

Citizens Channel

OFFICE MANUAL

Administrative Principles and Procedures



Tirana, Albania
December 2020

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1 Who we are:

- Citizens Channel is a non-governmental organization which aims to promote the development of citizen journalism in Albania and to empower responsible citizen voices in accordance with the values of an inclusive society, tolerance and human rights and freedoms;
- Provide periodic training practices for online journalism, television, live reporting, video editing, audio production, web media, blogosphere;
- Contribute to educating and sensitizing the public about the importance of the media in building and maintaining a legal and functional democracy;
- Promote initiatives for the affirmation of the fundamental rights of individuals and the promotion of media and social integration of categories in need;
- Support with media advice and techniques various social initiatives from communities and non-profit organizations with limited media access;
- Develop and strengthen cooperation with partners, other public and private entities, media institutions, institutions that exercise socio-cultural activities or that have similar goals and that unite the mission and goals;
- Advise public institutions and other entities on issues of drafting various media policies.
- Cooperate with identity groups to achieve the goal.

2 Code of Ethics

Citizens Channel aims to maintain a productive workplace where its staff feel their contributions to Citizens Channel efforts are valued, and where individual growth is fostered along with the successful achievements of Citizens Channel goals and activities.

The organization maintains the highest standards of honesty and integrity in the conduct of all activities and professional relations, following these fundamental principles:

Employees should, to the best of their ability, manage program matters in strict accordance with applicable laws, regulations, government requirements and contractual agreements.

Employees should not accept or give gifts, favors, bribes, or any other form of improper payment or persuasion that can influence negotiations or client decisions. It is an obligation of every employee to respect and honor the laws of Albania in all matters that are both work related and personal. Appropriate conduct reflects not only personal integrity but also the reputation of the program. With this in mind, no employee should possess drugs or any other illegal substance for use or for selling.

Every employee is obligated to watch out for the interests of the program. External matters and personal matters should not interfere with the conduct of work within the program. Employees should not use their work status to insure special treatment in their matters with other individuals. This includes subcontractors, consultants, clients, organizations, and other members.

Employees cannot use for their personal needs or improperly treat any form of Citizens Channel equipment, furniture, vehicles or data.

Communication among employees, and between supervisors and employees, shall be open, honest, respectful and timely. This means that Citizens Channel expects you to notify in a timely manner, any of your concerns about work practices, and working conditions, relationships among employees.

Citizens Channel management will make every effort to keep employees informed of upcoming events, new activities, and concerns.

Employees should be honest and just in their treatment of everyone else. Every employee has the right to receive just and professional treatment, without prejudices.

Citizens Channel adheres to the policy of equal employment and equal opportunity for all employees, regardless of race, sex, age, religion, or ethnic background. This means that employment and other opportunities for individuals are decided on an individual's qualifications and experience, not on the basis of his/her race, sex, religion or ethnic background. Any employee who feels that he or she has been discriminated against, or treated unfairly on this basis, should immediately report it to the Executive Director.

In fulfilling their assigned work responsibilities, employees should demonstrate the highest level of quality to ensure timely and quality results and services. In addition, each employee is not limited to the responsibilities listed under his or her position description. This allows flexibility with any given position, permitting the office to adjust workloads in accordance with levels of activity and an individual's abilities and provides employees with the opportunities to learn new skills or enjoy a new experience.

Every employee and program representative must comply with and respect local laws and government regulations and customs outside of their workplace as much as they do inside the workplace.

Employees should be honest and open about all program expenses and reimbursements. All purchases made must be authorized and fall within Citizens Channel financial and procurement regulations (for detailed rules and guidelines refer to Finance and Procurement Manual). Employees may not falsely or incorrectly declare purchases and reimbursement amounts.

In all matters related to the program, employees should respect and comply with the labor policies and principals established in the Labor law of Albania.

2.1 Sexual Harassment Policy

Citizens Channel aims to provide a work place that is free of tensions involving problems unrelated to the program, particularly, problems related to discrimination against race, sex, sexual orientation, religion, ethnicity, disability, or age. Citizens Channel firmly supports policies that comply with all the laws and regulations that govern equal employment opportunity.

Citizens Channel emphasizes the importance they place on a workplace that is free of sexual harassment. Citizens Channel considers sexual harassment unsolicited sexual proposals or solicitations of sexual favors (or any other form of physical contact) that interferes in an unreasonable manner with an employee's work performance or that creates a hostile work environment for any employee. This harassment can be as much heterosexual as homosexual. Examples of conduct that can constitute harassment are repeated, unwanted compliments to a colleague, "unwanted friendly" pats on the shoulders or arms, the display of printed or electronic material that depict suggestive pictures, telling offensive jokes, or asking questions that are personal or sexual in content. Downloading images or jokes from the Internet that are sexually suggestive in content, is

in violation of Citizens Channel policies, and a violation of laws and regulations concerning sexual harassment.

Employees that consider themselves to be a victim of sexual harassment should inform their supervisor and/or the Executive Director in order for the incident to be investigated and for the problem to be resolved. If a suspicion exists that a third party has also been a victim of sexual harassment, this should also be reported.

Any such reprisal that has been reported against another employee is considered illegal and appropriate actions will be taken.

3 Administrative Procedures

3.1 Office Space

Citizens Channel maintains office and newsroom. Office space must be used by the staff or staff meetings only, and all meetings with Citizens Channel collaborators will be held in the meeting room.

3.2 Security

It is Citizens Channel policy to protect the employees and secure the assets and facilities. For security and other legitimate purposes, the following guidelines apply:

Employees entrusted with and/or handling Citizens Channel property must observe proper care. Employees entrusted with Citizens Channel property must return it in good working condition, except for normal wear and tear, upon termination of employment. Any package carried into or outside of the premises, if deemed necessary, may be inspected.

3.3 Communication

The organization uses a variety of communication means. They include electronic mail, telephone, cellular phones, fax and express mail. Use of each of these means of communication is described below.

3.3.1 Telephone / Cell Phones and Electronic Mail

Citizens Channel will not provide cellular phones for the staff. Any calls made from private employee's number for business purposes should be noted on the mobile phone invoice and monthly statement and submitted for Executive Director's approval and reimbursement. CC will provide pre-paid cards to its staff, which value shall depend on each employee involvement in carrying out CC activity, after obtaining the Executive Director's prior approval. Office telephones are for official use only. The personnel of Citizens Channel has the right to use office phone (fixed or mobile) internet, skype or e-mail in order to conduct Citizens Channel activities and achieve program objectives. Minimal use of the fixed phone, e-mail or internet is also permitted for personal reasons during breaks. No personal international calls should be made without the prior authorization of the Executive Director. The Executive Director of Citizens Channel will register and share with the personnel e-mail addresses of the staff that will be used for official communication.

3.3.2 Internal Communication

Most internal communication will be done through electronic mail. Occasionally, written memos with relevant information will be distributed. When requests are made verbally or in writing through email, it is required that the staff member who received the request follows up in writing by email to acknowledge the request. When the task is completed, a subsequent email must be sent, or the person must confirm with the person making the request that the task has been completed.

3.3.3 External Communication

Official correspondence will be prepared on Citizens Channel letter head and signed by the Executive Director who may delegate authority as appropriate. This includes communication with donors, government agencies, cooperating partners, etc. The usual language for correspondence is Albanian, though some communication with donors may be in English. A copy of all written communication must be kept in the official files.

3.3.5 Archives

Citizens Channel maintains complete archives, both in paper and electronically of all relevant information, correspondence, reports, as well as personnel files. All Citizens Channel staff is responsible to familiarize themselves with the system and ensure that the documentation under his/her responsibility is properly filed.

CC is bound to comply with the Albanian legislation provisions regarding archiving terms of official documents, tax and accounting papers, legal deeds, and any other documents as foreseen by the law.

3.3.6 Production of Materials

The purpose of establishing a clear policy with regard to the production of materials is to ensure that all documents, reports, training materials etc, produced with funds from donors are of the highest quality, have been edited and approved and have a clear distribution plan. Materials include official presentations, photographs, videos, as well as written materials.

3.4 *Travel Expenses and Staff Travel Policy*

Travel on official business must be approved in advance by the Executive Director. In general, travel advances and reimbursements will be made according to Citizens Channel Staff Travel Policies below. Hotel and Meals charges when traveling domestically or internationally may not exceed the per diem rate approved by the donor providing the funds, and may be further limited by the Executive Director due to funding availability, common sense and sponsored program restriction. Per diem rates are determined by the location where staff spent the night prior to return.

For travel within Albania that includes no overnight, there is no M&IE (meals and incidental expenses) provided. If travel within Albania includes an overnight, the M&IE is as follows for all travel:

Day of Departure; 75% of the applicable M&IE rates.
Full Days of Travel; 100% of the applicable M&IE rates;
Day of Return; 75% of the applicable M&IE rates

If meals are provided during travel, per diem rates will be reduced as follows: Breakfast: 14%, Lunch 27%, Dinner 40%. The Incidentals Expenses rate of 19% remains.

Any travel advances should be requested by the employee and approved by the Executive Director at least one day prior to the travel.

Proper hotel receipts are required to claim both lodging and meals and incidental expenses. The following expenses shall be unallowable to the staff traveling: expenses related to cultural events (tickets), costs of alcoholic beverages, fines and penalties (including transportation fines), unless otherwise stated in the contract or in additional internal regulations.

Reimbursement for travel expenses is claimed by using the “Employee Trip Expense Report” form. Upon return from travel, employee must present a completed form to the Finance and Administration Office (who will check the report and bring it to the Executive Director for signature), within one week of return to Tirana. Adjustments will then be made to advances as necessary. Falsely submitted hotel receipts or discrepancies in receipts will result in the employee performance review and disciplinary actions including possible contract termination.

4 Management of Electronic Equipment

4.1 Computers, use and protection

Computers will be made available to every staff member who needs access to perform their work. All staff will be provided with an Internet access. Internet and computer usage for personal correspondence and personal matters is not encouraged during office hours. Accessing illegal or inappropriate web sites, (i.e. pornography, gambling) or using email to transmit illegal or inappropriate content, will be grounds for a disciplinary action.

4.2 Use of Software

Citizens Channel has strict rules governing software. It is prohibited to install any unauthorized and/or unlicensed software on any office computer. The violation of this policy will result in appropriate disciplinary measures. This policy is applicable for both desk top and laptop computers. All computers will have virus protection installed and it is the responsibility of those who use a portable computer to update their virus software at least once a month. In the case of a suspected virus, the employee should immediately notify the Finance & Administrative Officer.

4.3 Use of Citizens Channel equipment, furniture and other properties

The employees shall be careful when using Citizens Channel assets or any other Citizens Channel property. Assets shall be used only for the authorized purposes. An employee shall follow the rules on the use and maintenance of assets i.e., computer, fax machine, photocopier, etc. The unauthorized use of assets for personal purposes or their

displacement out of the Citizens Channel premises is prohibited. Any asset or other property given to an employee for use during the employment should be handed over in case of resignation or termination of employment. The value of any un-returned asset or property may be deducted from the salary or billed to the employee in question.

Every employee shall report to the Finance & Administrative Officer, when s/he notes any asset displacement or damage.

The Finance & Administrative Officer shall be responsible for the asset administration and maintenance. S/he shall conduct an annual assets inventory and submit the annual assets inventory report to the Executive Director.

5 Human Resource Management

Citizens Channel employs staff under different contractual mechanisms. There are full-time employees, part-time employees, temporary employees, and local or international consultants. This manual covers employment conditions and policies for all local staff. International technical advisors and international consultants are contracted by Citizens Channel under a specific contract.

5.1 Employee Classification

5.1.1 Full-time Employees

Local employees of Citizens Channel that are hired under annual renewable contracts are considered permanent local employees. Upon the selection of a local candidate, the prospective employee will be notified about Citizens Channel intention to hire the individual, given precise information on the position title, name of supervisor, and proposed level of compensation. A position description may/will be provided.

5.1.2 Temporary Local Employees/Consultants

Temporary employees are staff hired for a limited time period for specific activities. Their contract letter specifies the length of employment, scope of work, name of supervision and proposed compensation.

5.2 Hiring and Management of Employees

5.2.1 Announcement of Position Vacancy

All vacancies will be formally announced through either written publications and/or internal announcements. All vacancy announcements must be approved by the Executive Director. Vacancies will include a job description and required qualifications.

5.2.2 Selection

After receiving resumes from interested applicants, interviews and evaluations will be conducted in order to select someone who has specific professional work experience in the area of interest related to the job. The selected people will be interviewed by a team designated by the Executive Director. Candidates who meet the selection criteria will be interviewed using a standardized interview process.

5.2.3 Hiring

The person selected will receive his or her contract drafted by the Finance & Administrative Officer and signed by the Executive Director. The contract must conform to the Albanian Labor Law.

5.2.4 Introduction into work environment

Every new staff member will receive an introduction to Citizens Channel. This introduction will be organized by the Finance & Administrative Officer and will include introductory meetings with appropriate Project Coordinators and other staff, introduction to management values, office procedures including financial management and use of equipment.

5.3 *Employee Benefits*

5.3.1 Annual Leave

Regular full-time employees will accrue annual leave with pay at the rate of 1.67 days for every full month worked, or 20 working days per year. Annual leave may be taken only with prior approval of the Executive Director. Every effort will be made to accommodate employee requested leave schedules, but duties cannot be neglected. In general, employees are encouraged not to take annual leave before it is accrued. However, staff may request to take annual leave (no more than 8 days) in advance, with the written permission of the Executive Director. When taking annual leave for three days or more a request should be made two weeks in advance, notifying the Executive Director by e-mail. Employees are responsible for scheduling their annual leave at times when it will not disrupt their duties and the functioning of the office. No more than 10 days of accrued leave may be carried over to another fiscal year. Any vacation days carried over must be used during the first eight months of the next fiscal year. The Finance & Administrative Officer is responsible for keeping leave records.

5.3.2 Holidays

Following the receipt of official national holiday information, issued by the Albanian Government authorities, Citizens Channel will review its national holidays every year based on the Albanian Labor law. Annual national holiday's list will be updated and distributed to the staff every year by the Finance & Administrative Officer.

5.3.3 Sick Leave

When an employee is sick, s/he is entitled to be absent from work. Sick Leave is considered as time worked. Sick leave will be handled according to the Albanian Labor Law with the exception of illness requiring just one or two days sick leave. The Executive Director may grant up to three days sick leave per illness paid by Citizens Channel without written justification from a physician for a total of 14 days per year. Employees begin to accrue sick leave from their first working day. The employee is entitled to sick leave with full pay at the rate of one day per month (twelve days per year). The Finance & Administrative Officer will keep Sick Leave records for each local employee.

Sick leave shall apply to all injuries and illnesses which incapacitate the employee to fulfill his or her job responsibilities. Unused sick leave in any one year cannot be carried over to a subsequent year. To be eligible for sick leave beyond two working days (extended sick leave), employees are required to submit a certificate from a physician.

Employees who take sick leave because they are unable to report to work must contact the office to inform their supervisor of their absences within 24 hours after the occurrence of such illness or accident, indicating probable length of their time away from the office. Sick leave time can be charged in not less than one-half-hour units. An employee will be charged for sick leave only for those days upon which he or she would otherwise have been scheduled to work.

5.4 Additional Employee Benefits

5.4.1 Parental Leave

An employee who is the primary care giver of the child shall be entitled up to one year leave upon the birth of a child, with compensation made by the Health Insurance Institute according to their rates. Employees have the right to take unpaid Parental Leave for up to 30 days. Parental leave is available to all active, regular benefited full-time or part-time employees who have reached at least one (1) year of continuous service prior to the commencement of leave. Upon returning from both paid and unpaid Parental Leave, employees are entitled to return to their previous positions at no less than their former salary level. For the birth of a child, an employee who becomes a father may take paid leave, before, during or directly after the birth for a total of 5 days.

5.4.2 Infant Care Policy

Mothers of newborns (up to 9 months of age) who have worked at least one (1) year of continuous service are eligible for a reduced workday at a prorated salary to allow sufficient time for feeding their newborn child. The specific terms will be discussed with the Executive Director and decided on a case by case basis.

5.5 Other Personal Leave

5.5.1 Personal Days

All regular full-time and regular part-time employees are eligible for personal days. Regular full-time employees will receive two (2) personal paid days at the beginning of each January. These days may be used at any time during the year and may be used as full days or partial days. New hires will be eligible for one (1) personal day after the completion of three (3) months of service and two (2) personal days per year thereafter at the start of the next January.

Purpose for which personal days may be used:

- Civic/community involvement
- Religious observances

Personal business, meetings, or appointments which can only be conducted during business hours

Funerals or bereavement visits for those other than immediate family.

To care for or attend to extended family members.

Employees are not allowed to carry personal days over from one year to the next and, if unused, expire. Personal days are not vacation days and may not be added to vacation days to extend the length of vacation.

5.5.2 Bereavement and Marriage Leave

In the case of marriage or death of spouse, children or parent, the employee has the right to take 5 days of paid leave.

In case of illness of those relatives, evidenced by a medical report, the employee may use personal days (see above section) and/or up to 10 additional days of unpaid leave.

5.5.3 Other Unpaid Leave

In exceptional circumstances, and on a case by case basis, employees may take unpaid leave, with the written consent of the Executive Director.

5.6 *Schedules of Payment*

Salary payments are made to employees monthly, on or about the last day of the month, upon submission of a time sheet. All salaries will be paid by direct deposit into the employee's bank account. The amount of an employee's monthly paycheck will be adjusted, taking the amount of the employee's total salary earnings for the month, less appropriate tax withholdings as required by Albanian law, and any other deductions of a personal nature. Taxes and compulsory contributions are withheld according to Albanian law.

5.7 *Probationary Period and Performance Review*

All employees, regardless of position, will serve in a probationary period for the first ninety (90) days of employment. This probationary period allows the development of a strong working relationship and to ensure that each individual's experience and skills are appropriate for their position. Similarly, this period allows the individual to make sure the job is a good match and that he or she understands and can adhere to Citizens Channel employment policies and practices.

During the probation period, Citizens Channel or the employee may terminate the employment agreement by means of written notice delivered to the other party at least 5 (five) days prior to the termination. If termination occurs, Citizens Channel will pay the employee any accrued salary and any vacation time owed, less any outstanding advances.

The performance review done at the end of the probationary period will consist of two steps. Firstly, the employee will complete the self-evaluation questions on the Performance Review Input form. Secondly, the employee and supervisor will discuss the employee's performance and adjustment to working with Citizens Channel. The supervisor will document any suggestions for improvement or agreements that are

reached in a memo to be signed by the employee. The supervisor will make one of two possible recommendations regarding employment:

1. Confirm successful completion of probation and status as a regular employee.
2. Terminate due to unsuccessful completion of probation.

The review documents will be forwarded to the Executive Director for approval.

5.8 Work Hours

The regular office work schedule is 8:30 AM to 16:30 PM (with half an hour break for lunch) daily from Monday through Friday (5 days per week).

If an employee requires time off during the work day, the employee shall first obtain the Executive Director's approval. Time off during the work day shall be counted as either annual or sick leave.

Each employee is expected to provide his/her own transportation to and from place of work and to be punctual in attendance.

5.9 Timesheets

Citizens Channel employees are paid monthly. Time Sheets are to be completed daily and submitted to the Finance & Administrative Officer on the next to the last day of the month.

All annual leave, sick days, other leaves and holidays must be indicated each month on the time sheet. All time sheets must be signed by the employee verifying the information is correct. Any time sheet deliberately submitted with incorrect information is cause for immediate termination. The Executive Director approves by signing each employee's timesheet. The timesheet of the Executive Director will be reviewed and signed by the Finance & Administrative Officer.

5.10 Performance Evaluation and Salary Increase Regulations

Employees are expected to learn and perform duties as per their job description. It may, however, be necessary at times to perform other duties not listed in the job description to fulfill the responsibilities of the position or to contribute to the overall work of the team.

Every employee shall receive periodic performance evaluations. A full performance review must be completed before a staff member's salary can be increased. This review must take place after twelve months of employment, annually thereafter, or upon promotion. Intermediate performance reviews can take place upon the discretion of the supervisor. Overall performance is assessed based not only on an employee's work, but also on how well the employee has contributed to the overall team's effort.

An evaluation is done by the supervisor with input from the employee using the Performance Review form and from other staff. At the end of a successful probationary period, the supervisor will identify the performance factors to be used in annual evaluation, and discuss the factors and the forms with the employee. Upon completion of the evaluation, the forms are signed both by the supervisor and the employee and submitted to the Executive Director. The Executive Director will make a determination of

salary adjustment. Maximum gross salary increase is 5% per year. The following criteria will be used:

Evaluation results: 0-60 points: 0%
Evaluation results: 61-70 points: 2%
Evaluation results: 71-80 points: 3%
Evaluation results: 81-90 points: 4%
Evaluation results: 91-100 points: 5%

Evaluations will be part of the employee's personal folder and will be an important tool to foster personal development. Supervisors are encouraged to maintain regular contact with the employee about his or her performance throughout the year.

5.11 Continuing Education

Citizens Channel encourages employees to improve their professional qualifications by taking training courses designed to increase job performance. Some training may be provided by CC. The supervisor and the Executive Director will review and approve training collaboratively and at their discretion. Training will be approved only if funding is available and it is likely to improve an employee's performance in his/her current position or to meet future planned requirements of CC. If approved, Citizens Channel will pay the cost of such training, plus related travel expenses. Each employee who participates in a training course must submit a copy of the completion certificate or course grade to the Finance & Administrative Officer and/or Project Coordinator.

5.12 Confidentiality

5.12.1 The employee must maintain strict secrecy with regard to knowledge of CC's matters or its activities and information gained through working with CC.

5.12.2 All documentation, letters, technical data or other information related to the employee's employment, which the employee has provided during his employment with CC, shall remain in the exclusive possession of CC.

5.12.3 For the entire duration of the Agreement, the Employee shall continue to keep as secret those matters designated not for public domain, for which he has been aware during the employment. The Executive Director shall immediately notify in writing CC's employees regarding matters considered confidential.

In cases of breach of this confidentiality provision, the Employer may claim damage relief pursuant to Albanian law in full force and effect. This confidentiality clause survives the term of this Agreement for the term permitted by law.

5.13 Termination of Employment

Termination will be handled according to the Albanian Labor Law. Citizens Channel will fulfill all obligations according to the Albanian Law.

5.13.1 Disciplinary/Corrective Action

In cases where there are problems/issues with an employee's performance, the Executive Director will:

Document (in writing) the problem (citing specific cases and dates) and area(s) in which the employee's work needs to improve, and share this document with the employee.

Meet with the employee to discuss. Depending on the issue at hand, the employee may receive a one month probation period in which to improve his/her performance.

At the end of the one month probation period, the employee and the Executive Director will meet again to review employee performance and make a decision whether to remove or extend the probationary period, or pursue dismissal.

5.13.2 Dismissal

Dismissal may be either "with" or "without" cause.

"With cause" dismissals can take place due to the following reasons:

Failure to perform work duties at a satisfactory level - This includes, but is not limited to: continuous tardiness in coming to work, being out of the office for non-work purposes, excessive time in fulfilling duties, and / or low or substandard delivery of work products, failure to follow assignments through to the end, failure to interact professionally with coworkers, donors, participants, clients, providers or others, etc.

Unacceptable behavior - This includes, but is not limited to: use of Citizens Channel equipment, facilities and/or funds for purposes other than work, violent behavior, use of drugs or alcohol at the workplace, or being in the workplace in a state of intoxication, providing confidential information to non-Citizens Channel personnel, theft of office equipment, funds or furnishings, falsifying time sheets or travel documents, organizing any aspect of work for personal gain, whether monetary or other, or falsifying Citizens Channel financial documents.

The dismissal process "with cause" for (1) Failure to perform work duties at a satisfactory level will follow the three steps outlined under the Disciplinary Action section above (i.e. a letter of warning and a month probation period is given, at the end of which, if performance has not improved, employment may be terminated).

The dismissal process "with cause" for (2) Unacceptable behavior, will be immediate and without written warning.

5.13.3 Notice of Termination

Termination of employment with Citizens Channel may occur when individual services are no longer required, i.e. termination "without cause". In such cases Citizens Channel will make every effort to provide a reasonable notice period, but is not required to provide more than 30-90 days, depending on the length of employment and the provisions of the employment agreement executed with the employee.

Likewise, in the case of voluntary termination, the employee should make every effort to provide a reasonable period of notice and is required to provide a notice period of not less than 30 days and up to 90 days depending on the length of employment and the provisions of the employment agreement executed with the employee. Only two weeks is required for employees of less than six months.

5.13.4 Payments on Termination of Employment

Temporary and contracted consultants: payment for days worked only.

Regular employees:

- (i) Voluntary Termination: salary for days worked; pay for accrued and unused annual leave.
- (ii) Termination with cause: salary for days worked; pay for accrued and unused annual leave;
- (iii) Termination without cause: salary for days worked; pay for accrued and unused annual leave; severance pay according to the Albanian Labor Law.

Appendix B: Leave Request Form

Leave Request Form

Type of Leave Requested: — Annual — Sick leave

Other. Please specify: — _____

Employee Name: _____

Dates of requested leave: _____

Reasonforrequestingleave:_____

Employee signature _____ Date _____

Executive Director _____ Date _____

Appendix C: Service Provider Fee Voucher
Service Provider FEE VOUCHER
Verbal Translation

Charge Number Task Number Suffix Code Trans Code
 [] -- [] -- [] -- []

Name _____

Address _____

Soc Sec. No. _____

Accounting Use Only:

Voucher No _____ Invoice No _____

Acctg. _____

Period _____ Invoice Date _____

Vendor ID _____ Due Date _____

Services Information

Date	Description of Services provided	Hours Worked *
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

*Total hours Worked 0 at Rate \$ **Total Fees \$** 0

I certify that the time claimed was actually used for the purpose indicated, and that I have not received any other payment from any public agency for any of the time claimed. I further certify that the performance of the duties covered by this voucher does not in any way conflict with my responsibilities, duties, contractual obligations and conditions of employment contract or status as an employee that I might have.

Service Provider's Signature _____

Date _____

Approval Signature _____

Date _____

Appendix D: Overtime Authorization

OVERTIME AUTHORIZATION

Employee's Name: _____ Pay Period: _____

Date	Charge/Task Number	Number of Hours	Services Provided

TOTAL: _____

Employee's Signature: _____

Director Signature: _____

Appendix E: Travel Approval Request Form

TRAVEL APPROVAL REQUEST FORM

Name: _____

Travel to: _____ Dates _____

Purpose/Scope of Work:

Employee Signature _____

Executive Director _____

Appendix F: Travel Expense Statement

Trip Expense Report/Detail of Expenses Page 2

All cash related to your trip must be included on the same trip expense report. Do not forget to prorate per diem rates for partial days of travel per instructions.

Per Diem / M&IE and Lodging (See instruction tab for per diem rate web sites and policy for correct calculations)

Date	Location	M&IE Rate/Actuals	Business Meal*	Lodging	Total Expense	Type A CC	Rcpt. #	Account to be Charged
					ALL 0			
					ALL 0			
					ALL 0			
					ALL 0			
					ALL 0			
					ALL 0			
					ALL 0			
					ALL 0			
					ALL 0			
					ALL 0			
					ALL 0			
					ALL 0			
Total					ALL 0			

Transportation Costs (Fares, km)

Date	From/To	Description			Total Expense	Type A CC	Rcpt. #	Account Number (if more than one)/Additional Information
			# of Km	Km Rate				
					ALL 0			
					ALL 0			
					ALL 0			
					ALL 0			
Total					ALL 0			

Other Expenses

Date	Description/Explanation of Expense	Total Expense	Type A CC	Rcpt. #	Account Number (if more than one)/Additional Information

Total	ALL 0
Total Trip Expense	ALL 0

Appendix H: Vehicle Accident Report

VEHICLE ACCIDENT REPORT

NAME: _____ DATE: _____

DATE OF ACCIDENT: _____ TIME: _____

DESCRIBE ACCIDENT:

INJURIES:

LOCATION OF ACCIDENT: (BE SPECIFIC)

DAMAGE: (BE SPECIFIC)

WITNESSES: (INCLUDE ADDRESSES)

SIGNATURE _____ DATE: _____

Appendix I: Performance Review Form

Citizens Channel

Performance Review Form

Employee:
Position:
Date Prepared:
Review Period:

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Employee Self-Appraisal:

Based on your position and your job description, evaluate your performance regarding major responsibilities. (How well did you do your job this period?)

Give a specific example of your best work during this period. (What did you do and why was it good?)

Describe any general and specific areas where you feel you need to strengthen your skills or knowledge.

Supervisor Comments:

Describe and discuss the following. Consider factors such as professional competence, job knowledge, communication skills, internal and external interaction, commitment to service and quality, and judgment and decision making.

Overall performance during the review period

Specific Strengths

Areas for improvement, if applicable

Describe one or two examples of the employee's best work during this period (including why it was good):

List specific actions that may benefit this employee to enhance his/her professional development. This should include actions to bolster strengths as well as to improve weaknesses.

Suggested changes to contract (if any):

Supervisor _____
Print Name Signature Date

Employee _____
Print Name Signature Date

* This signature indicates that this appraisal has been reviewed and discussed with the employee; it does not indicate that the employee agrees with the review. If the employee would like to comment on the review, s/he may do so below.

Appendix K: Cover memo for courier services

DELIVERY MEMO

Memo #: _____

Send to: _____

Send from: _____

Date send: _____

Send items (content): _____

Send via: _____