



MOSES WELFARE FOUNDATION

"Bring Back The Smiles"

Human Resources Policy & Staff Code of Conduct

Policy Number: MWF-HR-001

Version: 1.0

Effective Date: 28 July 2026

Review Date: 28 July 2027

Approved By: Board of Directors, Moses Welfare Foundation

Human Resources Policy & Staff Code of Conduct

1. Policy Statement

Moses Welfare Foundation (MWF) recognizes that its employees, volunteers, consultants, interns, and Board Members are its greatest asset. We are committed to creating a professional, safe, inclusive, respectful, and ethical workplace where every individual is treated with dignity and has the opportunity to contribute to our humanitarian mission.

As a Christian humanitarian and development organization, MWF is guided by the values of integrity, compassion, stewardship, accountability, respect, justice, and service. We expect everyone representing the Foundation to uphold these values and to conduct themselves in a manner that protects the rights, dignity, and wellbeing of beneficiaries, colleagues, partners, donors, and the wider community.

This policy establishes the principles governing employment, workplace behavior, professional standards, and ethical conduct across all MWF operations.

2. Purpose

The purpose of this policy is to:

- Promote fair and transparent human resource practices.
- Ensure equal employment opportunities.
- Establish standards of professional behavior.
- Protect the rights and wellbeing of employees and volunteers.
- Promote accountability, integrity, and ethical conduct.
- Ensure compliance with applicable labor laws, donor requirements, and recognized international good practice.
- Foster a positive, productive, and respectful workplace.

info@moseswelfarefoundation.com / www.moseswelfarefoundation.com

*Head Office: Office No: ff49, 1st floor New Liberty Tower, Model Link Road, Lahore
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3. Scope

This policy applies to:

- Board Members
- Chairman / Executive Director
- Employees (full-time, part-time, and temporary)
- Volunteers
- Interns
- Consultants
- Contractors
- Partner personnel working on behalf of MWF

It applies to all organizational activities, including office work, field operations, travel, meetings, training events, online communication, and interactions with beneficiaries, donors, government officials, and partners.

4. Organizational Values

All representatives of MWF are expected to uphold the following values:

- Integrity
- Respect
- Compassion
- Accountability
- Stewardship
- Professionalism
- Transparency
- Service
- Inclusion
- Teamwork
- Excellence
- Respect for human dignity

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5. Equal Opportunity and Non-Discrimination

MWF is committed to providing equal opportunities in recruitment, employment, training, promotion, and professional development.

Employment decisions shall be based on merit, qualifications, competence, experience, and organizational needs.

MWF does not tolerate unlawful discrimination on any ground protected by applicable law and is committed to maintaining an inclusive workplace where every individual is treated fairly and respectfully.

6. Recruitment and Selection

Recruitment shall be conducted through fair, transparent, and merit-based processes.

Recruitment procedures shall include, where appropriate:

- Job descriptions.
- Vacancy announcements.
- Objective selection criteria.
- Interviews.
- Reference checks.
- Verification of qualifications.
- Identity verification.
- Safeguarding screening for roles involving children or vulnerable adults.

Nepotism, favoritism, bribery, and conflicts of interest are prohibited.

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7. Employment Conditions

Employees shall receive written documentation setting out the key terms and conditions of their engagement, including:

- Position title.
- Duties and responsibilities.
- Working hours.
- Leave entitlements.
- Compensation and benefits.
- Reporting arrangements.
- Probation period (where applicable).
- Applicable organizational policies.

8. Working Hours and Attendance

Employees are expected to:

- Attend work punctually.
- Fulfil assigned responsibilities.
- Maintain accurate attendance records where required.
- Notify supervisors promptly of absences.
- Use organizational time responsibly.

Flexible working arrangements may be approved where operationally appropriate.

9. Leave

Subject to employment terms and applicable law, eligible personnel may receive leave such as:

- Annual leave.
- Public holidays.
- Sick leave.
- Maternity leave.
- Paternity leave.
- Compassionate leave.
- Study leave (where approved).
- Special leave authorized by management.

Leave shall be requested and approved in accordance with organizational procedures.

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10. Performance Management

MWF promotes continuous improvement through fair performance management.

Performance processes may include:

- Goal setting.
- Regular supervision.
- Performance reviews.
- Coaching and mentoring.
- Professional development plans.
- Recognition of good performance.

Performance concerns shall be addressed constructively and fairly.

11. Learning and Development

MWF encourages continuous learning.

Personnel may receive opportunities for:

- Induction.
- Technical training.
- Leadership development.
- Safeguarding training.
- MEAL training.
- Financial compliance training.
- Health and safety training.
- Information security awareness.
- Professional development.

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12. Staff Code of Conduct

Every representative of MWF shall:

Professional Behavior

- Act honestly and ethically.
- Perform duties with diligence and professionalism.
- Respect organizational policies.
- Protect the reputation of MWF.
- Avoid behavior that could bring the Foundation into disrepute.

Respect and Inclusion

Personnel shall:

- Treat everyone with dignity and respect.
- Promote an inclusive working environment.
- Value diversity.
- Avoid abusive, offensive, or discriminatory behavior.

Integrity

Personnel shall:

- Act honestly.
- Avoid conflicts of interest.
- Protect organizational assets.
- Report unethical conduct.
- Refuse bribery and corruption.

Confidentiality

Personnel shall:

- Protect confidential information.
- Respect beneficiary privacy.
- Comply with the Data Protection & Privacy Policy.
- Avoid unauthorized disclosure of organizational information.

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Safeguarding

All personnel shall:

- Comply with the Safeguarding Policy.
- Protect children and vulnerable adults.
- Report safeguarding concerns immediately.
- Never engage in abuse, exploitation, neglect, or inappropriate relationships.

Sexual Exploitation, Abuse and Harassment (SEAH)

MWF maintains zero tolerance for:

- Sexual exploitation.
- Sexual abuse.
- Sexual harassment.
- Grooming.
- Abuse of power for sexual purposes.
- Exchange of assistance, employment, or benefits for sexual favors.

Any allegation shall be reported immediately and managed under the relevant safeguarding procedures.

Fraud and Corruption

Personnel shall not:

- Commit fraud.
- Offer or accept bribes.
- Falsify records.
- Misuse organizational funds.
- Steal organizational property.
- Participate in corrupt practices.

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Gifts and Hospitality

Personnel shall comply with the Gifts & Hospitality Policy and avoid accepting or offering inappropriate gifts or hospitality.

Use of Organizational Resources

Personnel shall use organizational resources responsibly and only for authorized purposes.

Misuse of vehicles, equipment, funds, information systems, or other assets is prohibited.

Social Media and Public Communication

Personnel shall:

- Communicate responsibly.
- Protect confidential information.
- Avoid posting content that could damage MWF's reputation.
- Refrain from making public statements on behalf of MWF without authorization.

Alcohol and Drugs

Personnel shall not report for work or perform organizational duties while impaired by alcohol, illegal drugs, or other substances that compromise safety or professional performance.

13. Health, Safety and Wellbeing

MWF is committed to providing a safe and healthy working environment.

Personnel shall:

- Follow safety procedures.
- Report hazards.
- Use safety equipment where required.
- Participate in emergency preparedness activities.
- Support the wellbeing of colleagues.

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14. Workplace Harassment and Bullying

MWF maintains zero tolerance for:

- Harassment.
- Bullying.
- Threats.
- Intimidation.
- Violence.
- Retaliation.

All complaints shall be handled promptly, fairly, and confidentially.

15. Grievance Procedure

Employees may raise workplace concerns through established grievance procedures without fear of retaliation.

Grievances shall be:

- Treated confidentially.
- Investigated fairly.
- Addressed promptly.
- Documented appropriately.

16. Disciplinary Procedures

Where misconduct occurs, MWF may take disciplinary action that is fair, proportionate, and consistent with applicable law.

Possible measures include:

- Informal counselling.
- Verbal warning.
- Written warning.
- Suspension where appropriate.
- Mandatory training.
- Termination of employment or engagement.
- Referral to competent authorities where required by law.

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17. Whistleblowing

Personnel are encouraged to report suspected:

- Fraud.
- Corruption.
- Safeguarding concerns.
- Financial misconduct.
- Abuse.
- Policy violations.
- Illegal activities.

Reports made honestly and in good faith shall be protected from retaliation in accordance with the Whistleblowing Policy.

18. Roles and Responsibilities

Board of Directors

The Board shall:

- Approve this policy.
- Promote ethical leadership.
- Oversee organizational governance.
- Monitor compliance.

Chairman / Executive Director

The Chairman shall:

- Ensure implementation of this policy.
- Promote a respectful workplace.
- Support staff development.
- Ensure fair disciplinary processes.

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Managers

Managers shall:

- Lead by example.
- Support staff performance.
- Address misconduct promptly.
- Promote inclusion and wellbeing.
- Ensure compliance with organizational policies.

Employees and Volunteers

All personnel shall:

- Comply with this policy.
- Maintain high professional standards.
- Respect colleagues and beneficiaries.
- Report misconduct.
- Participate in mandatory training.

19. Monitoring and Compliance

Compliance with this policy shall be monitored through:

- Performance reviews.
- HR records.
- Internal audits.
- Staff feedback.
- Training records.
- Policy compliance reviews.
- Management oversight.

Corrective actions shall be implemented where improvements are identified.

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20. Policy Violations

Failure to comply with this policy may result in:

- Corrective action.
- Mandatory retraining.
- Formal disciplinary measures.
- Suspension.
- Termination of employment, volunteer engagement, or contracts.
- Referral to law enforcement or regulatory authorities where legally required.

21. Policy Review

This policy shall be reviewed annually or sooner if required due to changes in employment legislation, donor requirements, organizational priorities, or recognized good practice.

22. Commitment

Moses Welfare Foundation is committed to building a workplace where integrity, professionalism, compassion, and accountability guide every action. By investing in our people and maintaining high standards of ethical conduct, we strengthen our ability to serve vulnerable communities, protect the dignity of every individual, and uphold the trust placed in us by beneficiaries, donors, partners, and the public.

Every person representing MWF shares responsibility for fostering a respectful, safe, inclusive, and mission-focused organizational culture.

Approval

This Human Resources Policy & Staff Code of Conduct has been approved by the Board of Directors of Moses Welfare Foundation and is binding on all Board Members, employees, volunteers, interns, consultants, contractors, partner personnel, and representatives acting on behalf of the Foundation.

Approved By: Board of Directors

Moses Welfare Foundation

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Motto: "Serving with Integrity. Leading with Compassion. Working with Excellence."



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