



## OPERATIONS AND ADMINISTRATION POLICY

The Solar Fund (Fiji) Limited

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## 1. Introduction

The Solar Fund (Fiji) Limited (hereinafter referred to as "the Company") is established as a company limited by guarantee with no shares, which was incorporated under the Fiji Company Act on 7 August 2024.

The general purpose of the Company is to provide renewable power solutions to remote and rural Fijian communities and schools, focusing on the maintenance and repair of installed solar systems at remote and marine schools. Its mission is twofold: reducing carbon emissions and enhancing educational opportunities in targeted remote and rural communities.

## 2. Purpose

The purpose of this Operations and Administration Policy is to:

- Provide guidelines for managing the administration and operational functions in line with the financial guidelines and Finance Policy for The Solar Fund (Fiji) Limited.
- Ensure transparency, accountability, and proper management of the Company, in accordance with the principles of good governance aligned to The Solar Fund (Fiji) Limited's purpose as a not-for-profit entity.
- Establish the Policy for employees and the Board in relation to the operational and administrative functions for the Company.

## 3. General Principles

The following principles govern the overall operations and administration of the Company:

- **Transparency:** Operational and administrative functions should be clear and easily traceable.
- **Accountability:** Every individual administering the operational and administrative functions be accountable for their actions.
- **Compliance:** All operational and administrative processes and functions must comply with local laws, regulations, and accepted practices of the Company.
- **Integrity:** Operational and administrative decisions should be made in the best interest of the Company and its purpose and objectives.

## 4. Key Objectives

In addition, the following key objectives will complement this Policy and the operational and administrative activities of the Company:

- a. **Sustainability:** All operations should aim to maximize the life span of the solar systems and minimize environmental impact, in line with the Company's mission of reducing carbon emissions.
- b. **Capacity Building:** Ensure that the Company promotes the transfer of knowledge and skills to local communities, enabling them to take ownership of the maintenance and sustainability of installed solar systems, only if technical expertise exist and it is safe to do so.
- c. **Continuous Improvement:** Encourage on-going assessments of systems and Policy to enhance operational efficiency and service delivery.
- d. **Collaboration:** Emphasize working closely with local authorities, schools, and community leaders to ensure that operations meet the specific needs of the remote and rural areas served.

## 5. Governance and Oversight

### **Board of Directors:**

- Oversight of all operational and administrative activities, ensuring adherence to this Policy.
- Provides oversight of all operations and ensures compliance with legal and regulatory obligations.

### **Company Secretary:**

- Will seek Board Chair approval and/or decisions on Board meeting agenda items, collate and prepare board papers for distribution, document minutes of meetings of the Board and sub-committees including any monthly reports and any changes to this policy. All such documents will be stored electronically in a cloud drive.

### **Executive Director/Chief Executive Officer:**

- Responsible for the overall management and administration of the organization's operations, ensuring compliance to policies, implementing strategies, operational and financial plans and budget approved by the Board.

### **Operations Manager:**

- Ensures the efficient functioning of daily operations, including resource allocation, logistics, and coordination with program/project managers.

### **Finance Manager / Treasurer:**

- Responsible for preparation of budgets and the day-to-day financial management and reporting to the Board.
- Oversees the procurement process, ensures compliance with this policy, and reviews all purchase requests.

### **Administrative Staff:**

- Handles general office administration, including clerical tasks, correspondence, data entry, and record-keeping.

### **Employees, Contractors and Volunteers:**

- Must comply with all policies when engaging in any activities related to the Company.
- Support various operational tasks as assigned.

## 6. Office Administration

- **Office Hours:** The office will operate as approved by the Board once a proper organisational structure is established, otherwise normal operating hours will be from Monday to Friday, 8:00 AM to 5:00 PM, excluding public holidays.
- **Office Supplies:** Administrative staff will ensure the availability of office supplies. Requests for purchase of new supplies must be approved by the Operations Manager.
- **Asset Management:** All assets, including computers, furniture, and office equipment, will be tracked in an asset register maintained by the Administrative Officer.
- **Document Management:** All documents, including financial reports, contracts, and meeting minutes, must be filed and stored electronically in a common cloud drive and physically in secure locations.
- **Data Security:** All staff, volunteers and contractors must follow data protection guidelines to ensure the confidentiality, privacy and security of organizational data.

- **Data Protection:** The organization is committed to protecting the privacy and confidentiality of personal and sensitive information collected in the course of its operations. All staff, volunteers and contractors are required to handle personal data in compliance with applicable data protection laws and internal policies. This includes ensuring that data is collected and used lawfully, securely stored, and only accessed by authorized personnel for legitimate purposes. Personal information must not be disclosed to unauthorized parties and must be retained only for as long as necessary. Regular reviews and audits of data security measures shall be conducted to ensure compliance and mitigate risks.

## 7. Human Resources

- **Recruitment and Hiring:** will be transparent, ensuring that employees, volunteers and contractors possess the necessary qualifications and commitment that is aligned to the Company's mission.
  - a) A clear hiring process to recruit individuals with relevant qualifications and experience in renewable energy or the necessary expertise required to efficiently operate and administer the Company.
  - b) Ensure equal opportunity and diversity in hiring practices.
  - c) Everyone hired or recruited is required to undergo a selection process that will include an application, interview, and relevant background, police and reference checks.
- **Training Programs:** will focus on operational excellence and technical competence in solar energy systems or the necessary expertise required to efficiently operate and administer the Company.
  - a) **Onboarding:** must provide new employees, volunteers and contractors with training on Company policies, safety policy, and technical skills.
  - b) **Continual Education:** it is important to offer on-going training to keep employees updated on the latest advancements in solar technology and best practices including first aid, fire safety and health and safety.
- **Performance Management and Evaluation:** processes for employees, volunteers and contractors will ensure transparency.
  - a) **Employee Evaluations:** It is important to conduct regular performance reviews to assess employee contributions and identify areas for growth.
  - b) **Incentives and Rewards:** Implement a reward system for employees that excel in their roles or make significant contributions to company projects.
- **Attendance and Leave:** All employees are required to maintain attendance records. Leave requests must be submitted to the Operations Manager for approval at least two weeks in advance.
- **Volunteer Management:** The Company values the vital role of volunteers in supporting its mission and is committed to providing a positive and rewarding volunteer experience. Volunteers will receive appropriate orientation, training, and supervision to effectively carry out their roles. Clear guidelines will be provided regarding responsibilities, conduct, and expectations. Volunteers are expected to adhere to the Company's code of conduct and policies.
- **Disciplinary Action:** The Company expects all employees, volunteers, and contractors to adhere to its policies, code of conduct, and professional standards.
  - a) Any violation of these expectations, including misconduct, negligence, or failure to perform duties, may result in disciplinary action.
  - b) Disciplinary measures will include verbal or written warnings, suspension, or termination of employment or service, depending on the severity of the offense.

- c) The Company will follow a fair and transparent process, including an investigation of the issue and an opportunity for the individual to respond.
- d) All disciplinary actions will be documented, and appeals may be made through the organization's grievance procedures.

## 8. Code of Conduct

The Company upholds a high standard of ethical behaviour and professionalism for all employees, volunteers, and contractors.

- All individuals representing the Company are expected to act with integrity, respect, and accountability in their interactions with colleagues, beneficiaries, and stakeholders. This includes adhering to all Company policies, maintaining confidentiality, avoiding conflicts of interest, and fostering a positive and inclusive work environment.
- Discrimination, harassment, or any form of misconduct will not be tolerated.
- Compliance with all Company policies, national and local laws and regulations is mandatory, and individuals must report any unethical behaviour or policy violations.
- Failure to comply with the Company's Code of Conduct may result in disciplinary action, up to and including termination of employment or service.

## 9. Conflict of Interest

All employees, volunteers, and contractors of the Company are required to act in the best interests of the organization at all times and avoid any situation where personal, financial, or other interests may conflict with their duties.

- Any actual, potential, or perceived conflicts of interest must be disclosed immediately to the relevant supervisor or Board, and appropriate steps will be taken to manage or eliminate the conflict.
- Individuals must not use their position for personal gain or to benefit family members, friends, or other associates.
- Failure to disclose a conflict of interest or engaging in activities that compromise the integrity of the organization may result in disciplinary action, up to and including termination of employment or service.

## 10. Communication Protocol

- **Internal Communication:** All staff must use the official email system (if provided) for work-related communication. Meetings, memos, and updates should be communicated in a timely manner.
- **External Communication:** Only the Board Chair, Executive Director/Chief Executive Officer and Board authorized personnel are allowed to represent the Company in external communications. All media releases, partnerships, or public statements must be approved by the Board or Executive Director/Chief Executive Officer.

## 11. Information Technology

The Company's IT resources, including computers, networks, and software, are to be used responsibly and solely for the Company's purposes.

- All employees, volunteers, and contractors must follow security protocols to protect the organization's data and IT systems, including using strong passwords, securing devices, and reporting any suspected breaches or cyber threats immediately.

- Unauthorized access, use, or distribution of confidential information is strictly prohibited.
- Personal use of IT resources should be limited and must not interfere with work responsibilities.
- The Company reserves the right to monitor and audit IT usage to ensure compliance with this policy.
- Misuse of IT resources may result in disciplinary action, including termination of employment or service.

## 12. Procurement

- The Purchasing and Procurement section of the Finance Policy provides policy guidelines and must be referred to for compliance.
- The Administrative Officer is responsible for maintaining an inventory list of all office and program/project related materials and ensuring they are used efficiently.

## 13. Travel and Transportation

- **Travel Authorization:** All official travel must be approved by the Operations Manager. A travel request must be submitted at least two weeks before the intended travel date.
- **Vehicle Use:** Should the Company own and have vehicles, then these vehicles must be used for official purposes only. Drivers must maintain a vehicle logbook, which will be reviewed monthly by the Operations Manager.
- **Reimbursement:** Any Board or staff traveling on behalf of the Company for official business will be reimbursed for transportation, meals, and accommodation as per the best practices as follows:
  - **Travel:** Use the most cost-effective and practical transportation method. Economy class is standard for air travel unless otherwise approved.
  - **Meals:** Reimbursement will be made for reasonable meal expenses, adhering to daily allowance limit of maximum FJD80 per day in total for all 3 meals.
  - **Accommodation:** Standard accommodations in safe and reasonably priced hotels should be used. Premium services are generally not reimbursable unless required and approved due to special circumstances.
  - All claims should be accompanied by detailed explanations, and the Company reserves the right to reject claims for excessive or undocumented expenses.

## 14. Reporting and Accountability

- **Reports:** All departments are required to submit operational reports every 2nd month to the Company Secretary who will consolidate and present these reports to the Board as meetings are held.
- **Auditing:** Audits (desired 6monthly) of all operational and administrative processes will be conducted to ensure compliance with internal policies and external regulations.

## 15. Health and Safety

- **Workplace Safety:** The Company is committed to maintaining a safe and healthy work environment. Safety protocols must be followed by all staff, and any potential hazards must be reported to the Operations Manager immediately, and in serious incidents with high risk this must be reported to the Board.
- **Emergency Procedures:** In the event of a natural disaster or other emergencies, the Company will follow Fiji's National Disaster Management Protocols to ensure the safety of staff and the continuity of operations.



## 16. Risk Management

- The Company is committed to proactively identifying, assessing, and managing risks that may impact its operations, reputation, or ability to achieve its mission.
- Risk management is a shared responsibility of all employees, volunteers, and contractors, and it involves regular monitoring, reporting, and mitigation of potential risks. This includes financial, operational, legal, reputational, and strategic risks.
- The Company will implement appropriate controls and response strategies to minimize risks and ensure compliance with legal and regulatory requirements.
- Risk management processes will be reviewed periodically to ensure they remain effective and aligned with the Company’s objectives.

## 17. Sustainability Practices

- The Company is dedicated to promoting sustainability and minimizing its environmental impact in all aspects of its operations.
- This includes implementing practices that conserve resources, reduce waste, and promote the responsible use of energy and materials.
- All employees, volunteers, and contractors are encouraged to adopt environmentally friendly practices, such as recycling, reducing single-use plastics, and conserving water and energy.
- The Company will also seek to partner with suppliers and service providers who share its commitment to sustainability.
- Regular assessments will be conducted to evaluate the effectiveness of sustainability initiatives, and efforts will be made to continually improve practices that contribute to environmental stewardship and community well-being.

## 18. Review and Alteration of Policy

- This Policy may be reviewed annually as needed.
- This Policy can be amended or rescinded by a resolution passed by the Directors.
- Any proposed amendment will set out the purpose of the proposed amendment and will be sent to the Company Secretary 30 days before the meeting at which it is to be considered, to enable proposed amendments and alterations being included Board Meeting Agenda.

## 19. Document History and Version Control

<b>Version Number</b>	<b>Date Issued / Reviewed</b>	<b>Effective Date</b>	<b>Amendments Description / Review Details</b>
Draft 4		TBC after Board approves	<ul style="list-style-type: none"> <li>• Draft 1 and 3 initial documentation for discussion and review between the Founder of Its Time Foundation and The Solar Fund (Fiji) Limited and Insight Business Advisory Pte Ltd.</li> <li>• Draft 4 document updated by Insight Business Advisory Pte Ltd for The Solar Fund (Fiji) Limited Board review and adoption at its December 2024 Board meeting.</li> </ul>

<b>Version Number</b>	<b>Date Issued / Reviewed</b>	<b>Effective Date</b>	<b>Amendments Description / Review Details</b>
V1.0	24 December 2024	24 December 2024	Version 1.0 baselined following The Solar Fund (Fiji) Limited's board approval at their Board meeting held on 9 December 2024. Document V1.0 submitted on 24 December 2024 to Tamara Smith, Board Secretary and Rob Edwards, Founder and Director of The Solar Fund (Fiji) Limited for filing and document control going forward.