



REPUBLIC OF LIBERIA



MOPT

HR ADMINISTRATIVE POLICY MANUAL

April 14, 2025

FOREWORD

The Ministry of Posts and Telecommunications is a vital part of the Government of Liberia under the Executive branch. Our mission is to develop and implement policies that enhance the nation's postal and telecommunications infrastructure, ensuring that all Liberians and foreign residents have access to reliable and affordable services.

We are thrilled to welcome you to the Ministry of Posts and Telecommunications. We are delighted to have you join our team and would like to take this opportunity to introduce you to our policies and procedures through this Employee Handbook.

This Human Resource Manual has been carefully prepared to acquaint both new and existing employees with the Ministry's guidelines, policies, and procedures. It also provides an overview of the numerous benefits and services available to you as a valued member of our team. While this HR Manual is comprehensive, it is designed to complement the Civil Service Standing Orders rather than replace them.

We hope you see your position here not merely as a job, but as the beginning of a rewarding and fulfilling career. We are confident that your time with us will be both challenging and enriching, and we look forward to the many contributions you will make.

Once again, welcome to our family. We are proud to have you with us.

Minister /Postmaster General, RL

ACKNOWLEDGEMENT

We are honored to acknowledge the successful production of this Human Resource Handbook, made possible through the steadfast support and guidance of the Minister of Posts and Telecommunications, the Postmaster General of Liberia, their deputies and assistants, and the dedicated Human Resource team led by the Director of the Human Resource Bureau. We commend their exceptional contributions to this endeavor.

We also extend our sincere gratitude to the Civil Service Agency, whose policy manual serves as a foundational framework for this handbook. Additionally, the code of conduct and labor laws were instrumental in shaping its preparation.

LIST OF ACRONYMS

CSA – Civil Service Agency

HRB – Human Resource Bureau

HR – Human Resource

ICT – Information Communication Telecommunication

NDPAS – National Digital Postal Address System

MoPT – Ministry of Posts and Telecommunications

CIO – Chief Information Office

RL – Republic of Liberia

JD – Job Description

TOR- Term of References

CONTENTS

Forward-----	I
Acknowledgement-----	II
List of Acronyms-----	III
1. INTRODUCTION-----	1
2. POLICY APPLICABILITY-----	2
I. Vision-----	2
II. Mission-----	2
III. Mandate-----	2-3
3. CODE VALUES-----	3
4. SCOPE-----	3
5. IMPLEMENTATION-----	3-4
6. GENERAL INSTRUCTIONS	
I. Employee Conduct and Work Performance-----	4
II. Guidelines for Employee Conduct-----	4-5
III. Example of Violation-----	5
IV. Example of Inappropriate Violation-----	5-6
V. Outside Employment-----	6
VI. Absenteeism and Punctuality-----	6
VII. Personal Appearance-----	6
VIII. Inappropriate Attire-----	6-7
IX. Use of Vehicles-----	7
X. Conflict of Interest-----	8
XI. Hours of Work-----	8
XII. Breaks-----	8
XIII. Recording Time-----	9
XIV. Safety Protocol-----	9
XV. Property-----	9
XVI. Care of Equipment and Supplies-----	9-10
XVII. Office Protocol-----	10
XVIII. Private Visitor -----	10
XIX. Dismissal for Misconduct-----	10-11

7. TERM OF EMPLOYMENT

I.	Probation Period	11
II.	Transfer	11
III.	Promotion	11-12
IV.	Medical Insurance	12
V.	Sick Leave	12-13
VI.	Bereavement Leave	13
VII.	Maternity/Paternity Leave	13

8. SEPARATION

I.	General Overview	13
II.	Termination Procedures	14
III.	Recruitment/Selection Committee	14-15
IV.	Performance Evaluation	15
V.	Merit System	15
VI.	Job Description	15
VII.	Employee Welfare Policy	15-16

INTRODUCTION

The purpose of this handbook is to provide all staff of the Ministry of Posts and Telecommunications (MOPT) with clear policies, procedures, and standards of operation to guide behavior. It outlines what you can expect from MOPT and what is expected of you as a staff member.

In addition to this manual, you will find valuable resources, including the Act that established MOPT. These guidelines are intended to coordinate the day-to-day activities and conduct of all MOPT employees and are aligned with the principles outlined in the Labor Law of Liberia, the Civil Service Agency Standing Orders, and the Code of Conduct for all public officials and employees of the Liberian Government.

The Ministry is committed to safeguarding the welfare and well-being of all its employees, and is dedicated to providing comprehensive information about the policies, benefits, and regulations that govern their employment.

MOPT employees should be aware that no personnel manual can cover every situation requiring a policy or procedure. As the Ministry evolves, updates may be necessary. Therefore, MOPT reserves the right to revise and supplement this manual as needed. All revisions will be made at the discretion of the Minister or a designated official, who will oversee an annual review process.

Employees will be informed of any changes to this manual through meetings, circulars, or written communication. In the event of any discrepancies between this manual and statements made by a supervisor or other organizational representative, this manual and its official amendments will take precedence. If you have any questions regarding the policies outlined in this manual, please consult your supervisor for clarification, or contact the Director of Human Resources for further assistance.

POLICY APPLICABILITY

This Human Resource Manual applies to all regular employees of the Ministry of Posts and Telecommunications. Appointed officials who are also employees of the Ministry must adhere to the administrative code of conduct for members of the Executive Branch of Government, as outlined in Executive Order No. 38 of 2012.

Certain portions of this manual will also apply to appointed officials and will be indicated where applicable. Temporary and contract-based employees are governed by the terms and conditions of their individual agreements.

The HR Policy Manual outlines the fundamental conditions of service for employees of the Ministry. It is designed to provide uniform knowledge to ensure equitable and consistent application of the Civil Service Agency (CSA) policies and regulations. This document also reflects the Ministry's work ethics, culture, and commitment to its workforce. Management is responsible for administering these policies consistently and impartially.

I. VISION

To be the leading Government institution that fosters and promotes accessible and trusted ICT/Telecommunications and affordable postal services while providing socio-economic benefits to all Liberians and foreign residents.

II. MISSION

To ensure the availability of reliable, efficient, and affordable Postal and ICT services for all.

III. MANDATE

The Ministry of Posts and Telecommunications, established by the Act of Legislature in 1956 and later amended in 1978, has the following mandate:

- **Postal Services:** Provide effective, affordable, and quality postal services for Liberia's inhabitants, including the conveyance of inbound and outbound mail and the printing of commemorative postage stamps.
- **Courier Services:** Issue guidelines and regulations for the governance of courier service institutions in the country.

- **Telecommunications Policies:** Formulate and design appropriate telecommunications policies that support the government's objectives.
- **ICT Policy Implementation:** Ensure the effective implementation of the ICT policy.
- **Government Advisory:** Advise the government on the execution of plans and projects within the sector.

CODE VALUES

We are committed to providing effective service delivery in support of the nation's economic development by:

- **Equal Opportunity:** Providing equal opportunity and services to all.
- **Responsibility:** Delivering information timely and taking responsibility for our decisions and actions.
- **Professionalism and Honesty:** Exhibiting professionalism and honesty in our interactions with customers.
- **Value for Money:** Offering value for money and eight (8) hours of customer-focused services.

Our Responsibilities Include but not limited:

- Issuing philatelic materials such as stamps and postcards.
- Designing stamp templates for printing by the Government of Liberia.
- Developing Telecommunications and ICT policies for the government.

SCOPE

The HR Policy Manual includes provisions on employment conditions, duties and responsibilities, recruitment, salary, benefits and entitlements, leave, code of conduct, disciplinary actions, grievance handling, termination, performance management, reward systems, and other matters relating to employee services at the Ministry. All policies are consistent with the Civil Service Standing Orders.

IMPLEMENTATIONS

The Human Resource Bureau is responsible for implementing the provisions of this HR policy manual. All employees, including Senior Management (Ministers),

Directors, Assistant Directors, and Supervisors, must support the manual's implementation by ensuring compliance.

The HR Director, with support from Administration, will enforce the rules and provisions in alignment with the CSA standing orders. This HR policy manual will take effect upon approval by the Minister/Postmaster General and endorsement by the Civil Service Agency. Copies will be accessible to employees, and the HR Bureau will facilitate understanding through staff orientation. All employees must familiarize themselves with the rules and regulations contained in this manual.

GENERAL INSTRUCTIONS

I. Employee Conduct and Work Performance

The Ministry of Posts and Telecommunications is committed to conducting its affairs honestly and with integrity. This commitment applies to our relationships with competitors, customers, vendors, and employees. Each employee must maintain the highest standards of personal and professional ethics. These rules, practices, and policies concerning conduct and behavior are instrumental to the continued success of the Ministry.

Employees are expected to report dishonest activities by other employees to their Director. Failure to report such activities is considered a violation of the standards. Knowingly submitting false information is also considered a violation.

II. Guidelines for Employee Conduct:

- **Punctuality:** Report to work punctually as scheduled and be at the assigned work station ready to work at the stipulated starting time.
- **Notification:** Notify the appropriate Director when unable to report to work on time.
- **Work Engagement:** Actively work during the full working hours.
- **Compliance:** Comply with all performance, safety, and security policies and procedures.
- **Work Attire:** Wear appropriate work attire/uniform according to the work being performed. All employees are to wear their working ID card during working hours at all time.
- **Task Efficiency:** Perform assigned tasks efficiently and correctly.

- **Professionalism:** Address fellow employees, customers, and visitors in a professional, courteous, and respectful manner.
- **Cleanliness:** Maintain workplace and work area clean.
- **Behavior:** Refrain from behavior or conduct deemed offensive or undesirable.
- **Property Use:** Obtain written approval from the Minister/Postmaster General, or designated authority, before removing any Ministry property for personal use.

III. Examples of Violations:

- Excessive absenteeism, tardiness, or failure to come to work.
- Failure to meet performance and work quality standards.
- Abusive or unauthorized use of supplies and equipment.
- Failure to adhere to safety/security regulations, procedures, and policies.
- Reckless driving while operating vehicles.
- Unauthorized use of vehicles.
- Failure to immediately report an accident or job-related injury.
- Airing any differences about the Ministry, its management, or fellow employees in any public forum.

IV. Examples of Inappropriate Behavior and Misconduct:

- Reporting to work intoxicated or under the influence of alcohol or non-prescribed drugs.
- Falsifying employment or other records or submitting fraudulent injury/medical claims.
- Failure to maintain confidentiality of the Ministry's information or business records.
- Discrimination, harassment (sexual or otherwise).
- Fighting or physically assaulting another employee, customer, or vendor.
- Use of obscene, abusive, or threatening language and/or gestures.
- Theft or misappropriation of property from co-workers, customers, the Ministry, or visitors.
- Misuse, abuse, or destruction of Ministry property.
- Gambling on Ministry property.
- Possession, sale, or use of firearms or other weapons on premises or while on Ministry business.

- Refusal to follow the Minister/Postmaster General's directions or instructions concerning any job-related function.
- Insubordination.
- Deliberate concealment of another employee's misconduct.
- Posting, removing, or defacing notices, signs, or writings on Ministry property without written permission.
- Any other behavior or practice inconsistent with the ordinary and reasonable conduct necessary for a productive work atmosphere.

V. Outside Employment

Accepting employment with any other employer requiring your presence during the Ministry's regular working hours is strictly prohibited. No employee may work for an entity dealing in the same or related products offered by the Ministry, whether on a part-time basis or after the Ministry's regular working hours.

VI. Absenteeism and Punctuality

Employees must notify their immediate supervisor before the start of the workday if they will be absent. In the case of an unexpected emergency, the supervisor should be informed as early as possible. Notifications from individuals other than the employee will not be accepted as appropriate notice unless absolutely necessary. The appropriate leave application form should be submitted immediately upon resuming duty.

VII. Personal Appearance

The Ministry of Posts and Telecommunications is a professional work entity, and all employees are required to appear on the premises dressed in a professional and well-kept manner. Employees are expected to dress appropriately for their position and work environment.

VIII. Inappropriate Attire Includes:

- Miniskirts, junction trousers, deep splits, sleeveless t-shirts, and blouses, or any outfit that appears unprofessional and indecent.
- Very low-cut front blouses or backless tops or evening wear for ladies.

- Sports sandals.
- Sportswear or beachwear.
- Short trousers.

Any employee found wearing inappropriate attire will be asked to leave the premises and given a warning letter. Employees with questions about appropriate attire should contact their Director or Supervisor for clarification. The dress code for Fridays is business casual.

The Ministry reserves the right to require staff members to dress to an appropriate standard as a condition of employment. Employees dressed inappropriately may be sent back to change into professionally accepted clothing before commencing the day's work.

IX. Use of Vehicles

The Ministry of Posts and Telecommunications (MOPT) hires drivers to operate its vehicles for official purposes only. All MOPT vehicles are covered under a designated insurance policy scheme. Any motor accident resulting from unauthorized use of Ministry vehicles shall be the responsibility of the employee to whom the vehicle was assigned.

Unless approved by the Minister/Postmaster General in writing, all vehicles shall be driven only by designated drivers employed by the Ministry. All mail vehicles are considered "pool" vehicles, which must be parked on Ministry premises after normal working hours with keys turned over to a representative of the Inspectorate Bureau for safekeeping.

Requests for the use of any pool vehicles after normal working hours may be made directly to a representative of management or the Maintenance Bureau and approved by the Director-General. Requests for the use of utility vehicles must be made at least twenty-four (24) hours prior to the required use, except in cases of emergency approved by the Director-General.

X. Conflict of Interest

A conflict of interest exists when an employee engages in any activity that may compromise himself/herself, another employee, or the Ministry's relationship with a customer, vendor, or competitor. Potential conflicts of interest with a customer, vendor, or competitor may include soliciting business for personal gain, accepting gifts other than those of nominal value, or requesting favors, discounts, or services. Engaging in a practice determined to be a conflict of interest may result in disciplinary action, up to and including termination of employment.

XI. Hours of Work

The standard working hours are forty (40) hours per week for full-time employees, in a workweek of five days (Monday – Friday). Work schedules are based on the needs of the Ministry and the Labor Law of Liberia, as is currently applicable to a given class of employees. It is lawful for the Ministry to fix different work schedules for different locations or different areas of activity within the same location.

The official working hours of the Ministry of Posts and Telecommunications are as follows:

- **Monday – Friday:** 8:00 AM – 4:00/5:00 PM
- **Saturday:** 9:00 AM – 12:00 PM

All employees are strictly prohibited from taking time off during work hours to watch movies or play computer games.

XII. Breaks

Employees working more than four (4) consecutive hours are provided with a thirty (30) minute lunch break. Directors and Supervisors will determine employees' lunch and break periods. For Counter Agents, breaks must be scheduled or staggered to ensure an acceptable level of customer service at all times. Under no condition may a Counter Agent have lunch or snacks while sitting in public view at the counter. Engaging in this act will result in disciplinary actions.

XIII. Recording Time

All employees are required to record their hours worked each day, including “time in” and “time out,” on a time sheet. Recording another employee’s time will result in disciplinary action up to and including termination.

XIV. Safety Protocol

Great care has been taken to provide a safe workplace. All employees are required to be familiar with the Ministry’s safety rules and policies. Each employee is responsible for following safe working practices and procedures. Failure to follow safety and health rules will result in disciplinary action, up to and including termination.

Safety Guidelines:

- Report any unsafe conditions or practices immediately to your supervisor.
- Report all personal injuries to your supervisor immediately.
- Alert your supervisor if you become sick while at work.
- Keep work areas clean and free from hazards.
- Never remove guards or safety devices from equipment.
- Report any broken or missing devices immediately.
- Smoking is prohibited.
- Follow the safety rules and procedures – safety is non-negotiable.

XV. Property

All desks, file cabinets, computers, furniture, etc., are the property of the Ministry and must be accessible to Administration at all times. The use of personal locks on Ministry offices, furniture, file cabinets, or other property is not permitted. The Ministry assumes no liability for personal property, including electronic equipment, tools, toolboxes, etc., brought onto the premises.

XVI. Care for Equipment and Supplies

The employees are advised to shut down all assigned electrical appliances (computers, scanners, etc.) before leaving their respective offices/ assigned areas.

All supplies must be obtained through requisition to the Finance Bureau and approved by the department head. They should be well taken care of by employees.

XVII. Office Protocols

a. Times of Quiet and No Interruptions

Staff should be conscious of other staff members who are holding meetings or need their privacy to complete their work. Please get to know the needs of your fellow staff in helping all of us meet the needs for quietude and privacy. Please refrain from loud discussions and from interrupting meetings unless it is an emergency.

b. Business Visitors

The Administrative staff at the front desk should be notified of all business visitors who have appointments and/ or are expected to arrive. Expected visitors will be given entrance and will wait in the reception area while the arrival is announced. Unexpected visitors will wait at the security gate until permission is received. For the purpose of administering this policy, all expected visitors should be listed on the daily visitor list which will be given to the security each morning before 9:00am. All visitors entering MOPT premises must fill in a visitor's slip. Additionally, visitors should at all times be escorted.

XVIII. Private Visitors

All employees are requested to discourage their relatives and friends from coming to their offices for personal reasons except in cases of emergency which requires the employee's immediate action. When it is established that the visit is of an emergency nature, the employee will meet the visitor in the reception area and should escort the visitor back to the reception area after the conclusion of their discussion. On the other hand, if the visit is not of emergency nature, the visitor will be advised to return at the employee's lunch break or after working hours.

XIX. Dismissal for Misconduct

In keeping with the Civil Service Standing Orders and/ or Labor Law of Liberia, MOPT may find it necessary to dismiss an employee for misconduct. For such

cases, MOPT informs the employee, in writing, of the infraction that resulted in the decision to dismiss. All such termination decisions must be authorized by the General Postmaster before implementation.

Letters of Warning, Suspension and Dismissal shall be accordingly issued to any employee for his/ her act incompatible (misconduct) with the professional ethics and standards in a workplace! However, SUSPENSION/ DISMISSAL might be immediately affected based on the frequency and/ or gravity of the offense.

TERMS OF EMPLOYMENT

I. Probation Period

The first three (3) months of employment are considered a probation period. During this time, a director will continuously evaluate the employee's performance. If an employee's performance does not meet the standards, they may be released from employment. Neither the Ministry nor the employee will be obliged to give any notice or any pay in lieu of notice during this period. An employee's services may be treated as confirmed if nothing contrary is advised by the Ministry within the stipulated period of three (3) months.

II. Transfer

A transfer is the shifting of an employee from one position to another within the same category, within the same department, or to another department, or from one location to another.

III. Promotions

Promotion is the advancement to a position with a higher job grade. To qualify for promotion, an employee must:

- Have a high score in performance evaluations.
- Have undergone the necessary job training.
- Have obtained the relevant qualifications.

An employee in a specific grade bracket may move across to the next step or two in that grade if recognized as having made substantial improvement in work performance, even if the job description remains the same. This lateral movement automatically allows for an increment as specified in the salary scale.

IV. Medical Insurance

All employees of the Ministry of Posts and Telecommunications shall be entitled to medical care at designated medical facilities under a group insurance company. The Ministry shall provide medical treatment to a maximum of three (3) persons of the employee's immediate family under the group insurance. This includes the employee, spouse, and two children under the age of 18 years.

For proven work-related illnesses and injuries that cannot be treated locally, the Ministry shall refer the case to foreign hospitals. The Ministry shall cover travel expenses, lodging, and meals and will be responsible for making all the necessary travel arrangements.

V. Sick Leave

Each employee will receive five (5) sick leave days per year based on the condition of such illness. If more time is needed, accrued vacation days may be used for sick leave upon directive of a certified medical practitioner/ health center. Sick leave, however, is not to be used in place of vacation time. The HR Head may grant additional days of sick leave in writing. The employee requesting sick leave is responsible for informing the Supervisor on the day he or she is sick. When that employee returns, he or she is responsible for completing a Leave Request Form.

Sick leave may be taken due to an employee illness or illness of someone for whom the employee is responsible, such as a child, spouse or elderly parent. Sick leave is only to be taken in case of illness and for no other reason. MOPT may request medical verification (doctor's excuse) of absences for sick leave. Unused sick time will not be compensated and cannot be carried into the next year. Based on the pro-activeness of illness, an employee may request six (6) month leave, and may not be

extended. Any further extension, may lead Management to taking the appropriate administrative action – mandatory resignation or dismissal.

VI. Bereavement Leave

Employees will be given five (5) working days per year of paid bereavement leave in the event of the death of spouse, child, and parent. The employee requesting bereavement leave is responsible for receiving his/ her supervisor's approval and informing the Human Resource Bureau/ Administration Division.

Further time required may be granted by Divisional Head and may be covered with accrued vacation days. In the event the employee has no accrued vacation days upon which to draw, the HR head may use his/her discretion to award additional days.

VII. Maternity/Paternity Leave

Regular female employees who have completed at least one year of continuous service with MOPT are eligible for up to a total of three months of paid maternity leave. Regular female employee, who gives birth before the completion of one year of continuous service and have successfully completed their probationary period, are eligible for one and half months. In both cases, the female employee may also take accumulated leave and sick days, plus up to two weeks.

SEPARATION

I. General Overview

National Holidays: Employees are entitled to paid days off on officially recognized national and religious holidays. If a holiday falls on a Sunday, it is observed on the following Monday. Holidays on Saturdays become floating holidays. Employees may be required to work on holidays at the discretion of the Minister/Postmaster General or Department Heads, with compensation to be given.

II. Termination Procedures

Termination of Employment: Upon leaving the Ministry, employees must participate in an exit interview, return all Ministry property, and complete final paperwork. Re-employment may be possible on a case-by-case basis.

Resignation: Employees must submit a resignation letter at least four weeks in advance. They are responsible for returning all Ministry property before receiving their final paycheck.

Retirement: The retirement age is 65, but employees can work until 65 if they are physically fit. The HR Bureau must notify relevant authorities before an employee 60th birthday. A three-month notice is recommended to allow time for replacement and handover. Final paperwork and pension arrangements will be managed by the HR Department.

Job Abandonment: An employee absent for two days without notification will be considered to have voluntarily resigned. Reinstatement is at the discretion of the HR Director.

Death in Service: In case of death, the Ministry will arrange for payments to the bereaved family, including basic salary, a condolence purse, and a lump sum from the group insurer. Additional provisions are made for deaths due to employment injuries.

III. Recruitment/Selection Committee:

Motion of Recruitment Committee: The HR Bureau will oversee the formation of a gender-balanced Recruitment/Selection Committee. The committee will consist of five members and will manage the recruitment process, including short-listing and interviews.

Requirements for Employment: Employment requirements include a letter of application, credentials, personal action form, photographs, police clearance, references, and CSA test results for testable positions.

Recruitment Policy: The Ministry follows an equal employment opportunity policy and prioritizes promoting internal candidates for vacancies, based on their eligibility, qualifications, and performance reviews.

IV. Performance Evaluation

Purpose: Performance evaluations are conducted to assess job performance, identify areas for improvement, justify salary adjustments, and determine training needs. Evaluations occur during probation periods and at regular intervals (every 6-12 months).

Procedures: Directors and Supervisors must discuss evaluation results with employees before submission to the HR Director. The HR Director analyzes results and prepares a comprehensive report for management.

V. Merit System

The Ministry's merit system aligns with the Civil Service Agency's policies. It includes recruiting, selecting, and promoting employees based on ability, knowledge, and skills. Employees are trained as needed, and those who do not meet performance standards may be terminated.

VI. Job Description

A job description (JD) is provided to each employee, detailing duties, responsibilities, and requirements. Amendments to JDs can be made jointly by the HRB and Department Heads and must be approved by the Minister/Postmaster General.

VII. Employee Welfare Policy

The Ministry will provide contributions/assistance in case of bereavement. These contributions are categorized based on whether the employee was a presidential appointee or civil service employee during active service.

Representation: The Ministry representation at funeral activities will include:

- a. Visitation

- b. Attendance at both the wake keeping and funeral service
- c. Paying of tribute (wreath/s and roses)
- d. Traditional payment of LRD 100.00 per an employee
- e. Transportation
- f. Condolence purse of USD 250.00 to be given to spouse, children or any immediate family member with necessary documents (death certificate, birth certificate and marriage certificate) to be presented to the HR office.
- g. The discretion of the HR Director will be crucial in the determination of direct recipient of this contribution.

Developed and customized by:

Augustine Soway Karpeh
Deputy Minister/Administration

Mr. Mustapha O.K. Fahnbulleh
Director/Human Resource

APPROVAL: GIVEN UNDER OUR HANDS AND SIGNATURES UNDER THIS
DAY _____ 2024.

Sekou M. Kromah
Minister/ Postmaster General RL