



TOURISM EMPLOYEES WELFARE FUND



CUSTOMER CHARTER BOOK

CUSTOMER CHARTER

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TOURISM EMPLOYEES WELFARE FUND CUSTOMER CHARTER

1. PREAMBLE

Purpose of this Charter

The Main objectives behind the issue of this Customer Charter are:

- To set operations standards for the delivery of different types of service offered by the TEWF
- To make our services more responsive to the needs of our members and their families

This Customer Charter represents the TEWF commitment towards quality standards in service delivery, good governance and accountability.

Members of TEWF should therefore know:

- The duties and responsibilities of the TEWF.
- The level of service they are entitled to.
- What to do to get in touch with TEWF.
- What procedures to follow to submit an application, a suggestion or a complaint.
- What services to expect from the TEWF.

To meet the customer needs, the TEWF has agreed to:

- Publish its standards of service.
- Ensure that information is readily available.
- Ensure that its members and their families receive courteous and helpful service at all times.

2. About TEWF

The Tourism Employees Welfare Fund (TEWF) has been set up under the TEWF Act 2002 to provide for the social and economic welfare of employees of tourism enterprises and their families. It became operational with effect from August 2003. Employees and employers in the tourism sector currently contribute to the Fund at a rate decided by the Government.

OUR VISION

To be a leading organization in the provision of welfare activities for the employees of the Tourism sector and their families and to meet their ever responsive needs.

OUR MISSION

The mission of the Tourism Employees Welfare Fund is to “provide for the social and economic welfare of employees of tourism enterprises and their families”.

OUR CORE VALUES

- Accountability & Integrity
- Professionalism
- Performance driven
- Innovativeness
- Self-Development
- Passion and Balance

OUR STRATEGIES

- Providing educational support and training.
- Promoting family socialisation through leisure and sports activities.
- Providing for the social and economic needs of the employee of the Tourism Sector.
- Providing the employee in their quest for excellence.
- Stimulating awareness of the employees in welfare, safety and health matters both at home and their place of work.

OUR CUSTOMERS

- Employees of the Tourism sector and their families.
- The public participating in our outdoor activities e.g Hiking.

OUR COMMITMENT TO OUR CUSTOMERS

- Our customer can expect us to provide them with clear information, helpful staff, modern services, comfort and cleanliness.

WHAT WE EXPECT FROM OUR CUSTOMERS

- Be courteous to our staff.
- Give us accurate information and to fill in correctly the forms for the services required.
- Check from us whether your commitment towards the TEWF have been fulfilled e.g Payment of loan, Contribution etc
- Inform us of any changes of address, employer or Bank Account No.
- Pay us the correct amount and request a receipt.

OUR CURRENT SERVICES EDUCATIONAL SCHEMES

CPE Grant

1. The CPE Grant of Rs 3,000 for employees whose children have passed the C.P.E with at least 20 units.

School Certificate Grant

2. The School Certificate Grant of Rs 5,000 is payable to children of employees who have passed the SC examination with a maximum of 10 Units.

HSC Grant

3. The HSC Grant of Rs 10,000 is payable to the children of employees who have passed the HSC examination with 5A or who have completed the Baccalaureate with distinction.

Laureates Gift

4. Laureates Gift is a one off grant of Rs 20,000 payable to employee's children who have been declared laureate in their respective cohort.

Scholarship Scheme

5. The Scholarship Scheme is payable where the child of an employee has been admitted at any recognized university or training institution in Mauritius and is following full time course leading to an award certificate. The scheme covers the registration or exam fees paid by the beneficiary over 3 years of study up to Rs 10,000 per annum. The employee must not be drawing a salary of more than Rs 15,000 per month to qualify for this scheme.

Training of Employees Scheme

6. Training of Employees –this scheme is a one off grant representing 40 % of the total amount paid for a training course up to a maximum of Rs 10,000. This is payable where the employee has successfully completed an award certificate / diploma / degree conferred by a recognised institution in Mauritius.

SOCIAL SCHEMES

Marriage Gift

1. Marriage Gift of Rs 4,000 is payable to employees on their 1st civil marriage.

Parental Gift

2. Parental Gift of Rs 3,000 is payable to employees who have given birth whose wife have given birth to a child.

Retirement Gift

3. Retirement Gift is payable to an employee who had been employed for at least 18 years in the tourism industry and contributed to the Fund on a continuous basis or after attaining 55 yrs retires voluntarily having completed the following years of service in the tourism sector.

**0 to <10 Yrs – Nil - +10 to < 15 yrs – Rs 3,000
+15 to < 18 yrs – Rs 4,000 - Above 18 yrs – Rs 5,000**

Where an employee who had been in continuous employment in the Tourism sector for at least 10 yrs retires before the age of 55 yrs on grounds of permanent incapacity to perform his work and such incapacity is duly certified by a govt. medical practitioner, the employee would qualify for a full payment of Rs 5,000.

Death Grant

4. Death Grant of Rs 10,000 for any employee who passed away during the service. This is payable to the person who can produce evidence to the TEWF that he had borne the funeral expenses or to the spouse who was living under the same roof as the deceased.

Death Grant Dependant Relatives

5. Death Grant Dependant Relatives of Rs 5,000 payable to an employee whose dependant relative has passed away.

LOAN

Educational Loan

1. Educational Loan of Rs 40,000 at an interest rate of 5% repayable in 36 monthly installments for employees undergoing further training or for the payment of school materials or other fees for the education of their wards.

Multi Purpose Loan

2. A Multi Purpose Loan up to a maximum of Rs 75,000 at an interest rate of 7.5% per annum, refundable in 48 monthly installments.

Computer Loan

3. A Computer Loan up to a maximum of Rs 30,000 at an interest rate of 5% repayable over 36 monthly installments.

Motorcycle Loan

4. The Motorcycle Loan up to a maximum amount of Rs 50,000 for the purchase of a new motor cycle up to a capacity of 125 cc and refundable in 60 equal monthly instalments at an interest rate of 8.5%.

Overseas Travel Loan

5. Overseas Travel Loan up to a maximum of Rs 100,000 at an interest rate of 7.5% and refundable in 48 monthly instalments.

Members contributing to the TEWF are hereby informed that they have to apply for any scheme within three months from the date they become entitled except for Parental Gift where the delay is six months from the date of delivery.

APPLICATION FORMS

The application forms for the Welfare Schemes & Loans are available at the office of TEWF, on our Website at www.tewf.mu and at the Human Resource Department of your establishment.

SCHEMES

Applicants should call in person with both original & photocopies of documents requested in the application forms.

LOAN

Applicants must phone for an appointment before coming to the TEWF office for loan.

ELIGIBILITY

To benefit from any schemes the employee must be in employment in a Tourism Enterprise and contributing to the Fund for at least 12 continuous months.

OUR STANDARD OF SERVICES

Scheme	Payment for any scheme to be effected within 10 days from the receipt of the application.
Loan	Process applications for loans within one day and payment effected within 7 working days.
Contribution from Employers	Ensure that payment from employers is received on a monthly basis. Send receipts to enterprises within seven days.
Query from Customers	Prompt reply on any query from our customer.
Leisure Activities	To ensure security of all the participants in our activities and to reward the winners.

WHEN YOU WRITE TO US

Letters, Fax or email are answered within 3 working days from their receipt.

WHEN YOU PHONE US

All phone calls are answered within three rings

Our staff will be courteous, give you accurate information and try to answer all your queries.

ANTI-CORRUPTION POLICY

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ANTI-CORRUPTION POLICY

1.0 Introduction

The Tourism Employees Welfare Fund (TEWF) recognizes that the risk of corruption is present and may occur in the organization. It is committed to maintain the highest level of integrity in the conduct of its affairs through the adoption of corruption prevention strategies in the organisation. This Anti-Corruption Policy sets out the full commitment of the Tourism Employees Welfare Fund for the deterrence and detection of corruption and for adherence to a culture of integrity.

2.0 Statement of Intent

The TEWF will not tolerate corruption in the administration of its responsibilities, whether from inside or outside. It expects the highest standards of conduct from management, employees, staff and board members and those who have dealings with the organization including stakeholders and the general public. It is committed to ensuring that the risks of corruption and the potential losses that might result are eliminated.

3.0 Policy Statement

Tourism Employees Welfare Fund is committed to promoting and adhering to the highest standards of probity, transparency and accountability in the operations and management of the TEWF. Through this policy the TEWF engages itself to fully and unequivocally adopt a zero-tolerance stance towards corruption and other malpractices and shall ensure compliance with the anti-corruption legislation.

4.0 Anti-corruption Commitment

The Tourism Employees Welfare Fund has signed the Anti-Corruption commitment developed by the ICAC and has thus committed itself to use all available means and resources at its disposal to combat corruption in all its forms at all times including the application of appropriate prevention and detection control measures. For the purpose of ensuring sound implementation of this policy, the Tourism Employees Welfare Fund will ensure that:

- Employees have sufficient knowledge concerning the anti-corruption policy and that it is applied to all undertakings.
- Adequate controls to counteract corruption are known and used within the organization.
- There are clear procedures and systems for handling suspected cases of corruption.
- All our stakeholders are aware of the organization's anti-corruption policy.

The main objective of TEWF Anti-Corruption Policy is to strengthen and sustain an integrity culture within the organisation. This will be achieved through:

- The setting-up of effective processes characterized by broad participation and transparency.
- Regular evaluation of corruption risks, systems and procedures.
- Ensuring that projects have clearly formulated goals, expected results as well as monitoring and follow-ups.
- Learning from experiences and continuously improving organizational performance and the corporate image.

5.0 Scope and Applicability

This policy covers measures and practices of the Tourism Employees Welfare Fund on preventing and combating corrupt, fraudulent, collusive or coercive practices in its activities and operations. This policy applies to Board members, management, employees as well as, consultants, suppliers, contractors, outside agencies doing business, and on any other parties having a business relationship with the TEWF.

6.0 Definitions

For the purpose of this policy, corruption is defined as per section 2 of the Prevention of Corruption Act 2002 as amended.

ACT OF CORRUPTION

- (a) means an act which constitutes a corruption offence; and
- (b) includes -
 - (i) any conduct whereby, in return for a gratification, a person does or neglects from doing an act in contravention of his public duties;
 - (ii) the offer, promise, soliciting or receipt of a gratification as an inducement or reward to a person to do or not to do any act, with a corrupt intention;
 - (iii) the abuse of a public or private office for private gain;
 - (iv) an agreement between 2 or more persons to act or refrain from acting in violation of a person's duties in the private or public sector for profit or gain;
 - (v) any conduct whereby a person accepts or obtains, or agrees to accept or attempts to obtain, from any person, for himself or for any other person, any gratification for inducing a public official, by corrupt or illegal means, or by the exercise of personal influence, to do or abstain from doing an act in the exercise of his duties to show favour or disfavour to any person.

All the sections of the law penalizing corruption offences are described in sections 4 to 17 of the Prevention of Corruption Act 2002 as amended. These include bribery by public official, bribery of public official taking gratification to screen an offender from punishment, public official using his office for gratification, traffic d'influence and conflict of interest.

7.0 Responsibilities for implementing the policy

The responsibility to develop and coordinate the implementation of the policy shall rest upon the Anti-Corruption Committee (ACC) established for the purpose. The ACC shall set priorities, provide advice when ethical issues arise and communicate the policy to all levels of management and staff.

The Anti-Corruption Committee - The committee shall comprise of members from both operational and support departments of the TEWF.

The person identified by the TEWF shall lead the project and chair all meetings. The ACC shall be responsible for coordinating and implementing the Anti-Corruption Policy. It shall develop a time-bound programme with clear and precise deliverables and related budget and execute it once approved by top management. The organisation shall designate an officer to act as Secretary to the Committee.

The ACC committee shall meet on a regular basis, preferably every month or as decided by the Chairperson of the Anti-Corruption Committee. The Chairperson shall decide upon the setting up of sub-committees to assist the ACC in the implementation of any initiatives decided by the Anti-Corruption Committee.

Role of Management - It is the responsibility of Head of Sections to promote the Anti-Corruption Policy within their areas of operation. Head of sections are expected to actively deter, prevent and detect corruption by maintaining effective control systems and ensuring that their staff is familiar with the Anti-Corruption Policy.

Role of Employees – Each employee shall read, be familiar with and strictly comply with the policy. The TEWF shall ensure that each employee is provided with a copy of this policy or otherwise has on-line access.

Role of Internal Audit – The Internal Audit has the responsibility to ensure the effectiveness and adequacy of the Internal Control System in place. It should ensure that system is subject to regular audit to provide assurance that they are effective in countering corruption opportunities.

8.0 Risk Assessment

The TEWF is conscious that the risk of corruption may occur in every sphere of its activities and may evolve in the light of changing circumstances and working environment. In its endeavour to proactively address risks of corruption, the Tourism Employees Welfare Fund shall ensure that a proper risk management process is in place. Risk assessment should focus on a thorough analysis of the functional activities in close collaboration with officers involved in the process with a view to identifying potential or actual corruption risk areas. With respect to risks identified necessary corruption prevention measures including policies and procedures should be developed to address the risks. The responsibility to plan, coordinate and monitor the risk management process rests with the Anti-Corruption Committee.

9.0 Handling and reporting corruption

Reporting suspected cases of corruption - Notwithstanding Section 44(1) of the Prevention of Corruption Act 2002 as amended which provides that where an officer of a public body suspects that an act of corruption has been committed within or in relation to that public body, he shall forthwith make a written report to the ICAC, the organisation shall put in place measures that shall facilitate the reporting of suspected cases.

S 45 of the PoCA as amended provides that where in the exercise of his functions, the chief executive of a public body is of the opinion that an act of corruption may have occurred, he may refer to the ICAC for investigation.

The Tourism Employees Welfare Fund may set up a committee to assist the chief executive in determining whether there is reasonable doubt for suspicion of corruption prior to referral of the case to the ICAC for investigation.

Confidentiality - Information pertaining to complaints shall not be disclosed to any unauthorised party.

10.0 Protection of whistleblowers

There will be no reprisal by management against “the public official” who in good faith reports an act of corruption or malpractice or suspected illegal and dishonest activity or any activity that he/she has witnessed. However, disciplinary actions may be taken against any person who knowingly had made false allegations.

11.0 Disciplinary measures

The Tourism Employees Welfare Fund is committed to ensuring that this policy is duly implemented in the organisation.

Disciplinary measures in accordance with established procedures will be taken against any staff that is found guilty of a breach of the provisions contained in this policy.

12.0 Training and Communications

The Tourism Employees Welfare Fund recognises that the success and credibility of this policy depends on effective training, communications and the awareness of Board Members/Head of Section and employees throughout the organisation. Management should ensure that the Anti-Corruption Policy is clearly disseminated to all Board Members/Head of Section and employees and that its contents are understood.

13.0 Review of policy

This Anti-Corruption policy will be reviewed annually or earlier if necessary or in the event of any changes in the laws and regulations that are relevant to the Tourism Employees Welfare Fund. The Chairperson of the Anti-Corruption Committee should recommend the review to the Board or Chief Executive as applicable.

CONTACT US

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