

OPERATIONS

Workshops and conferencing

Planning and authorisation

1. Every responsible programme officer must draw up a budget for the event/workshop that they are responsible for, consistent with the overall budget and must obtain quotations or initiate tender procedures in accordance with the financial policy using the requisition form.
2. A budget for the total workshop expenses together with the list of participants must be drawn and must be approved by Head of unit before invitations are sent out. Budget must include all hotel costs, the DSAs, airport transfers, realistic airport taxes as well as estimated flight cost in the budget.
3. Compare the budget with funds available for the workshop, this should indicate whether the budget is sufficient or not. Once this is done then participants are invited and normal procedures for travel bookings and quotes for the venue.
4. Programme officers should make use of the conference and workshop checklist, that includes current publications, and can be found on the Intranet, for ensuring effective planning of workshops and distribution of relevant GL publications.
5. Workshops/Conferences must be authorised by the CEO/DP through appropriate supervisors and HODs.

Workshops and meetings at Gender Links Conference Centre and the GL Cottages

6. Projects are charged for workshops held at the GL conference centre at appropriate rates as stipulated in the GL Services Brochure (**Annex H**). Projects are charged for workshops held at the GL cottages according to the GL cottages rates.
7. Corporate unit and the programme staff responsible should make use of the Conference room and meetings checklist (**Annex J**) as part of the workshop preparation.

Financial accounting

8. Officers who receive cash advances for this purpose must sign a form taking responsibility within reason for disbursements and pledging to provide reconciliation within seven days of the workshop/conference.
9. Cost for phone, fax and photocopying must be accompanied by receipts. If print-outs for phone and fax are available, there should be a detailed statement of expenses incurred.
10. A detailed register of all participants, their addresses, duration of stay, meals eaten and phone/fax details has to be completed during the workshop/ conference.
11. All accounts have to be presented within one week after the workshop/conference takes place.

Administration and reporting of the workshop

12. All programme managers shall ensure that the requisite M and E forms are administered and data captured electronically in accordance with the GL Planning, Monitoring and Evaluation Manual.
13. The staff member responsible for organising the workshop, must ensure that there is a written report for every workshop/conference which will cover the following:
 - Synopsis
 - Objectives
 - Background
 - Activities
 - Outputs
 - Outcomes
 - Next steps
14. A programme and list of all participants should appear as annexes to the report.
15. Where a staff member has attended an event outside GL, a report back form ??? must be completed.
16. Reports have to be submitted by the responsible person within one week of the workshop/ conference.

Travel

Authorisation of travel by GL staff out of the office

17. All staff travelling on behalf of GL must seek approval from their supervisor before a booking is made.
18. All travel and accommodation application forms must be accompanied by a written motivation stating the relevance of the travel to GL's POA and citing the relevant budget line (**FN04: Staff Travel Authorisation**).
19. Except in exceptional circumstances, where an event is not organised by GL but has a particular relevance to its work, all invitations by other organisations must be sponsored by the host organisation.
20. As stated in clause 100, time in lieu shall only be granted for travelling where such travel involves departing prior to 1400Hours on a Sunday or returning later than 1400Hours on a Saturday.
21. Staff who arrive from trips before 1500Hours are expected to report for work except in exceptional circumstances as agreed with the supervisor.
22. Staff who arrive from overnight travel are expected to be in the office by 1300Hours.

Authorisation of travel by participants to GL events

23. All programme managers must ensure that they draw up a detailed budget and list of participants against budget line to be signed off by their supervisor and presented to the Procurement officer; CEO and DFC before any travel bookings are made.

24. The Procurement officer (PO) shall make travel bookings with the travel agency, but can only issue order numbers, after the responsible manager has verified that these are indeed the most cost effective option and that they are within budget.
25. Return journeys must be booked as close as possible to the ending of the event, and preferably on the same day. Should participants wish to extend their stay they must do so at their own costs.
26. The Procurement officer must ensure that the travel confirmation and liability form is signed by all invited participants before the issue of tickets. The Procurement officer is the only authorised staff member who can give final go ahead for the issuing of tickets to the travel agent. This must be done in writing, and a record kept. (**Form FN05: GL Travel Confirmation and Liability form**)
27. All participants shall receive a workshop administration note before the event detailing travel and administration arrangements (**Form WS02: GL Workshop Admin form**)
28. The Procurement officer shall make sure that all the travelling participants have acknowledged receipt of their electronic tickets by email, fax or phone.

Accommodation

29. Accommodation on GL business is provided at a safe, clean and reasonable venue that is generally a three star hotel or bed and breakfast. Exceptions to this shall be authorised by the CEO/DP with appropriate motivation.
30. GL provides a breakfast, lunch and dinner allowance per day as per prescribed DSA rates where these are not provided as part of a conference package.

Air travel

31. GL Board members and staff travel economy class at the most economical possible fares, except in extenuating circumstances such as an emergency trip for which only certain seats are available.
32. For trips of over nine hours duration GL shall make best efforts to upgrade economy tickets to business using air miles for Board Members and the CEO, provided air miles are available.

Surface travel

33. All travel within a 400 km radius of the duty station must be undertaken by surface transport except as otherwise determined by the CEO/DP.
34. Should staff use their own cars for long distance road travel, they will be reimbursed at the AA rate relevant to their countries. Should they elect not to use their cars they should present alternatives that may include renting a car; pooling transport with a partner; flying or taking a safe, comfortable bus. The DP shall approve the most time and cost effective option and if not motivate why to the CEO who shall have the final say in the mode of transport used.

Parking

35. All staff with cars are entitled to paid parking at their place of work.

Claims

36. In order to claim for any travelling expenses, staff and Board members must complete the requisite travel claim forms. **(Form FN06: GL Expenses Claims form)**.
37. Use of personal car shall be reimbursed at the AA rate in each country.
38. All staff claims must be submitted to the Finance Office by the 15th of every month.
39. In the case of accommodation, air travel, care hire and use of public transport, no payments will be made without the relevant **original receipts and invoices**.

Vehicle Policy

40. GL is committed to promoting safety and responsible driving for all of its employees. To ensure that this commitment is followed through, the Company has adopted a vehicle policy that requires all employees who operate company owned, leased/rented, or car allowance vehicles during the performance of their jobs, to do so in a lawful and safe manner. Use of the aforementioned vehicles will be strictly for the business of the Company and will by no means be considered available for personal use in any way.
41. An employee who, at GL's request and through GL's authorisation, is asked to operate a rented vehicle, leased vehicle, or vehicle for which the Company provides car allowance while on Company business will do so only from licensed agencies that rent/lease vehicles meeting all state/provincial registration and inspection requirements as well as the safety requirements of this policy.
42. The office car is strictly for use on GL business only. This includes providing such logistic support to the CEO and Board as is necessary for the efficient execution of their functions.
43. Any staff member who drives the GL office car or a rented vehicle shall have a valid driver's license.
44. GL has the right to review any appropriate documents including driving records, proof of a valid license, automobile insurance information etc. and must be made aware of any driving violations, changes to driver information and driver status immediately.
45. Employees are expected to take all steps necessary in avoiding endangering themselves and others while operating company or company-sponsored vehicles on company business. To ensure this, employees authorised to operate company/company-sponsored vehicles are expected to:
 - Ensure that all occupants, including him/her, wear safety belts when the vehicle is in operation.

- Ensure that the vehicle to which the employee is assigned is maintained in a safe driving condition.
 - Refrain from using cellular telephones (unless they are equipped with hands-free operations), personal listening devices, and from conducting any other activities which may impede the driver's ability to focus on safely operating the vehicle while it is in motion.
 - Comply with respective laws governing motor vehicle operations.
 - Pay any fines that may be incurred as a result of not observing traffic laws.
 - Any individual who is in violation with the safety expectations listed above may be subject to potential disciplinary action by the Company up to and including termination.
46. The GL car shall at all times display the GL name and logo.
47. The office car shall at all times when it is not being used, especially at night or over weekends, remain on the GL premises. Any exceptions to this rule must be authorised by the CEO.
48. The GL car shall be fully insured, appropriately secured/alarmed and efficiently maintained at all times.
49. All requisitions for use of the car shall be made through the Procurement officer.
50. Where there are conflicting demands on the office car these will be determined according to priority by the Procurement officer. Should the Procurement officer be uncertain as to these priorities he/she will seek guidance from the DFC or in his/her absence the DP/CEO.
51. The Receptionist shall keep a log book of all distances travelled. Staff that have requisitioned travel shall sign off for each trip undertaken.
52. The Receptionist shall examine the log book on a weekly basis against actual kilometres travelled. Any discrepancies shall be immediately reported to the Procurement officer.
53. The Receptionist shall file a monthly log book report in an excel spread sheet that must accompany all monthly invoices for petrol.
54. The Procurement officer shall ensure that the car is kept clean; that it is filled with petrol as needed; and that all maintenance checks and services are adhered to.

Use of personal transport on GL business

55. Should a Board or staff member use their personal car on GL business, they shall be entitled to compensation at the AA per km rate, provided that such travel has been authorised. Use of personal transport shall be authorised in instances in which:
- There are conflicting demands on the office car.
 - It is cheaper to use personal transport than to use another means of transport for example a taxi.

Telecommunication

Office phones and e-mail

56. Staff members are entitled to use the office telephones to make phone calls relating to their work and reasonable personal calls within Johannesburg. Each staff member has a code which they must use for making phone calls. Calls made on each code are recorded and reviewed by the ITO and FM at the end of each month. Should excessive non-work use of phones be detected this shall be reported immediately to the DFC/CEO, who may deduct excessive phone costs that are not work-related from any monies owing by GL to the staff member concerned after such costs have been discussed with the individual concerned.
57. All staff shall be issued with E-Mail addresses and shall be required to undergo email training and become regular users of E-Mail. E Mail shall be used in preference to the phone wherever possible, and in particular for regional and international communication.
58. Phone calls from the office to cell phones must be used only in urgent cases.
59. Staff shall be connected through SKYPE and be trained in use of Voice Over Internet technology, and be encouraged to use this where it is cheaper than regular phone calls, and especially for teleconferencing.
60. The use of telephones will be monitored through the telephone management system.

Private cell phones, phones and fax machines

61. Staff members shall be reimbursed for the actual cost of the use of their personal telephones and fax machines for GL business.
62. Anyone wishing to claim these expenses must provide an ORIGINAL INVOICE with itemised list of calls and faxes made on behalf of GL.
63. When there is no access to itemised billing, a record of all calls (dates, purpose and duration) made on behalf of GL must be kept and presented.

Skype

64. Staff members are required to make the use of Skype as a communication tool between GL head office, satellite offices and project sites.
65. Programme managers are also required to empower their regional consultants with the use of Skype in order to reduce the cost of phone bills.

Office Security

66. All staff members shall be issued with keys by the housekeeper to give them access to the front gate and the doors they need to be able to access their office from the outside. The Receptionist shall keep a register of who has which keys.
67. Any staff member who leaves GL shall ensure that the office keys issued to them are returned to the housekeeper who will sign and update the register.
68. Only the CEO and the Finance staff shall have access to the financial cupboard.

69. Only the Finance Assistant shall have access to the petty cash box.
70. All staff members using laptops shall be supplied with a laptop lock on their desks and shall be responsible for keeping their laptops locked while they are out of the office.
71. All staff members shall be responsible for closing their windows and curtains before they close for the day.
72. The Housekeeper or in his/ her absence a person delegated to perform this task shall be responsible for closing and locking all doors and gates each day.
73. The last person to leave the office at any given time regardless of whether one is coming back or not shall be responsible for alarming the office.
74. It is a disciplinary offence for any staff member to reveal the security code to any person who is not a GL staff or board member.
75. No strangers shall be allowed through the gate without prior verification of their identity and business on the GL premises.

Stationery

76. GL stationery shall be kept in a locked cupboard and the receptionist shall ensure that staff sign for all stationery issued to them. **(Form FN07: Stationery request form)**

