AFRICA FOUNDATION

HUMAN RESOURCES

POLICIES & PROCEDURES

APPLICABILITY:	All Hillsong Africa Foundation Staff, Contractors and Consultants, Volunteers and Visitors, Board members, Partner organisations, Beneficiaries, Supporters and Donors, Members of the public
VERSION:	Version v001 (November 2023)
AUTHORISED BY:	HAF Managing Director
REVIEW DATE:	November 2026

CONTENTS

INTRODUCTION	3
HIRING PROCESS	4
ONBOARDING	5
DEVELOPMENT	5
OFF BOARDING	6
CODE OF CONDUCT	6
ALIGNMENT GUIDELINES	10
REMUNERATION GUIDELINES	16
STAFF RESOURCES POLICY	19
ELECTRONIC COMMUNICATIONS POLICY	21
INTELLECTUAL PROPERTY POLICY	22
TRAVEL & RELATED EXPENSES GUIDE	23
REVIEW	28
COMMITMENT AND DECLARATION	28

INTRODUCTION

Hillsong Africa Foundation adheres to, and abides by the Human Resource policies and procedures of Hillsong South Africa, as outlined in these documents.

HIRING PROCESS

Hiring process

As a church we don't take hiring lightly and want to make sure we follow the Word, the law of the land and our cultural guidelines. Being called and joined to our core team carries weight and honour and we seek to place value on every candidate following a prompting in their own heart towards such a calling

.

01
Step One: Assess need
Identify need in relation to budget, location, big picture and agree in Support on role guideline and salary
Support

02
Step Two: Source
Candidates apply for role, shortlist candidates based on character, skills & competencies as well as team fit and values alignment.
Overseer

03
Step Three: Background
Background check, reference checks, Pastoral questionnaire & interview, church reference checks
People Development

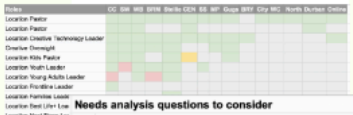
04
Step Four: Panel Interview
Support & PD prayerfully interview candidate(s). Decision is based on a objective measurement tool.
Support & PD

05
Step Five: Offer
Extend offer telephonically and in writing, candidate accept and activates onboarding process
People Development

---

01 Assess need
Identify need in relation to budget, location, big picture and agree on role guideline and salary (Support)

- Need identified (O)
- Staff request form with Role Guideline (O)
- Needs Analysis (across church) (S)
- Budget (location, department & overall) (S)
- Support sign-off with salary (S)



Needs analysis questions to consider

1. What does staffing look like at this location
2. What does staffing look like for the department
3. What is the overall staffing needs accross church
4. Is there budget available?
5. Need for role in that location? (i.e demographics, stats)
6. How urgent is this role?
7. Type of role PT/ FT/Contract
8. Sourcing methods (available candidates)
9. Time frame of process

02 Source
Candidates apply for role, shortlist candidates based on their track record, skills & competence as well as team fit and values alignment.

- Add role to BHR (PD)
- Apply sourcing method (PD)
- Candidates apply on BHR
- Shortlist candidates (O)
- Always consider 3 x candidates
- Interview candidates (O)
- Update recruitment progress on BHR (O)

03 Background
Background check, reference checks, Pastoral questionnaire & interview, church reference checks

- Police Clearance (PD)
- Reference checks (PD)
- Group & Serving leaders checks (PD)
- Pastoral Care Questionnaire & Interview (PC)
- Intercessors pray
- All info

04 Panel Interview
Support & PD prayerfully interview candidate(s). Decision is based on a objective measurement tool.

- Set panel (Lourens, PD, Mike, Tanya, Ilze, John, Candice, Mojo, Dan)
- Standard questions with rating scale to eliminate bias
- Additional questions (Spirit lead)
- Prayerfully consider applicant (unanimous)

05 Extend Offer
Extend offer telephonically and in writing, candidate accept and activates onboarding process

- Verbal & written offer in line with role family
- Activate Onboarding process

ONBOARDING

On-boarding

We understand that starting a new season can be daunting. It is also very memorable and determines long term experience. That's why we want to create a soft landing for people where they feel loved, empowered, equipped and home. Ensuring we have a few basic foundations in place will setup our new starters for success.

DEVELOPMENT

Development

Our desire is to see each person on our staff flourish in their God-given gifts and potential as well as holistically growing in capacity, maturity and calling. We are committed to the continuous investment in our staff team, knowing that their health and wellbeing will directly impact the health of our church and is our responsibility as good stewards.

OFF BOARDING

CODE OF CONDUCT

Being a staff member of Hillsong Africa requires a higher level of accountability and general lifestyle expectations, as we aim to please God and live without blame before others (1 Tim 3). Although our life outside of work is personal in nature, it directly impacts the Church and the congregation. Our communities and Church look to us as an example of how to follow Christ and be transformed by Him. Though we don't expect people to be perfect, we do require you to be committed to becoming more like Jesus and being accountable to your leader in the process. We love and will journey through challenges, yet there are a few lifestyle expectations that are non-negotiable for our staff and key leaders team.

CREDO STATEMENT

#1 We believe the Bible is the Word of God, brings wisdom to our daily lives, and draws us closer in a relationship with Jesus.
That means: We seek Jesus' truth; We LIVE according to the truth in the Bible; We are committed to reading, studying and growing

#10. We don't sweep things under the carpet.
That means: We don't avoid issues that need to be challenged or addressed but at the right time, with love and grace we address it; With wisdom we keep confidentiality while recognising the legal and moral obligations of every situation; When things go wrong, we deal with them openly and honestly and we don't take criticism personally

#13. We value and encourage health and wholeness.That means we help each other pursue: Sound finances; Good health; A loving family life; Strong and deep relationships; Intellectual, emotional and spiritual health and growth; Freedom from anything that might hold us back from fulfilling our God given potential

PRACTICAL APPLICATION

The word of God is our ultimate authority and guide that informs our thinking, feeling, speaking and behaving. We should continue to invite the Holy Spirit to refine us and be open to honest accountability structures to support this pursuit.

This guideline is not an all-inclusive list of do's and don'ts, but a good indication of the appropriate attitudes and behaviours for staff/key team. Although we recognise that we can not possibly monitor alignment in many situations, being between you and God, it is important to note that where ongoing or significant breach of this code becomes apparent, such behaviour will be considered a break of trust and may lead to disciplinary action, including termination of employment.
As representatives of Hillsong, all staff are expected to behave in a professional and courteous manner and align to the following standards of behaviour both inside and outside the workplace.

LAWS AND POLICIES

We are called to obey the laws of the land and have structures in place internally to standardise governance. It is important to abide by:

- all legislations, policies, procedures, rules, regulations and contracts;
- all lawful and reasonable directions from Hillsong and its appointed leaders;
- all non-discrimination requirements in treating church members, volunteers, contractors, customers, clients, suppliers, co-workers, Hillsong appointed leaders and the general public in a non-discriminatory manner with proper regard for their rights and dignity. Unlawful discrimination or victimisation, harassment based on a person's race, colour, creed, religion, national origin, citizenship, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, mental or physical disability, or any other classification will not be tolerated; and
- observing health and safety policies and obligations, and co-operate with all procedures and initiatives taken by Hillsong in the interests of workplace health and safety.

INTEGRITY

We know that when we walk in integrity we walk securely, but that those whose ways are crooked will be found out (Prov 10:9). As a team, we are called to live with an internal sense of integrity and honesty.
True integrity is internally driven by a desire to live upright before God, who sees all, not on the outside only, but on the inner conditions of our hearts. The below list gives some practical examples to stimulate your understanding of integrity:

- Be honest and fair in dealings with church members, volunteers, contractors, customers, clients, suppliers, team members, Hillsong appointed leaders and the general public.
- Display the appropriate image of professionalism at the workplace, including dressing appropriately. Report any violations of ethical principles, law, policies and this Code to People Development . This includes any form of dishonesty.
- Maintain punctuality, it builds trust. If you are running late or can't come to work, please let your Leader(s) know as soon as possible.
- Don't use funds, property or information belonging to Hillsong, church members, volunteers, contractors, customers or suppliers for personal benefit. This includes your email address, which is intended for church purposes only.

- Don't use work time for private gain.
- Don't offer, give or accept bribes, facilitation payments or other benefits to influence others. If someone wants to bless you with a gift, make sure there are no hidden agendas and that you report it to the People Development.
- Keep accurate and transparent records of dealings with contractors, customers and suppliers. Be truthful and never misleading in all your dealings both in and outside the workplace. Don't twist facts or leave out helpful information, or mis-represent information to cause any misleading to occur. This includes failure to comply with reporting requirements and falsifying records and other documents. Respect Hillsong's ownership of all of its funds, equipment, supplies, books, records, and confidential information, intellectual and other property.

SEXUAL BEHAVIOUR

Sexuality is a gift from God and integral to human nature. In keeping with biblical standards of morality we value this gift by maintaining chastity in singleness and faithfulness in marriage between a man and a woman (Proverbs 5:18, 6:32; 1 Corinthians 7:2). Any inappropriate sexual behaviour will not be tolerated including comments of a sexual nature. No pornographic material or going to places of commercialised sex such as strip clubs or brothels will be allowed (Matthew 5:28; 2 Peter 2:14a; Proverbs 5:3-6; 1 Corinthians 6:18-20; Ephesians 5:12), this includes chat rooms or internet sites of a sexual nature.

CONFIDENTIALITY

We seek to be trustworthy in spirit and not slanderers (Prov 11:3) and so highly value confidentiality, except in cases where unacceptable or unlawful behaviour is concerned. Please refer to our confidentiality guideline for more information.

MANAGING CONFLICT OF INTEREST

We do not abuse the advantages of our position for private purposes, or to request/ accept any gift or benefit in connection with our employment, as it could compromise our integrity individually and collectively.
We don't request, accept or offer money, gifts, favours or entertainment that might influence judgment.
Be sure to live above reproach and safeguard how you facilitate different transactions. If you receive any gift or benefit of any kind from a member of Church, customer, supplier or any other entity exceeding R1,000 Please check in with People Development before accepting the gift. Do not accept other employment, that is in conflict with your position at Hillsong.
Seek council with Senior Management, before accepting a directorship on the board of a non Hillsong Group company. Disclose any material interest you have in a customer's or supplier's business to your Leader and People Development.
Please refer to our Conflict of Interest guideline and application process concerning external job opportunities or incomes as it could compromise your role.

PROFESSIONALISM

Seek to guard one another and stay clear from behaviour that could harm, offend or cause harm. Do not fight or use inappropriate language.
In line with biblical standards, staff and key team should not abuse alcohol or use drugs (including smoking). If as a staff member you are taking prescription medication that could harm yourself or others or it affects your ability to perform your role, proof from a medical professional would be required for role adjustments to be considered.

We dress in a professional, clean and tidy way as we respect ourselves, others and the work we do together. As a team we should avoid making unauthorised statements to the media about Hillsong's ministries or operations. All media enquiries should be directed to Comms.

INVOLVEMENT

Being a staff/ key team member means that we always represent Jesus, our local and global leaders, as well as Hillsong Church well. We are Christ's ambassadors (2 Cor 5:20).

Pursue unity within the church and live in peace with all people as far as it is in your ability (Pet 3:8, Rom 15:6, Eph 4:3, Phil 2:2, 2 Cor 13:11, Rom 12:18, Heb 12:14).

We are still different parts of the body, and each have a different yet significant part to play, but we seek to work well together.

Be committed to pursuing maturity in Christ and working out your salvation. (Rom 12:2, Eph 4:13-15, Col 2:7)

As a staff member, we consider a Sunday to be a full working day. The practical outworking of services look different for each team member based on their location and role and could change, but we trust that our staff would be on the forefront of stewarding our church members and volunteers well, as part of their staff role.

We also require our Staff team to be involved in events and mid-week activities as we continue to build God's house together. We are thankful to each person's contribution.

We encourage our staff to be actively involved in a Group as community is central to church. We encourage you to be a cheerful tither to Hillsong Church (your local storehouse). This is a biblical principle that we believe in, teach and practice. As leaders, we need to be examples to the church in this area.

We maintain a consistent and active prayer life by praying regularly and attending any special prayer meetings for staff and church. We cannot build church without this foundational principle as we desire to see God do incredible miracles not only in our lives but the lives of our communities and country. We endeavour to grow in the fruit of the Spirit and operate in the gifts of the Spirit.

FAMILY LIFE

We value family and want to go on this incredible journey of building a church together. We do that by maintaining healthy family dynamics that reflect God-glorifying attitudes and behaviour; not just 'off-loading' work related issues onto our family in a negative way because they might still struggle with resolving concerns well after we have moved on. We commit to being a faithful spouse and a loving parent (if applicable), having a heart of hospitality and teaching children in the ways of God.

PERSONAL STEWARDSHIP

Be a faithful steward and above reproach in your personal finances and business dealings. Examples include:

- Paying your bills on time;
- Don't get involved in unauthorised employment outside the scope of your position at Hillsong if you are employed on a full-time basis;
- Don't get involved in Network Marketing Organizations as this creates conflict of interest issues especially where church members, contractors or suppliers are involved;
- Understand that Hillsong does not endorse business arrangements, proposals or agreements with members of our congregation.
- Be careful to not be overtly partisan in your political views;

- Be wise in your personal life, keeping a standard that would not bring dishonour to yourself, your family or to Hillsong Church in:
    - Use of alcohol (in line with biblical principles, drinking to excess or drunkenness is not allowed)
    - Be mindful of your selection of movies and other forms of entertainment;
    - Take note of conversations both written and verbal;
    - Keep your physical body healthy or strong through regular exercise and proper eating and sleeping habits
    - Effective use of the internet or any other media.

TEAMWORK MAKES THE DREAM WORK

Keep a good attitude at all times and a spirit of forgiveness (keep short accounts).
Do everything within your power to keep a fun and enjoyable atmosphere around your workplace.
Seek a “we” approach to teamwork, instead of an “I” approach.
Do not undermine team members within your department or in other departments.
Collaborate with team members to do what is in the best interests of the Church and the various ministries.
Take responsibility for our working environment by reporting any issues immediately.
Exercise emotional intelligence and situational sensitivity recognising that some behaviour you consider acceptable may not be acceptable to others and take courage to address it in love when appropriate.

OVERSIGHTS

Always promote a team spirit.
Maintain confidentiality, so far as is reasonably practicable, when conducting investigations into grievances and disputes.
Avoid bias in decision-making.
Ensure compliance with procedures when carrying out counselling and discipline.
Exercise objectivity when administering rewards or discipline.
Do not condone, permit, or fail to report any breaches of the above Code by anyone on your team.
Always treat staff with respect, ensuring your communications do not belittle or mistreat anyone.

BREACH OF CODE

A breach of this code may lead to disciplinary action including, but not limited to, termination of employment.

ALIGNMENT GUIDELINES

Being part of building God's house at a staff level, requires a commitment to continuous growth, being challenged and humbly adjusting behaviours and habits as to ultimately become more like Jesus. This is no small thing and we understand that we are all on different parts of that maturing journey. That is why we choose to look at performance and disciplinary action through the lense of alignment.

In 2 Timothy 4 Paul encourages us to be ready to reprove, rebuke and exhort each other, with complete patience and teaching. None of us are perfect and we want to create a safe place where people can be transparent about issues, but we still hold each other accountable to the calling and being an example.

This guideline should help the staff team navigate different alignment scenarios with a clear vision of the desired outcome, the right heart motivation to cultivate throughout the process and steps that can lead to strong, honest and collaborative work relationships.

OUR CREDO STATEMENT (S)

#9 We Operate with healthy, humble & honest communication and feedback. Jesus was crucified, so we do not crucify each other. That means:

- feedback is welcomed and encouraged
- We give feedback with love, wisdom and grace
- The focus of our feedback is to improve
- We check our intent before we give feedback
- We listen and respond rather than react when we receive feedback
- We're not afraid to apologise when we get something wrong

#10 We don't sweep things under the carpet. That means:

- We do not avoid issues that need to be challenged or addressed
- We don't avoid the elephant in the room, but at the right time, with love and grace we address it with wisdom we keep confidentiality while recognising the legal and moral obligations of every situation
- When things go wrong we deal with them openly and honestly and we don't take criticism personally

#16 We have a big vision, we work hard and we sometimes make mistakes. We don't like making mistakes, but we recognise that in a growing organisation mistakes will happen. That means:

- We acknowledge and fix mistakes quickly
- We learn from our mistakes
- We deal with mistakes with love and grace

What is not OK?

- Sweeping mistakes under the carpet
- Constant violating lifestyle expectations
- Repeated and unrepented moral failure

We recognise that each situation is unique, with context and background that we may not see at first. We seek to understand. We strive to make wise decisions.

OUR APPROACH

In any relationship there is bound to be conflict, misunderstanding and different approaches to achieving goals or navigating difficulties. There might be disappointments that range from minor to more serious and each situation should be approached with restoration in mind whenever possible. As a Church we apply Biblical standards and aim to bring alignment in a loving, fair and timely manner. We seek to resolve conflict directly, and want to empower our staff oversights to have courageous conversations often, in love and with follow up action. Whenever possible we prefer to resolve conflict informally before proceeding to a formal

approach but in more serious situations also recognise the value of healthy accountability given our high call.

CONFIDENTIALITY

Where a discipline issue arises it is unfortunately inevitable that other staff will sometimes find out what is going on. However as far as possible it is our intention that all alignment action will be treated as confidential between you and the individuals directly involved in the process. Records, witness statements and decisions will be kept confidentially and in accordance with data protection laws.

FORMAL PROCEDURE

A distinction needs to be made between misaligned capacity and misaligned behaviour and the process is dealt with differently.

Misaligned capacity means a team member wants to but is not able to meet standards. Misaligned behaviour means a team member is able to meet the standard but doesn't want to.

It is important to go into alignment conversations with a genuine curiosity and a desire to understand because we choose to believe the best and seek the best for our staff team. If however in your conversations it is certain that the team member's behaviour is misaligned and they have no intention to adjust or if there are serious concerns that don't meet our biblical standards, a formal process is applied.

The formal procedures are designed to enable problems of misconduct to be dealt with quickly, fairly and consistently. Formal action will consist of:

- A verbal warning - for less serious misalignment - after informal discussions without change a more formal conversation is documented and added to the staff member's file by the Oversight (valid 3 months)
- First written warning - PD & Oversight will have a conversation with all the relevant progressive facts and will then issue a formal letter of warning (valid 6 months)
- Final written warning and dismissal is actioned after a formal disciplinary meeting is held.

DISCIPLINARY /ALIGNMENT MEETING

Investigation

Before any disciplinary decision is made there will always be an investigation to establish the facts. It may be necessary to suspend a staff member while the investigation takes place. Sometimes they will be asked to attend a meeting as part of the investigation but this is only to try and find out what happened and not to make a decision or take disciplinary action. The investigation will be led by PD and/or Compliance.

The Meeting

If it is thought necessary to consider disciplinary action the team member will be given a letter with the complaint and meeting details. A disciplinary meeting gives everyone an opportunity to discuss openly and in a safe unbiased environment the concerns and circumstances. Normally someone from church will bring the concern, an objective mediator will lead the conversation and the team member will bring their circumstances.

A team member can ask another staff member to join them in the meeting if necessary and should let PD know beforehand so it can be reviewed. In some situations, the church could ask that the team member include someone else if the situation requires it.

During the meeting, the team member and church representative will be allowed to bring testimonies of others to give a fuller picture of the situation from their point of view. After the meeting, the team member will be told verbally and in writing what the outcome of the meeting and next steps are. The team member will have an opportunity to request a review of the outcome within 10 days. In extreme cases, where trust cannot be rebuilt and dismissal is the only pathway forward, we remain committed to the wellbeing of the person.

EMPLOYEE WELLNESS

We always want to prioritise the wellbeing of our staff and will endeavour to place value and love on our staff during every part of the alignment process. Our desire would be to build trust, bring reconciliation and seek restoration whenever possible. In the course of the Disciplinary Procedure, if it becomes apparent that a staff member may need additional psychological support, we have the opportunity to include external counsellors as recommended by our Pastoral Care team.

INTERNAL GRIEVANCE & CONCERNS

Being a leader or staff member of Hillsong Africa requires a higher level of accountability and general lifestyle expectations, as we aim to please God and live without blame before others (1 Tim 3). Our communities and Church look to us as an example of how to follow Christ and be transformed by Him. Though we don't expect people to be perfect, we do require you to be committed to becoming more like Jesus and being accountable. This means that we are open to feedback that will help provide correction & realignment whilst creating safe places where concerns can be raised without victimising those who courageously provide feedback. We work through and resolve disputes on a case-by-case basis following a restorative approach, seeking to provide care and support for all involved.

Scripture provides guidance on our general approach:

- Matt 5:24 Pay attention to yourselves! If your brother sins, rebuke him, and if he repents, forgive him
- James 1:19-21 First be reconciled to your brother, and then come and offer your gift.
- Eph 4:15-16 ...speaking the truth in love...
- Matt 18:15-17 Reconciliation is progressive in nature, from one-on-one to getting others and the church involved

If we are made aware of concerns or grievances regarding any leader or staff member that are not aligned to biblical principles, our code of conduct and/or cultural standards, the following procedure is available to help bring alignment in a supportive, safe and honest environment. Tension in human relationships is inevitable but inappropriate behaviour, actions, situations or decisions that are unfair or unjustified, perceived or real, should be addressed.

THE GRIEVANCE TEAM

The grievance team is a small team that includes representatives from our Pastoral, HR, and Pastors Team, who are trained to deal with grievances and concerns and are mature in their ability to listen and stay objective, whilst activating resolution.

Their key responsibilities include:

- Be a **safe** place to bring concerns without being judged
- **Activate** resolution (this will look different for every situation but the goal would be to bring alignment to our values and standards).
- **Document** process
- **Raise** patterns with our leadership team to ensure we offer adequate training and development, as well as support to our team

THE GRIEVANCE PROCESS

We want to continue to be a healthy team where we all flourish in our God-given callings. Creating safe spaces and equipping our staff team with the right tools and resources, will help us in this endeavour. The following process was designed to help us to navigate this well:

Speak up - Where possible address any concerns directly to the person(s) involved. Alternatively speak to your oversight or a member of the grievance team or to a leader you trust. You can also email safechurch@hillsong.co.za or submit a grievance form, as found on our staff guide.

Wherever possible, dealing with concerns directly with the person involved in the complaint:

- will avoid misunderstandings, harsh judgements and gossip
- will bring clarity and the opportunity to ask questions and hear different perspectives
- might quicken reconciliation

That said, we also know that it might not be appropriate for grievances of a serious or sensitive nature.

Inform Grievance Team - The grievance team records concerns for accountability and advise on next steps. Where possible an appropriate member of the grievance team will equip the team to resolve grievances directly and continue offering support. If the person doesn't feel comfortable talking to the person(s) involved, or they tried and it was ineffective in resolving the concern, or if the grievance is of a more serious or sensitive nature, the grievance process will be activated.

Review - All Grievances will be reviewed with discretion and sensitivity by our Grievance team. Based on the information available a member of the grievance team will be assigned to check in and guide the person through the process.

Action - Depending on the situation, either an informal or formal approach will be adopted to address the concerns and take appropriate actions.

Aftercare - Aftercare and follow up will be provided after the agreed upon actions have been taken. This support will depend on the situation and needs of the people involved.

ACTION GUIDELINES

All Grievances will be reviewed with discretion and sensitivity by our Grievance team. The following guidelines will help address grievances, but can be adapted on a case by case basis, depending on the nature of the grievance and the person(s) involved:

- Based on the information provided, a member of the grievance team will set up a meeting (in person/ telephonically/zoom) to explain the grievance process, discuss the concerns raised and provide appropriate support and care. If the person doesn't feel comfortable with the grievance team member or they can not effectively help navigate the grievance, another more appropriate person will be assigned.

- Based on the initial meeting and the grievance team member's discretion, the most appropriate process will be adopted. This could be either an informal or a formal procedure.

Informal procedure - This involves a range of informal actions, to resolve the grievance with permission from the person making the complaint, such as:

- The Grievance team member might discuss the issue with the person against whom the complaint is made;
- The Grievance team member might facilitate a meeting between the parties in an attempt to resolve the issue and move forward.

Many personal grievances are able to be resolved through the informal procedure. However, in circumstances where the Grievance team member considers the informal procedure to not be appropriate, and the grievance is more serious, the grievance may be escalated to the formal procedure.

Formal procedure – Where the informal procedure is not sufficient it might require a formal investigation and a possible disciplinary inquiry depending on the situation. Generally the complaint will be discussed with the person against whom the concern was made and they would be given a letter to attend an Inquiry.

If necessary, in dealing with serious concerns, the person might be suspended during the investigation period. The investigation generally involves collecting information about the grievance and when appropriate, presenting those findings as part of a formal inquiry. Once a finding is made, the Grievance team member or an external investigator will make recommendations about the grievance.

External Mediator - Where all parties to the grievance agree that mediation may be appropriate in resolving the grievance, the grievance may be referred to an external mediator.

OTHER PROCEDURAL ISSUES

Work will continue as normal (when appropriate) while a personal grievance is being dealt with. And we trust that all parties involved will work towards bringing resolution.

With the desire for creating a safe place for feedback, serious action will be taken against any person who victimises or retaliates against someone who is involved in a grievance.

The Representative will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with others in order to determine what happened, to afford fairness to all parties and resolve the grievance. We trust anyone involved will also highly value confidentiality while stewarding sensitive information. The parties may include an appropriate support person on staff during the grievance meetings.

OUTCOME

The outcome will be based on the nature and circumstances unique to each grievance and the associated corrective action required to bring restitution. In situations where biblical principles, our code of conduct and/or our culture standards were dishonoured, serious corrective action could include termination following the appropriate procedure. In every part of the process we will continue to offer care and support, with a desire for reconciliation when at all possible.

WHEN A GRIEVANCE IS REPORTED TO YOU AS A STAFF MEMBER

Steps when connecting with someone who has concerns:

1. Actively Listen - seek to understand and acknowledge that you are listening. We take grievances seriously regardless of who is making the grievance or against whom concerns are raised. Be a safe person.
2. Do not jump to conclusions and judge anyone involved in the situation, as we only see in part and our response is always to love first. There are always different perspectives and though we want to support the person bringing the concern, we also want to believe the best about those we work with. Our rash response can be damaging to the situation, so stay calm and impartial.
3. Inquire if direct reconciliation is possible, as that is the biblical standard and in some cases more effective. In other situations this might not be possible.
4. It's important to let the Grievance team know as soon as possible, to ensure we steward concerns well. You can reach out to the grievance team either directly, or by emailing safechurch@hillsong.co.za or alternatively completing the grievance form found on our Staff Guide.
5. If the concern in some way affects the work environment it might need to be recorded.
6. Stay confidential - when someone discloses sensitive information to you, your role is to steward that information through the right process and not share this information with anyone else.

Adequate information enables a diligent investigation to ultimately bring about restitution and healing for all parties involved. It is not to victimise or bully people in any way and our desire is to provide safe places for all people

REMUNERATION GUIDELINES

We value you as staff and the contribution you make in building God's house, *thank you*! We desire to provide a total remuneration package that meet your needs and enable you to flourish in your finances as noted in 1 Tim 5:18 “The laborer deserves his wages”. Building financial strength, like everything in life, takes time, wisdom and consistency and this document aims to provide a guideline of how we allocate salaries and benefits.

OUR CREDO STATEMENT #20

This is a Job and a calling, that means:

- We are privileged to receive an income to build the church
- We are grateful for any bonus but we don’t expect it
- We acknowledge that finances are an important part of our world, and we endeavour to pay people well for their work

REMUNERATION

Our Remuneration structure consists of something we call Role Families. Role families are similar roles that require the same level of experience, education and skills to perform the role well. Each role family has 5 levels from entry level to the most senior.

Many factors affect where someone is positioned in their role family, such as:

- Role being performed
- Experience needed
- Education (related training and formal qualifications)
- Spiritual responsibility carried in Church (not just role related)
- Value-add in performing the task (performance/ capacity level)

The Role Families we have identified are:

- Ministry (Ministry related roles like Age group Pastors, Location Pastors and Pastoral Care, Hillsong Africa Foundation)
- Operational (Operations focused like Administrators, Maintenance & Events)
- Professional (Roles that are available in industry such as Creative Tech, Communication, Finance & IT)

Each Level of the role families have an average salary allocated.
We have a Remuneration committee that meets twice annually to evaluate each person's salary carefully and prayerfully, taking the above factors into consideration. All staff salaries are submitted to the global finance team and board for approval.
In our ongoing process of implementing the Role-families approach, we make use of low-impact strategies like variant percentage annual increases (which means everyone would not necessarily receive the same level of annual increase). Whenever financially possible we try to increase annual salaries by inflation. Whenever possible a generous approach is applied to ensure our team is in the best possible financial position.

OUR BENEFITS

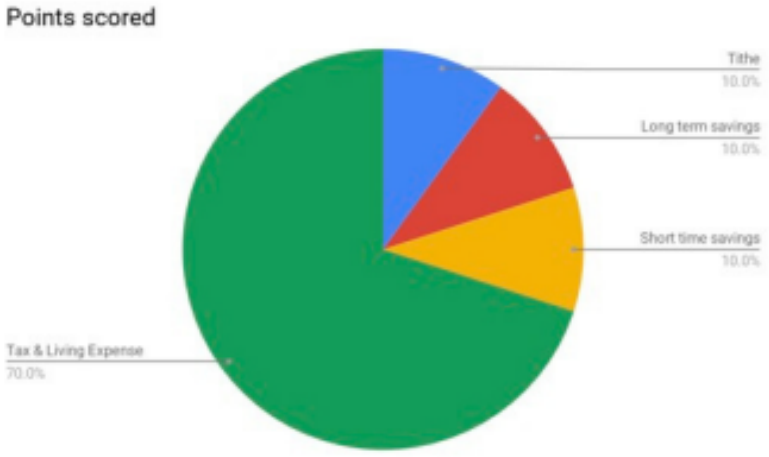
We partner with Protekma who ensures you are well taken care of when it comes to your Staff benefits. Protekma will discuss all the packages available through the various service providers so that you can make well informed decisions that best suit your season of life. Church offers the following staff benefits after successfully completing a 3 month Probation period:

Medical - *Church contributes R3,200 towards a medical benefit* for you and your family. This medical benefit is made up of your Medical aid and GAP cover to cover hospital costs not covered by your medical aid. If your medical selection is more than Church's contribution, the rest will be deducted straight from your salary without you losing any sleep over it. It is important to know the plan you are on and what you are covered for and to annually review this with our Protekma Consultant as seasons of life will influence which plan is the best.

Retirement Annuity ("RA") - Retirement Annuity is your savings towards retirement, which at Hillsong is age 65. The more you put away the better for you and your family. Work towards contributing 10% of your salary. *We contribute R600 towards your RA* but strongly recommend you increase this from your own account, which we can also deduct straight from your salary. You can at any time send our Payroll team an email to adjust. Getting into a habit of saving is hard BUT you will reap the benefits of this guaranteed.

Emergency Fund - *Church contributes R400 towards your Emergency fund*, invested through a Company called Coronation. You can select the funds you would like your investment to grow in and can again increase this by sending our Payroll team an email. The ideal is for you to save 10% of your income as part of this fund, as to ensure you make provision for 3-6 months of your total income in case of an emergency. This can then be used as a great space to save for a property deposit, a holiday or another helpful asset for your future.
These amounts are based on 2022 and will be updated periodically.

FINANCIAL PLANNING
If a staff member comes on board and already has a Retirement Annuity or Medical aid and they are unable or choose not to transfer to the Church portfolio, they can send an annual proof of their provisions and the Church will pay their benefit out to them as a cash component on top of their monthly salary. Additional Protekma benefits that can prove helpful in financial planning include Budget planning, Funeral cover, Disability Cover, Wills & Testament, Education Funds, etc. Please make an appointment with Protekma to discuss any questions you might have.
The following principle for sound financial planning called the 10/10/10/70 rule, as displayed below, can help guide your financial aspirations. It includes our firm belief to bring our first fruits (the tithe) into the storehouse, as well as incorporating short-term and long-term savings:



EXPANDING BENEFITS
We continue to look for ways to bless our staff team and promote holistic wellness in every season of life. With that in mind we are investigating additional benefits.

KINGDOM BUILDERS & VISION IMPACTORS
Kingdom Builders & Vision Impactors are a community of people with a strong conviction to advance the kingdom of God on earth through financing the Church's work. These individuals aren't necessarily wealthy people, but they are generous people who are living for something greater than themselves, and have a passion to see the Church take its place of influence in society today. A people with a vision to build a church that will build our communities, our cities, our nation and our continent. Anyone can be a part of this community. Becoming a Kingdom Builder or Vision Impactor is a personal conviction and decision. Prayerfully consider your own belief and financial capacity.

STAFF RESOURCES POLICY

Hillsong Africa (referred to as Hillsong Church) endeavours to resource employees with the tools, technology and equipment to fulfill the requirements of their role to build the Church. We recognise that this may require the use of a laptop or other work devices, depending on the needs of the role. As such, this policy will assist us to ensure proper management and usage of any resources entrusted to our team. Please note that Hillsong Church may vary, replace or terminate this policy from time to time.

ELIGIBILITY & CATEGORIES

A staff team member may be eligible to receive a work device (laptop, desktop computer, tablet and/or mobile phone) according to the function of their role. In order to sufficiently meet the needs of various roles within our church, the categories of this policy have been set as follows:

- Standard Specification: the standard laptop is an HP 450 G6 or an Apple iPad of similar value. Please note that our standard work device may change from time to time. A device will be allocated to you based on the IT Team's recommendation for your role's requirement.
- High Specification: If the function of your role requires software that is not compatible with our standard laptop (eg. architectural design, video editing, image editing), our IT Team will make a recommendation of a device that is best suited to the function of your role.

PROCESS OF RECEIVING A WORK DEVICE

New Staff Member

New team members employed within one of the categories above will be advised of their work device during their recruitment and/or onboarding process. Before receiving a work device, staff members will need to provide their signature at the end of this policy. You will be advised by our IT Team when your work device is ready for collection.

Existing Staff Member

Existing team members who require an adjustment to their work device will be assessed on a case-by-case basis by the employee's Department Head, HR and IT Team. This process may be initiated by the employee's Department Head, Oversight or the employee. Appropriate Role Guideline update must be submitted to the HR team prior to the new allowance commencing.

In the case of an existing staff member moving to another department, the staff member should liaise with the Oversight and IT Manager before taking their current work device to another department. This will enable our team to track the movement of our assets and if required, assess the suitability of the work device with the function of the new role.

LOSS, STOLEN OR DAMAGED WORK DEVICE

Hillsong Church expects all team members to take the utmost care with any work device entrusted to them and assume personal responsibility for replacement in the event they are lost, stolen or damaged.

If any loss or damaged devices are deemed by Hillsong Church to be caused by negligence or due to not adhering to the guideline on this policy, the staff member will need to make a payment plan through monthly salary deduction or by making a once-off payment. Therefore, we highly recommend that you obtain an insurance cover to avoid financial inconvenience or hardship caused by any incident.

REPLACEMENT OF A DEVICE

Our IT Team will assess the need for a replacement at the end of the device's average lifespan. Our standard device's average lifespan is 4 years (please note that this may vary for high-spec devices).

GUIDELINE OF WORK DEVICE USE

While all imaginable situations cannot be covered in this document, below is a general guide when using Hillsong Church's work devices:

- The work devices allocated to staff members remain Church's property. Therefore, as a courtesy the staff member will use this device solely for the purposes of performing their duties relating to their roles.
- Staff members shall not leave the work device unattended (including lunch breaks, church services etc.) without ensuring that the device is physically secured. When not in use, devices should be physically secured or left inside a locked drawer behind a closed office door where possible.
- Staff members shall not display sensitive / confidential information when using work devices in a public space. Whenever possible, the screen should be positioned in a way that cannot be viewed by others. In public areas (eg. Airport lounges, hotels and conference centres), the work device shall never be left unattended.
- Staff members are responsible for protecting the work device from theft or unauthorized access during its use and transportation with appropriate measures. For example, while you're driving, your laptop must be kept in a locked boot of your motor vehicle when being transported, and not left behind the backseat of your car. Do not leave your laptop in the car unattended at all times.
- Ensure that the theft or loss of a work device is immediately reported to your team leader and relevant authorities in the case of theft.
- Your assigned device will be set up for use with all required products and software by our IT Team. Any required additional products or software must be installed by our IT Team.
- Staff members shall not directly or indirectly de-install, de-activate, reconfigure or bypass Hillsong approved anti-malicious code products running on the work device.
- Staff members should ensure extra protection whenever carrying or transporting the work device (eg. a laptop cover or bag). Do not place drinks or food in close proximity to your work device. While we understand that church volunteers may use your work device occasionally, please keep in mind that it is still your personal responsibility to ensure that our church volunteers adhere to our guidelines.

AGREEMENT:

- I have read and understood the Staff Resources Policy as outlined above
- I understand that this policy is subject to review, and my eligibility to receive a work device may change if there are changes to my role requirements
- I understand that I will need to cover the cost for the replacement or repair of any staff resources assigned to me in the event of loss or damage caused by negligence or due to not adhering to the guideline above

Name _____Signature_____Date_____

ELECTRONIC COMMUNICATIONS POLICY

This policy provides guidelines for the staff team of Hillsong Africa ("Hillsong Church") regarding the use of church owned hardware, software, WiFi and e-mail system.

ACCESS

The e-mail system belongs to Hillsong Church and the content of all email communications remains accessible to us. We reserve the right to close any company email account when a staff member is no longer associated with Hillsong Church. These dates will be communicated by your Department Leader or IT Team.

USE OF EMAIL AND INTERNET FACILITIES

Hillsong Church provides the e-mail and internet system to assist our staff team to best perform their role and should exclusively be used for work and church purposes. Please use your personal email for any non work related communication.

As part of our Staff team, we trust that you will not use your work email and our systems for any personal gain and that you will be a good representative of our church and our leaders in your communication. Hillsong Church's e-mail and internet access may not be used to share, store or download inappropriate materials. This includes any nature of communication that is discriminating, harassing, obscene or abusive. Any misuse of our e-mail system that is unlawful or against our policy will be considered as a misconduct and therefore subject to further action.

EMAIL SIGNATURE

All e-mail messages are required to have the following standard signature to all outgoing messages:

Kind regards,

Name

Department

Phone number (optional)

GENERAL COMMUNICATIONS

As a representative of our church, we trust that you will reflect a high standard of care and professionalism when using any electronic communication facilities and services. This includes personal and public domain such as blogs, online public discussion, social media, etc.

Notices, announcements or other messages pertaining to Hillsong Church's products or services may not be posted publicly without prior approval.

Please report any communication found on the internet that is not official or misleading, but seemingly represents our church.

PASSWORD

Do not share your password with anyone and never use someone else's password to gain access to their messages or any work files.

For security purposes, we recommend that you change your password regularly, try to extend its length as much as you can, and use a mix of uppercase, lowercase, numbers and special characters.

SOFTWARE
To prevent computer viruses from being transmitted through our e-mail/internet system, all software downloaded must be registered to Hillsong Church. Please contact our IT Team if you have any questions.

COPYRIGHT
Any copyrighted material that is not owned by Hillsong Church may not be transmitted on our e-mail/internet system. If you have access to other companies' or individuals' materials, we ask that you respect all copyrights and not copy, download, modify or forward copyrighted materials without prior permission. Failure to observe copyright or license agreements may result in further action.

VIRUS PROTECTION
Please ensure that your computer is enabled with Hillsong Church's approved virus protection software. To avoid the transmission of viruses, you should first scan external drives for any viruses prior to accessing information.
Please contact our IT Team if you need advice on the best virus protection for your device, or if you suspect that an email, an attachment, flash drive or other external drive may contain a virus.

Agreement:

I have read and understood the Electronic Communications Policy as outlined above I understand that this policy is subject to review and may change from time to time I am aware that violations of this policy will result in further action

Name _____Signature_____Date_____

INTELLECTUAL PROPERTY POLICY

Our heart is to encourage our staff team to exercise your gift and talents. We believe that our team is made up of incredibly talented individuals who contribute not only to our church, but also the greater body of Christ. This policy aims to provide clarity on the guiding principle regarding church's ownership of intellectual property rights.

DEFINITION
According to Companies and Intellectual Property Commission (CIPC) in South Africa, Intellectual Property is a term that describes "the application of the mind to develop something new or original". These properties could include but are not limited to writings of music, books, materials, literal works, brand, designs, artistic creation, know-how, or other works suitable for publication, websites, social media and so on.

SCOPE
During your employment with us, Hillsong Church owns all intellectual property rights (including copyright, trademarks, patent, designs or know-how) created or contributed by you within the scope of your role and responsibilities.

For clarification, any work created in the course of your employment with us will be deemed as “Work for Hire”. This also means that any work that you’ve created as part of your role may be adjusted, changed, or used without attributing you as the author as deemed appropriate.
This policy will apply to any intellectual property created by you unless there is a formal written agreement that states otherwise.
As a general guide, there may be no need for a written agreement if your project:

- Is not part of your role at church
- Complies with the No Other Employment / Conflict of Interest clause on the employment contract executed completely outside your normal working hours
- Is not using any of church’s property, facilities, equipment or resources.

TRAVEL & RELATED EXPENSES GUIDE

We understand that our team goes above and beyond to build our church. This often involves irregular hours, personal expenses or travelling and we appreciate the faithfulness of our team. Whenever we invest church finances we need to be mindful of the opportunity cost. Does this expense from God's treasury build the Church in a way that is in line with our vision, is it a purely church expense (no personal gain) and have I considered no/ low cost options that will lead to the same outcome? This guideline will enable overall accountability for this important aspect of our stewardship.

CREDO STATEMENT
#17 We are stewards and we care deeply about all we are, that means:

- We steward church resources with responsibility, care, honesty and accountability.

#27 We are pioneers, that means:

- we do more with less resources
- we always get 3 quotes
- we are committed to quality
- we are fine with saying ‘no’ many times before saying ‘yes’ for the right opportunity

PRACTICAL APPLICATION
Meal and Hospitality expense
What is a Meal and Hospitality expense?

- Budgets and Spending will be reviewed and adjusted according to circumstances changing and will be communicated to the staff team. Please prioritise essential expenses
- Planning meeting (generally twice a year) with team, but should as far as possible be done in the office rather than a cafe.
- Pastoral catch ups with congregation or volunteers
- Please be mindful that meals should be the exception and not the rule, drinks only are preferred, and you should always ensure that volunteers/ team names are recorded on the slip.
- We ask that you do not code entertainment/meals to other budgets unless the

meals relate to an event or activity, that has a pre-approved budget (eg. food for volunteers working long hours for a specific event). Meals within regular working hours should not be coded to projects or events budgets, and should be avoided.

The following details must be recorded on the Dext app or Reimbursement Form:

We realise that expenses post COVID look different as we have adapted a hybrid work environment. Please check in with your Oversight regarding hospitality in this season.

- Names of individuals present, their roles & company name (if applicable)
- Name and location of where the meal or event took place (if not on the receipt)
- Exact amount and date of the expense (if not on the receipt)

Non-Approved Meal Expenses

- Meals between staff team; except in the following circumstances: It is in a pre-approved budget
- When a "client" is present
- When at least one staff team is from a different region
- When a meeting is very confidential
- Personal celebrations such as birthdays, flowers, gifts or Christmas parties, Regular team meetings or team building activities
- Tobacco and alcohol

Meals Outside Normal Working Days or Hours

Meals will be provided if the team needs to work late evenings or long hours because of an event or project, and the Oversight feels it is appropriate and budget is available. These meals can either be charged to corporate visa cards using the Dext app or purchased personally and submitted for reimbursement. The level of dinner is at the discretion of the Oversight and should be reasonable. Staff must submit a tax invoice for these expenses.

Meals While Travelling

While travelling away from your home city, we would like to make subsistence allowance available to you, to cover meals. This is the preferred method for covering meals and sundry expenses; not including any travel expenses.

Pending prior approval, the daily allowance limits for international travel will be equivalent to R500 per day (subject to factors such as exchange rates, cost in destination country, and if meals are included in accomodation).

When travelling locally, the daily allowance is R250 per day (if your travel includes an overnight stay and/or 3 meal times). If you only go for a day trip, the equivalent of R120 will be allocated for meals and general expenses. If you stay over at a fellow staff member's place, it is your responsibility to contribute towards your host's expenses from your allowance. All approved allowance will be paid into your personal account and all expenses should then be covered from your personal account. Please ensure you keep all related slips for your annual tax return. No slips should be submitted to church. Please complete the Travel Application form for staff (available on BambooHR, CCB and Intranet) to activate this process.

Please stay within these limits and do not simply submit all your expenses if they exceed those.

TRAVEL GUIDELINES

Booking Procedure

Travelling should be planned and approved in advance, preferably at the beginning of each month and have your Finance representative included in the communication.

Please complete the online Travel Form before booking flights by following this link on BHR. Regardless of who initiates the travel, this step is essential to ensure that all the information required is readily available to administer every part of your trip. This form should be completed by the traveller.

We have designated a Travel Coordinator(s) who helps centralise the process for us. If you are not sure who to speak to, please chat to your Oversight. Each Travel Coordinator will use the completed Travel Form to confirm details with our travel agent. Please book well in advance to ensure the lowest possible airfares. The normal class of flight travel is Economy.

Online check-in is recommended per passenger travelling and can easily be done by following check-in instructions sent by the airline. Any travel updates, changes, etc should preferably be made directly with the travel agent and the travel coordinator should be included in the communication.

Corporate Travel Insurance

The church has a Corporate Travel Insurance Policy to cover our staff team while travelling internationally. Please also ensure that you are covered when travelling on your personal insurance; your Medical Aid should offer this as an option. We currently do not cover local travel insurance.

Work Travel Combined with Personal Travel

If your work-related travel is combined with personal travel, only expenses related to the work travel portion of the trip will be covered by church. We encourage you to check in with your Oversight to clarify any uncertainty.

Passport & Visa

The Church will cover the cost of visas if it's required for work purposes. The cost of a passport is considered personal in nature. Please be mindful that you must have 6 months of validity on your passport for international travel.

Booking Travel on Personal Reward Programs

We really appreciate it when our team uses cost effective ways to travel, like personal rewards programs or memberships. When booking a flight on personal rewards, it is still important to submit the Travel form so that our Finance team is aware of the arrangements before submitting a Reimbursement form through the right process.

Club Memberships & Air Travel Upgrade

Airline reward programs and upgrades are at staff's personal expense and are not reimbursable, this includes airport lounges.

Cancellations

Please chat to your team's designated Travel Coordinator as the flight cancellation could result in penalties, of which you might be held responsible, if due to personal negligence.

Transport (Local)

Travelling locally (not including coming to work or returning home) for work purposes above and beyond your normal work travelling, should be dealt with using our petrol claim process and *not* using a corporate Visa card and only with prior approval. A petrol claim form can be found on BHR & Intranet. This form includes km's travelled, the purpose of travel and relevant vehicle details. Petrol will be reimbursed based on SARS guidelines per km travelled (including maintenance and petrol). Please note that petrol claim is only applicable if it's within the department's monthly budget. During work from home periods, careful consideration is given to petrol claims. You will be required to keep a log book for all petrol claims and kilometres travelled.

Church-owned vehicles used for church purposes should be filled up using a department specific visa card, and captured using the Dext app. Please also ensure that when using a church vehicle, a log book is completed and kept in the vehicle. We ask that you refrain from using church vehicles for personal use as it will need to be documented as a benefit through payroll and is not something we are able to facilitate. It is important to abide by Traffic regulations at all times, including driving with a valid drivers license. Any fines or negligence, while using Church vehicles, or car hires, will be your personal responsibility, and for convenience will be deducted from your salary.

Transport While Travelling

As part of the travelling cost, the church will cover transport costs from and to the airport but ask that you choose the most cost-effective option for the duration of your trip. Any cost that is not reasonable might need to be paid by the individual travelling.

Business Use of Personal Vehicle

Only use your personal vehicle for work purposes if it is safe to do so, roadworthy, registered and has comprehensive insurance cover. Please ensure that you have a valid driver's license.

Car Hire

Car hire will only be covered by church if it is the most cost-effective option and the correct process is followed. Please ensure that you indicate this on the Travel Form.

All fuel claimed through church, in the case of car hire, needs to be accompanied by the tax invoice and not using the petrol claim form.

Please adhere to all car hire rules. Any cost caused by negligence (ie. speeding tickets or parking fine) will not be covered by church and will be your personal responsibility; and for convenience will be deducted from your salary.

Accommodation

When prior approval has been given, staff can book domestic accommodation within a R1,000.00 per night per person limit. Reservations should be made in a manner that secures the best available rate.

In case of cancellation:

You are responsible for working with your designated Travel Coordinator to cancel the reservation. You will be held responsible for 'no show' charges unless the cancellation is beyond your control.

The standard of the accommodation needs to provide a safe and secure environment and conveniently located to your trip commitments. AirBnB often offers great and affordable options for accommodation and can be booked by you. Please check in with Finance about the best option for Payment.

Mobile Phones & Bank Cards While Overseas

Phone call and data roaming costs can be expensive while traveling overseas, and will not be covered by church. Before travelling overseas please consult with your appropriate service provider for phone calls and data options. Please ensure that your bank cards are also activated for international travel.

Non-Reimbursable Items / Expenses Under This Policy:

Airline Club / Country Club membership dues
Parking fines or traffic infringements
Delinquency fees or finance charges for personal credit cards
Excess baggage charges (unless pre-approved and preferably pre-purchased online rather than at the airport)
Personal expenses for travel incurred by companions or family members
Personal expenses related to vacation that is combined with a work trip
Avoidable 'no show' charges for accommodation or car services
Non-compulsory insurance coverage
Rental car upgrades
Mini-bar and spa charges

Other

Ministry Leave

If a staff member has been requested to visit another church, this needs to be approved by the Leadership Team. The inviter is required to cover costs unless a special arrangement has been made/approved by the Leadership team in which case the standard meal allowance will apply, if the engagement is in another region. Application should be made on BHR.

Weddings

If a pastor incurs costs as result of conducting a wedding, these should be covered by the couple unless otherwise agreed upon by Lead Pastors.

Funerals

Costs for funerals are generally covered by the family relating to flowers, catering and order of service. Church provides coffees and teas at a minimal cost but no costs relating to staff expenses are paid unless it is unique circumstances and have been pre-approved by the Leadership Team.

APPROVAL PROCESS

Your Oversight must approve all expenses / reimbursements. Staff is not authorised to approve his or her own, a peer's or an Oversight's expenses / reimbursements.
When authorising expenses / reimbursements, please check the following:

- Business purpose
- Correct totals
- Supporting documentation and receipts
- Policy compliance

VISA CARD

Any money requests require a minimum of 7 business days to process so please take this into consideration when making your request.

CONCLUSION

All of us play a part in stewarding our church's finances. This means that as part of our staff team, you are required to act aligned to this Travel & Expense guideline, and as an Oversight, are responsible to review any requests relating to expenses and travel. This guideline is designed to facilitate successful, organised and cost-effective expense control so we can be faithful stewards of what God entrusts to us while caring for our team and facilitating a wonderful and seamless travel experience. Our prayer is that this won't be a rule but a principle with practical assistance, grounded in a belief that we all share in our love for God and People.

Please chat with our amazing Finance or People Development Teams if you have any questions and/or feedback as we desire to make it as seamless as possible for everyone.

REVIEW

As part of our commitment to effective and ongoing improvement, Hillsong Africa Foundation will ensure that we monitor the effectiveness of our Human Resources policies and procedures on an ongoing basis and appropriately update our policy and procedures based on organisational learning and/or updated best practice regarding Human Resources.

This policy will be reviewed every **three years** by the HAF Managing Director in consultation with the HAF Board and relevant staff and stakeholders as appropriate.

COMMITMENT AND DECLARATION

I, _____ [full name], have read and understood the above Human Resources Policy and agree to adhere to it and the associated procedures in their entirety.

Sign: _____ Date: _____