



**MAVUNO**  
Improvement for Community Relief and Services

**MAVUNO IMPROVEMENT FOR  
COMMUNITY RELIEF AND SERVICE  
KARAGWE – TANZANIA.**

**VOLUNTEER REGULATIONS**

## **PREFACE**

This documents aims to regulate the hosting of Volunteers at MAVUNO improvement for community relief and service. The regulations and standing orders have been carefully prepared by MAVUNO Improvement for Community Relief and services. They comprise volunteer policy and guidelines with the practice obtained in the Tanzanian lab our relations and terms of the statutes and by-laws of the Organization.

**These regulations have been formulated to serve the following purposes:**

1. To make sure that terms and conditions of service offered to all categories of the Organizational Volunteers help to promote efficiency in all matters that concern Organizational Volunteers.
2. To maintain and enhance discipline among Organizational Volunteers.
3. To make sure that the Organizational Volunteers are, wherever possible, fully involved in decisions, which affect their own welfare and destiny.
4. To see to it that only Volunteers with the requisite qualification for the task are assigned.
5. To ensure that discipline and ability to perform a task take precedence over other things when considering Volunteers for appointments.
6. To make sure that equal Volunteering opportunity is maintained and enhanced within the Organization.

**In these regulations the following subjects have been covered:**

**Chapter 1.** General Introduction, Definitions and Interpretations.

**Chapter 2.** Volunteer's appointment, general work conditions, office rules and code of conduct.

**Chapter 3.** Volunteers Health and safety issues, transport, accommodation, leave, reporting and disciplinary procedure

**If these recommendations are accepted by the board, the following strategy will be pursued:**

- a) The Regulations will be reviewed and reprinted from time to time to accommodate any changes of policy or civil legislation, which shall have taken place during the preceding period.
- b) Any change and modifications made regarding any aspect of the regulations will have to get the consent of the Director of the Organization.
- c) The Organization will welcome suggestions and recommendations on whatever change or modification to any set of aspects either contained or not spelt out here in through such feedback that Volunteers of the Organization can offer meaningful.

## CHAPTER 1

### GENERAL INTRODUCTION, DEFINITIONS AND INTERPRETATIONS OF THE VOLUNTEER REGULATIONS AND STANDING ORDERS

#### 1.1 General

- These Volunteer Regulations and Standing Orders are here in after called “the Regulations” or may be cited as “**MAVUNO Volunteer Regulations 2018**”. Unless any other agreements are made and stated elsewhere, these regulations will apply to all Volunteers of MAVUNO Improvement for Community Relief and services.
- The Regulations are issued with the approval and consent of the competent authority of the Organization. In the day to day administration, the responsibility for interpreting of these regulations will rest upon the Management of the Organization
- Where the provisions of these regulations are in any way at variance with the terms of written laws, these shall prevail.
- The Director shall appoint a staff member who will be the counterpart of the Volunteer to the Organization, hereafter referred to as the Volunteer Supervisor. The Volunteer Supervisor shall conduct his/her particular duty by giving mandates, directives, support and instructions to the Volunteer on behalf of the Organization.
- It is the responsibility of each Volunteer to stay informed and act according to these regulations.

#### 1.2 Interpretations of these regulations:

- In the event of any conflict between these Regulation and any written law (Organization or Civil) the latter shall prevail.
- Singular words shall also stand for plural and word in the plural includes the singular.
- In any dispute regarding the interpretation of these regulations the Director shall be the arbiter in the first instance.
- An appeal against the interpretation put on these regulations by a Volunteer should be submitted to the Director or the Chairman of Organizational Administrative Board, who when sided by the commission on rules shall have made a decision which shall be final and binding.

#### 1.3 Amendments to Regulations

These regulations are subject to amendments whenever necessary by the Organizational Authority through the Administrative Board. They are further subject to amendments by circulars and directives that may be issued by the Organizational Director from time to time in conformity with any changes, Government Legislation or amendments of the Organizational statutes and by –laws.

## CHAPTER 2

### 2.1 Definition of Volunteer

A Volunteer at the Organization is a person appointed by the Organization to perform a certain task, without being forced or payed by the Organization. Each Volunteer is to be selected to perform tasks identified in the needs assessment carried out by the hosting and sending organizations in collaboration.

### 2.2 Identification, selection and recruitment of Volunteers

#### 2.2.1 Needs assessment

The needs assessment will as a minimum cover:

- Analysis of which competences and capacities are lacking in the Organization and community
- Current capacity of the Organization
- Analysis of potential added value of the Volunteers and envisaged capacity building assistance to the Organization and community
- Risks and vulnerability and security for the Volunteer

When relevant, a needs-based strategy for capacity building or technical assistance is developed.

#### 2.2.2 Identification and selection of Volunteer

The identification and selection of a Volunteer appropriate to carry out the tasks as identified in the needs assessment of the organizations is the responsibility of the partner organization. In addition to have the relevant professional competences to perform the assigned tasks, the Volunteer Criteria must be met.

#### 2.2.3 Volunteer Criteria

##### 2.2.3.1 Personal Competences

The Volunteer should possess and be able to show the following personal competences

- Ability to work in teams as well as independently
- Respect other cultures and adjust his or her own behavior to avoid misunderstandings
- Ability to deliver results and report to the appropriate person.
- Communication skills
- Ability to adjust to changing situations
- Have a realistic view of their contribution to the hosting organization and their beneficiaries.
- Clearly formulate tasks to be carried out by others.
- Ability to identify critical improvements needed to ensure sustainability of results.

### **2.2.3.2 Personal values**

The Volunteer should share the core values of the Organization which are

- Human Dignity
- Teamwork and Innovativeness
- Transparency and Accountability
- Fairness and Integrity
- Commitment and Hard work

### **2.2.4 Approval of Volunteer**

The Volunteer candidate selected by the partner organization shall be presented by the partner organization to the Organization either through the Director or to the Volunteer Supervisor in written form including all relevant official documents. These documents include:

- CV
- Personal Letter
- Criminal record
- Medical report
- Selecting criteria applied by the partner organization
- Motivation to selection of the Volunteer candidate from the partner organization.

The Director or Volunteer Supervisor is to accept or to deny the candidate Volunteer in written form to the partner organization by signing the Letter of appointment for Volunteers

#### **2.2.4.1. Criminal Record**

No person with a known criminal record or who has been convicted of offence involving moral turpitude may be appointed to the service of the Organization without the knowledge and special clearance of the meeting of the Management teams or the Director.

#### **2.2.4.1. Medical Report**

For a Volunteer intending to stay with the Organization for less than three months, the Health Self-Assessment Form must be filled in and signed by the Volunteer candidate.

For a Volunteer intending to stay with the Organization for more than three months, the candidate must be assessed by a medical institution in their country of residence. The medical report must be signed.

## **2.3 Volunteer management**

### **2.3.1. Before arrival**

- The Volunteer shall have read the Volunteer Regulation and the Volunteer Guideline.
- The Volunteer is appointed a Volunteer Supervisor from the Organization. The Volunteer Supervisor will also act as a mentor and provide support in areas such as:

- development of professional skills and improvement of performance and knowledge
  - cultural integration and acclimatization
  - coaching related to the task assignment
  - dealing with psychosocial issues.
- The Volunteer must seek medical advice and take the vaccinations advised by the medical institution.
- The Volunteer must hand over emergency contact information (including insurance company, partner organization and relatives)
- The Volunteer must process a valid visa.
- The Volunteer must confirm their travel dates and their length of stay with their Volunteer Supervisor or the Director. Local transport arrangements shall be agreed upon.
- The Volunteer and the Volunteer Supervisor shall exchange contacts for detailed communication in case of any matters before arrival and during travelling.

### 2.3.2. Upon arrival

- The Volunteer Supervisor or the Director will assure that the Volunteer is picked up according to agreement and arrangement, and reach the Organization destination.
- The Volunteer must hand over necessary documents, including
  - Emergency contact information (including insurance company, partner organization and relatives)
  - Copy of passport
  - Copy of Visa
- The Volunteer will receive a debriefing within 24 hours of arrival to the Organization. The debriefing will include:
  - Organization and management structure and processes (teams and people involved in the project or task)
  - Project site
  - Operational context
  - Organizational mission and objectives in relation to the project
  - Expectations on outputs and results from the projects or task
  - Context-specific security briefing and health, security and safety briefing.
- The Volunteer Supervisor is responsible for introducing the Volunteer to the government authorities when applicable.
- Volunteer is strongly advised to read the current MAVUNO Strategic Plan.

### 2.3.3 During Volunteer stay

- Volunteer will attend orientation and training relevant to the task assignment.
- Volunteer is to work in close cooperation with Volunteer Supervisor.
- Volunteer is to work according to the task assignment and be flexible in case of amendments or changes according to project implementation and organization at large.
- Volunteer should on a continuously basis share knowledge in accordance with MAVUNO's knowledge management procedures.

- Performance assessment will be undertaken by Supervisor at a frequency determined by the duration of stay and the nature of assignment.
- Volunteer is to prepare progress reports to be submitted to Supervisor and director at a frequency at a minimum as agreed upon. The Volunteer may be assigned additional reports by Supervisor or director.
- When considered suitable with respect to length of Volunteer time and competences, the Volunteer will in dialogue with Supervisor define learning and development objectives to be achieved during the stay and will evaluate reflect and record those at a frequency agreed upon between Supervisor and Volunteer.

#### **2.3.4. End of contract**

- Supervisor carries out a performance review and evaluation of results achieved by Volunteer.
- When applicable, learning and development objectives will be reviewed.
- Completion report will be prepared by the Volunteer including progress on targets, specific results and challenges encountered.
- The Volunteer is transferring information from the project to the Organization
- The Volunteer is to handover to the organizational equipment, facilities, any valuable items belonging to MAVUNO such vehicle, computer, keys, documents etc.
- Clarify whether there are any incidents (health, security, other) from placement that have to be reported and followed up on?
- Clarify whether there are any other questions/issues that need attention and follow up?
- Organization and the Volunteer will debrief each other prior to departure on the above state matters.

##### **2.3.4.1 Certificate of service**

A certificate of service may be issued to a Volunteer leaving the service of the Organization according to performance. The certificate shall be signed in person by the director and Volunteer Supervisor. The certificate will be kept in the Volunteer's file for five years with the consent of the Volunteer.

##### **2.3.4.2 Termination of Volunteer contract**

When the Director is of the opinion that a Volunteer should be removed on the public interest (not acting according to the Code of Conduct or in other ways harming work or reputation of MAVUNO) or not performing in accordance with task assignment, the respective Volunteer Supervisor shall report the matter to the disciplinary authority (a committee set by the Board) to enable reaching a decision in view of severity of the misconduct.

##### **2.3.4.3 Termination on Medical Grounds**

When the Director is of the opinion that a Volunteer is incapable by reason of any infirmity of mind or body, of unsatisfactorily discarding the functions of his/her office, the Director may upon request of the Volunteer and medical recommendation, initiate termination of contract in accordance with agreement with partner organization and insurance.

## **2.4 General working rules**

### **2.4.1 Gender Equality**

All activities, communication and behavior shall consider gender equality issues. Men and women are to be treated equally, and signs of unequal treatment within or outside the Organization shall be reported to the Volunteer Supervisor or the Director.

### **2.4.2 Safeguarding and protection of vulnerable group**

The Volunteer is obligated to pay specific attention to the treatment of vulnerable group especially children, youth, women and elderly, in accordance with to the Mission of the Organization.

### **2.4.3 Non discrimination**

The Organization is committed to non-discrimination of children, youth, women and elder and vulnerable people in general, in accordance to the Mission of the Organization.

## **2.5 Code of Conduct**

The Organization requires every Volunteer of the Organization to conduct himself/ herself in a manner designed to promote the interest, good name and wellbeing of the Organization. Any Volunteer failing to conduct himself/herself in such manner through willful acts, omissions, or negligence will be guilty of gross misconduct and subject to disciplinary action.

Organization allow every Volunteer regardless of his/her religious faith to observe and live within the discipline of his/her religion - as long it does not harm any other people or is against the Values, vision and mission of MAVUNO or its principles and code of conduct.

The Volunteer is obligated to pay specific attention to the equal treatment of vulnerable groups especially children, youth, women and elderly. MAVUNO is committed to non-discrimination and safeguarding of children, youth, women and elder and vulnerable people in general.

It is the responsibility of the Volunteer to stay informed about the rules and regulations stated in this document as well as in the Volunteer Guideline. If clarifications are needed it should be sought for from the Volunteer Supervisor or director.

All Volunteer shall at all times dress and keep themselves in a neat and tidy manner and must have due regard to decency in accordance with the Organization and National norms and ethics. Support to understand what appropriate dressing is covered in the Volunteer Guideline.

## **2.6 Office rules**

### **2.6.1. Office hours**

A Volunteer is entitled to 8 working hours per day (5 days) or 40 working hours per week. The Organization is free to declare any additional Holidays apart from those, which have been announced by the Government.

When the exigencies of the service so require, the Organization may require a Volunteer to work after office hours.

### **2.6.2 Visitors**

The work site have a regulation requesting all visitors to staff and volunteers alike to identify themselves to enter accomodation site and to inform office in advance if guests are to arrive in good time.

## **2.7 Communication**

### **2.7.1 Languages**

The use of Kiswahili and English shall take precedence over the other languages in correspondence, meetings, conferences etc. Only when necessity demands shall other languages are used when transacting official business.

### **2.7.2 External Communication**

- All external communications concerning the Organizational business should go through Supervisor and be approved by the Director.
- No Volunteer shall, except on the specific authority of the Director of the Organization communicate with the press or radio on any policy matter concerning the Organization.
- Communication about the Organization, its activities or persons in any way associated with the organization must be carried out through established channels of the partner organization and in accordance with the communication rules of the partner organization and MAVUNO. All other official communication is prohibited.
- The Volunteer shall not forward any sensitive or personal information about the Organization, its members, beneficiaries or other partners to a third party.

## **2.8 Data protection**

The Organization is committed to ensure that:

- only relevant data is processed and obtained
- any personal data such as name, age, address and date of birth, including sensitive data, information regarding their recruitment, assignment and performance shall be:
  - o Collected lawfully and adequately for a legitimate purpose
  - o Processed fairly and lawfully
  - o Corrected or updated, where necessary
  - o Accessed only by authorized personnel
  - o Made accessible upon request to the candidate Volunteer concerned

- Kept securely
- Stored no longer than necessary for the original purpose.

## 2.9 Presents, Gifts, Fraud and Corruption

- A Volunteer of the Organization are forbidden to solicit or accept valuable gifts or presents for whatever service they may have rendered in their capacity as representatives of the Organization.
- Where valuable presents are sent to a Volunteer or to his/her family because of service rendered by the Volunteer in his/her official capacity, the gifts should be returned immediately to the Donor, and with an explanation that acceptance of such presents is not allowed under the Organizational working regulations. Where the refusal of a present would cause offence and embarrassment to the Donor, it should be handed over to the Organization and recorded.
- Any fraud of Organizational properties, may it be equipment or money, is prohibited.
- A Volunteer of the Organization is forbidden to offer or give any valuable gifts, presents or money to people within or outside the organization for whatever service they may require or offer. If the Volunteer wishes to give a valuable gift, he or she shall use the official Organizational channels.
- The Volunteer must seek assistance by the Volunteer Supervisor to define what a valuable gift is before receiving or giving any gift.

## CHAPTER 3

### HEALTH AND SAFETY ISSUES, TRANSPORT, ACCOMODATION, LEAVE, REPORTIN AND DISCIPLINARY POCEDURES

#### 3.1 Health, safety and security management

##### 3.1.1 Application

This health, safety and security management rules and procedures are applicable to all volunteers and visitors. Personnel hosting visitors are responsible for ensuring any visitors to the operational area to follow the health, safety and security management rules and procedures. If in need for further elaboration, do not hesitate to ask the Volunteer Supervisor or the Director.

By signing the Letter of Appointment of Volunteer, each signatory gives a formal acknowledgement that they have understood the health, safety and security management rules and procedures, and commits to abide by them.

Any breach of security may be considered to be misconduct or gross misconduct. Security breaches may have disciplinary consequences, up to and including the immediate termination of an assignment or mission, or dismissal. Security breaches may also be relevant to any evaluation of the performance of personnel.

Regardless of the threat faced, the health, safety and security management rules and procedures shall be used.

##### 3.1.2. Responsibility of the Organization

- To ensure living and working conditions are safeguarded for Volunteer in accordance to the health, safety and security management rules and procedures.
- To provide logistical support as needed in occasion of any health incidents.
- Ensure regular inspection and servicing and vehicle maintenance.
- To revise the health and safety risk assessment and provide information to partner and brief the Volunteer, covering the following aspects:
  - o Health risks specific to the area (Disease, environmental health risks, weather related risks, etc.)
  - o Provide information on how to contact local hospitals and local medical professional.
  - o Show where first aid kits are located.
  - o Show the Volunteer where fire extinguishers are located and how to act in case of fire.
  - o Explain how work site injuries or security incidents shall be reported.
- To undertake revisions of the security plan and evacuation plan.
- To ensure that the Volunteer is informed about any change in the area of working and any change of the security procedures.
- In event of a negative change in local security situation which might in any way of degree affect the security of the Volunteer, his or her partner organization shall be contacted.

- The Director has the ultimate responsibility for security matters in the Organisation.

### **3.1.3. Responsibility of the partner organization / Volunteer**

- To cover all costs in case of medical issues and evacuation.
- Ensure that Volunteers are covered by comprehensive health and security insurance.
- The Volunteer is responsible to know and to follow the procedures of the partner organization and the insurance.
- The Volunteer is responsible to follow the rules and procedures stated in this document.
- The Volunteer is responsible to carry the required insurance and ID cards.
- The Volunteer is responsible to inform the Volunteer Supervisor or the Director of her or his location, and to carry the contact number to reach them at all times, including weekends and when on leave.

### **3.1.4 General Overview**

Insert: An overview of the country's historical, political, socioeconomic, religious and ethnic composition. Including overview of the key players in the area of operations and their potential effect on security.

Insert brief background orientation about MAVUNO for Volunteer to prepare themselves.

Describe briefly MAVUNO image in the country and how it is perceived by beneficiaries. Indicate the degree EWB-SWE must rely on Acceptance, Protection and Deterrence to provide security and safety to its staff.

### **3.1.5 Risk Assessment and Mitigation**

The main threats to staff in Karagwe are; traffic safety especially for pedestrians, and dangerous snakes in the grass.

#### **3.1.5.1 Traffic safety**

Vehicles often drive too close to pedestrians. Be very careful.

In Tanzania the vehicles drive on the left hand side of the road

If the volunteer will drive he/she is responsible to inform him or herself about Tanzanian traffic regulations, and should pay careful attention to local driving habits that may be dangerous.

Travelling on motorbikes, daladalas (local mini-busses) and boats should be avoided due to severe security risks.

MAVUNO has a zero-tolerance policy regarding the use of alcohol while driving. In plain terms this means that the will not tolerated any use of alcohol by partner staff driving a vehicle on duty.

Safety belts must be used at all times, including back seats when there are available belts.

#### **3.1.5.2 Snakes**

Dangerous snakes are present, especially in high grass or near high grass. Be careful and wear good shoes and socks. Also use a stick to scare snakes away in high grass. If bitten, tie off the area of the bite (foot/leg/arm) and seek immediately medical treatment.

### **3.1.5.3 Theft**

- Report incident
- Go to police station and file a report
- In case of a confrontation do not resist.

### **3.1.6. Evacuation, relocation and remain**

These routines and procedures are to be applied regardless of the type of threat.

#### **3.1.6.1 Evacuation**

The nearest international airports are Kigali, Entebbe and Dar es Salaam. These are far away and it takes long time to get there

In the village of the organizational office there is an air strip for small aeroplanes. This can be used for emergency transport by aeroplane to a safe area or a hospital.

The nearest borders can be reached by car in a few hours. Mutukula is the closest border crossing to Uganda and Rusumo is the closest border crossing to Rwanda.

In case of an evacuation the staff and volunteers meet at the MAVUNO office.

#### **3.1.6.2 Relocation**

In case of need to relocate volunteers shall leave the country.

#### **3.1.6.3 Remain**

In some circumstances the options to remain may be preferred. Remain involves remaining indoors in a prepared location and waiting to see if the situation stabilizes. The MAVUNO hostel in Chonyonyo will be used in case of hibernation remaining personnel, unless found unsuitable. There is a 14 days supply of food, water, hygiene, and fuel necessary for survival available there. The MAVUNO office will be contacted through telephone.

### **3.1.7 Incident Report**

All incidents related to health, accident or safety matters shall be reported in writing to the Volunteer Supervisor, the Director as well as the sending organization.

### **3.1.8 Medical Emergencies**

The Volunteer must hand over emergency contact information (including insurance company, partner organization and relatives)

### **3.1.9 Medical Facilities**

- Nyakahanga Hospital (District Hospital, about 15 km from Chonyonyo hostel), telephone +255 Ambulance +255
- Good dispensary in Kayanga (Called Family Dispensary. About 20 km from Chonyonyo hostel) +255
- For more severe injuries contact the insurance company of the volunteer/partner organization
- Hospitals for treatment of more severe medical issues are located in Dar es Salaam or Nairobi (Kenya).

### **3.1.10 Fire**

- Fire Brigade phone number is 114.
- If the fire is in the first stage, make use of the nearest fire extinguisher.
- The MAVUNO office building does not have a separate emergency exit, but the conference room has two exits. There are some fire extinguishers placed on different locations in the office and conference room, which will be checked every 6 month.
- In the hostel in Chonyonyo there are two exits.

### **3.1.10 Field Travels**

Field trips must correspond to an operational goal, and wherever possible, volunteers should join up with other staff visiting the same area. All field trips should be well planned. The Volunteer Supervisor or the Director should be informed about field visits.

If a person has a field trip to a new area someone who has been there before also participates in the first field visit to that area.

### **3.1.11 Communications**

Volunteer should bring a mobile phone for communication. A local SIM-card should be bought and used. The Volunteer shall, at all times, carry the number of relevant contact persons within the Organization, as well as contact information to his/her partner organization and insurance provider.

## **3.2 Accommodation**

### **3.2.1 Responsibility of the Organization**

The Organization is responsible to organize adequate housing for the Volunteer. This includes:

- Each Volunteer shall have a clean lockable room with access to clean water and sanitation facilities. The room shall be located at a reasonable distance from the Volunteer's main working location.
- Accommodation for Volunteers may take the form sharing a room with a host family, individual housing or housing with other Volunteers.
- To the extent possible, the accommodation shall facilitate integration of Volunteers in the local community and enable them to interact with the expatriate community.

- The Volunteers shall have access to means of communication enabling them to contact the hosting and sending organisations as well as their relatives.

### **3.2.2 Responsibility of the Partner Organization / Volunteer**

All costs associated with housing and food are to be covered by the Partner Organization / Volunteer.

### **3.2.3 Visitors**

The work site have a regulation requesting all visitors to staff and volunteers alike to identify themselves to enter accommodation site and to inform office in advance if guests are to arrive in good time.

## **3.3 Transport and Travelling**

Transport of Volunteers for reasons related to the specific task they are assigned are covered by the budget of the specific project.

All project travel costs to be allocated to a project are to be approved by the project director.

Organization vehicles will be specifically used within the Organization.

If travelling by the Organizational vehicle for personal reasons, permission will have to be given by the Supervisor or director in advance.

Transportation of Volunteers for personal and general reasons are covered by the Volunteer or if agreed upon in advance by his/her sending organization.

## **3.4 Leave and absence**

### **3.4.1. Absence**

- Volunteer shall not be absent from her or his respective working premises during working hours without informing and seeking permission from Supervisor or director.
- In case of absence due to sickness, Volunteer should ensure that word is sent to their Supervisor as soon as possible.

### **3.4.2. Leave**

While every effort will be made to allow Volunteer to proceed on leave, as and when they wish. The interest and efficiency of the Organization come first. It is the responsibility of the Volunteer to apply for their leave in advance by consulting the Supervisor and the Director.

### **3.4.3. Special Leave**

If the Volunteer is assigned tasks from their sending organization, he or she shall apply for their leave in advance by using consulting the Supervisor and the Director.

## **3.5 Reporting procedures**

If any Volunteer is seeing or receiving evidence or is suspecting any of the Organizational rules to be violated, he or she shall contact the Volunteer Supervisor or the Director for guidance on how to proceed.

### **3.5.1 Grievance Procedure**

Where Volunteer has sufficient grounds to believe that any particular aspect of these regulations has not been exercised fairly in his/her favor shall appeal against such act(s) in accordance with the following procedure:

#### **3.5.1.1 Stage I**

If a Volunteer desiring to raise any grievance shall in first instance discuss it with his/her immediate Supervisor and the contact person within sending partner organization.

#### **3.5.1.2 Stage II**

If no solution is found at stage I Supervisor shall refer the matter to the Disciplinary Committee which shall in turn have an audience with the complainant following which the disciplinary committee shall present its report and recommendations to the Director and sending partner organization who shall agree and make a final decision.

## **3.6 Neglect of Duty**

- When a Volunteer during working hours use of alcohol or drugs, he/she shall be guilty of misconduct.
- Volunteer, who fails to obey any proper command given by Supervisor or director shall be guilty of misconduct. Proper commands shall include written orders in regard to regulations and contract.
- Volunteer who neglect duties or do not show up in time are guilty of misconduct.

### **3.6.1 Loss or Injury**

Volunteer who has a result of his/her negligence caused any loss whatsoever to the Organization, or injury to any employee of the Organization and surrounding community shall be guilty of gross misconduct and may be requested to cover costs related to injury.

### **3.6.2 Abusive or Insulting language**

Any Volunteer, who uses abusive or insulting language or is guilty of insulting behavior to his/ her Supervisor, any colleagues, superior or surrounding community shall be guilty of gross misconduct.

## **3.7 Discipline**

### **3.7.1 Disciplinary Authority**

The Director shall be the disciplinary authority for all Volunteer of the Organization.

Disciplinary committee in the Organization shall be the main advisory body on disciplinary matters for all Volunteers in consultation with sending partner organization.

### **3.7.2 Punishment**

The following punishments may be imposed upon any Volunteer as result of proceeding under this part of the regulations.

### **3.7.3 Gross Misconduct**

Volunteer who breach any Volunteer rules of these regulations, to an extend which constitute gross misconduct shall be subject to contract termination upon request by MAVUNO or Sending partner

### **3.7.4 Suspension**

Criminal offences: When Volunteer is alleged to have committed a disciplinary offence and act or omission that constitutes a criminal offence under any written law, the disciplinary authority shall suspend that Volunteer from office until after the conclusion of the criminal proceedings.

## **3.8 Disciplinary offences**

### **3.8.1 Offences and Procedures thereof**

1. It is recognized that certain incident may occur within or outside MAVUNO. Organization that have a negative impact on the interests of the Organization. Such occurrences are defined as offences against MAVUNO Organization. These offences are grouped into three categories: administrative and therefore disciplinary, criminal and civil.
2. For all categories the first person to report as the immediate superior, at whose unit the offence has occurred or to whom the Volunteer reports for duty.
3. The immediate Supervisor will report major issues to MAVUNO Director whom is responsible for taking action and for reporting to the partner organization.
4. However, for all offences against the Organization, disc plenary action should be taken against the offending Volunteer before resorting to other actions outside the purview of Organizational administration

### **3.8.2 General Guidelines**

1. This disciplinary code is based on Tanzanian regulations for employment act, no. 6 of 2004 and guidelines issued thereof by the Minister responsible for lab our matters, from time to time, as provided for in section 99(1) of the act, and the lab our institution act.

2. The code is issued to ensure fairness, consistency and adherence to the principle of natural justice. The list of offenses is not exhaustive, thus flexibility may demand departure from this code, provided that the affected volunteer is informed in advance and given a hearing.
3. Penalties suggested in this code relate to the commission of one offense in isolation. In taking decisions, previous occurrence of similar offenses may be taken into consideration, within the limits provided by laws.
4. The primary aim of any disciplinary action is to be corrective, i.e. offering the Volunteer an opportunity to rectify his/her behavior so that he/she may perform his/her duties in accordance with organizational rules, procedures and guidelines.
5. Offences and recommended disciplinary action when such offences are committed are indicated in the following table.

### 3.8.3 Consequences of breaching regulations

#### A. MINOR OFFENCES

OFFENCE	1 <sup>ST</sup> Breach	2 <sup>ND</sup> Breach	3 <sup>RD</sup> Breach	4 <sup>TH</sup> Breach
Volunteer is late for work for half an hour	Counseling/ verbal warning	1 <sup>st</sup> written warning	Final written warning	Termination of service
Minor misunderstanding of reasonable instructions	Counseling/ verbal warning	1 <sup>st</sup> written warning	Final written warning	Termination of service
Failing to carry out reasonable instructions from a superior on a minor issue.	Counseling / verbal warning	1 <sup>st</sup> written warning	Final written warning	Termination of service
Failure to put on protective gear provided by the organization	Counseling / verbal warning	1 <sup>st</sup> written warning final written warning	Final written warning	Termination of service
Failure to complete task, without jeopardizing overall organization performance	Counseling /verbal warning	1 <sup>st</sup> written warning	Final written warning	Termination of service

#### A. MORE SERIOUS OFFENCES

OFFENCE	1 <sup>ST</sup> BREACH	2 <sup>ND</sup> BREACH	3 <sup>RD</sup> BREACH
One to four working days absence from work without permission and /or acceptable reason.	Written warning	Final warning	Termination of service
Poor work performance that does not lead to major /irreparable damage to Program	Written warning	Final warning	Termination of service

property, operations, reputation or loss.			
Failure to complete task, thus endangering over all organization performance.	Written warning	Final warning	Termination of service
Doing unauthorized/ non Program work during working hours and/or using Program property in unauthorized work.	Written warning	Final warning	Termination of service
The Volunteer fails to declare potential conflicting interest.	Written warning	Final warning	Termination of service
The Volunteer shall not compromise the interests of MAVUNO in regards to his/her other engagements (work, other partners etc)	Written warning	Final warning	Termination of service
Carrying passengers in a Program vehicle (or on a Program motor cycle) without authority. poor or shoddy work performance of an activity that may be detrimental to Program work performance or reputation	Written warning	Final warning	Termination of service
Negligence or failure to carry out instruction of the superior leading to loss, damage or non – performance leading to loss or damage to Program property of reputation	Written warning	Final warning	Termination Of service
Minor incidence of unacceptable behavior towards, customers, clients, government leaders, employees, program members or the general public. This could include redness, dishonesty, soliciting favors/ bribes, minor incidences of discrimination and sexual harassment	Written warning	Final warning	Termination of service
Failure to follow the official communication rules, resulting in limited impact for the Organization, its partner organization, or any persons involved with the organizations	Written warning	Final warning	Termination of service

**B. SERIOUS OFFENCES THAT DO NOT NECESSARILY LEAD TO MAJOR DAMAGE OR LOSS OR ARE DIFFICULT TO PROVE BEYOND REASONABLE DOUBT**

OFFENCE	DISCIPLINARY
Failure to meet work performance standards, after counseling, warning, training, performance appraisal and follow up and being given reasonable opportunity to rectify the situation, this is a case of termination because of incapacity .	Termination of service
Unsuitability of the Volunteer to continue working for the Program due to ill health or injury leading to permanent incapacity, after consideration has been given to all other ways and means to rectify the situation without success.	Termination of service

Incompatibility of the Volunteer who is reported to relate badly with employees, non employees, clients, other volunteers, customers or other stake holders who are important to the Program, but Program administration has no impeccable evidence to termination.	Termination of service
Unsuitability of the Volunteer to continue working for the Program due to misuse of alcohol, drugs and other prohibited substances.	Termination of service
Reported cases of sexual harassment or discrimination against coworkers, members of the management teams, customers, or other people connected with Program activities, for which impeccable evidence cannot be established.	Termination of service
Reported cases of abuse or harassment of children associated or not associated with the Organization, for which impeccable evidence cannot be established.	Termination of service
Reported cases of braking the principles of human rights, for which impeccable evidence cannot be established	Termination of service
Reported cases of fraud or corruption within the Organization or outside, for which impeccable evidence cannot be established	Termination of service
Reported cases of receiving or giving valuable gifts without following the Organizational procedures, for which impeccable evidence cannot be established	Termination of service

**B. SERIOUS BREACHES THAT COULD LEAD TO CONSIDERABLE DAMAGE/LOSS AND FOR WHICH THE ORGANIZATION HAS PROOF.**

<b>OFFENCE</b>	<b>DISCIPLINE ACTION</b>
Intentionally repeated commission of the offences	Termination of service
Failure to meet work performance standards, after counseling, training, performance appraisal and follow up and being given reasonable opportunity to rectify the situation. This is a case of termination because of incapacity	Termination service
Habitual or willful negligence in the performance of work	Termination service
Dishonesty and any other breaches of trust	Termination service
Habitual abuse or willful misuse of prohibited drugs or alcohol	Termination service
Proven commission of an immoral act, regardless of where it is committed	Termination service
Unsuitability of a Volunteer to work due to the Volunteer's bad character, behavior or disposition for which the Volunteer has been warned twice.	Termination service
Incompatibility of the Volunteer who relates badly with volunteers, clients, customers or Program employees, clients customers or members of the public through negligence or willful acts.	Termination service
Theft, misappropriation, embezzlement or un authorized possession of Program property or funds, or funds or property belonging to clients,	Termination service

customers, employees or the general public	
Abusive behavior, assaults, threats, causing unrest, or any other unacceptable conduct. For avoidance of doubt this includes discrimination and sexual harassment, towards other volunteers, employees, customers, clients or members of the public, especially within Program property or anywhere in public.	Termination service
Without permission entering any Program property, including residential premises of employees, especially but no limited to where such entry is followed up by unacceptable behavior.	Termination service
Receiving a gift or present in the course of duty and willfully or negligently failing to disclose it to the Volunteer's contact person or director.	Termination service
Failure or non- acceptance of the Organization moral code of conduct	Termination service
Commission of an immoral act/ or acts not morally acceptable by the Program or community	Termination service
Involvement in sabotaging Program work and /or property	Termination service
Serious neglect of duty or work performance standards that endanger lives of other people of property	Termination service
Leading or involvement in an unlawful strike	Termination service
Taking part in locking in or out of management, customers or other employees	Termination service
Giving false information to management or customers or disclosing Organizational information without authority	Termination service
Soliciting or taking or offering bribes from/ to any applicant for a job, customer, management staff, coworker or member of the public	Termination service
Volunteer is convicted by a court of law of a criminal offences, related to Program business, (regardless of whether the sent to jail or not)	Termination service
Volunteer is convicted a court of law of any criminal offence, and sent to jail, regardless of whether the case is related to Program activities or not	Termination service
Volunteer acts on a serious matter, contrary to any provision of MAVUNO Volunteer regulation, not specifically mentioned in this code	Termination service
Reported cases of abuse or harassment of children associated or not associated with the Organization,	Termination of service
Reported cases of braking the principles of human rights	Termination of service
Reported cases of fraud or corruption within the Organization or outside,	Termination of service
Reported cases of receiving or giving valuable gifts without following the Organizational procedures	Termination of service
Failure to follow the official communication rules, resulting in considerable impact for the Organization, its partner organization, or any persons involved with the organizations	Termination of service

**MAVUNO IMPROVEMENT FOR COMMUNITY RELIEF AND SERVICES**

**APPENDIX I. LETTER OF APPOINTMENT FOR VOLUNTEER**

**REF.:**

**DATE:**

**TO.....**

Upon recommendations from (partner organization) ....., MAVUNO improvement for community relief and services is welcoming (full name) ..... as a Volunteer from (date) ..... to (date) .....

The agreement is regulated in the MAVUNO Volunteer Regulations, the Volunteer Guideline and in the partner agreement applicable to Volunteers from the partner organization. Work tasks are regulated in a common project plan or task assignment agreed upon between MAVUNO and the partner organization. The Volunteer will be placed in the operational area of MAVUNO, Karagwe.

On behalf of:

**MAVUNO Project**

**Partner organization**

**Volunteer**

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Title

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Title

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Title

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Signature

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Signature

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Signature

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Name

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Name

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Name

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Date and place

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Date and place

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Date and place

MAVUNO IMPROVEMENT FOR COMMUNITY RELIEF AND SERVICES

REFERENCE:

APPENDIX II. CERTIFICATE OF SERVICE

Name of Volunteer.....

Details of office held, giving dates:.....

Efficiency .....

General conduct.....

Signature.....

.....  
**DIRECTOR**

.....  
**BOARD CHAIRPERSON**

Date.....

Notes:

Signature.....

CHARLES BAHATI  
MAVUNO PROJECT MANAGER

Date.....

28/9/2018



Signature.....

DAMIAN FRANCIS  
BOARD CHAIRPERSON

Date.....

28/09/2018

