



**CITIZENS ENGAGEMENT PLATFORM**  
SEYCHELLES

# Standard Operating Procedures (SOPs)

This standard operating procedures are to guide the operations and management of Citizens Engagement Platform Seychelles





# Standard Operating Procedures (SOPs)

## Table of Contents

A. Board Election Procedures	2
B. Establishment of Committee Procedures	6
C. Financial Procedures	11
D. Membership Procedures	15
E. Nominations to attend to invitations procedures	16

## 1. Introduction

- 1.1. In accordance with Section 7 of CEPS constitution, the Board shall consist of ;
  - 1.1.1. A Chairperson;
  - 1.1.2. A Vice Chairperson
  - 1.1.3. A Secretary;
  - 1.1.4. A Treasurer; and
  - 1.1.5. Seven persons who shall be representatives of the key sectors;
    - 1.1.5.1. Youth, Sport and Culture;
    - 1.1.5.2. Social, Education and Health;
    - 1.1.5.3. Environment and Natural Resources;
    - 1.1.5.4. Gender, Rights & Governance;
    - 1.1.5.5. Professional Associations
    - 1.1.5.6. Faith Based; and
    - 1.1.5.7. Social economics (CSOs involved in economic activities for social development)
- 1.2. The General assembly shall elect all members of the Board
- 1.3. Each candidate shall be proposed and seconded by a *bona fide* FULL member of CEPS.
- 1.4. Each Official Confirmation Form shall contain;
  - 1.4.1. The name of the candidate
  - 1.4.2. Board position / seat being vied for
  - 1.4.3. The name of the proposing member
  - 1.4.4. The name of the seconding member
- 1.5. Voting shall take place by secret ballot. Voting by the General Assembly on all matters will be on the basis of one vote for each full member.
- 1.6. No member shall serve on the Board for more than two consecutive terms. However, a member who retires after serving two consecutive terms will be eligible for election at any other subsequent General Assembly.

## 2. Nomination Process

- 2.1. A list of CEPS full members who are eligible for election will be circulated to all members by CEPS Secretariat at least 21 days before the General Assembly to hold elections.
- 2.2. All nominations (including self-nominations) should be accompanied by the following documents and sent to CEPS secretariat 14 days prior to the date of the General Assembly to hold elections.
  - 2.2.1. Nomination form indicating;
    - 2.2.1.1. The name of the candidate
    - 2.2.1.2. The name of the proposing member
    - 2.2.1.3. The name of the seconding member
    - 2.2.1.4. Board position for which the candidate is nominated (i.e. Chairperson, Vice Chairperson, Secretary, Treasurer or Member)
    - 2.2.1.5. A bio / short curriculum vitae of 200 words.
    - 2.2.1.6. List of issues the Nominee will stand for (at least 3)
  - 2.2.2. A clear passport size photograph
  - 2.2.3. Written consent by nominee to the nomination (except for self-nomination)
  - 2.2.4. Evidence of current CEPS Membership
  - 2.2.5. Evidence of paid-up membership
- 2.3. Incomplete nominations will not necessarily be considered
- 2.4. Official Confirmation Forms for all positions will be finalised and sent to all Members 3 days prior to the day of General Assembly to hold elections.
- 2.5. Nominations will be posted in a visible place at the venue of the General Assembly at least 1 hour before the start of the General Assembly to hold elections.

### 3. Elections

- 3.1. The election shall be held during the closed business session for FULL membership only.
- 3.2. The elections shall be presided over by the Presiding Officer (preferably a Legal Practitioner)
- 3.3. The Presiding Officer shall explain the electoral procedure and announce the nominations, starting with the position of the Chairperson.
- 3.4. The confirmed candidates must be present at the General Assembly to hold elections.
- 3.5. Confirmed candidates who are not elected for the positions of Chairperson, Vice chairperson, Secretary and Treasurer shall be eligible for the other positions.
- 3.6. The Presiding Officer will announce that the voting members will using secret ballot put a clear mark against the name of their choice and fold the ballot paper ready for collection by the Presiding officer. Only one mark should be made on each form.
- 3.7. The Presiding Officer will count the votes for each person and announce the winner, and declare the person as the holder of the position.
- 3.8. Each member of the General Assembly votes once for each candidate.
- 3.9. The candidate with a majority vote shall be declared the winner in each case.
- 3.10. In the event of a tie for any position, a re-vote may be allowed.
- 3.11. If there is a tie at the re-vote then the outgoing chairperson will have a casting vote.

## A. ESTABLISHMENT OF COMMITTEES PROCEDURES

### 1. Introduction

CEPS constitution allows for the following two types of committees;

- 1.1. Credentials committee (Section 8 of the constitution)
- 1.2. Other committees (Section 7.10.1 of the constitution)

### 2. Credentials committee

- 2.1. The Committee shall consist of five members elected by the General Assembly. (Section 8.1)
- 2.2. Each candidate shall be proposed and seconded by a *bona fide* FULL member of CEPS.
- 2.3. The board election procedures shall be applied appropriately

### 3. Other committees

- 3.1. The board of CEPS shall have power to establish and monitor such committees, commissions and such other organs as may be necessary for the performance of its functions (Section 7.10.1 of the constitution)
- 3.2. The board shall appoint competent committee members or commissioners to the best of their knowledge.
- 3.3. This committees may have different term periods but will not exceed 3 years

## B. HUMAN RESOURCE PROCEDURES

### 1. The Pre-Recruitment Process

- 1.1. The Human Resources needs shall be determined by the CEO.
- 1.2. The CEO shall present new human resources needs to the Board for approval

### 2. The Recruitment Process (*Should Take A Maximum Of 1 Month*)

- 2.1. Preparation of advertisements
- 2.2. Publish the advertisements on the daily newspaper(s)
- 2.3. Place a copy of the advert on a visible public place in CEPS secretariat office(s)



- 2.4. Scrutinize and shortlist applications received
- 2.5. Send interview letters / email / or call shortlisted applicants
- 2.6. Conduct interviews
- 2.7. Prepare an objective post interview report
- 2.8. Select suitable candidate(s)
- 2.9. Inform all the candidates of their individual outcome
- 2.10. Prepare letters of offer

### **3. The Joining formalities**

- 3.1. Carry out any pre-employment reference checks e.g. police clearance
- 3.2. Determine the start date
- 3.3. Conduct an orientation of the first day of employment
  - 3.3.1. Office orientation i.e. around the office to meet other colleagues
  - 3.3.2. Job orientation

### **4. Employee personal file maintenance**

- 4.1. The Human Resource & Administration Manager shall have the overall responsibility to maintain all the employees' personal files.
- 4.2. The files shall serve as the historical record of information pertaining to an employee from the date of hire to termination.
- 4.3. All employees' personnel records should be maintained in a secured and confidential location
- 4.4. Access is restricted to authorised personnel only

### **5. Employee Access to File**

- 5.1.1. Employees have the right to examine their personal employment records maintained in their personnel file in the presence of the Human Resource and Administration manager.
- 5.1.2. The Human Resource and Administration manager shall exercise reasonable control over the time and location of these examinations.

5.1.3. Personnel files and their contents are the property of CEPS.

## 6. Records Retention

- 6.1. Generally, personnel files shall be maintained for five years after an individual employment is terminated.
- 6.2. The Human resource and Administration manager must review personnel files at least annually.
- 6.3. Unnecessary duplicates should be discarded.

## 7. Contents of the official personnel file

7.1. Information that should be maintained in the official personnel file shall include, but is not limited to:

### 7.1.1. *Employment:*

- Application
- Resume
- Education verification
- Employment verification
- Other background verification
- Emergency Contact Form
- Request for non-medical leave of absence and approval/denial of leave
- Employment offer letter
- Checklist from new employee orientation showing topics covered
- Security clearance status
- Staff oath of allegiance
- Welcome letter

### 7.1.2. *Payroll :*

- Monthly time sheets
- Individual attendance record
- Authorization for all payroll actions

### *7.1.3. Performance Management:*

- Employee progress reports
- Performance appraisal forms
- Performance improvement program records
- Report of coaching/counselling session
- Corrective action letters
- Employee written warning notice

### *7.1.4. Training and Development:*

- Training history records
- Training program applications/requests
- Training evaluation forms
- Certifications or commendations
- In-house training notification letters
- Safety training/meeting attendance/summary forms

### *7.1.5. Wage/Salary Administration:*

- Compensation history record
- Compensation recommendations
- Notification of wage and or salary increase/decrease
- Any change in employment status

### *7.1.6. Termination:*

- Exit interview form
- Final employee performance appraisal
- Exit interviewer's comment form
- Record of documents given at time of separation

## **8. Training and development**

8.1. The Human Resource & Administration Manager shall be responsible to:

- Conduct Induction Training for all new hires
- Conduct Training Need Analysis based on Skill Gap Analysis and Appraisal Feedback
- Coordinating internal and external training programmes

- Maintain training records
- Analysis of training feedback.

## 9. Performance management

9.1. The Human Resource & Administration Manager shall be responsible to oversee the implementation of Performance Management including:

- Identification and prioritization of desired results.
- Establishing means to measure progress toward those results.
- Setting standards for assessing how well results are achieved.
- Tracking and measuring progress toward results.
- Exchanging on-going feedback with employees working to achieve results.
- Periodically reviewing progress.
- Reinforcing activities that achieve results.
- Intervening to improve progress where needed.
- Conducting appraisal.
- Preparing of appraisal letters

## 10. Employee RElation

10.1. The Human Resource & Administration Manager shall have the overall responsibility for Employees' Relations.

10.2. The HRAM shall have formal and informal counselling with the Platform's employees and prepare the Events Calendar of recreational activities to motivate staff such as team building sessions.

## 11. HEALTH & SAFETY

11.1. The Human Resource and Administration Manager shall have the overall responsibility to ensure that all Judiciary employees work in both a safe and healthy environment by:

- Being aware of the strict laws and regulations governing health and safety at work.
- Advising employees just what the law demands and how to comply by keeping the work premises and practices as safe as possible.
- Organise courses on various aspects of health and safety when these are required
- Identifying risks and hazards and looks at ways of improving safety performance.

## 12. EXIT FORMALITIES

- 12.1. The Human Resource & Administration manager shall have the overall responsibility for exit formalities including:
- Administering Exit papers work including all statutory requirements.
  - Conducting exit Interviews.
  - Preparing exit interview summary.
  - Giving post-employment reference for former employees.
  - Processing File to Accounts Section for final settlement.

## C. FINANCIAL PROCEDURES

### 1. General

- 1.1. The Board of Directors formulates financial policies, delegate's administration of the financial policies to the Chief Executive Officer (CEO) and reviews operations and activities.
- 1.2. The CEO has management responsibility including financial management.
- 1.3. Financial duties and responsibilities must be separated so that no one employee has sole control over cash receipts, disbursements, payroll, reconciliation of bank accounts etc.
- 1.4. All employees involved with financial procedures shall keep a complete and accurate record of accounts.
- 1.5. Financial records must be typed, printed or written in ink.
- 1.6. Computer generated accounting forms with serial numbers must have a log report.
- 1.7. All pages of the books of accounts, registers and accounting forms must be numbered in ink if not already printed.
- 1.8. Any error or incorrect entry must be ruled through neatly in ink and initialled by the responsible officer.
- 1.9. All copies of a cancelled financial document must be pinned and retained together in the book.
- 1.10. All money received must be acknowledged immediately by the issue of receipt.
- 1.11. When cash, financial records and assets are handed over to another officer, either temporarily or permanently, a Handing over Certificate must be made.
- 1.12. For all credit facilities invoices must be raised.

- 1.13. All books must be used in serial order.
- 1.14. Petty cash imprest balance must agree at all times with the imprest records and documents supporting payments.
- 1.15. All CEP's money must be kept securely locked up and should not be mixed with personal belongings.

## 2. Cash and cheque receipts

- 2.1. Money is mainly received in the three ways;
  - 2.1.1. Cash
  - 2.1.2. Cheque
  - 2.1.3. Bank transfer / Direct credit
- 2.2. The Senior Administration Assistant receives the cash and cheques and issues a receipt.
- 2.3. A copy of the receipt and the supporting documents are forwarded to the Finance and Administration Manager for review.
- 2.4. After review, the documents are sent to the Office Assistant who inputs the cash receipt details in the accounting system.
- 2.5. The documents are then sent to the Finance and Administration Manager for filing.
- 2.6. The Finance and Administration Manager conducts a weekly review of cash receipts input in to the system.
- 2.7. Banking of cash or cheques over SR1000/= should be done on the day of receipt, otherwise, banking should be done every Friday.
- 2.8. The Board treasurer and the CEO should review cash receipts every month.
- 2.9. For monies received by Bank Transfer, the Finance and Administration Manager;
  - 2.9.1. Receives a Bank confirmation of Direct Debit
  - 2.9.2. Issues a receipt.

## 3. Cheque payments

- 3.1. Payments amounting to SR300 and above shall be made by cheque.
- 3.2. On receipt of invoice by the Senior Administration Assistant, it is sent to the CEO for approval.
- 3.3. On approval, the invoice is sent to the Finance and Administration Manager who prepares a payment voucher and a cheque.

- 3.4. CEO authorises the payment voucher and signs the cheque
- 3.5. Board Treasurer signs the cheques. During the Board Treasurer's absence, the Board chairperson signs the cheque.
- 3.6. The Senior Administration Officer sends the cheque to the payee.
- 3.7. The Senior Administration Officer sends the supporting documents to Finance and Administration Manager.
- 3.8. The Finance and Administration Manager sends the supporting documents to the Administration Officer for input in to the accounting system.
- 3.9. Administration Officer sends the supporting documents to the Finance and Administration Manager for filing.
- 3.10. The Finance and Administration Manager conducts weekly review of payments input in to the system.
- 3.11. The Board treasurer and the CEO should review cash and cheque payments every month.

#### **4. Petty cash payments**

- 4.1. Petty cash float is SR2000
- 4.2. Reimbursement is made after SR1500 has been used up.
- 4.3. Petty cash payments are made as follows;
  - 4.3.1. The Finance and Administration Manager sends a MEMO to the Senior Administration Assistant / Officer authorising her to make a purchase.
  - 4.3.2. The Senior Administration Assistant / Officer make the purchase and the payment.
  - 4.3.3. The receipt details are recorded in the petty cash book.
  - 4.3.4. The MEMO and receipt are filed

#### **5. Bank Reconciliations**

- 5.1. The Bank statements will be received directly and opened by the Finance and Administration Manager
- 5.2. The Finance and Administration Manager will conduct monthly bank reconciliation.
- 5.3. The Treasurer of the Board and the CEO will receive monthly bank reconciliation statements.
- 5.4. Cheques outstanding for over 30 days should be investigated.

## 6. Payroll

- 6.1. Payroll is prepared on a monthly basis by the Finance and Administration Manager.
- 6.2. It is then sent to the CEO for approval
- 6.3. Payment of salaries / wages is done.

## 7. Property and equipment

- 7.1. Property includes land and building
- 7.2. Equipment shall be defined as all items (purchased or donated) with a unit cost of SR1000 or more and a useful life of more than one year.
- 7.3. The Finance and Administration Manager will maintain an Assets Register which shall list; a description of the item, date of purchase or acquisition, price or fair value of the item, its location, date of disposal or writing off, disposal amount / proceeds.
- 7.4. A depreciation schedule shall be prepared at least annually for the audited financial statements.
- 7.5. The Administration Officer will record all equipment in the accounting system. An entry must be made whenever property is disposed or acquired.

## 8. Budgets

- 8.1. The budgeting period is 1<sup>st</sup> January 31<sup>st</sup> December each year
- 8.2. Routine budget items shall be budgeted using incremental budgeting method.
- 8.3. Specific project budgets shall be prepared using zero based budgeting. I.e. all budget lines have to be sufficiently justified.
- 8.4. The Finance and Administration Manager compiles the budget.
- 8.5. The CEO reviews the budget.
- 8.6. The CEO presents the budget to the Board for Approval.

## D. MEMBERSHIP PROCEDURES

### Membership procedures

#### 1. Application and granting of membership

- 1.1. An application form membership shall be made by completing the



**Membership Application Form.**

- 1.2. The duly completed form shall be submitted to the Credentials Committee.
- 1.3. Vetting of applications shall be done in accordance to the constitution and the criteria for membership.
- 1.4. The Credentials Committee shall give its decisions within 14 working days after receipt of the Application.

**2. Resignation**

- 2.1. As per the constitution, a member may member may resign by giving a 14 days' notice in writing to the Secretary of CEPS.
- 2.2. The secretary shall send an acknowledgement letter accepting the resignation within 14 days' after expiry of the notice given in 1 above.

**3. Removal from membership**

- 3.1. A member will be removed from membership on the following events upon the determination of the board;
  - 3.1.1. Voluntary resignation
  - 3.1.2. Not paying membership fees or membership renewal fees for three consecutive years
  - 3.1.3. Guilty of committing a criminal offence
  - 3.1.4. Committing a grave act as may severely damage the reputation of CEPS
  - 3.1.5. Being deregistered by the Registrar of Associations
- 3.2. A letter shall be sent by the Secretary to the member in question within 14 days after the board's determination.
- 3.3. The member in question may appeal the decision of the board within 7 days
- 3.4. Any appeal will be heard and responded to within 21 days after receipt of the same.







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