



# HUMAN RESOURCE MANAGEMENT POLICY

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## FOREWORD

This document is a summary of conditions of service contained in the company's Code of Good Practice and relevant labor laws, which govern employment in TANZANIA. It is designed to serve as a quick reference document for all employees. However many things have been summarized here based on company Human Resources (HR) policies as it is understood that it is not possible to cover all the conceivable HR issues which are varying and dynamic.

The Employee Handbook seeks to improve relationships at the workplace, by creating a team of informed and professional workers.

With the Handbook, the employee is now more empowered and enlightened as to what LASWIDA- TANZANIA INSTITUTE stands for and the importance and value it attaches to its service provider.

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The Handbook is a document which will be revised from time to time as the institute evolves and conditions of service change. Its content is in line with managements' institute vision, mission and objectives, and fits within him HR desire to build a competent and passionate workforce.

Thus, all employees are requested to familiarize themselves with the contents of the Handbook and raise any issues that may not be clear. Our HR staffs are available to assist you to understand it better and also to advise on any other human Resource aspect.

HUMAN RESOURCE DEPARTMENT

FEBRUARY, 2023

*TAASISI YA MSAADA WA SHERIA KWA WATOTO WA MITAANI, WAJANE NA WATU  
WENYE ULEMAVU TANZANIA*

## **1.0 INTRODUCTION**

LASWIDA- TANZANIA is a Nonprofit Organization registered under Non-Governmental Organizations Act, No. 24 of 2002 with registration No. **00NGO/R1/00894** and **LAP-2023-0003**. The core purpose is to bring back a smile to Street Children, Widows and People with Disabilities on the consideration that, these groups are particularly vulnerable to rights breaches and abuse because they are either illiterate, have limited access to support systems and representation, and or are currently struggling to meet their basic requirements which are limited by access to income and properties.

### **1.1 VISION**

Restoring a smile to all widows, street children, and persons with disabilities in TANZANIA

Page | 2 **1.2 MISSION**

To promote, safeguard, and defend the rights and interests of widows, street children, and disabled people in TANZANIA.

### **1.3 OUR CORE VALUES**

Our core value system is based on honest, dependability, competence, quality, team work, professionalism and best solution. We based our system on working towards a corruption-free zone while giving equal treatment to all staff, clients, and stakeholders.

## **2.0 MANAGEMENT RESPONSIBILITY**

To create a conducive and enabling work environment that will encourage employees to give their best at all times when in the service of our institute.

## **2.1 EMPLOYEE RESPONSIBILITY**

To observe at all times while in employment the rules, regulations and other conditions of service (and any revision that may be made thereto) and conduct themselves in an acceptable manner that promotes and reflects a positive image of the organization. To strive improvement of their working environment and increase the efficiency of the institute service provider.

## **2.2 PURPOSE AND OBJECTIVES OF THE EMPLOYEE HANDBOOK**

The employee Handbook aims to provide a summary of the conditions of service for all employee of LASWIDA-TANZANIA. More details of these conditions of service being available in the HR Manual and other associated documents from various departments which have been approved by Management.

## **2.3 AUTHORITY AND APPLICATION**

The policy applies to all employees. The conditions are a consolidation of the Institute instructions as stipulated in the letter of appointment and other Institute communiqués. Each employee shall acknowledge the conditions as binding upon him or her.

## **2.4 UNWRITTEN CODE**

These conditions of service do not purport to cover all the relationships between the employees and the employer. In the absence of a written code, every employee is expected to observe proper rules of conduct and discipline both at work and in his private affairs.

## **2.5 POWER TO AMEND**

LASWIDA- TANZANIA reserves the right to amend the conditions of service at any time. Such amendments may be made with retrospective effect and any amendments made as such shall take effect accordingly.

## **2.6 SCOPE OF THE POLICY**

Unless otherwise expressly provided, every employee must comply with these conditions of service and amendments made thereafter and shall be subject to

such notices, circulars, and/or instructions that have been made or may be made by the institution from time to time.

## **2.7 STAFFING POLICY**

The policy of the institution shall be to employ citizens of the United Republic of TANZANIA where available and non-citizens only where the expertise required at that particular time is unavailable.

## **3.0 RECRUITMENT/ PLACEMENT**

Employees will be recruited in accordance with the laid down recruitment procedures and will be employed generally on a specific contract for management and senior staff, whilst others will be given a contract for an unspecified time and specific contract for specific task. The HR office is responsible for overseeing the recruitment and placement procedures.

- i. In the case where employment is for a specific time then terms and conditions will be specified within a term contract. But for unspecified contract the general terms from the policy will be considered.
- ii. For permanent contract employees there shall be no change of salary when the employee moves from one section to another. Only benefits if any are subject to change as per Institution policy.
- iii. Depending on the nature of service, specific rules and agreement will be drawn for easy operations and accountability.

## **4.0 ADVERTISING OF VACANCIES**

All vacant positions in the Institution shall be advertised in the local press if deemed necessary. Only short listed candidates shall be contacted for interview in accordance with the organizational recruitment policy.

## **5.0 APPOINTMENT**

- i) Upon recruitment an employee will receive a letter of appointment, a job description stipulating specific duties and responsibilities and a code of conduct specifying the terms and conditions of employment. The Human Resources Manager should ideally sign all appointment letters, once approved by the General Manager.
- ii) The candidate will be required to produce an introduction letter from the Village Executive Officer, a certificate of service from his/her former employer, academic certificates and other professional certificates. Also must submit his/her referee's contacts.

## **6.0 REFEREES**

The person seeking an appointment shall present not less than two names of referees who will be contacted by the Institution in confidence, No appointment will be made until satisfactory references have been received.

## **7.0 PROBATION**

Appointment will be subject to a probation period of six months from subsequent confirmation following the satisfactory completion of the probation period. Employees whose performance has been unsatisfactory may have their probation period extended or their contract terminated.

## **8.0 WORKING HOURS**

- i. The normal working of all employees shall not exceed ten hours per day, from Monday to Friday and six hours on Saturday equivalent to 56 hours per week. Any additional hours worked shall be considered as overtime. Payment for overtime will be at the rate of one and a half times (1.5 xs) the basic hourly pay rate for normal workdays and two times (2.0x) for a weekly rest day or public holidays. The overtime will be calculated and paid on a monthly basis also taking into account the shift system.

- ii. Overtime hours should not exceed fifty (50) hours per month. For senior staff and managers, overtime required will be seen as part of their responsibility and can be compensated as defined in an internal memo or in the contract of employment.
- iii. Specific working hours that take into account the respective requirements of each office or position will be defined in an internal memo or in the contract of employment.
- iv. Working extra hours which constitute overtime hours should need to be approved by senior staff prior to undertaking of the work.

## **9.0 NON-DISCRIMINATION**

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- i. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at LASWIDA- TANZANIA will be based on merit, qualifications, abilities and suitability for the required job position, LASWIDA- TANZANIA does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.
- ii. LASWIDA- TANZANIA will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship or pose a safety or hazardous risk. This policy governs all aspects of employment; including selection, job assignment, and compensation, displaces termination and access to benefits.

- iii. Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including possible termination of employment. Note that sexual harassment once proved, will direct lead to termination of service.

## **10.0 NON-DISCLOSURE/ CONFIDENTIALITY**

- i. The protection of confidential service provided secret is vital to the interests and success of LASWIDA-TANZANIA. Such confidential information includes, but is not limited to, the following examples:
  - Compensation data,
  - Financial information,
  - Legal assistance provided,
  - Personnel/Payroll records, and
  - Conversations between any persons associated with the institution.
- ii. All employees are required to sign a non- disclosure agreement as a condition of employment.
- iii. Employees who improperly use or disclose service provided secrets or confidential legal assistance information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

## **11.0 PUBLIC HOLIDAYS**

The Institution shall observe all Public Holidays announced by the government, Public holidays shall not affect employee's legal entitlements.

## 12.0 LEAVE

### i. **Annual leave**

Employees shall be entitled to twenty eight (28) consecutive days leave per calendar year, with full pay. These days shall be inclusive of any public holidays and weekly rest days falling within the leave period. For the purpose of calculation the annual leave period runs from the commencement date of employment or the completion of the last leave cycle. Employees must have completed a minimum of six (6) months continuous employment to be entitled to paid leave.

### ii. **Accumulation of Leave.**

Leave earned during the leave cycle shall be taken during that period and accumulation of leave shall not be permitted apart from in exceptional circumstances. An employee may carry forward a balance of leave with the approval of the employer. Which approval shall be given in writing and shall be according to legal requirements. Employees shall be entitled to a pro rata amount for annual leave accrued at the time of termination.

### iii. **Leave without pay.**

The organization might grant leave without pay for the employee, if he/she makes a written request stating valid reasons i.e for pursuing personal studies etc. However this will depend primarily on the discretion of the management and shall be approved by department managers and the HR manager.

### iv. **Sick leave.**

Subject to section 32 of the Employment and Labour Relations Act, 2004 an employee is entitled to 126 days paid sick leave in any leave cycle, if supported in each instance by an acceptable medical certificate. For the purposes of sick leave a leave cycle means a period of 36 months

consecutive employment from the date of commencement or the completion of the last 36 month leave cycle.

- a) Payment for sick leave shall be calculated as follows:
  - The first 63 days shall be paid at the basic daily wage
  - The second 63 days shall be paid at half the basic daily wage
  - Thereafter, an employee's service may be reviewed on medical grounds
- b) Employees are required to notify their employer in writing of illness or injury within 24hours or as soon as practicable.
- c) Payment by the employer shall not be required if the employee is entitled to be paid sick leave under any law, fund or collective agreement.

v. Maternity and Paternity and other forms of leave

An employee shall have the right to maternity leave as follows; 84 leave days for the birth of one baby and 100 leave days in the case of delivering twins. The employee as a father is entitled to three leave days which shall be taken within seven days of delivery. Maternity and paternity leave is applicable once in 36moths of leave cycle as prescribed by section 33 and 34 of the Employment and Labour relations Act, 2004.

### **13.0 DEPENDANTS INFORMATION**

All employees shall furnish the HR Office with the full details of their dependents, which should include marriage certificate (of spouse), birth certificates etc.

### **14.0 SALARIES**

Salary levels will be as stipulate in the appointment letter and shall be according to qualification and work experience. However these levels should be within the specified salary scale range of a particular category. Salaries will be paid directly

through a bank nominated by the institution and it is a requirement of employment that an employee opens an account with this bank.

## **15.0 EXPENDITURE APPROVAL**

All expenditure made by an employee on behalf of the institution must have the prior written consent of a senior member of staffs and be subsequently endorsed by the Managing Director (MD) before reimbursement is made.

## **16.0 SALARY REVIEW**

A salary review will be made annually and performance assessment will be carried out every November and in case of any changes be implemented on January in the following year. This review will take into account the prevailing economic conditions, company performance, Performance appraisal, market forces and the company's capacity to pay.

## **17.0 SAFETY**

- i. Each employee is expected to obey all safety rules and exercise due care in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, may be subject to disciplinary action including termination of employment.
- ii. The institution undertakes to provide safe working environment.
- iii. In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor as soon as practicable.
- iv. Periodic training and weekly safety awareness (Tool Box training) will be conducted as per law and company regulations.

## 18.0 MEDICAL SERVICES

- i. The Institution will provide medical reimbursement to one month net salary per calendar year for all staff. The maximum number of dependants is (five) four Kids and spouse for married staff and dependant parent for unmarried staff. However the institution may provide medical insurance for its staff only lieu of reimbursement as per the prevailing institution policy.
- ii. All employees will be required to join the Social Security Fund Medical Insurance scheme for general medical attention, compensation and for other benefits provided by the schemes.

## 19.0 STAFF AFFAIRS

- i. Benefits provided
  - a) Leave travel allowance will be paid in accordance to the organizational financial management policy
  - b) If the situation allows doing so, Meal/ meal subsidy will be provided through the organization canteen during normal working day and or, Meal allowance normal working hour will be as per management discretion.
  - d) Any other agreed benefits will be communicated to staff through notice boards and staff circulars.

- ii. **Accident Compensation benefits**

Insurance will handle all compensation benefits for employees who have been injured or died in the course work. The organization remains with the responsibility to prepare and submit the required documents to the insurance company on behalf of the employee.

**iii. Funeral assistance**

In the event of death of a direct relative (husband/wife/Parents/child) of an employee, an allowance as will be decided by the Board will be issued. And also, in the event of death of an employee, a coffin will be provided.

**20.0 TRAINING OPPORTUNITY**

- i. Training opportunities will be provided based on the organizations needs in terms of the skills required at all level of the workforce.
- ii. This training will be mainly task oriented (as opposed to academic) and based on identified needs. Training will primarily aim at providing required skill to make employees more effective and efficient in their positions.

Page | 12 **21.0 FIELD WORK ATTACHEMENT**

The Institution can choose to receive students from various recognized training colleges who come with a formal introduction letter to a Director and provide them with the chance for practical training where practicable. The acceptance of students will depend on availability of resources within the institution to manage the same during the time of request.

**22.0 VOLUNTEERING WORK**

The Institution may allow training under volunteering system for whoever applies for it, however this should not be considered as an automatic way for getting the employment. Volunteering may take three month or more depending to the availability of training facilities.

## **23.0 WORKPLACE POLICY ON HIV/AIDS**

### **GENERAL STATEMENT AND OBJECTIVES**

Management of LASWIDA- TANZANIA recognizes the seriousness of the HIV/AIDS pandemic and its impact at the workplace, therefore management is in support of the national effort to reduce the spread of the infection and minimize the impact of the disease especially among LASWIDA- TANZANIA workers

The purpose of this policy is to demonstrate to worker, Institution interest on HIV/aids workplace education and how victims of the disease will be protected.

The institution recognizes that, there are circumstances unique to HIV infection. This policy rests on the principle that HIV infection and aids should be treated like any other serious Condition or illness that may affect employees.

### **24.0 MAIN PROVISIONS**

#### **i) NON DISCRIMINATION**

Workers living with HIV/AIDS will be respected in accordance with their fundamental human rights and dignity, they will not be discriminated against because of their HIV/AIDS status, therefore they will enjoy all applicable rights and privileges in service.

#### **ii) NO MANDATORY HIV TESTING**

There will be no HI/AIDS screening for the purpose of exclusion from employment/ work processes and HIV/AIDS status will not be required of a job applicant.

#### **iii) EMPLOYMENT RELATIONSHIP WILL CONTINUE AS BEFORE**

A worker living with HIV/AIDS will not be terminated or declared redundant unless otherwise.

**iv) HEALTHY WORK ENVIRONMENT**

All effort will be made through HIV/AIDS education to ensure a healthy and safe environment in order to prevent the transmission of HIV/AIDS.

**v.) THERE WILL BE CONFIDENTIALITY**

HIV/AIDS workers will not be required to disclose their status to management or co-workers whiles workers, peer educators are not required to disclose such information about a positive worker to anybody. The worker personal data relating to HIV/AIDS will be bound by rules of confidentiality.

**vi) GENDER EQUALITY**

Gender dimensions of HIV/AIDS will be recognized especially all effort will be made to empower women especially in order to reduce their risk of being infected with HIV/AIDS.

**vii) ACCESS TO EDUCATION**

OHS committee will make all effort to provide opportunities for workers to be educated on the modes of transmission, prevention and treatment etc of HIV/AIDS.

**25.0 POLICY IMPLEMENTATION**

Implementation of policies made and the communication of the institution decisions related to employment matters is the responsibility of the HR Department who will by necessity therefore be consulted on matters of organizational development, improvement and changes.

## 26.0 TRAVEL EXPENSES

The institution will assume the cost of travel and other necessary and reasonable expenses incurred by employees in carrying out official duties subject to prior authorization by Management as per financial policy.

## 27.0 OUT OF STATION ALLOWANCE

Employees will be paid night out allowance at a rate commensurate with their salary scale for each day when they are working outside their working stations.

## 28.0 DISCIPLINARY ACTION

Disciplinary action will be taken against all employees who are guilty of misconduct, gross misconduct or incompetence. Such disciplinary measures can involve a written warning or termination of employment. The list of definitions given below however is intended to be illustrative and not exhaustive nor exclusive.

### i) Misconduct

- a) Bad time keeping
- b) Deliberately delaying the progress of work
- c) Habitual absence from the place of work with no reasonable cause.
- d) Disorderly or indecent behavior
- e) Negligence
- f) Any act that leads to a negative image of the company
- g) Using headphones when entering the work place

### ii) Gross Misconduct

- a) Unauthorized and /or unreasonable absence from work for a period of 5 consecutive working days.
- b) Repeated refusal to carry out duties or reasonable instructions
- c) Violent behavior, assault or intimidation of another employee or person
- d) Willful damage to the organizations property or equipment

- e) Gross fraud or dishonesty
- f) Willful misrepresentation/ falsification of data and /or documents
- g) Issue/theft of company property
- h) Ill treatment of other employees and /or violation of professional ethics
- i) Drunkenness
- j) Gross insubordination.
- k) Giving an order beyond a given level of authority that leads to chaos, loss and misunderstanding in the institution.
- l) Interfering with the work of others and deliberately obstructing their performance.
- m) Signing on behalf of others when not unauthorized to do so.
- n) Cheating in recording times of arrival or departure from work
- o) Utilizing equipment or machinery without the necessary supervisory approval
- p) Any form of discrimination based on race, gender, gender, age etc.
- q) Any act contrary to the company safety policies.
- r) Refusal to undertake an alternative job without reasonable cause.
- s) Using bad words (insulting) against your senior/other staff
- t) Giving wrong information that intends to create hatred and misunderstanding between two staff or client/ any person.
- u) Sexual harassment
- v) When found not using Safety gears provided.
- w) Found using phones during working hours.

Depending on the gravity and repetition of an offence on misconduct, the following disciplinary measures shall be implemented after undertaking the required disciplinary procedures.

**iii) Verbal warning**

Is the least penalty that will be imposed for offences of misconduct to enable an employee to improve future performance. This warning shall constitute an official minor warning to improve performance or a reprimand for misconduct.

**iv) Written warning**

A written warning consists of a formal letter for repetition of offences of misconduct. A copy of a warning letter will be placed in the employee's personal file and it made clear to them that repetition of the offence in future will lead to termination.

For any gross misconduct staff will be called at the disciplinary committee for action on the offense committed.

**29. TERMINATION BASED ON CONTINUED MISCONDUCT OR GROSS MISCONDUCT**

- i. Any act of gross misconduct or any repeated act of misconduct for which a verbal and written warning have already been issued.
- ii. For the purpose of these regulations, an employee convicted of a criminal offence by a competent court shall also be regarded as guilty of gross misconduct and shall be terminated.

In the event of the employee being acquitted after an appeal to a court of higher jurisdiction reinstatement shall be considered under the known legal procedures.

**30. EMPLOYMENT CONTRACT FORMAT**

The institution will employ staff under several different categories and wage bands which will be set from time to time by management.

Contracts will generally be of an unspecified time scale; however contracts of a specific time span and contracts for a specific task may be issued at management discretion.

### **31. TERMINATION IN NORMAL CIRCUMSTANCES**

Employment may be terminated by either party by giving notice as laid down in the contract or by payment of salary for the period stated in the contract in lieu of such notice in accordance with relevant legislation.

### **32. SIGNING OF THE ATTENDANCE REGISTER**

All employees are required to sign an attendance register/another electronic device using finger print if any as directed by the HR Department every day, except senior staff. Failure to sign such a register will be taken as evidence of absenteeism and appropriate disciplinary action will be taken against the employee. Time in and time out is as shown on staff employment contract.

### **33. EXIT INTERVIEW**

It is intended that there shall be an exit interview for an employee who resigns, which will assist in getting feedback on the employee's feelings or perception towards the organization.

### **34. CERTIFICATE OF SERVICE**

A certificate of service shall be issued to employees leaving the service of the institution.

### **35. GENERAL**

Other day to day operations will be according to the TANZANIA labor laws and other official circulars/ guidelines for operations of day organization provided by the Institution. The same information will be communicated to employees on appropriate means like notice boards, issuing them direct the document to enable

them understand what is happening on rules, procedures, benefits, responsibilities law changes and others.

For and on behalf of LASWIDA- TANZANIA

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**HR & Admin Manager**

