely date for return to work.

For maternity leave, the employee must provide notice to the concerned Line Manager at least three (3) months in advance of the expected date of birth, as supported by a medical certificate in case of both maternity and parental leaves.

Leave of absence require an additional approval by the Director.

10. Salary In Advance Policy

Amnesty International Nepal recognizes the importance of providing timely financial support in whatever limited way possible to its staff to help them out during times of personal emergency and need. Accordingly, it has instituted a policy of granting salary in advance to those employees who may be in need of financial assistance as follows:

- **Nature Of Loan**

Salary advance will be interest free, repayable over within the running fiscal year equated monthly instalments deductible from the monthly salary of the employee. Employees may avail advance only for emergencies. Such advance is capped at not more than a sum of 3 months' salary per annum if the financial balance of the organization allows.

- **Eligibility**

Only confirmed permanent employees of Amnesty International Nepal are eligible to avail loans from the organisation. If the current status of the employment is specified as probation, consultants, or interns, then availing loans under this policy is not permitted.

- **Frequency**

Each employee is allowed to have only one outstanding advance payment at any given time. Employees cannot avail another advance without they have paid back the first advance. This is to ensure financial burden on the organization is mitigated, and all employees have a fair chance of availing such advance when required.

- **Approval**

While management will try to honor and approve all genuine requests for advance payment by staff, this will be subject to the prevailing financial situation of the organization at the time of the request. Management reserves

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the right to approve or deny advance payment request at its sole discretion in the best interests of the organization.

11. Insurance Policy- Medical & Accident Insurance

Full time employees of the organisation will be eligible to avail the benefit of medical insurance for which the organization will pay the entire premium. The Group Medical Coverage (GMC) Program provides pre-defined insurance coverage for expenses related to hospitalization due to illness, disease or injury.

The Group Personal Accident (GPA) Program provides pre-defined insurance coverage to all employees in case of disability or accidental injuries.

The GPA & GMC benefit is over and above the compensation provided.

Eligibility – These benefits are provided to Full time employees only. Interns and part time employees cannot avail this benefit. Consultants on specific projects are eligible for only Group Medical Coverage.

12. Provident Fund (PF)

The organisation allows the employee the choice to contribute to PF. The employee needs to specify their decision at the time of joining or at the beginning of new financial year. However no change of decision will be allowed during the financial year.

If the employee chooses to opt for PF, then the Finance team will deduct 10% PF from the salary of the employee each month. The organisation will also contribute towards PF the same amount i.e. 10%.

If the employee chooses to opt out of PF, then the PF amount will be part of the taxable income of the employee.

Q. REMUNERATION POLICY

Amnesty International Nepal strives to become the employer of choice for those who demonstrate a commitment to supporting the human rights movement. Amnesty International Nepal strives to provide fair remuneration while acknowledging that it receives public funds for its work. Amnesty International Nepal works to stay abreast of current market trends by assessing the competitiveness of remuneration.

Amnesty International Nepal employees receive a wide range of tangible and intangible benefits that form a part of a total remuneration package. In addition to direct monetary rewards, that is, the fixed salary, there are many other types of non-monetary rewards and benefits, such as: health insurance, leave and holidays, learning opportunities, the intangible rewards being an opportunity to contribute toward making a difference in the human rights movement.

Compensation Review Process

Amnesty International Nepal reviews compensation once in four years to bring parity with organizations of similar nature.

Promotions

Promotions at Amnesty International Nepal are based on the open positions available and not on the tenure or performance of an employee in the organisation. If, in the view of an employee's Line Manager, the employee's job responsibilities have grown substantially, the employee may be eligible for a promotion or adjustment. Employees should complete at least **24 months** of confirmed service in their present role to be eligible for promotions.

Pay Process

Salaries will be determined on an individual basis of job grade structure defined by the organization, which takes into consideration the duties, skills and expertise required for the position. It is our policy to ensure that salaries and benefits

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provided to employees are consistent with prevailing local labor laws and remuneration practices at Amnesty International Nepal.

The monthly pay cycle is from the 1st to 30th of a month. The employee will be credited salary no later than the fifth working day of the following month. Bank transfer of salary will be done for all employees with a salary account with the bank identified by the Organization. The new hires, whose bank accounts are not yet active, will receive a cheque.

Salaries are paid in local currency and are subject to all payroll withholdings in accordance with the government laws.

R. MISCONDUCT GUIDELINES

1. Zero Tolerance For Sexual Harassment

Objective

Amnesty International Nepal is committed to providing a workplace that is free of harassment including sexual harassment or from any conduct which can be considered harassing, coercive or disruptive, particularly conduct that could tantamount to inappropriate conduct as defined in this policy or as stipulated under the applicable Nepalese Law.

Scope & Applicability

Sexual harassment is strictly prohibited by the Organization, whether committed by any person including directors, managers, supervisors, co-workers or other employees or trainees, consultants, contractors, vendors or visitors in the workplace.

This policy is applicable to all persons employed at a workplace for any work on regular, temporary, ad hoc or daily wage basis, either directly or through an agent, including a contractor, with or without the knowledge of the principal employer, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied, including a co-worker, a contract worker, probationer, trainee, apprentice or called by any other such name.

The policy is not restricted only to the Organization premises, but also applies in the instances where all individuals covered by this policy have occasion to interact on a work related basis (e.g. in vehicles, third party premises, off site meetings and public venues).

Definition Of Sexual Harassment

Sexual harassment is viewed as a form of employee conduct that undermines the integrity of the employment relationship. Sexual harassment includes any one or more of the following unwelcome acts or behavior (whether directly or by implication towards women employees): (a) physical contact and advances; (b) a demand or request for sexual favors; (c) making sexually colored remarks; (d) showing pornography; or (e) any other unwelcome physical, verbal or non-verbal conduct of a sexual nature.

The Organization particularly prohibits sexual harassment at a workplace which may include, but is not limited to:

- implied or overt promise of preferential treatment in employment; or
- implied or overt threat of detrimental treatment in employment; or
- implied or overt threat about present or future employment status; or
- interference with work or creates an intimidating or offensive or hostile work environment; or
- Humiliating conduct constituting health and safety problems.

A more elaborate list of conduct that constitutes sexual harassment is set forth in APPENDIX B

Internal Complaints Committee

The Organization has constituted an internal complaints committee. The members of the Internal Complaints Committee include:

1. Campaign Officer
2. Office Manager

Reporting of Sexual Harassment

Any incident of sexual harassment should be reported promptly to the Internal Complaints Committee, including any incident of which an individual knows or suspects the occurrence of unwelcome conduct to any other individual covered by this policy.

A written complaint (either by way of a formal letter or an email) is required by the Organization for it to initiate action in respect of a complaint received. In the event the aggrieved person cannot provide a written complaint, the Organization will render reasonable assistance to the employee as required by the Nepali law to make a written complaint.

Complaints may be lodged with any member of the Internal Complaints Committee.

Resolution Process

Before initiating an inquiry, the Internal Complaints Committee, may, at the written request of the aggrieved person, take steps to settle the matter through conciliation. Where a settlement is arrived at, no further inquiry shall be conducted by the Internal Complaints Committee.

Where there is no settlement, the reported complaint will be investigated promptly, thoroughly and, as is consistent with the inquiry, confidentially.

During the pendency of an inquiry, on a written request made by the aggrieved person, the Internal Complaints Committee may recommend:

- (a) transfer of the aggrieved person or the respondent to any other workplace; or
- (b) grant of leave to the aggrieved person up to a period of 1 (one) months; or
- (c) restrain the respondent from reporting on the work performance of the aggrieved person or writing her confidential report and assign the same to another officer.

The Organization will carry out the recommendations of the Committee.

Any leave granted to the aggrieved person shall be in addition to the leave such person would be entitled to otherwise, if the case is proved in favour of the aggrieved person.

At the conclusion of the inquiry, the Internal Complaints Committee will recommend appropriate corrective action based on its finding, while specifying the type and severity of the violation/s of this policy.

Violations of this policy will constitute misconduct and accordingly, the Organization will take disciplinary action as deemed appropriate, including oral/written warnings, demotion and termination of services from the Organization.

The Internal Complaints Committee may also recommend to the Organization to deduct, from the salary or wages of the respondent, such sum of compensation to be paid to the aggrieved person or to the legal heirs of such aggrieved person. In fixing the compensation, the Committee will consider:

- (a) the mental trauma, pain, suffering and emotional distress caused to the aggrieved person;
- (b) the loss in the career opportunity due to the incident of sexual harassment;

- (c) medical expenses incurred by the aggrieved person for physical or psychiatric treatment;
 (d) the income and financial status of the respondent; and/or
 (e) feasibility of such payment in lump sum or in instalments.

Protection Against Retaliation

Retaliation of any nature is a serious violation of this policy and any person found to have retaliated against an individual, including for reporting sexual harassment or for testifying in a sexual harassment complaint will be subject to appropriate disciplinary action.

The Organization prohibits retaliation against anyone who in good faith has reported a suspected episode of sexual harassment or has cooperated in any inquiry involving a reported case.

Any individual who believes that he/she is experiencing retaliation, by way of intimidation, pressure to withdraw the case or threats for reporting, testifying or otherwise participating in the proceedings, should report this to the Internal Complaints Committee. The Internal Complaints Committee will review the concern raised and recommend appropriate action consistent with its findings.

Bad Faith Complaint

Where the Internal Complaints Committee arrives at a conclusion that a complainant has lodged complaints against others in bad faith, the Organization will take appropriate disciplinary action, up to and including termination of employment, or the termination of the assignment in case of a contractor or a temporary worker.

Complainant/Witnesses/Supporters Participation

If a complaint of harassment was made in good faith and is dismissed by the Internal Complaints Committee under this policy, there will be no action taken by the Organization against the complainant/ witnesses/ supporters. If the complaint of harassment is found to have been made in bad faith, then the Organization will follow the course of action set forth in this policy.

Mere inability to substantiate a complaint or provide adequate proof would not attract action against a complainant who has made a bona fide complaint in the first instance.

Penal Action

Where the alleged conduct amounts to an offence under applicable law, the Organization will:

- provide assistance in filing a complaint with the relevant authorities; or
- take steps to initiate action under the Nepali Penal Code or any other law for the time being in force, against the perpetrator after the conclusion of the inquiry. Where the perpetrator is not an employee in the workplace of the Organization, the Organization may, without waiting for the inquiry, take steps to initiate action under the Nepalese Penal Code.

General

The entire workforce of the Organization have a shared responsibility in contributing to a mature and respectful work environment. All persons are responsible for their actions and must ensure that their conduct does not constitute a violation of this policy against sexual harassment, whether it happens deliberately or inadvertently.

The Organization reserves the right to modify and amend the provisions of this policy, so as to comply with applicable legal requirements, internal policies, or with a view to fine tune or alter the provisions of this policy, to the extent deemed necessary. Amnesty International Nepal ensures that all the staff are trained on this policy.

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2. Grievance Redressal

Amnesty International Nepal is committed to providing a work culture that promotes good people relations and ensures a healthy and positive work environment for all its staff that is free of harassment and grievances. This includes non-discrimination on the basis of their personal or professional background, caste, class, gender, ethnic group, language, appearance, religion, geographical origin, education, physical or mental differential ability, sexual orientation or age.

The purpose of Amnesty International Nepal's grievance policy is to provide employees with an effective mechanism to raise their concerns at work, whether these concerns are about their own employment or about other aspects of the organisation's operations. The policy does not, however, cover matters relating to breaches of discipline, performance or sexual harassment which are covered separately through the terms and conditions of employment stated in the employment contract or the prevention of sexual harassment policy. It seeks to ensure that all genuine grievances are addressed in a quick, fair and consistent manner.

Grievance Procedure

For all other grievances, the following procedure will be adopted:

1. As far as possible, employees who have concerns are advised to share their issues / concerns with their supervisor / line manager in the first instance. It is the line manager's responsibility to address these concerns sincerely and deal with them promptly as per the procedure stated below.
2. Employees who wish to raise a grievance within their team informally should approach their line manager and discuss their issue. In minor or isolated cases, it may be possible for the issue to be settled informally, amicably and confidentially between the parties themselves. For example, one employee could ask another to refrain from a particular type of inappropriate behavior. This may be done with or without the line manager's intervention.
3. The employee may nominate someone else in writing to raise the matter with the manager on her behalf if they are not comfortable doing so themselves. At any stage in the grievance procedure, a work colleague may also accompany the employee.
4. If an informal approach fails, or if grievance is of a more serious nature, the employee should bring the grievance formally to the attention of her line manager in writing providing as much detail as possible, within (2) calendar weeks of her knowledge of the incident. An employee who has a grievance against her own line manager should bring the situation to the attention of the line manager's superior (or Director) in writing. It should be brought to the attention of her line manager.
5. The manager to whom the incident is reported should arrange for an immediate and thorough investigation in consultation with Director, and then decide on an appropriate action. The manager will ensure that an investigation will be conducted within 2 weeks of the receipt of the complaint. The investigation will comprise (a) talking to all parties involved (the complainant(s), the respondent(s) as well as any others named by either party who were witness to or can throw light on the alleged offence) (b) reviewing any documentary evidence produced by either party in support of their respective claim, and (c) consultation with other Director as may be deemed necessary and appropriate. Based on the findings of these investigations, a decision will be communicated in writing within 2 weeks.
6. The concerned manager/HR should take steps to ensure confidentiality and fairness of the proceedings to both parties. It is particularly important that no one should be victimized as a result of making a complaint or being the subject of a complaint of harassment or discrimination.
7. In the event of an extremely serious grievance or complaint (e.g.: threat of bodily harm), the enquiry period will be reduced from two weeks to one week, so that it can be resolved at the earliest following the same procedure as mentioned above, and if necessary, suitable preventive measures such as granting leave of absence to the complainant can be taken against the discriminating individual pending completion of the investigation.

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8. If an employee is not satisfied with the line manager's decision, s/he may appeal to the director/head of her/his department. Such an appeal must be made within 2 weeks of receiving the decision of the line manager, and state the reasons for making such an appeal against the decision of the line manager. The Department Head will confer with both the manager and the employee, and any other employee or other members of management s/he deems appropriate; review the previous investigation undertaken, investigate the matter afresh if required; and communicate a decision in writing to both to the employee and her immediate manager usually within two (2) calendar weeks of receiving the grievance from the employee.
9. If an employee is not satisfied with the Department Head's decision, s/he may appeal the decision to the Director, citing the reasons for her dissatisfaction with such decision. This appeal must be made within 2 weeks of receiving the response from the Department Head. The Director will take steps s/he deems necessary to review and investigate the grievance and will then issue a written decision usually within thirty (30) calendar days of receiving the grievance. The decision of the Director is final and binding. The Director may elect not to address all grievances and may defer to the Office Manager to respond to unresolved grievances.
10. If an employee is still not satisfied that a complaint has been dealt with effectively, the same should be communicated in writing giving reasons for her dissatisfaction to the Director. The latter, at his/her discretion, may decide to refer the grievance to a grievance committee of 2-4 people, consisting of a person(s) nominated by the Director and a person(s) nominated by the employee. This committee will discuss the grievance, and make recommendation(s) to the Director, who will make a final decision within a maximum time of 2 weeks of the grievance being referred to the committee. The decision of the Director after taking these recommendations into consideration will be binding on all concerned.
11. Office Manager will maintain confidential record of all official grievances that are formally taken up in the organization, as well as their resolution for future reference.

3. Whistle Blower Protection

Any serious concern an employee may have and raise about any aspect of the organisation's work or about the conduct of other employees, National Board Members or others acting on behalf of the organization, related to one of the following:

- Something against the organisation's policies.
- Something that amounts to illegal / improper conduct, including something that is believed to be against the law like misuse fund, resources, corruption or any unethical conduct will be treated seriously and in confidence to protect the identity of the complainant. "Whistle blowers" will not be singled out for any retaliatory action by the organization or the management. While every effort will be made to protect the identity of the employee raising the concern if s/he so wishes, however, the employee may be required at the appropriate time to provide a statement or act as a witness. Concerns expressed anonymously are normally NOT investigated unless the relevant manager and the management agree that there is sufficient evidence to proceed.

Ethics committee

The Campaign Officer, Office Manager and any available board member will be part of the Ethics committee who will receive such written complaints submitted with all pertinent details. But employees may also choose to route the same through any other Director if they wish to do so.

Additional information

All employees should be aware that it is their responsibility to maintain generally accepted standards of behaviour in the workplace.

While a grievance procedure is being followed, it is expected that work should continue as normal. Amnesty International Nepal will provide whatever reasonable protection is feasible such as preventing any victimization or granting leave of absence for employees who raise genuine concerns in good faith. As long as concerns are

raised in good faith, even if they are not subsequently confirmed by investigation, they will not invite any adverse action against the employee.

However, it is not considered proper if an employee abuses the procedure by raising grievances in bad faith or solely for the purposes of delay or harassment or by repeatedly raising grievances that a reasonable person would judge have no merit. If it is the considered view of the Director that an employee has raised a concern frivolously, maliciously, or for personal gain, then appropriate action under the terms and conditions of employment will be taken in line with the disciplinary policy of the organization.

4. Harassment at the Workplace

Harassment and bullying are usually defined as coercive/intimidating or offensive behavior which undermines the right of others to be treated with dignity at work, especially when it is habitual and continues over an extended period of time. Some examples of such behavior include, but are not restricted to, the following:

The harassment of people who are perceived as being different and/or inferior because of their race, caste, gender, ethnicity, religion, disability, education, mental/physical differences, personal biases etc. Harassment or bullying of one employee by another that can take a number of forms including: physical aggression or intimidation, practical jokes which embarrass or humiliate, verbal abuse, including personal insults, offensive comments, taunts, threats, malicious gossip or innuendo, abuse of an individual's right to personal privacy, for example, intrusion into another employee's personal property or into their private life, deliberate exclusion of an employee from normal social or professional contact at the workplace with an ulterior motive.

Harassment or bullying of employees by their manager/other team members can include the following behaviors: repeated humiliation, for instance, reprimanding an employee in front of other employees when this could be done in private, verbal or written (email) abuse, for example, personal insults directed at an employee, victimization, for example, singling out an employee for unjustified criticism or intimidation, for example, aggressive behavior or threats directed at an employee, the persistent placing of excessive demands on employees, setting of unrealistic work targets or objectives, or the changing of targets or objectives without good reason, instructions or requests to employees to perform inappropriate tasks which are outside the reasonable scope or timings of the job, or ignoring personal/family constraints cited by employees for their inability to accede to such requests, unless deemed extremely critical and in case of genuine work related emergencies that may arise occasionally.

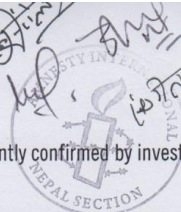
Employee's Responsibilities

It is good practice and employees are expected to challenge harassment or bullying on the part of others where appropriate, and should report any incident to their line manager or to Office Manager.

Manager's Responsibilities

As part of their normal responsibilities, managers should consciously choose to adhere to norms of behavior that is positive and supportive so as not to give rise to grievances through their own actions. In addition, managers should be alert to the possibility of harassment or discrimination within their team and across the organization. Managers should correct any behavior which could be seen as contrary to this policy and remind employees of the policy when appropriate.

They should ensure that this policy is communicated to newly appointed employees during their induction and is reinforced at regular intervals in routine meetings, briefings, etc. They should provide a supportive framework for any employee with a complaint of harassment or discrimination. They should take prompt action to deal with harassment as soon as it is identified, including disciplinary action where appropriate.



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They should keep records of any incidents of harassment reported or observed. They should treat all cases of harassment with appropriate confidentiality and consult the Director for advice where appropriate.

S. PERFORMANCE REVIEW SYSTEM (PRS)

Performance Review System (PRS) at Amnesty International Nepal is an institutional structure guiding discussions between an employee and a performance leader about the employee's performance, goals, and professional development.

- The purpose of the PRS is to promote an ongoing dialogue of continuous improvement that:
- Translates institutional values and programmatic priorities into individual work plans
 - Ensures that each employee receives meaningful communication about roles and responsibilities and feedback on performance
 - Fosters personal and professional development
 - Creates a framework for achievement based on mutual understanding of shared objectives
 - Serves as official documentation of an individual's record of performance at Amnesty Nepal.

It should be noted that Performance Review System is not linked to monetary rewards.

T. TRAINING & DEVELOPMENT

Amnesty International Nepal believes that training is a collaborative process and expects employees to participate in the process of their development – periodically. Amnesty International Nepal will attempt to provide employee trainings needed for their current job as well as growth that they are seeking and also expects employees to identify their training needs based on gaps in their current skills seen by them.

Amnesty International Nepal attempts to develop its employees through internal on-the-job training, written instructions such as standard operating procedures, mentoring/coaching, training by experts within the organization as well as outside of the organization. Training will be based on need and budget availability.

U. ORGANISATION COMMUNICATION

This policy applies to all individuals working at Amnesty International Nepal including full-time employees, trainees, consultants and interns. The policy applies to all modes of communication, such as, email, social media, telephone conversations etc.

All forms of communication at Amnesty International Nepal are made available to employees for the purposes of the organization. A certain amount of limited and responsible personal use is also permitted. Any breach of this policy may lead to disciplinary action including and up to dismissal.

Employees cannot get paid for contribution under Amnesty International's name or as holding a position in Amnesty International Nepal.

Email Systems & Internet

Employees are expected to be responsible using email or internal message boards as a means of communication because all expressions of fact, intention and opinion in written communication bind him/her and/or Amnesty International Nepal.

Employees must not use language that may cause any disciplinary or legal action and particularly be careful about not sending any discriminatory (on the grounds including a person's caste, sex, race, disability, age, sexual orientation, religion or belief), defamatory, or other unlawful material (for example, any material that is designed to

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be, or could be construed as, bullying or harassment by the recipient). If in case of doubt please take advice from the manager.

Employees must ensure that confidential organizational information is protected and ensure all system passwords are never disclosed this to anyone.

Phone Usage

While at work, employees are expected to refrain from excessive personal use of cellular phones and computers. Use is defined as "excessive" if it interferes with normal job functions, responsiveness, or the ability to perform daily job activities. Personal calls, personal instant messaging, personal text messaging or tweeting during the work day interferes with employee productivity and is distracting to others.

The organisation is not liable for the loss of personal cellular phones or other personal electronic equipment brought into the workplace.

Personal Electronic Media

Employees should not bring personal computers or data storage devices (such as CDs/DVDs, external hard drives, flash drives, "smart" phones, iPods/iPads/iTouch or similar devices, mobile computing devices, or other data storage media) to the workplace or connect them to the organisation's electronic systems unless expressly permitted to do so by the organisation. Any employee bringing a personal computing device, data storage device, or image-recording device onto organisation premises thereby gives permission to the organisation to inspect the personal computer, data storage device, or image-recording device at any time with personnel of the organisation's choosing and to analyse any files, other data, or data storage devices or media that may be within or connectable to the personal computer or image-recording device in question.

Review of Content

The Organisation owns the rights to all data and files in any computer, network, or other information system used in the organisation.

There is no expectation of privacy in any information or activity conducted, sent, performed, or viewed on or with Organisation equipment or Internet access. The organisation also reserves the right to monitor and review internet usage, electronic mail messages (including personal/private/instant messaging systems), files stored in private areas of networks on individual computers, or storage media.

The Organisation has licensed the use of certain commercial software application programs for business purposes. Third parties retain the ownership and distribution rights to such software. No employee may create, use, or distribute copies of such software that are not in compliance with the license agreements for the software.

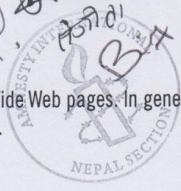
No employee is allowed access to another employee's computer, computer files, or electronic mail messages without prior authorization from either the employee or an appropriate organisation official.

Copyright Compliance

Amnesty International Nepal is committed to fulfilling moral and legal obligations with respect to use of copyright-protected work. Many aspects of communication are protected by intellectual property rights which are infringed by downloading, uploading, posting, copying, possessing, processing and distributing material from the internet.

Employees will need to ensure that no copyrighted work in print, video, or in electronic form is reproduced without a written permission of the copyright holder. This is a serious violation of the law hence employees need to be careful especially with matter that is published. Copyrighted works include, but are not limited to, printed articles from publications, TV and radio programs, videotapes, music performances, photographs, training materials, manuals,

documentation, software programs, databases, and World Wide Web pages. In general, the laws that apply to printed materials are also applicable to visual and electronic media.



V. SEPARATION

Resignation

Employees are expected to serve the notice period as mentioned in the employment letter. They would need to submit their resignation letter to the Director. During the notice period employees need to ensure a complete, smooth transition of their work to the person designated.

Employees may choose to reduce their notice period using their earned leave as long as it does not impede the handover process.

Return of Property

All employees must handover all Amnesty International Nepal property, such as computer software, hardware, documents etc. at the time of dismissal or resignation. Employees are liable to pay for any lost or damaged items. The value of any property issued and not returned may be deducted from the employee's final settlement.

Exit Interviews

Office Manager will conduct exit interviews with all employees. Employees would need to provide honest, constructive feedback and possible improvements that can be made within Amnesty International Nepal. All information shared during this discussion will be kept confidential.

References

Amnesty International Nepal will respond to all written requests for employment verification. Only the dates of employment and the title of the last position held will be disclosed. Compensation information will only be disclosed with prior approval in writing by the employee. No other information will be provided.

All employees, under no circumstance, should respond to any requests for information regarding another employee. If an employee receives such a request he/she should forward it to the Office Manager for response.

Retirement

Employees will retire from the services of Amnesty International on the first of the month after reaching the age of 60 years.

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MEDIA ENGAGEMENT, OUTREACH & PUBLIC COMMUNICATION

Only designated employees and/or officials may provide remarks or comments to news media regarding policies or events applicable to Amnesty International Nepal. Please make no attempts to speak on or off record with anyone no matter how trusted. All queries (formal and informal) should be directed to the Press Officer or to the Director.

1. Public Statements

The staff of Amnesty Nepal and Amnesty Nepal's National Board and Appeal Committee members should coordinate and consult with intended contents or material from Amnesty International Nepal's designated media spokesperson before accepting any request for interview by any member of the media, public speaking engagement or invitation to write any copy for publication or broadcast externally in any medium.

The employee shall not at any time after the termination of the employee's employment represent the employee's self as being interested in or employed by or in any way connected with Amnesty International Nepal or its affiliates or use the organization's name (or similar name) in connection with any work.

2. Guidelines For Social Media

This policy is designed to provide Amnesty International Nepal employees, Board and Appeal Committee members with guidance about acceptable communication in the social media environment. It is important that all employees understand the implications of their actions in social media spaces when used for professional and/or personal use.

Scope

This policy applies to all 'workers' within Amnesty International Nepal, including employees, volunteers, contractors, consultants or agency staff. It does not form part of employees' terms and conditions of employment and may be subject to minor updates and statutory changes at the discretion of Amnesty International Nepal. The policy also applies to the Board and Appeal Committee members.

All those who participate in social media (even using personal social media accounts) can be identified as being associated with Amnesty International Nepal must understand and follow this policy.

Definition

Social media refers to a suite of online and mobile tools that support global collaboration and sharing of content including but not limited to:

- micro-blogging sites e.g. Twitter;
- social networking sites e.g. Facebook and My Space;
- video and photo sharing sites e.g. Flickr, Instagram and YouTube;
- professional networking websites e.g. LinkedIn and Link Me;
- Google documents with sharing access beyond Amnesty International Nepal;
- wikis such as Wikipedia and any other sites where text can be posted; and
- other web spaces, blogs, forums, podcasts and discussion boards.

Principles

Amnesty International Nepal recognises that social media is an integral part of both the professional and personal lives of all our staff and supporters. We embrace social media as an important tool in our campaigns to protect human rights. Amnesty International Nepal acknowledges the desire for staff to express themselves and

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communicate online using social media. However, as in all communications, Amnesty International Nepal staff need to use good judgment about what material appears online and in what context.

Accordingly, we have developed this policy to provide guidance on Amnesty International Nepal's expectations regarding social media engagement. Broadly we require that all staff are clear about their association with Amnesty International Nepal and are mindful of the organisation's role as a non-partisan, non-denominational and independent body. That staff understand that they are personally responsible for ensuring information is accurate and appropriate for public consumption and that they show respect for the individuals and communities with which we interact.

It is important to remember that everything on social media is essentially available to the public and may be accessible by audiences not originally intended. In addition any content posted may be re-broadcast, linked to or shared almost immediately and may also be apparent in future searches even after deletion. In summary once content is posted it is not possible to effectively remove it.

It is required that all Amnesty International Nepal employees using social media act in a way which is respectful and in line with our Code of Conduct. This includes refraining from publishing comments or material that is obscene, offensive, discriminatory, harassing, and defamatory or that is otherwise in breach of legal obligations of Amnesty International Nepal policies or procedures. Employees are also reminded that the confidentiality of the Organization's information applies to use of both professional and personal social media accounts. Employees are expected to not respond to any discussions or posts that may contain information that is confidential to Amnesty International Nepal, or is obscene, offensive, discriminatory, harassing, defamatory or in breach of legal obligations and/or Amnesty International's policies or procedures and to immediately notify their Manager if they become aware that such discussions are occurring.

All employees are to uphold the reputation of Amnesty International as a non-denominational, non-partisan movement, independent of all governments, political parties and religious institutions. Staff may not use social media to advocate on behalf of or support any political candidate or party, or otherwise use social media in a way which may undermine this impartiality.

Although an employee's social media use may take place completely outside of work, engagement in social media can influence the employee's job performance, the performance of others and /or Amnesty International's best interests. Amnesty International Nepal IT policies outline Amnesty International Nepal's ability to monitor online use and content and contain specific obligations for employees regarding the appropriate use of Amnesty International Nepal property and time which are relevant to social media use. In particular, employees should be aware that limited, occasional, or incidental use for non-business purposes is acceptable in work time, provided that it is not excessive, not inhibiting work productivity, and does not otherwise breach Amnesty International Nepal policies. Employees are reminded that Amnesty International Nepal may at its discretion review any information sent, stored, and received via its IT networks including monitoring internet usage.

Official Amnesty International Nepal Account Use

Official Amnesty International Nepal social media accounts for the purpose of responding officially on behalf of Amnesty International Nepal may only be created with the explicit authorisation of the Director, and remain the property of Amnesty International Nepal in their entirety. Authorisation to post content on behalf of Amnesty International Nepal is given by Amnesty International Nepal Section Director or Media Team who maintain a list of current spokespeople and their topic areas. Content should only be posted on official Amnesty International Nepal social media accounts where Amnesty International Nepal gains a benefit from doing so, and use should not be excessive or otherwise affect an employee's overall productivity.

Professional Account Use

An employee's access to and use of social media platforms outside the course of their employment is a private matter for the employee; however issues may arise where Amnesty International Nepal or it's work is mentioned, or where it is possible to link employees with their employment at Amnesty International Nepal.

Employees who wish to avoid these issues are advised to create a professional social media account separate from their personal social media account that may be used to post material relating to Amnesty International Nepal, For example, employees who wish to re-post material from the Official Amnesty International Nepal facebook account may choose to do so using their professional, rather than personal facebook account.

It is important to bear in mind that even when you are speaking as an individual, people may perceive you to be speaking on behalf of Amnesty International Nepal. It is therefore important to make it clear to others that you are not an official spokesperson for Amnesty International Nepal by including a disclaimer stating that the views expressed are your personal views and not that of Amnesty International Nepal. Employees who choose to create any professional social media account(s) must supply the login and passwords details of the account(s) at the time of creation to the Amnesty International Nepal Section Director or Media Team to allow for monitoring. Employees must ensure that they do not change their login details without notification to Amnesty International Nepal.

Merging of Professional And Personal Social Media

Amnesty International Nepal employees should be aware that when using social media in a personal capacity it may still be possible for them to be associated with Amnesty International Nepal. When you identify your association with Amnesty International or this association is known to other users of social media, the content of your site or comments that you make may in turn be associated with Amnesty International Nepal.

If you are associated with Amnesty International Nepal through social media in any way, or if you are unsure but believe this may be the case; you must ensure that any content you post is consistent with the reputation of Amnesty International as a non-denominational, non-partisan movement, independent of all governments, political parties and religious institutions. You should not disparage or make adverse comments about Amnesty International Nepal, Amnesty International, the staff of Amnesty International or Amnesty International Nepal or any of the organisation's activists, supporters or volunteers. It is also advisable to include a disclaimer should you choose to make any comments related to Amnesty International Nepal. Please refer to the Social Media Guidelines for further advice on the use of a disclaimer.

All employees and Amnesty officials are expected to behave respectfully towards other Amnesty International Nepal employees and volunteers, and should consider the implications of joining their personal and professional social media networks. All employees are advised that they should not share comments, posts, pictures, video's or information about colleagues without first seeking their permission as they may not wish to have their name or image used in this way. Managers, in particular, are advised to exercise caution, and should not initiate requests to befriend team members.

In instances where a direct or implied connection between an employee and Amnesty International Nepal can be made, this policy applies to an employee's personal use of social media, even if this use was not in work time or using Amnesty International Nepal property. As suggested previously, employees wishing to avoid this issue may wish to create a separate professional social media account for the purposes of posting material relating to Amnesty International Nepal.

Breach of the policy of Amnesty International Nepal may require employees to remove content from their personal and/or professional social media account(s) that is prohibited by this policy. Non-compliance with this policy, including failure to comply with a request to remove prohibited content, may result in disciplinary action, up to and including summary dismissal in the most serious of cases. An employee's position within the organisation, including their level of public profile, will be considered when determining the severity of a breach of this policy.

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Employees who breach the law may also be personally liable for their actions. If you are unsure about any aspect of your social media activity you should check Amnesty International Nepal policies, including this policy for guidance. If you are still unclear, or even the slightest bit uncomfortable, it is best to refrain from use and seek the advice of your Manager. Ultimately, you may be held legally responsible for your publications online, whether on your professional or personal social media accounts.

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INFORMATION HANDLING POLICY

The information held by Amnesty International Nepal is one of our most valuable assets. This policy sets out the requirements for that information to be handled in a way that is secure, appropriate and has regard for the need for availability.

The policy is supplemented by sub-policies and guidelines that cover such areas as data protection, access, archiving and retention. The policy should be used in conjunction with the Technology Acceptable Use policy which deals with technology related issues such as mobile devices, storage and back-up and Cloud computing.

Scope

This policy provides guidance on the handling of all information encountered in the course of Amnesty International carrying out its mission.

The policy applies to all employees, board officials, volunteers, contractors or consultants. The policy may be supplemented by additional policies or guidelines for specific circumstances.

Information is an asset that has value to the movement and is managed accordingly. Each information resource has a named individual responsible for trustee accountable for information quality, security and availability known as the trustee. Users have access to the information necessary to perform their duties; therefore, information is shared across AI functions and organizations. Information is accessible for users to perform their functions. Programmes pay for the acquisition and transformation of information required for their activities. Information is defined consistently throughout the movement, and the definitions are understandable and available to all users. Information is protected from unauthorized use and disclosure. In addition to the traditional aspects of security classification, this includes, but is not limited to, protection of pre-release or sensitive information and the sharing of information according to the consent granted by the provider. Information assets and services are available to users directly using system approved or provided by the Amnesty International Nepal.

Ownership

Information created or stored on Amnesty International Nepal systems is considered owned by Amnesty International Nepal unless otherwise asserted.

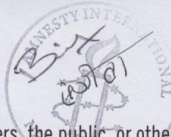
The employees do not have ownership of documents or communications generated during the employee's employment. The employee must not retain information after termination of employment and all staff leaving the organization should follow the agreed leavers' protocols. Specifically employees are not permitted to retain email archives.

The employees have a duty to report the loss, suspected loss or unauthorised disclosure of any information owned by Amnesty International.

Security Classification

All information is subject to the Security Classification Scheme and should be handled in accordance with the guidelines. The employee should mark documents with the appropriate security class. The security classifications are based on threat levels:

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- Public - Information may be accessed by anyone: staff, volunteers, the public, or other organizations
- Internal - Information may be accessed by all currently employed staff, contractors and consultants and volunteers
- Restricted - Information may only be accessed by authorized staff/volunteers with defined roles
- Confidential - Information may only be accessed by authorized staff/volunteers with defined roles and carries a high risk to the well-being of stakeholders if leaked.

Management, Storage & Sharing of Information

All Information assets should be identified and a person should be appointed for each information asset. Unless otherwise delegated the Director of each Department is the trustee for their Programmes folders and the physical filing in their office area.

Information should, as far as possible, be stored on systems and devices owned or controlled by Amnesty International Nepal where it can be stored securely and backed up. Employees must not download Confidential or restricted information to non-Amnesty International Nepal provided devices such as home PCs. Any Public or Internal Information stored on personal devices must be regularly transferred to Amnesty International Nepal systems.

Information should be organized in a structured, consistent manner that facilitates retrieval.

A collaborative environment is essential for the successful operation of AI. Information should be shared unless security requirements dictate otherwise.

Permission to access information in a shared environment is based on role. Roles are assigned by managers and the role structure and its relationship to access is managed by IT.

Employees must ensure to securely erase all data stored on mobile devices after use.

Physical Storage & Printing

Employees should keep workspaces clear of Restricted and Confidential paper documents when he/she is not at the desk. Employees should lock away Restricted and Confidential documents overnight, at weekends and at other unattended times. Employees must take care not to leave information in public places such as public transport. Employees are advised against using shared facilities such as internet cafes or hotel business centres to print documents. Employees should use the secure print setting when printing in the office to prevent the accidental disclosure of sensitive information.

Disposal

Employees should dispose of information no longer required for business or archiving purposes appropriately. They should shred Restricted and Confidential papers in accordance with formal organizational arrangements.

Legislative Compliance

Employees must take care not to download or otherwise use any content that might infringe any copyright, trademarks or other intellectual property rights.

Exchange of Information

Employees should take utmost care before transferring Confidential and personal information across public networks or copied to portable media. Transfer should only occur when the confidentiality and integrity of the data can be reasonably assured throughout the process. Employees should ensure that regular exchanges of personal data with parties outside of the Amnesty International Nepal are covered by a formal written agreement and meet the requirements of data protection.

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TRAVEL POLICY

The travel policy is designed to act as a guideline for business travel and entertainment expense and miscellaneous expense reimbursements. These are based on practices that are considered reasonable and customary. While this document may contain suggested expense limits, all employees are requested to use professional judgment when incurring expenses on behalf of the organisation.

Any travel or accommodation paid for by Amnesty International Nepal, must be selected, booked and charged in accordance with the procedures detailed in this travel policy.

Approvals

All travels must be authorized by the Director before travel. No one can authorize their own travels regardless of whether they are a budget holder or not. Also no one can authorize his or her line manager's travel. If the appropriate authorizer is not available the travel can be authorized by the OIC as designated by the Director. The Director's travel should be authorized by Chairperson of the National Board.

Any reservation (travel or accommodation) requires PRIOR approval (in the form of a signature on Reservation slip or by email) from the manager / budget holder to whose budget the expense will be charged. The correct budget code must also be provided at this time.

The employee must seek manager authorization for holiday leave taken in conjunction with a business trip and this should be indicated in the travel claim with the period of leave.

Means of Transportation

Employees' should consider the environmental and financial impact of any travel they undertake. This means that every journey should be essential and arranged as economically as possible. All travel should be economized. As a rule of thumb, don't waste but don't suffer.

Domestic Travel

All bookings must be made through the administration department. This is to ensure that cost effective fares are purchased. The employee will be responsible for all other travel when he/she is outside the Office.

Upon finalizing the travel schedule, the details of the booking must be given to administration by filling a requisition form. Booking requests must be given no later than three days before the travel date along with budget code and copy of line manager's approval mail for travel.

Booking in advance is cost effective therefore, employees must plan accordingly. Alternately, if the person is out of station an e-mail can be sent to the administration department with the required details. A copy of this mail can be marked to the employee's Manager for approval.

International Travel

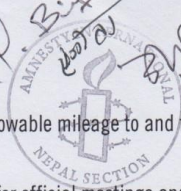
Travel information needs to be shared with the administration department at least fifteen days before the travel date.

Exceptions: Any exceptions due to non-availability of tickets, urgency etc will need special PRIOR (to travel) APPROVAL by the budget holder and/or Director.

Local transport

Personal Vehicle – Amnesty International Nepal will reimburse mileage for use of a personal vehicle for Amnesty International Nepal business at the rate of Rs. 20/- per km for a four wheeler and Rs. 12/- per km for a two wheeler.

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Parking fees will be allowed to the extent that the fee plus the allowable mileage to and from the parking area does not exceed the estimated cost for use of a taxi for the same route.

Taxi Hire - Recognizing the need to have convenient conveyance for official meetings and appointments, local taxi will be hired for single trips or when the time gap between two trips is large. Taxis may also be asked to wait during meetings if climate conditions are particularly harsh or if the meeting is at a location where it will be difficult to secure a return taxi. If multiple trips are required within a period of four hours, a taxi may be hired for half a day. When meetings and appointments are throughout the day and at different places, a full day taxi will be allowed. For a full day taxi, prior authorization from Line Manager will be required.

For official meetings staff should use public transport where possible and practical. Taxis and private cars should only be used where public transport is not appropriate e.g. where there would be significant savings in time and money, personal safety is an issue or when carrying excessive amounts of luggage or equipment.

INTERNATIONAL TRAVEL DOCUMENTATION

Visas and Permits

The Office Manager shall arrange/facilitate the necessary paperwork to obtain visas and permits for international travel of staff. Prior liaison and coordination between the staff concerned and Admin department is essential. Admin will take at least a week's turn around time. This is in addition to the time taken by the Consulates to process the visa. It is the responsibility of the employees to check their travel documents before start of travel.

Insurance

The Office Manager shall arrange for Travel Insurance prior to the travel date and provide the employee with the necessary papers. Employees must provide all necessary personal and travel related information to the administrative department at least seven days in advance for processing Travelling insurance.

Travel advances

An advance including foreign currency can be claimed, where necessary, to cover expenditure while traveling. Please see the Expense Policy for further details on this.

Reporting

Expenditure incurred while traveling will be reimbursed - please see the Expense Policy for further details on this.

Boarding Pass

Boarding pass must be submitted to administration within two days of the staff returning to the office. If the staff has lost his/her boarding pass, s/he must inform Administration by email/ in writing and the travel bill for this travel must be approved by the concerned Line Manager and the Director.

Miscellaneous

In case of eventualities relating to, but not covered by this policy, decisions will be taken by the Office Manager in consultation, where appropriate, with the Director.

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