

PROSPER DEVELOPMENT SOCIETY



MASTER FIELD OPERATIONS POLICY

Planning | Assignment | Facilitation | Reporting | Performance | Accountability

Motto: Better Together Always

CONTROLLED POLICY INSTRUMENT

This Manual operationalizes Prosper field work from Country/National structures to County, Subcounty, Ward and CAG level. It is read with the Master Working Constitution, Governance Manual, Finance Policy, Membership Policy and Welfare Manual.

Master Edition 2026

Board adoption/effective date: 1 June 2026

Registration No.: SOCA-MOTV22M | Busia, Kenya

Official contact: +254 748 207 841 | info@prospersociety.org | prospersociety.org

DOCUMENT CONTROL AND AUTHORITY

Item	Controlled Information
Document	Prosper Development Society Master Field Operations Policy
Version	Master Edition 2026
Status	Approved internal operational policy
Adopted / Effective	1 June 2026
Policy owner	Director Programs / Programs Department
Execution lead	Programs Officer under the Executive Director
Governance oversight	Founder-President and Board of Directors
Applies to	All Directors, Executive/County teams, Champions, CAG officials, staff, volunteers and authorized field representatives
Supremacy	Master Working Constitution prevails; Governance and Finance controls apply to this Policy
Review	At least annually, or earlier when operational scale, law, structure or risk materially changes

POLICY HIERARCHY

Master Working Constitution -> Governance Manual -> Finance / Membership / Welfare Policies -> Master Field Operations Policy -> SOPs, forms, PIMIS/AppSheet workflows and approved operational directives.

DEVELOPMENT
SOCIETY

CONTROLLED SYNCHRONIZATION REVISION - 26 September 2026

This revision harmonizes terminology, cross-references, ProChama controls, digital records, field/HR stipend and incentive controls, and member-facing explanations across the Prosper controlled document suite. Original adoption/effective dates remain unchanged; any provision requiring Board, Congress, regulatory or contractual approval becomes operative only through the applicable approval process.

TABLE OF CONTENTS

Section	Subject	Page
Chapter 1	Purpose, Scope, Principles and Definitions	
Chapter 2	Field Operations Governance and Chain of Command	
Chapter 3	Territorial Structure, Champions and CAG Operations	
Chapter 4	Weekly Planning and Itinerary System	
Chapter 5	Field Assignment and Authorization	
Chapter 6	Facilitation, Requisition and Disbursement Controls	
Chapter 7	CAG Meetings, Attendance and Meeting Management	
Chapter 8	Member Recruitment, Onboarding and CAG Formation	
Chapter 9	Collections, Banking and Financial Field Controls	
Chapter 10	Welfare, Loans and Program Field Support	
Chapter 11	Report-Back, Evidence and Operational Close-Out	
Chapter 12	Digital Field Operations, PIMIS and Data Governance	
Chapter 13	Performance Management, Targets and Classification	
Chapter 14	Incentives, Stipends, Commissions and Recognition	
Chapter 15	Training, Safety, Conduct and Safeguarding	
Chapter 16	Monitoring, Verification, Audit and Quality Assurance	
Chapter 17	Misconduct, Sanctions, Recovery and Appeals	
Chapter 18	Emergency Operations and Business Continuity	
Chapter 19	Country Expansion and Cross-	

	Border Field Operations	
Chapter 20	Implementation, Review and Enforcement	
Schedules	Operational forms, matrices, registers and templates	

CHAPTER 1 - PURPOSE, SCOPE, PRINCIPLES AND DEFINITIONS

A disciplined field system built for scale

1.1 Purpose

This Policy establishes the complete framework for planning, authorizing, facilitating, executing, reporting, verifying and evaluating Prosper Development Society field operations. It converts the institutional chain established by the Constitution and Governance Manual into a practical operating system for daily and weekly work.

1.2 Core Operational Rule

THE FOUR-LINK CONTROL

No itinerary - no assignment. No assignment - no facilitation. After facilitation - report back. No reporting - no subsequent assignment or facilitation, unless an authorized emergency exception is documented.

1.3 Objectives

- Create one predictable field operating cycle across all territories.
- Protect Society resources from unplanned, duplicate or unsupported facilitation.
- Strengthen CAG service delivery, member growth, compliance, welfare and program implementation.
- Make every field assignment traceable to an approved itinerary, responsible officer, evidence and close-out report.
- Clarify the roles of Board portfolios, Executive Secretariat, County teams, Champions and CAG officials.
- Integrate field operations with Finance, Membership, Welfare, Programs and PIMIS controls.
- Promote professionalism, safety, safeguarding, inclusion, data protection and community trust.
- Support national and future international scale without losing grassroots accountability.

1.4 Scope

This Policy applies to all official field activity undertaken in Prosper's name, whether paid or unpaid, including CAG meetings, member mobilization, registration, compliance follow-up, welfare response, loan support, program delivery, training, partnership activities, investigations, monitoring, inspections, community events and authorized representation.

1.5 Guiding Principles

Principle	Operational Meaning
Authority	Field work must arise from a recognized office, approved plan or documented emergency instruction.
Accountability	Every assignment has a responsible officer,

	evidence, report and review trail.
Value for money	Facilitation follows verified operational need, approved rates and available budget.
Member service	Field work must improve access, participation, welfare, compliance, programs or institutional quality.
Territorial ownership	Assigned leaders are responsible for the health and performance of their jurisdiction.
Professionalism	Officers represent Prosper respectfully, accurately and without making unauthorized promises.
Data integrity	Attendance, collections, membership and reports must be accurate, timely and protected.
Safety & safeguarding	No target, payment or assignment overrides member, staff or community safety.
Inclusion	Women, youth, PWDs and vulnerable/marginalized persons must be able to participate meaningfully.
Evidence	What is not properly evidenced may be treated as not performed for payment/performance purposes.

1.6 Key Definitions

Itinerary: A forward weekly plan showing officer, CAG/location, date, time, venue, activity and expected output.

Assignment: A specific authorized duty generated from an approved itinerary or documented special/emergency instruction.

Facilitation: Approved operational support for transport, airtime, meals or other field costs; it is not an automatic salary entitlement.

Report-Back: The mandatory post-work record showing what happened, results, evidence, issues, financial accountability and next action.

Champion: A recognized territorial field leader: one Subcounty Champion per active Subcounty and one Ward Champion per active Ward, as applicable.

CAG: Community Action Group, Prosper's foundational grassroots unit.

Field Officer: Any Director, executive/county officer, Champion, CAG official, staff member, volunteer or authorized representative assigned field work.

Evidence: Attendance register, digital record, photo/video, GPS/timestamp, official receipt, banking confirmation, minutes, member confirmation or other approved proof.

Operational Week: The Society's approved weekly planning and reporting cycle, normally Monday to Sunday unless otherwise directed.

CHAPTER 2 - FIELD OPERATIONS GOVERNANCE AND CHAIN OF COMMAND

Authority flows down; accountability and information flow up

2.1 Five-Department Architecture

Field operations sit primarily within the Programs Department, but they are cross-functional. Presidential, Secretariat, Finance, Programs and Welfare departments retain their constitutional mandates and may issue or receive field assignments within their authority.

2.2 Top-Down Chain of Command**AUTHORIZED OPERATING CHAIN**

Founder-President / Board -> Executive Director -> Programs Officer and relevant Executive Officers -> County Director -> County Programs/functional officer -> Subcounty Champion -> Ward Champion -> CAG Chairperson and relevant CAG official -> members/beneficiaries.

2.3 Bottom-Up Reporting Chain**REPORTING & ESCALATION**

Member/CAG -> Ward Champion -> Subcounty Champion -> County Team -> Country/National Executive Secretariat -> Executive Director -> relevant Board Director / Founder-President / Board as required.

2.4 Founder-President

The Founder-President provides strategic direction, approves or confirms high-level assignments and delegations where reserved, resolves escalated institutional disputes, may authorize urgent protective action and may designate officers to act within written limits. Routine itinerary approval, requisition verification, payment processing and field reporting should remain segregated among designated officers.

2.5 Board and Director Programs

The Board approves policy, strategy, major field budgets, country expansion and oversight. The Director Programs provides Board-level oversight of programs and field operations, reviews performance and risk, and ensures the field system advances Prosper's strategic objectives.

2.6 Executive Director and Programs Officer

The Executive Director is the head of the Executive Secretariat and is accountable for coordinated execution. The Programs Officer is the principal technical manager of field operations at Country/National level, maintaining schedules, assignment controls, field dashboards, standards and consolidated reports.

2.7 County Team

The County Director owns county-level coordination and accountability. The Deputy supports continuity. County Secretary, Finance, Programs and Welfare Officers execute their functions. County Programs Officer coordinates itineraries, assignments and performance while preserving Finance and Welfare segregation.

2.8 No Parallel Command

Officers shall not create unofficial chains, duplicate assignments or bypass a responsible territorial officer except for a documented reason such as conflict of interest, investigation, safeguarding,

emergency or direct reserved instruction. The bypass must be recorded and communicated to the next appropriate authority.



CHAPTER 3 - TERRITORIAL STRUCTURE, CHAMPIONS AND CAG OPERATIONS

One responsible officer at each territorial layer

3.1 Territorial Units

Prosper may operate by Country, County/Region or equivalent, Subcounty/District or equivalent, Ward/local administrative area and CAG. Local terminology may be adapted outside Kenya while preserving functional equivalence.

3.2 Subcounty Champion

There shall ordinarily be one recognized Subcounty Champion in each active Subcounty, subject to appointment, performance and operational need. The Subcounty Champion coordinates ward-level activity, supports difficult CAGs, consolidates reports, mentors Ward Champions and serves as the main territorial field link to the County Team.

3.3 Ward Champion

There shall ordinarily be one recognized Ward Champion in each active Ward, subject to appointment, performance and operational need. The Ward Champion is the frontline territorial mobilizer and coordinator for CAG meetings, member support, reporting and approved field activity within the Ward.

3.4 Champion Boundaries

- Champions do not independently approve expenditure, welfare benefits, loans, membership exceptions or legal commitments unless specifically delegated.
- Champions may verify, recommend, mobilize, coordinate, report and escalate within assigned territory.
- A Champion must not collect Society money through personal accounts or retain official records beyond required custody periods.
- Territories may be reconfigured for workload, growth, performance or administrative changes through documented approval.

3.5 Official CAG Leadership

Office	Core Field Function
Chairperson	Local leadership, meeting order, accountability and representation.
Assistant Chairperson	Deputizes and supports leadership continuity.
Secretary	Minutes, notices, records and official communication.
Assistant Secretary	Supports records and deputizes.
Treasurer	Local financial records, collection confirmation and banking support under Finance controls.
Organizing Secretary	Mobilization, logistics, attendance and activity coordination.
Assistant Organizing Secretary	Supports mobilization and logistics.
Welfare Officer	Welfare cases, dependants records, solidarity coordination and referrals.
Assistant Welfare Officer	Supports welfare verification and continuity.

3.6 Territorial Handover

Whenever an officer is transferred, suspended, replaced or exits, official records, pending assignments, assets, contacts, unresolved cases and financial accountabilities must be handed over using the approved Handover Register.



CHAPTER 4 - WEEKLY PLANNING AND ITINERARY SYSTEM

Planning is the entry gate to field resources

4.1 Mandatory Weekly Itinerary

Every officer who expects field assignment or facilitation shall submit a weekly itinerary through the approved system. The itinerary is the planning source for assignment, coordination, duplication control, budget forecasting, member communication and supervision.

4.2 Minimum Itinerary Fields

Field	Requirement
Itinerary ID	System-generated unique key.
Officer	Name, role, territory and contact.
Week	Start and end date.
CAG / Site	Approved CAG, community, institution or project site.
Date & Time	Planned meeting/activity date and start time.
Venue	Physical venue and location hierarchy.
Activity Type	Meeting, mobilization, welfare, training, recovery, program, supervision, etc.
Purpose / Expected Output	What must be achieved and how success will be evidenced.
Support Required	Transport, airtime, materials, technical support or none.
Approval Status	Draft, submitted, approved, amended, declined, cancelled.
Conflict Check	Duplicate officers/visits and territorial coordination.
Notes	Risks, accessibility, safeguarding or special requirements.

4.3 Submission Deadline

Weekly itineraries should be submitted before the start of the operational week within the deadline issued by Programs. Late itineraries require justification and may be declined where coordination or funding is no longer possible.

4.4 Approval

Ward/field itineraries are reviewed through the territorial chain and approved by the designated Programs authority. Directors and Country/National officers submit plans within their appropriate reporting structure. Approval confirms operational need; it does not by itself guarantee payment until a valid assignment and requisition are approved.

4.5 Amendment and Cancellation

Changes to date, venue, CAG, officer or activity must be updated before execution where reasonably possible. A cancelled activity must be marked cancelled; it may not be claimed as completed or facilitated without evidence of an alternative approved assignment.

4.6 No Itinerary Rule

CONTROL 1 - NO ITINERARY, NO ASSIGNMENT

Except for a documented emergency, safeguarding case, urgent welfare response, regulatory/legal instruction or other authorized special duty, an activity absent from the approved itinerary shall not generate an ordinary field assignment.



CHAPTER 5 - FIELD ASSIGNMENT AND AUTHORIZATION

An itinerary becomes actionable only through assignment

5.1 Assignment Record

The Director Programs/Programs Officer or authorized delegate converts approved itinerary entries into assignments. Each assignment must identify the officer, location, activity, date/time, deliverables, expected evidence, supervisor and any approved support.

5.2 Assignment Classes

Class	Examples	Authority
Routine	CAG meeting, onboarding, compliance follow-up, training	Programs/territorial authority
Cross-functional	Welfare verification, finance reconciliation, loan follow-up	Programs + relevant functional office
Special	Investigation, strategic partner visit, launch, inspection	Executive Director / Director / President as applicable
Emergency	Death response, safeguarding, disaster, urgent institutional protection	Authorized emergency authority with retrospective documentation

5.3 Assignment Acceptance

The assigned officer must acknowledge the assignment, disclose any conflict or inability, and must not transfer it to another person without approval. Substitution must be recorded.

5.4 Multiple Assignments

Multiple activities may be grouped into one route or day where practical. Duplicate facilitation for overlapping time, route or purpose is prohibited.

5.5 No Assignment Rule**CONTROL 2 - NO ASSIGNMENT, NO FACILITATION**

Facilitation shall not be processed merely because an officer planned an activity or attended a meeting. The officer must hold a valid assignment or documented emergency authorization.

CHAPTER 6 - FACILITATION, REQUISITION AND DISBURSEMENT CONTROLS

Operational support must be necessary, budgeted and traceable

6.1 Nature of Facilitation

Field facilitation is reimbursement/support for approved operational costs and does not automatically constitute salary, permanent allowance or entitlement. Rates may vary by assignment, distance, role, transport mode, budget and approved schedules.

6.2 Requisition Workflow**STANDARD FLOW**

Approved Itinerary -> Assignment -> Field Requisition -> Programs Verification -> Finance Budget/Control Check -> Authorized Approval -> Disbursement -> Activity -> Report-Back -> Weekly Reconciliation/Stipend Report.

6.3 Requisition Minimum Fields

Field	Control
Requisition ID	Unique key linked to Assignment ID.
Officer	Payee and verified payment details.
Assignment	Assignment ID, CAG/site, date and purpose.
Amount	Requested amount by approved category.
Basis	Rate, route/distance, materials or other approved calculation.
Budget/Vote Head	Approved budget line and vote head.
Program Verification	Confirms valid assignment and operational need.
Finance Verification	Confirms funds, duplicates, arithmetic and controls.
Approval	Authorized officer according to delegation matrix.
Disbursement Reference	Official payment transaction/reference.

6.4 Daily Facilitation

Daily/assignment facilitation shall cover genuine operational costs such as transport, lunch, airtime, materials or other approved support and shall remain distinct from regular-duty or assignment stipends. Any standardized facilitation rate must appear in the current Finance/Field Facilitation Schedule and be supported by the assignment, route and budget. The former generic KES 400-700 daily facilitation reference is superseded by the current stipend bands and separate cost-based facilitation controls.

6.5 Airtime

Airtime may be provided as a fixed or actual-cost operational support. CAG meeting-day airtime for eligible officials may be maintained in the current schedule, including the existing KES 50 support where approved and funded.

6.6 Payment Timing

The Society may disburse approved pre-activity facilitation when necessary, or reimburse after activity where appropriate. Weekly stipend/retainer processing shall be based on verified work and report-back, with payment timing established by the current approved schedule.

6.7 Unsupported Claims

A claim without valid itinerary/assignment, evidence, report-back or required financial accountability may be rejected, withheld, recovered or escalated for investigation.



CHAPTER 7 - CAG MEETINGS, ATTENDANCE AND MEETING MANAGEMENT

The CAG meeting is a primary service-delivery point

7.1 Official Meeting Record

Every official CAG meeting should create a meeting record linked to the CAG Master. The record must distinguish meeting logistics, attendance, member contributions, issues, resolutions, banking and evidence.

7.2 Minimum Meeting Fields

Category	Minimum Data
Meeting	CAG, date, start/end time, venue, ward, subcounty, county/country.
Supervision	Responsible Champion and visiting Society officer(s).
Attendance	Present, late, absent with apology, absent without apology and total expected.
Contributions	Member-by-member vote head/obligation, amount, mode and receipt/reference.
Banking	Amount collected, amount banked, channel/reference, variance and responsible officer.
Governance	Minutes/resolutions, complaints, requests and follow-ups.
Evidence	Attendance register, minutes link, photo/video or approved digital proof.
Outcome	Registrations, compliance actions, welfare cases, program actions and next meeting.

7.3 Attendance Integrity

Attendance may not be fabricated, bulk-entered without basis or altered to qualify for facilitation. Members must not be coerced to sign blank registers. Digital attendance may be used where approved.

7.4 Meeting Collections

CAG officials and visiting officers must follow Finance Policy controls. Money must be receipted/acknowledged, reconciled and banked through authorized channels. Personal holding, diversion or direct netting of facilitation/commissions from collections is prohibited.

7.5 ProChama and Member-Specific Cash Posting

Where a member pays ProChama or another member-specific obligation in cash at a CAG meeting, the collector shall record Member ID, CAG ID, Circle/Pod ID where applicable, vote head/product, due period, amount and receipt number. The member record shall show Received - Pending Banking until the gross meeting cash is deposited through an official channel and Finance/PIMIS reconciles the banking reference. Only then shall the item become Settled in the Digital Passbook.

7.6 Minutes and Issues

The Secretary records material decisions, complaints and requests. Matters outside CAG authority must be escalated through the Champion/County chain and tracked to closure.



CHAPTER 8 - MEMBER RECRUITMENT, ONBOARDING AND CAG FORMATION

Growth must produce valid members and viable CAGs

8.1 Recruitment Standards

Recruitment shall be truthful, voluntary and consistent with the Membership Policy. Officers may not promise unapproved benefits, guaranteed loans, guaranteed jobs, political favors or automatic welfare entitlement.

8.2 Registration Completion

A recruit counts as registered only after the approved application process, required data, payment confirmation and system entry are completed. Duplicate identities must be resolved before incentives are paid.

8.2A Registration Recruitment Pool - Effective 1 October 2026

For new registrations completed on or after 1 October 2026, the recruitment/onboarding incentive pool shall equal 10% of the KES 500 registration fee, currently KES 50 per verified new member. The pool is shared equally among the distinct verified recruiter, onboarding officer and registrar/registration-posting officer involved in the completed registration. Where one person performs more than one verified role, the system allocates the relevant shares to that person; where fewer than three distinct persons are involved, the KES 50 pool is divided only among the verified participants. Duplicate, legacy, reactivated or unpaid applications do not qualify. The pool becomes payable only after payment verification, successful member creation and audit checks.

8.3 New CAG Formation

A new CAG may be recognized after minimum viable membership, territorial validation, interim/approved leadership, meeting schedule and system registration are confirmed. The existing incentive of KES 1,000 per new CAG formed with at least five registered members may apply only where it remains in the current approved incentive schedule.

8.4 CAG Creation Workflow**FORMATION FLOW**

Community mobilization -> at least required registered members -> proposed CAG name/location
-> leadership and meeting arrangement -> Champion/County verification -> CAG Master creation
-> member allocation -> orientation -> first official meeting -> performance monitoring.

8.5 Membership IDs and CAG Allocation

Field officers collect and verify data but Membership Numbers and Membership IDs shall be assigned through the controlled membership system. Preferred CAG allocation should be respected where operationally valid and recorded.

CHAPTER 9 - COLLECTIONS, BANKING AND FINANCIAL FIELD CONTROLS

Field operations must never weaken Finance controls

9.1 Authorized Channels

All Society money must move through official channels authorized in the Finance Policy and Official Financial Channels Register. No officer may instruct members to pay Society obligations to a personal account or number.

9.2 Collection-to-Banking Control**COLLECTION CONTROL**

Member payment -> official acknowledgement/receipt -> meeting/member record -> daily/meeting reconciliation -> official banking/payment channel -> transaction reference -> Finance/PIMIS posting -> variance review.

9.3 Banking Timeliness

Cash or collections requiring banking must be deposited within the timeline established by the Finance Policy. Any delay, shortfall or variance requires immediate disclosure and documented resolution.

9.4 No Netting Without Authority

Field officers may not subtract transport, airtime, commissions, welfare support or personal claims directly from member collections unless an approved process expressly permits the deduction and records the gross collection and authorized deduction separately.

9.5 Evidence

Banking confirmation, Paybill/Till reference, official receipt or bank deposit evidence must be linked to the relevant meeting, CAG and responsible officer.

CHAPTER 10 - WELFARE, LOANS AND PROGRAM FIELD SUPPORT

Field officers support processes; specialist policies control entitlement

10.1 Welfare Field Role

Field teams receive notifications, verify local facts, coordinate solidarity/logistics, protect dignity and escalate welfare cases under the Master Welfare Manual. They shall not independently alter benefit amounts or promise payment.

10.2 Loan and Credit Support

Field officers may support application documentation, guarantor/member verification, member education, repayment reminders and recovery visits under the Finance/Enterprise/Credit rules. Credit approval and accounting remain segregated from mobilization.

10.3 Program Delivery

Program field assignments must have an approved objective, target group, activity plan, evidence requirements, safeguarding considerations, budget and reporting line. Partner-funded activities must also comply with grant/MOU conditions.

10.4 Complaints and Referrals

Field officers must record and refer complaints, safeguarding issues, financial disputes, welfare appeals and service failures through designated channels rather than suppressing them locally.



CHAPTER 11 - REPORT-BACK, EVIDENCE AND OPERATIONAL CLOSE-OUT

No activity is complete until it is reported and reconciled

11.1 Mandatory Report-Back

Every facilitated or assigned field activity requires a report-back within the prescribed timeline. The report must be sufficiently detailed to confirm performance, results, evidence, issues, funds used and next steps.

11.2 Minimum Report Fields

Field	Required Content
Report ID	Unique key linked to Assignment and Requisition IDs.
Officer	Assigned officer and role.
Activity	CAG/site, date/time, actual activity and participants.
Outputs	What was delivered: meeting, registrations, training, welfare verification, recovery, etc.
Attendance	Actual attendance and categorized status where relevant.
Finance	Collections, banking, facilitation received, accountable expenses and references.
Evidence	Register, photo/video, minutes, digital/GPS record, transaction evidence.
Issues/Risks	Complaints, incidents, safeguarding, finance variance, operational barriers.
Follow-Up	Owner, due date and escalation required.
Officer Declaration	Accuracy and completeness confirmation.
Supervisor Review	Accepted, queried, rejected, further evidence required.

11.3 Reporting Deadline

Daily activity reports should normally be submitted the same day or by the next approved reporting deadline. County and Country/National summaries are consolidated weekly/monthly as required.

11.4 No Reporting Rule**CONTROL 3 & 4 - REPORT BACK OR STOP**

After facilitation, the officer must report back. An officer with overdue material report-back or unresolved facilitation accountability shall ordinarily receive no subsequent assignment/facilitation until cleared.

11.5 Report Quality

A report that is materially incomplete, inconsistent or unsupported may be returned for correction. Repeated poor-quality reporting affects performance classification and payment eligibility.

CHAPTER 12 - DIGITAL FIELD OPERATIONS, PIMIS AND DATA GOVERNANCE

One source of operational truth

12.1 PIMIS as System of Record

Prosper shall progressively use PIMIS/AppSheet or approved successor systems as the authoritative operational record for itineraries, assignments, requisitions, disbursements, report-back, CAG meetings, attendance, welfare field actions and performance.

12.2 Core Field Operations Modules

Module	Purpose
07A Weekly Itineraries	Forward weekly plans by officer and territory.
07B Field Assignments	Authorized duties generated from plans/special instructions.
Requisitions	Requested operational support linked to assignments.
Disbursements	Finance-approved payments and transaction references.
Post-Work Reports	Mandatory results, evidence and accountability.
Stipend/Facilitation Report	Weekly verified amounts payable by officer.
CAG Meetings	Meeting logistics, supervisor, attendance, contributions, banking and issues.
Evidence Register	Photos, minutes, registers and document links.
Performance Dashboard	KPIs, compliance, timeliness, territory and exception monitoring.

12.3 Data Integrity

Each transaction must use stable IDs and references. Deletion or retrospective alteration of material records should be restricted, logged and authorized. Duplicate records, orphan assignments and unlinked payments must be investigated.

12.4 Privacy

Access is role-based. Personal, welfare, financial and safeguarding data may only be accessed for legitimate assigned duties. Field devices must be secured and lost devices/accounts reported immediately.

12.5 Offline and Alternative Reporting

Where connectivity fails, approved paper/offline forms may be used and later entered into the system with original evidence retained. Offline reporting does not remove timeliness or verification obligations.

CHAPTER 13 - PERFORMANCE MANAGEMENT, TARGETS AND CLASSIFICATION

Results matter, but integrity matters first

13.1 Balanced Performance

Field performance is assessed through quantity, quality, compliance and impact. Raw recruitment or collection numbers shall not override integrity, safeguarding, member satisfaction, accuracy or reporting discipline.

13.2 Core KPI Domains

Domain	Illustrative Indicators
Activity	Approved assignments completed; CAG engagements; attendance.
Growth	Verified registrations; active CAG formation; retention.
Compliance	Member obligations followed up; clean banking; no unexplained variance.
Reporting	Timeliness, completeness, evidence and data quality.
Welfare & service	Cases escalated correctly; response coordination; member satisfaction.
Programs	Outputs delivered and partner/beneficiary results.
Leadership	Mentoring, team discipline, problem resolution, territorial coverage.
Integrity	No fraud, fabricated reports, harassment, data abuse or unauthorized collections.

13.3 Champion Classification

Champion classification may be used for recognition, workload, mentoring and incentive decisions. The former category of “Super Champion” is not a separate constitutional office; high-performing Champions may instead be designated Senior/Lead Champion or special assignment lead without changing the recognized Subcounty/Ward offices unless the Governance Manual authorizes a temporary functional designation.

13.4 Targets

Targets shall be issued through annual/quarterly operational plans and may differ by territory maturity, population, travel conditions and program intensity. Targets must be realistic, documented and periodically reviewed.

13.5 Performance Review

Monthly and quarterly reviews should classify performance as Exceeds Expectations, Meets Expectations, Needs Improvement or Unsatisfactory. Improvement plans, mentoring, reassignment, promotion or disciplinary action may follow.

CHAPTER 14 - INCENTIVES, STIPENDS, COMMISSIONS AND RECOGNITION

Reward verified contribution without creating uncontrolled liabilities

14.1 Policy Principle

Every Prosper official - from Board to CAG level - may receive a stipend, retainer, allowance or performance incentive only for verified work actually performed under an approved roster, assignment, meeting, result or delegated duty. Office title alone creates no payment entitlement. Facilitation remains separate from compensation and is intended to enable the work, not reward the result.

14.2 Stipend and Incentive Classes

Payment Class	Purpose	Examples	Key Control
Regular duty stipend	Rostered recurring office/support duty	County Secretary/office secretary; HQ Receptionist	Attendance/roster; weekly verification; HR/employment-law review where continuous.
Assignment stipend	Verified official assignment with defined deliverable	Board/departmental/technical/field assignments	Assignment ID + accepted report; no automatic payment by title.
Performance incentive	Verified measurable result	CAG collection pool; share mobilization; registration pool; CAG formation	Independent system verification; approved cap; budget source.
Facilitation/reimbursement	Necessary cost of doing assigned work	Transport, airtime, lunch, materials	Separate from stipend/incentive; no duplicate reimbursement.

14.3 Regular Office Duty Stipends

Regular office duty stipends are payable for verified rostered attendance. Because repeated daily work may create an employment/contract relationship under applicable law, Secretariat/HR shall periodically review these arrangements and issue compliant contracts where required. The office may operate seven days, but one individual should not routinely work seven consecutive days; roster coverage and substitute rest days shall be used.

Role / Function	Pilot Rate	Normal Coverage	Payment Rule
County Secretary / equivalent office secretary	KES 300 per verified duty day	Office coverage may run Monday-Sunday; individual normally rostered not more than 6 duty days in any 7-day period	Paid weekly from verified attendance/roster.
Head Office Receptionist	KES 500 per verified duty day	Monday-Saturday or approved roster	Paid weekly from verified attendance/roster.
Future regular	Controlled HR/Finance	As approved	Rate must satisfy

office/support roles	schedule		budget, role evaluation and applicable employment/wage requirements.
----------------------	----------	--	--

14.4 Assignment Stipend Bands

Assignment stipends reward verified work and are payable after completion and accepted report. For governance and field assignments, the standard ladder is: Ward Champion - KES 300; Subcounty Champion and County Executive Committee officers up to and including the Deputy County Director - KES 400; County Director and Board Director - KES 500 per verified assignment. Specialist technical assignments may retain separately approved rates under the current schedule. Where the same qualifying assignment also earns a results-based commission under sections 14.5-14.8, the commission is payable in addition to the assignment stipend because it rewards a separately verified result. Facilitation remains reimbursement of genuine operational cost, and no duplicate stipend shall be paid for the same assignment.

Band / Typical Role	Pilot Stipend per Verified Assignment	Examples / Notes
Governance / Field Tier 3 - County Director & Board	KES 500	County Director; Board Director on a verified assignment.
Governance / Field Tier 2 - County Executive / Subcounty	KES 400	Deputy County Director; County Secretary, Finance, Programs, Welfare and other County Executive Committee officers; Subcounty Champion.
Governance / Field Tier 1 - Ward / CAG Special	KES 300	Ward Champion; CAG official only where a documented special assignment is separately approved.
Specialist / Technical Assignment Schedule	KES 700 / KES 500	Media Coordinator or approved specialist/department head - KES 700; Media Field Operator or senior technical operator - KES 500. These specialist rates are separate from the governance/field hierarchy.

14.5 CAG Collection Performance Pool

A qualifying CAG meeting may generate one collection-performance pool for the assigned Field Officer(s). The pool is not multiplied by the number of officers present. Eligibility requires a valid assignment, meeting occurrence, accepted meeting/report evidence, gross banking/reconciliation and a dynamic PIMIS target based on amounts actually due and payable for the meeting period. Subscription, development, welfare, savings, branding, approved pledged donations and due loan repayments may count toward the performance target; share/member-capital mobilization is handled separately under section 14.7. Voluntary donations shall count only when formally pledged/recorded.

14.6 Collection Performance Formula and Thresholds

Performance Ratio = Verified Eligible Collections / Dynamic CAG Target. Where the ratio is below 80%, no collection-performance pool is earned. At 80% to 99.99%, the pool is 2.5% of verified collections. At 100% or above, the pool is 5% of verified collections. During the pilot, the pool is capped at KES 5,000 per qualifying CAG meeting unless a Board-approved schedule states otherwise. If more than one Field Officer was assigned, the single pool is shared using pre-recorded assignment weights; where no weights were approved, it is shared equally.

CAG Performance Ratio	Collection Performance Pool	Condition
Below 80%	0%	Assignment work may still qualify for non-collection stipend where separately authorized.
80% - 99.99%	2.5% of verified collections	Meeting/report accepted; banking and reconciliation complete.
100% and above	5% of verified collections	Full target reached/exceeded; pilot cap KES 5,000 per qualifying meeting.

14.7 Shares / Member-Capital Mobilization Incentive

For a verified member-capital/share payment of KES 3,000 or more, the assigned Field Officer(s) may earn a 2% mobilization incentive calculated on the verified new amount paid. The 2% is an incentive budget expense and shall not be deducted from the member's share/member-capital balance. Duplicate transfers, internal reclassifications, refunds or recycled balances do not qualify. During the pilot, the incentive is capped at KES 2,000 per member per calendar month unless the Board approves otherwise.

14.8 New Member Recruitment / Onboarding Incentive

With effect from 1 October 2026, the new-member incentive pool is 10% of the KES 500 registration fee, currently KES 50. It is shared among the distinct verified recruiter, onboarding officer and registrar/registration-posting officer as recorded in PIMIS. The system pays only after the registration fee is verified, the member record is successfully created and duplicate/eligibility checks pass.

14.9 New CAG Formation and Existing Small Incentives

The existing KES 1,000 qualifying new-CAG formation incentive and approved CAG official airtime support may continue where they remain in the current controlled schedule. They must be supported by system verification and may not be self-approved by the beneficiary.

14.10 Facilitation Is Separate from Stipend and Incentive

Transport, airtime, lunch and other approved facilitation are operational costs and may be paid in addition to an assignment stipend and any separately earned performance commission where they represent genuine separate costs. A qualifying officer may therefore receive the approved assignment stipend plus the applicable collection, share/member-capital or recruitment commission when each independent condition is met. A person shall not receive two payments for the same cost or duplicate the same stipend/commission. Collection incentives shall never be netted from cash collected in the field; Finance shall pay them after gross collections are banked and reconciled.

14.11 Weekly Stipend, Incentive and Facilitation Report

Programs shall prepare a weekly verified payment report showing officer, role, roster/duty days, assignments completed, reports accepted, CAG target and verified collections where applicable, share mobilization, registration credits, facilitation already advanced, earned stipend/incentive, deductions/recoveries and net payable. Finance shall pay only from this controlled report or an equivalent system-generated authorized record. Aggregate monthly incentive cost shall be monitored against the approved budget and unrestricted operating income.

14.12 Withholding, Recovery and Audit

Unsupported, duplicated, fraudulent or unreported stipend, facilitation or incentive claims may be withheld or recovered. Recovery may be offset against later legitimate amounts where authorized and documented. Material irregularities shall be escalated to Finance/Audit and may trigger suspension of payment eligibility pending review.



CHAPTER 15 - TRAINING, SAFETY, CONDUCT AND SAFEGUARDING

No field target justifies unsafe or unethical conduct

15.1 Induction

No officer should conduct independent field work before receiving basic induction on Prosper identity, structure, member rules, finance controls, welfare referral, safeguarding, data protection, reporting and personal safety.

15.2 Code of Field Conduct

- Wear or carry approved identification/branding where appropriate.
- Introduce yourself accurately and state the purpose of the visit.
- Do not make political, religious or commercial commitments in Prosper's name without authority.
- Do not harass, intimidate, exploit or discriminate against members or beneficiaries.
- Do not solicit unofficial fees, gifts, sexual favors or personal business from members under color of office.
- Protect children, vulnerable adults, confidential information and dignity.
- Avoid alcohol/drug impairment during official duties.
- Report conflicts of interest, threats, accidents, loss of records or safeguarding incidents promptly.

15.3 Travel and Personal Safety

Programs and territorial supervisors shall consider travel time, weather, security, road conditions, night movement, gender safety, disability accommodation and public-event risks when approving itineraries and facilitation.

15.4 Incident Reporting

Accidents, threats, safeguarding concerns, theft, assault, public disorder, major financial loss, data breach or reputational incidents must be escalated immediately through the emergency/incident workflow.

CHAPTER 16 - MONITORING, VERIFICATION, AUDIT AND QUALITY ASSURANCE

Trust but verify

16.1 Verification Methods

- Attendance register and member confirmation.
- PIMIS/AppSheet records and timestamps.
- GPS/location where lawfully and proportionately used.
- Photographs/video where appropriate and consented.
- Paybill/Till/bank transaction records.
- Unannounced supervisory visits or call-backs.
- CAG minutes, registers and original forms.
- Finance, Governance, Welfare or Internal Audit review.

16.2 Field Audit

Prosper may conduct routine or surprise field audits. Officers must cooperate and provide records. Audit findings may lead to correction, training, recovery, discipline or system redesign.

16.3 Exception Dashboard

Programs and Finance should monitor duplicate assignments, excessive facilitation, missing reports, repeated itinerary changes, unusual attendance, high collection variance, rapid CAG creation, repeated beneficiary claims and other anomalies.

16.4 Quality Assurance

Operational success is not measured only by activity count. Member experience, data quality, financial integrity, follow-up closure and sustainable CAG health are part of quality assurance.



CHAPTER 17 - MISCONDUCT, SANCTIONS, RECOVERY AND APPEALS

Fair accountability protects both the Society and the officer

17.1 Field Misconduct

Category	Examples
Reporting misconduct	False attendance, fake photos, fabricated CAG visits, exaggerated outputs.
Financial misconduct	Personal collection, diversion, duplicate claim, unsupported facilitation, non-banking.
Authority abuse	Unauthorized promises, intimidation, impersonation, bypassing controls for private advantage.
Data misconduct	Unauthorized disclosure, alteration, copying or misuse of member data.
Safeguarding misconduct	Harassment, exploitation, abuse or retaliation.
Performance misconduct	Persistent no-show, refusal to report, abandonment of territory without handover.

17.2 Administrative Responses

Responses may include clarification, correction, coaching, warning, withholding of unsupported payment, improvement plan, reassignment, suspension from field duty, recovery, termination/removal under applicable governance/HR rules, referral to disciplinary organs or legal/regulatory action.

17.3 Due Process

Material sanctions must follow notice, an opportunity to respond, impartial review and documented decision except where immediate temporary suspension is necessary to protect people, funds, data or evidence.

17.4 Appeals

An officer may appeal through the governance grievance/appeal system. An appeal does not automatically suspend urgent protective controls or recovery of clearly unsupported funds.

CHAPTER 18 - EMERGENCY OPERATIONS AND BUSINESS CONTINUITY

Urgency allows flexibility, not invisibility

18.1 Emergency Exception

Urgent welfare deaths, disasters, safeguarding incidents, security threats, legal/regulatory directives or critical system failures may require work before the normal itinerary/assignment cycle. The authorizing officer must document the reason, scope, responsible officer and expected cost as soon as practicable.

18.2 Retrospective Documentation

Emergency work must be entered into PIMIS/records and reconciled after the fact. Emergency status may not be used to hide routine unplanned expenditure.

18.3 Continuity

Where systems are unavailable, paper/offline registers, alternative official communication channels and delegated acting officers may be used. Records must later be consolidated into the official system.



CHAPTER 19 - COUNTRY EXPANSION AND CROSS-BORDER FIELD OPERATIONS

One Prosper standard adapted lawfully to each country

19.1 Replication

A Country Executive Secretariat may establish territorial field structures equivalent to County/Region, Subcounty/District, Ward/local area and CAG subject to local law and Board-approved country governance arrangements.

19.2 Country Addenda

Each country may issue a Field Operations Addendum for local administrative names, currencies, travel rates, labor rules, payment channels, data rules and regulatory requirements. An addendum may not contradict the Constitution or core integrity controls.

19.3 Cross-Border Assignments

International travel or cross-border program activity requires explicit authorization, budget, safeguarding/security assessment, appropriate immigration/insurance/partner arrangements and reporting.



CHAPTER 20 - IMPLEMENTATION, REVIEW AND ENFORCEMENT

Field discipline becomes institutional culture

20.1 Immediate Implementation

Programs, Finance, Secretariat and County teams shall configure their forms, registers, digital tables and reporting routines to reflect this Policy. Existing practices continue only to the extent they are consistent with this Policy and superior instruments.

20.2 Policy Owner

The Director Programs provides Board-level oversight. The Programs Officer, under the Executive Director, is the principal administrative custodian and coordinates implementation with Finance, Welfare, Secretariat and territorial leadership.

20.3 Review

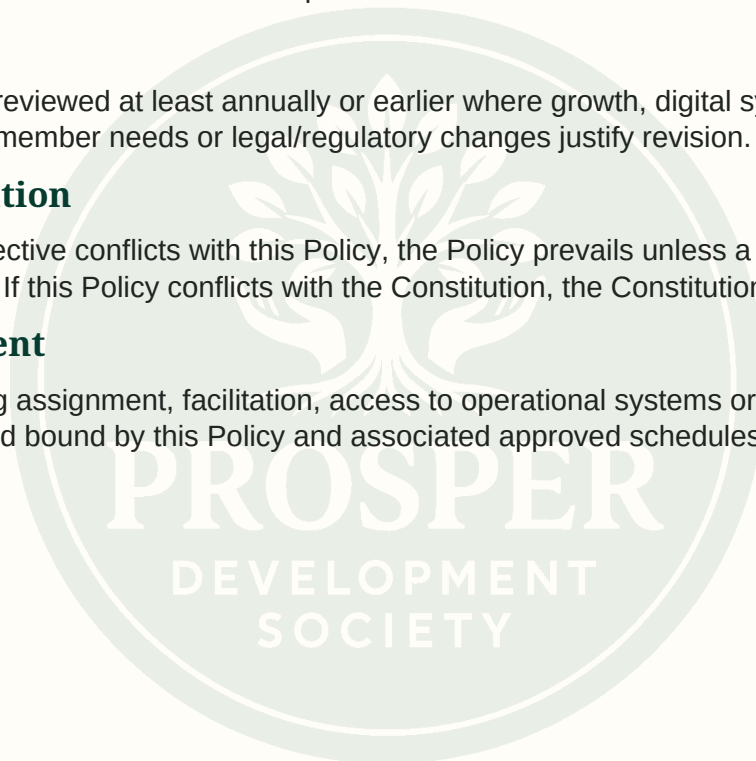
The Policy shall be reviewed at least annually or earlier where growth, digital systems, financial risk, country expansion, member needs or legal/regulatory changes justify revision.

20.4 Interpretation

If an operational directive conflicts with this Policy, the Policy prevails unless a higher instrument lawfully overrides it. If this Policy conflicts with the Constitution, the Constitution prevails.

20.5 Enforcement

All officers accepting assignment, facilitation, access to operational systems or representation authority are deemed bound by this Policy and associated approved schedules.



SCHEDULES - OPERATIONAL MATRICES, FORMS AND REGISTERS

Ready for SOP, PIMIS and AppSheet implementation

SCHEDULE 1 - FIELD OPERATIONS CONTROL CYCLE

Stage	Mandatory Control	Primary Record
1. Plan	Weekly itinerary submitted and approved	07A Weekly Itinerary
2. Assign	Specific officer/activity authorized	Field Assignment
3. Request	Operational need/cost documented	Field Requisition
4. Verify	Programs + Finance controls	Approval trail
5. Disburse	Official payment reference	Field Disbursement
6. Execute	Activity conducted as authorized	Meeting/activity evidence
7. Report	Results and accountability submitted	Post-Work Report
8. Verify	Supervisor accepts/queries report	Verification status
9. Pay/Close	Weekly balance/stipend/recovery	Stipend Report
10. Learn	KPIs, issues and follow-up	Dashboard/Action Register

SCHEDULE 2 - 07A WEEKLY ITINERARY TEMPLATE

Itinerary ID	Officer	Role/Territory	CAG/Site	Date	Time	Venue	Activity	Expected Output	Support	Status

SCHEDULE 3 - FIELD ASSIGNMENT TEMPLATE

Assignment Field	Entry
Assignment ID	
Linked Itinerary ID	
Officer and Role	
Territory/CAG/Site	
Date and Time	
Assignment Purpose	
Deliverables	
Required Evidence	
Supervisor	

Special Conditions	
Approval / Date	

SCHEDULE 4 - FIELD REQUISITION / FACILITATION TEMPLATE

Field	Entry
Requisition ID	
Assignment ID	
Officer/Payee	
Purpose/Route	
Amount Requested	
Rate/Basis	
Budget/Vote Head	
Programs Verification	
Finance Verification	
Approval	
Disbursement Reference	

SCHEDULE 5 - POST-WORK REPORT TEMPLATE

Field	Entry
Report ID	
Assignment ID	
Officer	
Actual Date/Time	
CAG/Site	
Activity Completed	
Attendance	
Registrations/Compliance	
Collections/Banking	
Welfare/Loan/Program Actions	
Evidence Links	
Issues/Risks	
Follow-Up	
Facilitation Accounted	
Officer Declaration	
Supervisor Review	

SCHEDULE 6 - WEEKLY STIPEND / FACILITATION REPORT

Officer	Assignments	Reports Accepted	Advance/Facilitation	Earned/Incentive	Recovery/Deduction	Net Payable	Approval

SCHEDULE 7 - CAG MEETING MINIMUM REGISTER

Data Group	Required Fields
Meeting	CAG ID/name, date, time, venue, ward, subcounty, county/country.
Supervision	Champion, visiting officer, CAG chair.
Attendance	Member ID, name, status, arrival/late/apology.
Finance	Vote head, amount, mode, receipt/reference, total, banking reference.
Governance	Minutes, resolutions, complaints, requests, follow-up owner/date.
Evidence	Register, minutes, photo/video, location/timestamp where used.

SCHEDULE 8 - FIELD PERFORMANCE SCORECARD

Domain	Weight Guidance	Evidence
Activity & coverage	20%	Approved assignments/CAG engagements.
Growth & retention	15%	Verified members/CAG health.
Compliance & finance	15%	Clean collections, banking, member follow-up.
Reporting & data quality	20%	Timeliness, completeness, evidence.
Member service/welfare/programs	15%	Cases and outputs closed correctly.
Leadership & teamwork	10%	Mentoring, escalation, collaboration.
Integrity/safeguarding	5% gate	Serious breach may override score.

SCHEDULE 9 - FIELD INCIDENT / SAFEGUARDING REPORT

- Incident ID and date/time
- Location and persons affected
- Immediate safety action
- Nature of incident
- Witness/evidence details
- Authority notified
- Data/privacy restrictions

- Further action required
- Closure/review

SCHEDULE 10 - FIELD HANDOVER CHECKLIST

- Territory/CAG list and contacts
- Outstanding assignments and reports
- Pending welfare/loan/program cases
- Records/forms/registers
- Society assets/branding/devices
- Unbanked or unresolved financial items
- Passwords/accounts transferred through secure process
- Issues requiring management decision
- Handover signatures/date

SCHEDULE 11 - CURRENT INCENTIVE & FACILITATION REGISTER

The following pilot register is proposed for activation after Board/Finance approval. Rates remain subject to budget, verification, employment-law requirements where applicable, and the controls in Chapter 14.

Item	Pilot Rate / Formula	Activation / Control
County Secretary / equivalent office secretary	KES 300 per verified duty day	Weekly pay; rostered coverage; continuous arrangements reviewed under HR/employment rules.
Head Office Receptionist	KES 500 per verified duty day	Monday-Saturday/approved roster; weekly pay.
County Director / Board assignment stipend	KES 500 per verified assignment	County Director or Board Director; accepted report required.
County Executive / Deputy / Subcounty assignment stipend	KES 400 per verified assignment	Deputy County Director; County Executive functional officer; Subcounty Champion.
Ward / CAG special assignment stipend	KES 300 per verified assignment	Ward Champion; CAG official only on separately documented special assignment.
Specialist / technical assignment stipend	KES 700 / KES 500 per verified assignment	Media Coordinator/approved specialist department head - KES 700; Media Field Operator/senior technical operator - KES 500.
CAG collection pool - 80% to <100% target	2.5% of verified collections	One pool per meeting, shared among assigned officers; gross banking/reconciliation required.
CAG collection pool - 100%+ target	5% of verified collections	One pool per meeting; pilot cap KES 5,000.
Shares/member-capital mobilization	2% of verified new amount of KES 3,000+	Paid from incentive budget, not member capital; pilot cap KES 2,000/member/month.

New member registration pool from 1 Oct 2026	10% of KES 500 registration fee = KES 50	Shared among verified recruiter/onboarding/registrar roles; valid paid new member only.
New CAG formation	KES 1,000 per qualifying CAG	Minimum registration/validation rules apply.
CAG official airtime	KES 50 per eligible official on approved meeting day	Current schedule/budget must authorize.
Transport / airtime / lunch facilitation	Actual or approved schedule	Separate from stipend/incentive; no duplicate claims.

SCHEDULE 12 - EXCEPTION / EMERGENCY AUTHORIZATION FORM

Field	Entry
Exception ID	
Reason normal itinerary/assignment process could not be followed	
Authorizing Officer	
Assigned Officer	
Activity/Location	
Estimated Cost	
Immediate Controls	
Date/Time Authorized	
Retrospective Record Completed	
Review Outcome	

SCHEDULE 13 - MINIMUM FIELD OPERATIONS REGISTERS

- Weekly Itinerary Register
- Field Assignment Register
- Field Requisition Register
- Field Disbursement Register
- Post-Work Report Register
- Weekly Stipend/Facilitation Register
- CAG Meeting Register
- Attendance Register
- Field Evidence Register
- Field Incident/Safeguarding Register
- Territory/Champion Register
- Field Performance Register
- Exception/Emergency Register
- Field Handover Register
- Operational Follow-Up/Action Register

SCHEDULE 14 - 90-DAY IMPLEMENTATION PLAN

Period	Priority
--------	----------

Days 1-15	Board/Finance approve the enhanced stipend/incentive schedule, PIMIS calculation rules, budget caps and 1 October 2026 recruitment-pool activation.
Days 1-30	Configure regular-duty rosters, assignment stipend bands, CAG dynamic targets, one-pool sharing rules, share incentive and registration-credit workflows.
Days 31-60	Pilot collection-performance pools and ProChama CAG cash posting in selected CAGs; reconcile every payment to meeting, member and banking references.
Days 61-90	Audit cost/sustainability, officer behavior, collection quality, member complaints and protected-fund integrity; adjust caps/rates before scale-up.

SCHEDULE 15 - FIELD OPERATIONS RACI SUMMARY

Process	Accountable	Responsible	Consulted / Verified
Weekly field plan	Executive Director / Programs leadership	Programs Officer / territorial officers	County Director, Champions
Assignment	Programs authority	Programs Officer/County Programs	Functional office
Facilitation approval	Delegated approving authority	Programs + Finance process owners	County/assignment supervisor
Field execution	Assigned officer	Assigned officer	Territorial leader/CAG
Report-back	Assigned officer	Assigned officer	Supervisor verifies
Payment close-out	Finance authority	Finance Officer	Programs verification
Performance review	Programs leadership	Programs Officer/County Director	Secretariat/Finance/Welfare
Incident response	Relevant senior authority	Assigned response officer	Safeguarding/Finance/Legal as applicable

SCHEDULE 16 - RECORD RETENTION & CONTROL PRINCIPLES

- All field records are Prosper property.
- Digital source records should use stable IDs, timestamps and audit history where available.
- Original financial and safeguarding evidence follows the longer retention/sensitivity rule in the Finance, Governance, Welfare or Data policy.
- No officer may destroy, hide or privately retain records to defeat audit, handover or member rights.
- Access to sensitive records is role-based and need-to-know.

SCHEDULE 17 - POLICY CROSS-REFERENCE

Field Operations Subject	Primary Companion Instrument
--------------------------	------------------------------

Authority, appointments, committees, discipline	Master Governance Manual
Payments, procurement, banking, audit, member funds	Master Finance Policy Manual
Member status, onboarding, transfers, exit	Master Membership Policy
Welfare claims, benefits, solidarity, safeguarding	Master Welfare Manual
Employment, contracts, leave, staff discipline	Future HR / Leadership & Volunteer Policy
Privacy, cybersecurity, PIMIS access	Future ICT, Data Protection & Digital Governance Policy
Programs, partnerships and grants	Future Programs & Partnerships Manual
Regular daily duty / stipend arrangements	Employment Act, applicable Wage Orders and future HR / Leadership & Volunteer Policy



SCHEDULE 18 - CERTIFICATION AND ADOPTION

This Master Field Operations Policy was adopted as the controlled field operations instrument of Prosper Development Society with effect from 1 June 2026 and shall be implemented together with the Master Working Constitution, Governance Manual, Finance Policy, Membership Policy and Welfare Manual. Any subsequent amendment shall follow the approval authority applicable to the provision being changed.

Office	Name (print clearly)	Signature	Date signed
Founder-President	Gago Leakey Acharry		
Director Programs			
Director Secretariat			
Executive Director			

Official Seal / Stamp:

REFERENCE NOTE

This Policy consolidates and supersedes prior field-operations instructions to the extent of inconsistency. It preserves the operational substance of the earlier Field Operations, Performance & Incentive Policy - including structured territorial leadership, reporting, digital operations, facilitation/incentive principles, CAG support and accountability - while aligning them to the current Master Working Constitution and the formal Subcounty/Ward Champion structure. Detailed monetary rates remain controlled by approved schedules and the Finance Policy so that operational changes do not require rewriting the entire Policy.