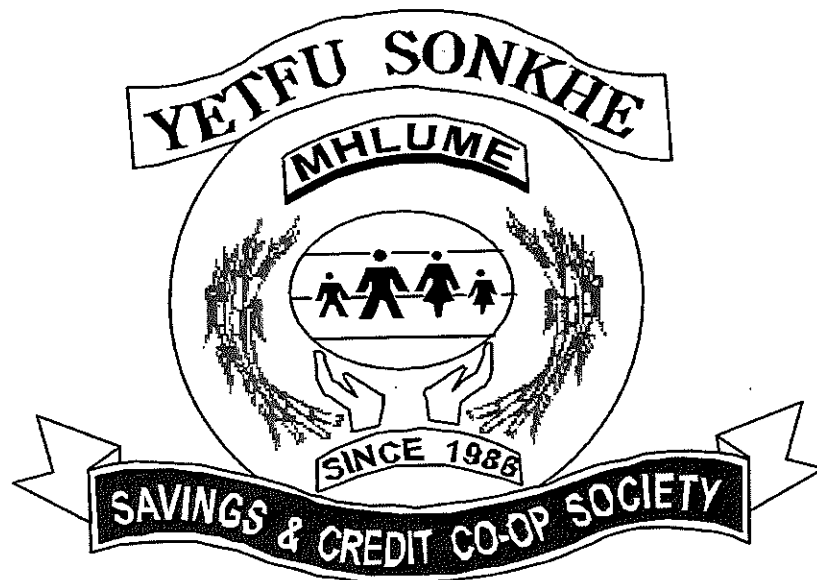




HUMAN RESOURCES (HR)

POLICY & PROCEDURES

MANUAL



YETFU SONKHE SAVINGS AND CREDIT COOPERATIVE SOCIETY

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HRPP- 1.0
Issue: 02
Revised May 2024

1. Definitions

For the purpose of this Personnel Policy and unless the context otherwise required:

- 1.1. **"Management"** means Yetfu Sonkhe Savings and Credit Society represented by its members of the management committee, its Manager and includes any person authorized in writing by the Management committee to exercise the authority of the management or part thereof.
- 1.2. **"Management Committee"** means the board of directors or the governing body of a co – operative, by whatever name called, to which management of the affairs of the society is entrusted.
- 1.3. **"Employee"** means any employee of Yetfu Sonkhe savings and credit society whose work designation may be determined by way of a letter of appointment or by the term of a contract of employment whether engaged on a temporary or permanent basis.
- 1.4. **"Leave"** means the authorized absence from duty of an employee.
- 1.5. **"Financial Year"** – 1st of July to 30th of June.
- 1.6. **"Duty Station"** – means where an employee has been posted to work on that day.
- 1.7. **"Immediate Family"** – means in relation to an employee such as employee's husband/wife, children (*Legally* adopted, natural and stepchildren), siblings, parents and parents in law.

Expressions used in these terms and conditions of employment *have the same meaning as* defined in the Employment and Industrial Relations Acts of Eswatini *and* the Constitution of *Eswatini*.

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General Conditions of Service

1. General

The employees of Yetfu Sonkhe Savings and Credit Co-operative Society represent the Society's valued human capital asset. The image of the Society as reflected by its staff both within and outside normal hours of work is essential.

1.1 Purpose

- 1.1.1 This procedure sets out the general conditions of service for employees of Yetfu Sonkhe.
- 1.1.2 The rules set out hereunder are issued for the benefit of both the Society and its employees. It is the Society policy that all employees should know their rights, privileges and obligations and that they should be treated fairly and without discrimination, other than those differences which may be due or been earned through performance or seniority in the Society.
- 1.1.3 For the avoidance of doubt, any specific conditions set out in individual terms, in writing, shall take precedence over general conditions.
- 1.1.4 This policy is based on the Co-operative principles, provided for equal opportunities to all and no discrimination by gender, age, race, religion, handicap and ancestry.
- 1.1.5 ***Yetfu Sonkhe and all its employees are subject to the regulations and conditions laid out in the employment Act of 1980 as amended, and the Industrial Relations Act of 2000 as amended and all labour laws.***
- 1.1.6 ***Nothing in this policy shall be enforced as to require the society and its employees not to do or restrain from doing anything contrary to the laws of Eswatini.***

2. Application

- 2.1 The conditions set out in this procedure will apply to **permanent** employees only.
- 2.2 Terms and Conditions applicable to other categories of employees will be as set out in individual terms of employment.

3. Basic Terms and Conditions of Service

- 3.1 General Duties of the Employee

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- 3.1.1 To faithfully perform their duties (including additional duties as reasonably requested) to the best of their ability and to promote the interests of the Society and its associates.
- 3.1.2 To obey all lawful orders, regulations and instructions given by the Society or by persons placed in authority.
- 3.1.3 To be present at work in a fit and sober condition and to work **additional** such longer hours as may be reasonably required.
- 3.1.4 To maintain confidentiality of the Society's business operations and those of its partners.
- 3.1.5 Not to publish or disclose any information pertaining to the Society's operations unless **duly** authorised to do so by the **Society**.
- 3.1.6 To assign to the Society (on such terms as the Society shall deem reasonable) the sole and exclusive benefit of any invention the employee may make or acquire during the course of employment, which is likely to be useful to the Society.
- 3.1.7 To exercise economy in the use of all Society resources and Society work-methods.
- 3.1.8 To refrain from promoting, encouraging or taking part in public disorder.
- 3.1.9 Not to employ Society employees for private purposes either during work hours or otherwise, whether for financial gain or not, without written permission of the Society.
- 3.1.10 **Not** to undertake for reward or otherwise any other **conflicting** work without first obtaining the Society's written permission.
- 3.1.11 No employee shall stand for, campaign for, support or assist any candidate to be elected into the Society's office. This provision shall not deny employees who are members of the society their right to vote in the election of office bearers.
- 3.1.12 Every employee should fully understand the Cooperative Societies Act, Bylaws of the Society and all Acts, legislations and regulations governing the operations of the Cooperative movement.
- 3.2 Accommodation
 - 3.2.1 **The** society is not obliged to provide accommodation. In certain circumstances, the Society may assist an employee in getting accommodation, but payment arrangements would be made by the individual concerned.

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3.2.2 Where the society assisted an employee in getting accommodation, the following will apply:

- (a) Obey the regulations of the lessor.
- (b) Not sub-let ***the premises***.
- (c) Vacate ***the premises*** on ***termination of contract within 30 days from date of termination***.

3.3 Hours of Work

3.3.1 Monday to Thursday: 08h00 to 17h00.

3.3.2 Fridays: 08h00 to 16h00.

3.3.3 Staggered 1 hour lunch per each day.

3.3.4 Employees must be prepared to work in excess of normal working hours at any time that may reasonably be required of them.

3.4 Salaries

3.4.1 Salaries shall be paid in arrears on the 20th of each month.

3.4.2 If the pay day falls on a weekend, then payments will be done on a Friday.

3.4.3 Where the pay day falls on a public holiday, payment will be done a day before.

3.5 Acting Allowances

3.5.1 An Officer required to act for a senior position shall be required to possess the minimum requirements for the position.

3.5.2 The Chairperson shall appoint an Officer who will act for the position of manager, who in turn, will appoint for all other positions in the office.

3.5.3 An officer who will be appointed to act for a higher position will be eligible for acting allowance.

3.5.4 An acting allowance shall be paid where an employee has had an initial acting capacity for the role over a period of 5 consecutive days which will be considered as training.

3.5.5 Any subsequent acting capacity, the employee shall be paid an acting allowance, provided the acting capacity is not less than consecutive 5 days.

3.5.6 Acting allowance to be calculated on an average of 21.67 days per month.

3.5.7 The person acting in another's capacity shall be paid the difference between the two daily rates as acting allowance.

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- 3.5.8 Notwithstanding clause 3.5.4, where there are pay scales, the acting allowance shall be **80% of the difference between the** current basic daily rate of the incumbent acting less the minimum basic daily rate for the position being acted for multiplied by the number of days acted.
- 3.5.9 Where the difference in clause 3.5.8 is less than 10% of the acting employee's daily rate, then the acting allowance shall be 10% of the acting incumbent's daily rate.

3.6 Overtime and Compensatory time

- 3.6.1 It is not the policy of the Society to encourage working overtime, assignment should be completed within normal working hours.
- 3.6.2 If for reasons beyond control, work cannot be finished within the stipulated time and overtime has to be worked, such permission shall be sought from the **Chairperson** prior to working overtime.
- 3.6.3 Overtime shall be calculated as follows:
- (a) Minimum overtime shall be an hour, no compensation shall be paid less than an hour.
 - (b) During the week and Saturdays, the rate shall be 1 ½ regular hourly rate.
 - (c) On Sundays and Public holidays, the rate shall be double the regular hourly rate.
- 3.6.4 **Overtime claim form must be authorized** by the Manager and **approved by the Chairperson**.
- 3.6.5 Overtime shall be paid **at the** end of that month worked and shall not be accumulated to the following month.
- 3.6.6 **Overtime shall not apply to the manager. Where the manager has worked overtime, the manager will take days off in lieu.**

3.5 Benefits

- 3.5.1 Annual Bonus
- (a) Employees shall be entitled to be paid an annual bonus in December of each year calculated at the rate of 8.33% of the total basic salary earned for the calendar year.
 - (b) The bonus accrues monthly from the 1st January **or** from the date of engagement, whichever date is later, to the 31st December, or date of termination of service whichever date is earlier.

3.5.2 Performance Bonus



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3.5.3 Housing Allowance

- (a) All permanent employees are entitled to a housing allowance *as per schedule of allowances*.
- (b) **Seasonal or casual** employees are not entitled to a housing allowance.

3.5.4 Pension / Provident Fund Scheme

- (a) The society shall contribute equally towards the Eswatini National Provident Fund based on the gazetted monthly contribution.
- (b) **Employees shall, as a condition of employment, be required to join Eswatini Savings and Credit Cooperative (ESASCCO) pension fund scheme.**
- (c) The Society shall contribute 14% of the employee's basic salary towards a registered and recognised pension fund scheme and the employee shall contribute a minimum of 6% towards the same fund.

3.5.5 Medical Aid Assistance

- (a) The Society shall contribute 100% towards a medical aid scheme to a benefit that it deems appropriate at that particular point in time.
- (b) Notwithstanding 3.5.4 (a), the benefit shall not be made worse off.

3.5.6 Educational Assistance

- (a) The Society shall fully fund training *to an inclusive maximum of E40,000/annum* which it deems appropriate and relevant in improving the employee's performance and skills in executing his/her responsibilities.
- (b) Such training must be recommended by the **Chairperson** and approved by the Executive committee.
- (c) Subject to approval by the **by the board**, the Society shall fund the costs of all tuition, registration, textbooks, work materials, exam, travel, meals and accommodation fees.
- (d) Costs related to modules failed and repeated will not be paid by the Society.
- (e) An employee who has benefited from such assistance shall sign a bonding agreement with the Society if the training cost exceeded E10 000.
- (f) After successfully completing studies, the employee will be required to serve the Society for a period not less than **24 months or a period of twice the duration of the training whichever is lesser.**



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- (g) Should the employee wish to leave the Society during this period, the Society shall pro-rata the total cost of the training and the employee will be required to pay the Society unless such employee is being dismissed.

3.6 Staff Uniform

- 3.6.1 The Society at its discretion or as required by law, will issue uniform to its employees every after two years.
- 3.6.2 The **Manager, through the budget process**, shall **recommend where a review is required**, the amount to be fixed per employee for the uniform.
- 3.6.3 Any excess cost **to 3.6.2 above** shall be **recovered from the employee's salary over** a period not exceeding three months.
- 3.6.4 Employees are required to take good care of any clothing issued to them.
- 3.6.5 Clothing may be worn at work and may not be lent to any other person.

3.7 Deductions from Salary

- 3.7.1 On engagement, the Society will make such statutory deductions from **employee's** salary as may be necessary in respect of:
- (a) Pay as you earn
 - (b) Contributions **to Eswatini National** Provident Fund (**ENPF**)
 - (c) Contributions to **Eswatini Savings and Credit Cooperative (ESASCCO) pension fund scheme**
- 3.7.2 Debts, of whatever nature, due by the employee to the Society.
- 3.7.3 Garnishees' as served by the courts.

4. Leave

4.1 Annual Leave

- 4.1.1 For purposes of this policy, leave credits are based on the calendar year; where
- 4.1.2 A year means a period beginning on **1st July** and ending on 30th June; and
- 4.1.3 A week consists of the standard five (5) working days.
- 4.1.4 Annual leave entitlement for employee will be
- (a) 25 working days per annum for the Manager
 - (b) **18 or** 20 working days for the permanent employees; and
 - (c) 15 working days for seasonal employees.

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- 4.1.5 Annual leave is earned by each employee every month but entitled to claim after three months of service.
 - 4.1.6 An employee on probation is not eligible for leave but the total vacation entitlement of an employee shall be calculated from the beginning of the first month of employment and may be taken as part of leave when confirmed.
 - 4.1.7 Paid annual leave will be granted to all permanent employees, based on vacation credits earned following confirmation of employment.
 - 4.1.8 All employees must take leave in each year at a time convenient to the Society.
 - 4.1.9 No extra leave shall be granted to an employee falling sick while on leave unless such an employee produces a doctor's certificate in which case those leave days will be added to his/her annual leave entitlement.
 - 4.1.10 If an employee who has been allowed to take leave before he/she has earned it, and for whatever reason, terminates or has his/her services terminated from the Society, that proportion of leave taken which remained unearned at the date of termination of employment will be deemed to have been unpaid leave and the Society will have the right to adjust any amounts due to the employee accordingly.
 - 4.1.11 The **manager** shall maintain up-to-date records of leave entitlement for all permanent employees.
 - 4.1.12 Employee shall be advised on the annual leave entitlement at the time he/she is offered employment.
 - 4.1.13 Annual leave will be approved by the manager **for the Officers and chairperson for the manager.**
- 4.2 Compassionate Leave**
- 4.2.1 After completion of three consecutive months of continuous service with the Society, an employee will be granted compassionate leave.
 - 4.2.2 In the case of a spouse, the employee will be entitled to 30 calendar days.
 - 4.2.3 In case of death of natural parents or registered dependants, an employee will be granted a compassionate leave of five (5) working days non-accumulative in respect of each approved application.
 - 4.2.4 Compassionate leave will be approved by the manager **for the Officers and chairperson for the manager.**



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4.3 Sick Leave

- 4.3.1 Employees are entitled to 21 days and not accumulative.
- 4.3.2 Sickness resulting in absence from work must be reported immediately to the employee's Supervisor.
- 4.3.3 No employee may be absent from their place of work due to sickness for more than 24 hours without **reporting and** producing a certificate from a registered Medical Practitioner or Registered Traditional Healer authorising such absence **on return**.
- 4.3.4 Payment in respect of sick leave shall be subject to the employee producing a certificate of incapacity covering the period of sick leave claimed and signed by a Certified and Registered Medical Practitioner or Registered Traditional Healer.
- 4.3.5 Sick leave shall be approved by the line manager **for the Officers and chairperson for the manager**.

4.4 Maternity Leave

- 4.4.1 A female employee who has served the Society continuously for twelve consecutive months shall be granted:
 - (a) 12 weeks maternity with full pay.
 - (b) One (1) hour nursing break which is with full pay per day for **one (1)** month after maternity leave.
- 4.4.2 A female employee who experiences medical complications during her confinement may be granted up to a further six (6) weeks unpaid leave, on the written recommendations of a Registered and Practising Medical Practitioner.
- 4.4.3 A female employee entitled to maternity leave shall be so entitled at least once after the lapse of a period of twenty-four (24) months from the last maternity leave.
- 4.4.4 Maternity leave will be approved by the manager **for the Officers and chairperson for the manager**.

4.5 Study Leave

- 4.5.1 **An employee who requires time off to write examinations, may be given time off for this purpose, provided the qualification sought is generally recognized and the institution concerned is a reputable one.**
- 4.5.2 **Employees will be given a day off prior to the exam day and the exam day.**



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5. Public Holidays

- 5.1 All employees shall be entitled to **gazetted** national Public Holidays.
- 5.2 When a national holiday falls within the period of an employee's annual leave, additional equivalent days shall be added to the leave period.
- 5.3 Recognised national holidays are:
- i. New year's Day;
 - ii. Good Friday;
 - iii. Easter Monday;
 - iv. National Flag Day
 - v. King's Birthday;
 - vi. Workers' Day;
 - vii. Ascension Day;
 - viii. Somhlolo Day;
 - ix. Umhlanga Day;
 - x. Independence Day;
 - xi. Christmas Day;
 - xii. Boxing Day;
 - xiii. Incwala Day and
 - xiv. Any other national holiday which shall be gazetted by the state.

6. Unauthorised Absence from Duty

- 6.1 An employee who absents himself/herself from work shall receive no pay for the day on which he/she was absent.

7. Probationary Period of Service

- 7.1 An employee shall be required to undergo a period of probationary service.
- 7.2 Any requirement regarding probationary service will be communicated to the employee at the time of his/her engagement.
- 7.3 In cases of promotion to a higher post, the probationary period shall be communicated at the time of such promotion.
- 7.4 The probation period shall not exceed six months for the position of Manager and three months for any other position.

8. Loss or Damage to Property

- 8.1 The Society is not liable for the destruction, loss of, or damage to any property of the employee, which may occur on any premises occupied by the employee.

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9. Amendments

- 9.1 Terms and conditions of service applicable to employees shall be amended in keeping with the provisions of the Employment Act, Industrial Relations policies of the Kingdom of Eswatini, and any other relevant regulations.

10. Adoption

We, the undersigned, individually and collectively, give commitment to the implementation of this policy by appending our signatures on the^{7th} day ofJuly.....2024 at Mhlume on behalf of *the Society*.

Name

Signature

Date

Douglas Blamini
Chairperson

[Signature]

17/07/2024

Lewis G. Thabela
Vice-Chairperson

[Signature]

17/07/2024

Vusi N. Malubane
Secretary

[Signature]

2024/7/17

Sirane L. Maseko
Treasurer

[Signature]

17/07/2024