

APC Staff & Consultant Guidelines



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All Peoples Church & World Outreach
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APC...among the happiest places to work!



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1. ALL PEOPLES CHURCH - VISION

Who are we?

All Peoples Church is a Jesus loving, Word focused, Spirit-filled, family church, an equipping center, a missions base, and a world outreach.

As a **family church**, we grow together as a community in Christ centered fellowship, caring and serving each other in love as the assembly of God.

As an **equipping center** we empower and equip every believer to live victoriously, mature into Christlikeness and fulfil God's purposes for their lives.

As a **missions base** we engage in meaningful ministry to bless our city, nation and the nations with the full Gospel of Jesus Christ through the Word of God and supernatural demonstrations of the power of the Holy Spirit.

As a **world outreach** we serve locally and globally by nurturing godly leaders and Spirit filled churches who can impact their regions for the Kingdom of God.

What is our vision?

The vision of All Peoples Church is to be salt and light in the city of Bangalore and a voice to the nation of India and to the nations.

What do we do?

We serve the Lord and people with the Word and by the power of the Holy Spirit to help each one know Him and mature into His likeness and be equipped for their God-appointed ministry.

What will you do as a church staff/consultant?

At APC, every church staff is a minister whose purpose is to share Jesus with people, establish them in His family, enable them to celebrate His presence, mature them into Christlikeness and equip them for their God-appointed ministry.

APC Staff are individuals who have a definite call of God, who are organized, strong leaders, responsible, team players, punctual, committed to excellence, maintaining a strong personal walk with God, leading by example, and sold out to God!

What happens at APC, impacts the world, one life at a time! Welcome to a team that is transforming the world, one heart at a time.



2. APC's PROPHETIC DESTINY

The following highlights what we are journeying into, together as a Church family. As staff, we are serving God's people to move into and fulfill our call.

1. Spiritual impact on the city

That we will come into a place of spiritual authority, influence and impact over the city where we are planted.

2. A prophetic and supernatural church

As a church we will be a prophetic voice in the city and nation, a church that flows with signs and wonders; with faith for the miraculous and courage to believe God for the supernatural.

3. A training base

We are a training base for men and women who will minister across India and the nations. We are an international harvest center - an equipping center, and a missions (sending out) base.

4. A prototype church

APC will be a prototype church, a model church, the kind of glorious, full of faith and power, end time church that God is raising.

5. Our voice will be heard across the globe

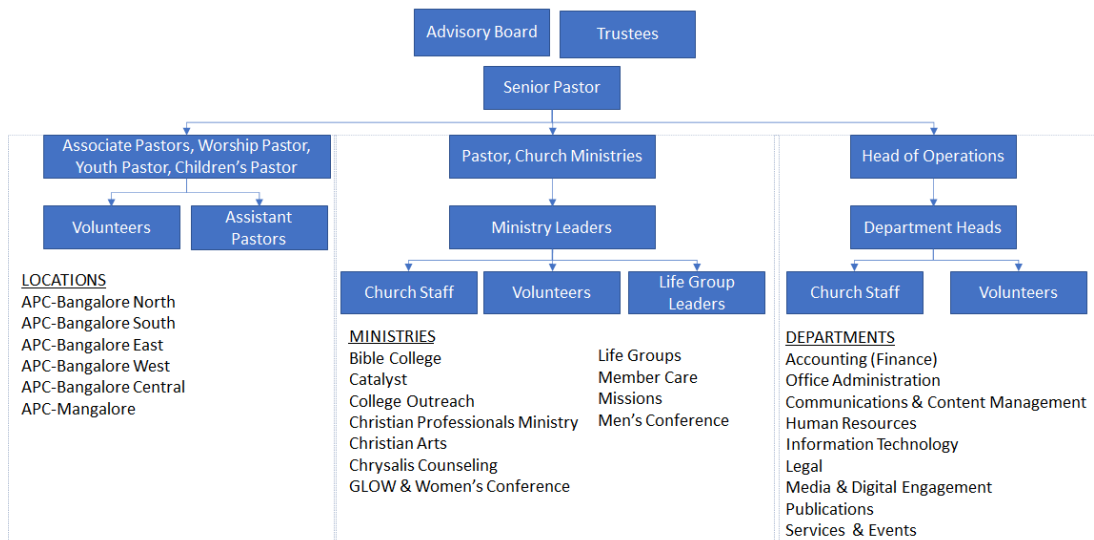
Our call is to impact towns, cities and nations.

Together, let's pray these into fulfillment and ongoing growth.



3. ORGANIZATION STRUCTURE

APC ORGANIZATION CHART



4. CORE VALUES AND WORKPLACE AND CHURCH CULTURE

Our Core Values help define who we are as a local body, guide decisions we make, the goals we set and what we become as we journey together.





OUR THEME - JESUS

We do not preach ourselves, but JESUS CHRIST.
In everything JESUS CHRIST must be pre-eminent.
We lay aside SELF, ORGANIZATION name, so that JESUS CHRIST will be glorified.

OUR CONTENT - THE WORD

It is the WORD of God that transforms, not our good ideas.
Present the uncompromised, undiluted WORD in relevant and meaningful ways.

OUR METHOD - HOLY SPIRIT POWER

While we use tools (media, technology, etc.) we depend not on our intellectual prowess or persuasive presentations, but on the work and ministry of the HOLY SPIRIT to transform lives.

OUR PASSION - PEOPLE

We are here not to build a ministry or an organization. We are here to build PEOPLE.

OUR GOAL - CHRISTLIKENESS

We work to help people move to CHRISTLIKENESS in all things, in all areas of life.
We love, we pursue, we are patient, we correct and we discipline, to see CHRISTLIKENESS formed in us.

OPPORTUNITY

Without any form of partiality we provide OPPORTUNITY for everyone to live, love and serve as part of this local community of believers.

UNITY

In everything we do we work at strengthening UNITY within us as a local church and within the larger Body of Christ which we are part of.
Anything that brings division or strife is rejected.

INTEGRITY

INTEGRITY is doing what is right before God and man at all times and in all matters.
That's the way we work.

EXCELLENCE

We pursue EXCELLENCE in all we do by giving our very best because we do what we do for the King Himself.

PIONEERING

We are a PIONEERING people, ready to go where others may not have gone; willing to break new ground and traverse uncharted paths.



We stay on the leading edge of what God is doing.

RELATIONSHIPS

We value the RELATIONSHIPS we have with each other and with the extended Body of Christ.

We invest into and do our best to nurture meaningful RELATIONSHIPS.

Our Workplace and Church Culture

Culture is our shared values, practices, standards, traditions

Culture of an organization:

- ✓ is described by jointly held beliefs within the organization.
- ✓ is described by the values, practices (rituals) by people within the organization.
- ✓ is described by the ways of behaving and thinking (behavioral norms, patterns of behavior)
- ✓ is described by the way things are done (this is how we do it here)

Nurturing Kingdom Culture

We emphasize Kingdom Culture within the organization and in the Church congregation. Any behavior that contradicts the nurturing of Kingdom Culture will be addressed.

Traits (expressions) of Kingdom culture

- ✓ Compassion/Love
- ✓ Faith/Courage
- ✓ Humility/Servanthood
- ✓ Sacrifice
- ✓ Generosity
- ✓ Hard work (Diligence)
- ✓ Perseverance/Endurance
- ✓ Pioneering/Innovation/Creativity
- ✓ Stewardship/Fruitfulness
- ✓ Unity/Teamwork
- ✓ Integrity/Honesty
- ✓ Exalting Jesus (Glorify God)

Contrasting Cultures

HEALTHY CULTURE	TOXIC CULTURE
Among leaders	
Consultative, "lets discuss"	Dictatorial "just do what I say"
Encouraging, Supportive	Abusive, Overpowering, Suppressive
Teamwork	Unhealthy Competition
Direct, straightforward	Manipulative



Freedom	Controlling
Transparent	Secretive
Shared success	Celebrity, Superstar "I am the brand"
We did it together, "it is about all of us"	Egotistical "It is all because of me"
Fairness, each one is rewarded based on performance	Entitlement "It my right" "I deserve this"
Accountability, "I am answerable to others"	Autocratic, no accountability "I don't answer to anybody"
We celebrate each one's strengths	Superiority "I am better, I know more"
Walk in mutual submission. All of us follow the rules.	Everyone follows the rules except me. I am above these rules.
Among staff	
Passion, "I give my best"	I must hold on to my job
Excellence, "I do outstanding work"	I just do my "9 to 5"
"We" must succeed, I help others where I can	I just do my job, don't care about what others do

5. CODE OF CONDUCT

Since APC is a Christian ministry, all staff and consultants are expected to see their work at APC not as a job, but as a ministry (service) to the Lord and to His people. This includes being able to work under pressure, meet deadlines and being prepared to work long hours if required.

Additionally, it is required of each staff at APC that they maintain godly standards and a good Christian testimony in personal life, character, and conduct. We expect all staff to conduct themselves at work and in private aligned to Christlikeness. This includes refraining from alcohol, smoking, substance abuse, inappropriate relationships, unethical or illegal dealings and transactions. Should there be any question in conduct, whether at work or in personal life, that does not uphold godliness and Christlikeness, APC reserves the right to terminate employment.

Integrity

Integrity is an essential part of our work and decision-making.

Accountability

Being accountable is important in maintaining strength and stability, both in our personal lives and in the church and ministry. As staff you are expected to be accountable to your team leaders, managers, and other administrative personnel responsible for overseeing your work.

Purity

Purity in conduct - **inside and outside the office** - whether alone or otherwise is an expression of our commitment to walk holy before the Lord, whom we serve.



Excellence

We are committed to excellence in every effort put into the tasks that are executed – big and small.

Attitude

Looking forward to serving and not being served. Being polite and courteous. We give lovingly and gently, and receive feedback with a good attitude, knowing this is intended to help all of us improve.

Inter-personal Relationships

APC maintains a casual and friendly work environment that encourages creativity, communication, learning and teamwork. We look forward to every staff member relating to every other staff member with kindness, courtesy, honor, and trust. Discourteous language, coarse jesting and vulgarity are strictly forbidden. Any behavior that fosters or breeds discord, backbiting, slander, defamation, etc. will be addressed promptly and if required result in termination of employment at APC.

Confidential Information

Maintaining privacy and confidentiality of information trusted to specific individuals is of utmost importance. Any unauthorized requests, communication or distribution of information considered private and confidential is a serious misdemeanor and where appropriate will result in termination of employment at APC. The following (but not limited to these) are considered private and confidential:

- Staff salary and staff performance reviews
- APC's Financial information not made public on its website
- Financial contribution from individuals to APC
- Personal information shared by congregation members to pastors in a pastoral/ counselling situation
- Personal information shared by a counselee to any staff at Chrysalis counselling
- Personal data stored in Church Management system (CHMS)
- Bible College student contact information and grades stored in Student portal
- Similar such information that may be private and confidential to APC or individuals at APC

Dress Code

The Staff are required to be modestly dressed to work. Avoid torn, tight fitting clothes or indecent exposure.

No Alcohol, No Wine, No Tobacco, No Drugs

As a church leadership, staff, and ministry team, we have a stand of no-alcohol, no wine, no tobacco, no drug. APC requires its staff to refrain from consumption of liquor, use of tobacco in any form and other forms of substance abuse. Acceptance of APC's "No Alcohol, No Wine, No Tobacco, No Drugs" stand, and a commitment to adhere to this, is a prerequisite for employment at APC, or to volunteer at APC.



(The reason for this position was explained once during a Sunday sermon, on Sunday May 08, 2016 in the sermon "Born From Above, To Live From Above". You can view the sermon notes or listen to the sermon if you'd like:

<https://apcwo.org/resources/sermons/message/born-from-above-to-live-from-above>)

6. HIRING, RESIGNATION AND TERMINATION

APC may require prospective staff to go through an interview process where they are exposed to various ministries at APC. This provides an opportunity for the prospective staff to feel the pulse of APC, both as an organization and as a ministry. It also provides current staff of APC to evaluate the prospective staff. All Staff of APC will be required to be members of APC.

Typically, every new Staff will go through a 3-month probationary period or more during which time their work and ministry will be closely observed. If their work, attitude to ministry and performance does not meet with expectations, they will be asked to leave without the one-month notice.

If it is your intent to resign from the employment and ministry of APC, a minimum of one month's notice should be provided to the church to facilitate suitable processing of salaries, payments and handing over of responsibilities. Similarly, APC will provide one month's notice or the equivalent salary compensation if it is deemed necessary to relieve any Staff from the rolls of employment.

7. TYPES OF ENGAGEMENT

A person can be engaged by APC as an Employee, a Consultant or as an Intern/Trainee. The term "staff" is normally used to refer to someone who is an "Employee".

Employee (Staff)

An APC Staff is a full-time employee of APC and is expected to put in 40 hours of work each week. An employee is eligible for staff group medical insurance, Employee Provident Fund (EPF) and paid leaves.

Consultant

A consultant is paid on an hourly basis for services rendered to APC. A consultant is not eligible for benefits given to an employee/staff such as medical insurance, PF, salary advance, annual bonus, and paid leave.

Intern/Trainee

An intern or trainee is someone who works for APC and is on a period of on-the-job-training. During this period the intern/trainee will be paid a fixed monthly salary. An



intern/trainee is not eligible for benefits given to an employee/staff such as medical insurance, PF, salary advance, annual bonus, and paid leave. Interns/Trainees will have to take leave as loss of pay.

8. WORK HOURS

Weekly Hours

The Staff is expected to work a minimum of 40 hours a week during Mon-Fri and put in their best to increase productivity. Those Staff who have 8 hours or more OR two half days (4 hours or more) of ministry work during the Saturday / holiday are allowed to take their WEEKLY OFF during the week.

Pastors /staff who are sharing the Word at a Sunday service and ministering for 4 hours or more, can take a half day comp off on Monday.

Kindly note, for staff doing their primary responsibility in an event, it is considered as being on duty. Staff are encouraged to put in 4 or 8 hours of work. Also, if the staff are conducting / serving in two Sunday services, the hours may be compensated.

If a staff works 44 hours or 48 hours a week, the extra 4 hours or 8 hours can be taken as time off from work, as compensatory off. Compensatory offs can be availed on the very next working day or can be accumulated and used within that calendar year. Combined compensatory offs can be availed with a request emailed in at least 5 days prior. APC does not make a pay out in cash for accumulation of compensatory off days.

Office Hours

Office will be open from 9:00am to 7:00pm. All Staff are requested to please work within office hours. Staff are expected to report to work latest by 10:00am each day. Staff may arrive later than 10:30am thrice in a month, after which each late arrival will be treated as ½ day leave.

If a staff arrives for work later than 12:00noon it will be considered as ½ day leave. If a staff has applied for ½ day leave in the morning, he/she is expected to start work not later than 1:00pm.

Use of Office Hours

Watching a message, listening to a message, watching a music video, reading the Word, reading book, for personal edification and when not directly connected to preparation of message, worship song list or curriculum being prepared, would NOT constitute work hours.

Lunch break



Apart from the lunch break, the number of hours put in each day should be 8-9hrs, with a minimum of 8 hours, averaging 40 - 45hrs per week.

Personal work

Staff may take care of personal work during a working day like picking up a child, going to pay a bill, visiting a friend etc., but are requested to ensure that the time spent away from work is made up either on the same day or the next day. They are requested to keep Front desk / Administrator informed when they leave office on personal work during office hours.

Travelling to work and returning home is not considered part of the work hours.

Punctuality

The Staff is expected to be regular and punctual at work and to sign the attendance register every day in the office between 9.30am and 10:00am, unless there is a ministry work to be conducted outside the office that day. If there is a possibility of arriving later than 9:30am, staff is to inform the administrator / front desk. The staff at Bible College and staff who do not come to office everyday can sign the staff register at the BC.

Permission

If prior permission to arrive late at work has been taken (for any personal reason), the staff is expected to put in the required 8 hours of work on that day or the next.

Work from Home (WFH)

Staff who WFH are requested to inform ahead of time [preferably a day ahead].

The Staff are to keep the front desk informed of their whereabouts and the time of arrival at office if the work necessitates going outside the church office.

Timesheets

Timesheets available on the HRMS portal will need to be filled out and submitted daily with work done. Timesheets will be approved the following week based on their completion, i.e. a minimum of 40 hours per week (8 hours per day) must be reported including leaves, leaves must be reported in the timesheet, etc. Failure to submit completed timesheets will result in the deficit hours being considered as VL at the end of the month during salary disbursement.

9. DIRECT DEPOSIT OF SALARY AND REIMBURSEMENTS

Staff are required to provide details of bank account, so that their monthly salaries / professional charges and expense claims are transferred directly into their account.



Any person (Employee, Consultant, Intern/Trainee) engaged by APC must have only one bank account registered with APC at any point in time, to which all payments are made. APC will not maintain multiple accounts for a single person to direct different payments to different bank accounts.

10. PAID LEAVES (VACATION, SICK, PUBLIC HOLIDAYS, ETC.)

For the 1st and 2nd year of employment, Staff are entitled to 15 days of paid vacation time. From the 3rd year of the employment, Staff are entitled to 20 days of paid vacation.

Staff may make use of their Annual Vacation days only after 3 months of full-time employment. Leave taken during the first 3 months of employment will be considered unpaid leave, resulting in the appropriate deductions from the next pay cheque.

Prior approval must be taken by requesting for vacation leave (VL) via email, a minimum of 5 working days prior to taking leave. Leave requests must be applied for on the HRMS portal. Until the administrator confirms approval of the leave request on the portal, the leave must not be considered as approved. Leave requests made in person, via phone and done on the same day of leave or less than 5 working days will be considered as unpaid leave, with deduction being made in the next pay cycle. Only leave due to emergencies or illness may be made via phone and approved the same day.

All vacation hours will be calculated on an annual calendar basis with the average of 1.25 day per calendar month of the year, rounded to the nearest whole. So, if an individual comes on as staff of APC on April 01, during the calendar year, then that individual will be entitled to $9 \times 1.25 = 11$ days of paid vacation leave the remaining months of that calendar year.

Paid Holiday to Staff to Vote on Election Day

Staff who are voting on election day (national or state election) can take the day off on that day to vote. It will be a working day for those who are not voting.

Availing Leave within Calendar Year

We encourage all staff to avail of their leave for the calendar year within the same year. APC does not have a policy of carrying over leave, Compensatory Offs. APC does not have a pay-out policy for leave or for Compensatory Offs.

Extended Leave

Under certain situations a staff may need to take an extended leave, with loss of pay. We request that the extended leave be limited to a maximum of 6 continuous weeks. If an extended leave exceeds 6 continuous weeks, APC will not be responsible



for holding the role vacant for the staff on leave and may have to employ another suitable person to take on the role at APC.

Public Holidays

The church Staff are entitled to 11 public holidays in a calendar year as per the norms of the government. The list of public holidays will be announced at the beginning of every year. The church office will remain closed on these days. If a particular ministry requires the Staff to work on a public holiday, a suitable day off can be taken in lieu of this on approval.

During Bandh and Other Situations

As an organization, unless there is a serious bandh - where there are 'law & order' problems and 'life threatening' situations, APC office and Bible College will remain open and all of us will continue working. If for some reason, we need to close office / BC on a certain day due to bandh, then we will either work from home or compensate for that day, by working on another Saturday/holiday.

Emergency/Sick Leave/Leave for Special Situations

Staff will be given 6 days as Emergency/sick leave in a year.

Staff may make use of Emergency/Sick Leave/Leave for Special Situations only after 3 months of full-time employment. Emergency/Sick Leave during the first three months of employment will be considered unpaid leave, resulting in the appropriate deductions from the next pay cheque. Emergency leave is to be used **ONLY** for an emergency (like accidents, sickness, or any other kind of emergency) of family members only (child, spouse, parent) or self.

If a church Staff is sick, he/she may please notify the condition to the administrator with CC to Senior Pastor and the inability to be at work.

After utilizing the given 6 days of sick leave, the Staff will have to:

Use their vacation days

Produce a medical record/letter for illness.

Paid Leave of Absence

On a case-by-case, special permission may be obtained for paid leave of absence from work. Special situations may include death in the family, marriage (of self), and others (determined at the discretion of the Senior Pastor). Typically, not more than 5 days may be allowed in any situation.

Maternity Leave / Paternity Leave

For full-time female church Staff, 6 months paid leave is given as maternity leave. Kindly note, the maternity leave is not transferrable, and cannot be compensated. Paternity Leave of 3 days can be availed by the father who is a full-time church staff.



Out of Office On Duty

For pastoral staff requiring to attend/officiate weddings of church members outside of Bangalore, the travel days in addition to the day of the wedding will be considered as being on duty. However, if the staff takes an additional day for rest or recreation, during or immediately after such outstation travel, this will be considered a Vacation Leave and will have to be applied for in advance.

On Duty will also be considered for local work outside the office for such things as purchases (SP road, Metro), TV recordings, funerals, special meetings approved by the pastor, house visits. (Note Life Group meetings are not considered "On Duty"). However, please follow guidelines given in section 5, to keep the Front Desk informed about your work outside the church office.

Extended Un-Paid Leave of Absence

Under certain situations a staff may need to take an extended leave, as unpaid leave of absence. We request that the extended leave be limited to a maximum of 6 continuous weeks only. If an extended leave exceeds 6 continuous weeks, APC will not be responsible for holding the role vacant for the staff on leave and may have to employ another suitable person to take on the role at APC.

11. EMPLOYEE (STAFF) BENEFITS

The following benefits are provided for employees (full-time permanent staff) of APC (not available for Interns/Trainees or Consultants or Part-Time/Hourly staff).

Paid Leave

Paid leaves are available only for employees. This has been described in the earlier section.

Annual Bonus

A staff is eligible for annual bonus, detailed in a later Section *Employee Annual Bonus Calculation*

Group Health Insurance

A staff is eligible for medical health insurance and the immediate family comprising of spouse and child(ren) will also be covered.

Employee Provident Fund

A staff is eligible for Employee Provident Fund. A deduction from the monthly salary will be done and remitted to the EPF Dept. The amount remitted will be accumulated to the respective employee account (UAN Number) which can be availed 60 days after the staff resigns.

How To Transfer Your EPF from Your Previous Employer



1) If the employee's Aadhar number has been linked to their UAN Number during the time of PF registration process with the previous employer, then when the employee provides the Aadhar as a KYC document during the PF registration process with the current employer then since the Aadhar number has already been linked earlier, the same UAN number will continue and the PF account of the employee will be transferred under the present employer. A SMS will be sent to the employee stating the same.

2) But if the employee's Aadhar number has not been linked to their UAN Number during the time of PF registration process with the previous employer (Or if the account was opened during the pre-Aadhar era), then when the employee must provide the necessary documents (PAN Card, Aadhar) as a KYC document during the PF registration process with the present employer. Since the Aadhar number has not been linked earlier, the employee must submit the PF account transfer form duly filled with the details (Past employer details, period worked, present employer details, date of joining, etc.) to the EPF office and the transfer will be initiated after 30 working days. A SMS will be sent to the employee stating the same.

Note: If there is a change in the address or the bank details, it must be mentioned in the transfer form (provided by the EPF department).

12. EXPENSE CLAIM AND REIMBURSEMENTS

The following purchases will be reimbursed if they are made exclusively for APC work use.

Any purchase **above Rs. 5,000/-** must be pre-approved by the pastor in charge of that ministry area, with a copy to: **accounts@apcwo.org**

Any expense claim **above Rs. 10,000/-** must be approved by the pastor in charge of that ministry area, before being reimbursed. Please send a copy of the expense claim request to: **accounts@apcwo.org**

1. Equipment: purchase of equipment, e.g. musical equipment, audio/visual equipment, etc.
2. Computer Hardware: computers, storage devices, etc.
3. Computer Software
4. Cloud Hosting Charges (e.g. AWS, Google Workspace, Microsoft Azure, etc.)
5. Social Media Promotions (e.g. YouTube, Google, Facebook, etc.)
6. Online Services (e.g. Zoom, Google Workspace, etc.)
7. Local Travel Expense: use of taxi/cab for work related travel only. Does not cover travel to office and back to home from office. Bills must be provided.
8. Local Fuel Expense: for work related travel only. Does not cover travel to office and back to home from office. Start and ending mileage must be recorded and



- provided in the expense claim. Will be paid at current rates: Car: 12 Rs/Km, Bike: 7 Rs/Km
9. Local Food Expense: food ordered when on work and only when personal arrangements cannot be made. Example: when on video shoot; when on Sunday service set-up/worship practice; setup for special events/conferences.
 10. Local Accommodation Expense: must be pre-approved, e.g. when making arrangements for special events, conferences, etc. where overnight stay at the venue is required.
 11. Vendor Cash Payment: only when vendor is unable to provide bill, e.g. daily wages, maids, etc.
 12. Mobile phone and internet: Only if the phone has been provided by APC and is exclusively for APC work-related use. We do not reimburse personal phone bills.
 13. Missions Travel Expense
 14. Missions Accommodation Expense
 15. Missions Food Expenses
 16. Relocation expense when sent to another city for APC ministry work
 17. Pre-approved work-related training course

13. INTERACTION WITH CHURCH MEMBERS

We expect all our Staff to treat our church members and visitors with utmost respect. Interaction with church members - whether in person, on phone, via email, etc., must be polite, courteous, and professional in manner. Information communicated must always be true and accurate. Any misconduct in these interactions will result in disciplinary action.

Please be cautious about disclosing personal information (address, email id, phone numbers etc.) of church member or people whose information we have access to, to unrecognized callers / visitors. **We are not authorized to disclose such information.** When in doubt please consult the person whose information is sought, with the Administrator or one of the pastors.

Leading from the front - Leading by Example

As a guideline we recommend that for all APC Services/Meetings/Events (includes Sunday services, youth services, conferences, other events) **pastors (and their spouses)** when present, will be seated on the front row – receiving the ministry of the Word.

The motivation behind this is that we show by example the importance we give to the Word. We demonstrate that we value the Word and are continuously learning, no matter how long we may have been in ministry and how much we have already heard or read. We show that when it comes to receiving the Word we are like Mary – choosing the good part - and will not allow other things to disturb us. (Of course, please do not do this as a ritual, but mean it from your heart, and let your actions



show what is in your heart). This will become contagious and others will follow our example. The side benefit of doing this is that when there is ministry time, it is easy for the pastors to come up and minister. [Mothers with children may be exempt from being seated on the front row as this could be difficult.]

While we are instructed by God to give double honor to those who minister in Word and doctrine, we must also be careful not to elevate ourselves above the congregation. We must continuously create a culture where Every Believer is a minister – by our thinking and doing. So the rest of the time, we must mingle with people freely and not allow our seating on the front row become an elevated “status” symbol – because that is not our intention.

14. COUNSELING

The Staff are requested to counsel people of the same gender only - either in person, via email and phone or refer the person to a staff of the same gender as the counselee. If it becomes necessary to counsel/visit the homes of individuals of the opposite gender in person, then it is necessary that this is done in the company of at least one more person and never alone.

15. REMUNERATION, PERFORMANCE REVIEWS AND ANNUAL BONUS CALCULATION

Value Based Remuneration

At APC remuneration (salary) for each person is based on the value they bring to the organization. This includes the leadership they provide, the roles and responsibilities they carry, the skill sets they bring and their contribution to the stability and growth of the organization. It is possible that for a particular individual an optimal salary may be reached for the roles, responsibilities, skills, and contribution they are making to the organization. No further salary increase may be made if there is no change in the value they are adding to the organization beyond the current level, at that point in time. Also, included is the factor, on what APC is willing to pay for a particular role, responsibility, skills, and contribution mix. This assessment will be made specific to an individual and communicated to the individual. Further increase in salary will be made, only after there is demonstrated growth in their leadership, roles, responsibilities, skills, and contribution.

As a principle, we maintain restraint on staff compensation because we are mindful that people give their tithes and offerings for Kingdom work. Hence, staff compensation is kept equitable, fair, and sufficient avoiding self-indulgence.

Performance Reviews

Feedback on work, critique, discussions on performance, are an ongoing continuous part of the work culture at APC. We provide feedback and discuss areas that need improvement through-out the course of the year. Along with this, we have formal a performance review that aids in gauging individual progress and ministry growth.



Performance Reviews and evaluation for all staff will be held in November of each year. The yearly salary revision and the year-end bonus will be based on this annual performance review.

360-degree Review and Performance Indicator

360-degree Performance review will be made based on the following criteria. The individual employee will complete their Performance Review where they will self-assess and highlight key accomplishments in these 10 areas. This will then be reviewed by one supervisor, one peer and one external (from another team/department) and by one pastor. The peer, external and pastor reviewers will be held anonymous to the employee.

Criteria	Score (out of 100)					Avg.
	Self	Team Lead	Peer	External	Pastor	
Overall performance						
People interaction/ Attitude/ Accountability						
Work ethics/values						
Creativity/Innovation						
Excellence/quality						
Diligence/Hard work						
New skills/growth						
New areas of engagement/ Contribution to organizational growth						
Leadership/ Responsibility						
Problem solving/ Finding Solutions						
Performance Indicator (overall average)						

Salary Increment

Performance Indicator	Performance Level	Monthly Salary Increment Allotted
Step up in Role	Promotion	Up to Rs. 15,000/-
90% - 100%	Excellent	Up to Rs. 10,000/-
80% - 89%	Good Work	Up to Rs. 5,000/-
60% - 79%	Status Quo	No increment in salary

If there is a Role change that is a horizontal or step down in role, then salary will be revised (e.g. reduced) based on the change in role and responsibilities



Employee Annual Bonus Calculation

For Staff/Employees who work all 12 months of the calendar year, year-end bonus will be calculated as 50% of monthly salary with a maximum of Rs. 25,000/-. This is multiplied by the Performance Indicator. For those who work less than 12 months, bonus will be prorated to the number of months worked during the calendar year.

$Z = 0.5 \times \text{Monthly Salary}$ with an upper limit of Rs. 25,000

$\text{Bonus} = \text{PI} \times Z \times (\text{No. of months worked in current calendar year}/12)$

PI is the Performance Indicator, equal to 1 for 100% (Excellent) performance

As stated earlier, Consultants and Interns/Trainees do not receive annual bonus.

16. EMPLOYEE SALARY ADVANCES

All Peoples Church **will not** provide loans of any amount for any kind of personal use. However, the church staff (full-time employees) can avail of salary advance twice a year only. [*Salary advance is an advance of the regular salary amount that can be requested earlier in the month*]

Borrowing

Because of our role as APC staff and involvement in ministry we must hold ourselves to a much higher standard. We request no one to use their role as APC staff to borrow money from people at APC.

17. USE OF COMPUTER, INTERNET, TELEPHONE AND OTHER OFFICE RESOURCES

APC will provide a computer for use by its staff. This could be a desktop or laptop computer as determined by the nature of work, roles, and responsibilities. This is given primarily for APC work and may not be used for other purposes. Any devices, hardware and software licenses must be returned to APC, when the Staff is no longer employed at APC. In certain situations, consultants and interns/trainees who are working 20 hours or more each week, may be provided a computer for APC related work. The same terms of use and return, apply for consultants and interns/trainees.

Kindly note that in situations where staff, consultants, interns/trainees make use of personal devices for APC work, this is entirely voluntary and a personal choice. APC will not reimburse cost of maintenance of personal devices. If external hardware or software licenses are purchased by APC for use with personal devices, these must be returned/relinquished when employment/engagement with APC comes to an end.

APC does not provide mobile phones or pay for mobile phone usage or home internet usage for its staff or consultants/trainees/interns. There are designated APC mobile phones that are used by specific staff for specific ministry use (e.g. Member Care, Chrysalis Counseling). Similarly, there are designated internet connections used by designated staff for specific ministry use.



Church Staff are requested to be judicious with the use of office resources for personal needs. They can make personal phone calls and use the Internet for personal communication/browsing, etc. However, these must be very brief and typically done only during one's lunch break or after 5.30pm so that the regular work routine is not hindered. Viewing of videos (DVDs, via Internet, etc.) and listening to music, audio sermons, reading Christian books during office hours is permissible only for preparation of sermon or for Bible College Lectures. In the event of a Staff having "free time" during office hours, this must be used to assist another colleague in their ministry work and not be spent listening to videos/audios/casual reading in the office.

STD and ISD calls from the office are permitted only when related to APC work.

The use of the office printer and office stationery is for official purposes only.

18. EMPLOYEE SPIRITUAL AND WORK-RELATED DEVELOPMENT

APC Staff are pastored the same way the congregation at APC is pastored. All church staff have access to any of APC's pastors, including the Senior Pastor to meet and interact with for spiritual/pastoral care, as and when required. All APC staff also have access to Chrysalis Counseling if needed.

Additionally, we have the following in place for the spiritual and professional development of APC staff:

Daily Devotions

The Staff is requested to be part of the worship and meditation of the Word at the office (10:30am), at the start of every working day, unless on duty elsewhere.

Stephen in the Early Church, though he was initially a person who served meals to people, he was also a man full of faith and power and God did great signs and wonders through him (Acts 6:8). Like Stephen, we encourage each Staff member at APC to grow and develop spiritually, in addition to enhancing their professional knowledge and skills related to their work at APC.

To facilitate and encourage spiritual and work-related development of all APC staff, APC has the following in place for full-time employees:

Bible College

All APC Staff are welcome to attend up to two courses (4 hours per week) at APC Bible College, each semester, free of charge. These 4 hours will be considered part of their regular work hours. **Please note:** The time taken to travel back and forth from Bible College or to do homework/course assignments will not be considered part of work hours.



APC Weekend Schools

All APC staff are also encouraged to attend the Weekend Schools held on Saturdays each month. Attending the entire day of the Weekend School 9am-5pm, will be considered a full workday. This provision for staff spiritual development is only for Weekend Schools. This does not include Workshops (e.g. Financial management, Chrysalis workshops, etc.), Conferences (e.g. Marriage and Family, Christian Professionals, Flow, etc.), Camps (youth camps, kids camp, family camps) and other events that APC hosts.

Since punctuality is an important part of APC Culture, arriving 10 minutes late, i.e. 9:10am instead of 9am, will not be considered a full day, but half-day. Please ensure you are present by 9am or earlier before the Weekend School starts.

There is no fee waiver for the weekend school. APC staff attending the weekend school must pay the fee as all others (unless the APC staff is teaching at the weekend school).

Pre-approved Conference/Seminar/Workshop

All APC staff are encouraged to attend conferences, seminars and workshops that are work related. This will need to be reviewed and approved by your Team leader/Supervisor. The allowance is 2 days per year.

Work Related Learning/Reading/Study

Self-learning must be done during personal time. However, if staff require work-related learning to expand/improve skills for their specific role, a maximum of 8 hours per month will be allowed.

Reimbursement For Pre-Approved Work-Related Training Courses

Each staff can receive reimbursement of up to Rs 10,000/- per calendar year upon successfully completing work-related online or in-person courses. The course must be pre-approved by the team leader and pastor. A certification of completion along with the cost for course must be provided for reimbursement. The course must be done on personal time and not during work hours.

19. COMMUNICATION STANDARDS

At APC the following communication standards are followed to maintain uniformity.

American English

We use American English for our work at APC. All communication, content on websites, graphics, books, videos, and other material should follow American English spelling, grammar, and punctuation. **(For consistency, please do not use British English).**



Example: use 'color' instead of 'colour', 'favor' instead of 'favour'

Date Formats

Date formats used on all communication must be independent of world region.

Example:

Either **January 20, 2020** or **20 January 2020** are fine.

Please do not use Indian 20/01/2020 or US 01/20/2020 date formats on written communication. The reason being if a document is read by a person from another region, they may not immediately recognize the date format we are using. Hence to avoid any ambiguity, we make it a normal practice to use a date format that is region independent.

File Names

Please use intelligent file names for your documents.

Separate words with hyphen in your file names. This makes it easy for search engines (if the file is released online). Please use hyphen instead of using underscore or space in your file name.

Example:

'Life-Group-Report.docx' is **a preferred file name**. Please DO NOT use file names such as 'Report.docx' or 'Life Group Report.docx' or 'Life_Group_Report.docx'.

Searchable Key Words and Hashtags

When releasing content on social media please use Key Words and Hashtags along with the content being released.

Key Words and Hashtags: Use words or phrases that a person may use to search online

Hashtags must be key words or phrases without any spaces, special characters, hyphens, or underscores.

Use #ChurchInBangalore instead of #Church-In-Bangalore or #Church_In_Bangalore

Versioning

If a document, you are writing goes through several revisions please indicate this on the cover page.

example:

Draft (last updated 20 June 2020)

version 1.0 (last updated 20 January 2020)

version 3.0 (last updated 20 May 2020)

Page Number, Header and Footer

If your Word document has more than one page, please ensure that your document has page numbers.

Use the Page Number tool in your word processor to do this. Please do not insert page numbers manually.



Typically, page numbers must be placed in the footer, centered, and use the format 'Page 1 of 10'.

Example: 'Page 1 of 10' is preferred to 'Page 1' or '1'.

Where appropriate use the Header tool in your word processor to include a suitable header for your document.

20. DATA CONFIDENTIALITY & SECURITY

All APC staff and Consultants must adhere to the following to ensure confidentiality and security of APC work related data. This included APC work related documents, files, graphic files, video, audio, personnel information, and personal details saved in the APC Church Management System (CHMS), and other software systems at APC.

APC personnel are requested:

- Not extract data out of the CHMS in any form without prior written approval from Pastor Ashish or IT Administrator
- Not to retain personal or unauthorized copies of APC data anywhere (laptops, pen drives, online storage, etc), as this could go into the hands of some other person inadvertently
- Not to give out, share, distribute in any form APC data out under any circumstance, for non-APC use.

When a staff/consultant/trainee/intern completes their employment/engagement with APC, all APC data must be returned and or removed from personal storage space (e.g. personal devices, personal cloud storage, etc.).

Any violation, even performed inadvertently, when reported to the national Data Protection Authority, can be considered a legal/criminal offence and individuals and organizations can be dealt with severely.

21. EMPLOYEE MINISTRY RELATED LEAVE (MRL)

APC is a Kingdom Ministry, and all APC staff are Kingdom Builders. This therefore entails that all of us are working together to build Christ's Kingdom. Our commitment to Christ supersedes our commitment to APC, which is part of His Kingdom. Considering this, we strongly encourage our Staff to be involved with, support and partner with other like-minded Christian ministries.

However, in keeping with proper employment practice an APC Staff must not use their normal hours of work for APC to be involved in ministry activity for other ministries, with the following exceptions:



- An APC Staff member may, with prior approval from Ps. Ashish, take 1 workday in two months, to work for/with another ministry. **This will amount to 6-work days per year.**
- In the case where an event or activity is being jointly hosted or organized by APC and another ministry, an APC staff may spend considerable time working with/for another ministry for the predefined duration, on approval from the Pastor.

Staff taking up preaching assignment for a short period say a couple of hours are encouraged to do so but **are requested to compensate** on that day or the next. This WILL NOT be treated as MRL.

Attending a **conference** WILL NOT be treated as MRL and travel prior to or preparation for a ministry event will not be treated as MRL.

APC lays no restriction on using personal time (evenings, weekends outside of commitment to APC church related responsibility, holidays, vacation days) to be involved with or work for other ministries, so long as this does not conflict with commitments to APC-related work.

22. MEMBERSHIPS/AFFILIATIONS WITH OTHER MINISTRIES

In keeping with the Kingdom Builders mindset, APC lays no restriction on its staff in holding memberships, having affiliations, etc., with other like-minded ministries.

However, we expect the following:

- All staff to be transparent with the Pastor and other staff members about their memberships or affiliations with other ministries.
- Where appropriate, discussion with the pastor about one's intent to take up memberships/affiliation with another organization/ministry.
- Openness to guidance and or correction in taking up and/or holding membership/affiliation with another organization/ministry. This would be especially important if the concerned ministry is in error.

APC has no objections in its staff receiving offerings/remuneration from other organizations for services rendered so long as their time and work commitment is not hindered.

There may be some situations where memberships/affiliations with other ministries/organizations may be in conflict to the essence of ministry or ministerial conduct, e.g., being "staff" of two ministries, being member of two churches, etc. These should be avoided so that commitments, ministerial ethics, testimony, etc., are maintained.



23. REGISTRATIONS FOR APC EVENTS

For APC events, including Annual Church Camp the registration fees for Pastors, APC Staff and Ministry leaders will be the same as the registration amount decided for the event.

24. WORKPLACE MATTERS - CULTIVATING A HAPPY WORKPLACE

APC takes pride in choosing to be among the happiest places to work!

However, this means that all of us work together to create and cultivate a happy workplace environment. Here are a few pointers to help us do this together.

Employee targets and expectations

We let each staff do their annual planning for their area of ministry. Each one drives their work with targets, expectations, and goals they set for themselves. The Senior Pastor/Head of Operations/Heads of Department engage with staff to ensure these are aligned to APC's overall vision and direction, share new ideas for growth and advancement, encourage each one to stretch and reach beyond what is comfortable, and hold each one accountable to deliver in their areas of ministry/work.

Involvement in decision making

We work as teams. So those who are part of specific teams (e.g. IT, media, admin, etc.) are always engaged in discussions and decision making in those areas of work. Participation and engagement in decision making is self-driven and takes place to the extent each person wishes to contribute. So let your voice, ideas and thoughts be heard in your team.

Creativity and diversity

While we allow complete freedom to be creative and grow, we also operate with strong focus and emphasis on being "Christ centered, Word based, Spirit led and Equipping focused". So, our freedom in creativity must be restrained by complete focus on Scriptural emphasis, Biblical alignment and being Spirit led. Our diversity must not cause us to deviate from our core. We wish to avoid the danger of doing ministry to entertain, excite or appeal to people.

Decentralization and ministry guidelines

Leaders are appointed for specific ministry areas/work areas and are responsible for what happens in those areas. From time to time, they will refer to the Senior Pastor/Head of Operations/Head of Department to ensure we are all aligned and moving in the same direction. So, there is de-centralization in one sense, and focus in another sense. Both are very important. Similarly, for every area of work/ministry, we have guidelines. Guidelines are important so that work happens at the expected level of excellence consistently, so that we do not re-invent the wheel by repeating mistakes, and so that we can transfer learning to new staff who join, easily.



Guidelines must be updated and reviewed periodically with all members of the team.

Feedback to pastor

APC has an 'open door' policy. Anyone can speak to anyone following proper etiquette. Any staff can call, email, or meet with the Senior Pastor for any relevant matter. All APC staff freely talk and interact directly with the Senior Pastor and pastoral team. All our pastors are always 'approachable'. We encourage people to be decisive and make decisions at the point of origin and as quickly as possible. Only when such decision making is not possible should matters be escalated to the next level up.

Feedback and call for improvement

While we are a Christian organization and have a strong sense of compassion, kindness, and viewing people for who they are in their identity in Christ, we also evaluate work performance for what it is. For example, if the work is poorly done, we have to say so, honestly, gently, and with expectation for improvement. We cannot say 'you are righteous in Christ' so your work is good. Our identity in Christ and evaluation of work-performance are two separate things. While we forgive people, poor work performance cannot be overlooked indefinitely. When correcting we speak the truth in love. Facts are presented plain and clear so there is no ambiguity. All of us walk on level ground, which means that feedback is bi-lateral and can happen across all ranks, teams, departments, and individuals. We have a culture of open, honest, free communication, feedback, and correction. All of us give and receive feedback and correction freely and openly. This is done with the understanding that all is being done with good intent so that we can progress towards excellence.

Managing workplace stress

Be prepared! There is no work that comes free of stress, not even in Christian organizations! Hence, each one needs to develop personal skills to manage workplace stress. Here are a few tips:

- ✓ Learning and developing the right skills and competencies for your role, will reduce work related stress. (e.g. For a simple task to total 1000 data points in MS Excel, a person who knows how to use Excel will get it done in 10minutes, while a person without this skill will feel under tremendous pressure and take perhaps 4 hours to do the same task).
- ✓ Learning how to prioritize and manage personal work hours will help reduce stress.
- ✓ Learning how to work efficiently will reduce work related stress.

There are other practical personal skills to manage workplace stress that one needs to develop.

If you are overloaded with work, ask for help. We can easily find ways to re-distribute work amongst others.



Mentoring/nurturing people

Nurturing people happens when people choose to draw from what the other person can give. Rather than a leader going to people and forcing them to 'be mentored', we prefer, people coming to the leader and drawing from the leader what they wish to receive. It is the 'ask and you will receive' approach. If there is no desire to draw, then nurturing cannot happen. The onus is entirely on the individual to be nurtured and mentored. Hence APC has a culture of openness in asking questions, learning, challenging ideas, sharing new concepts, provided all is done aligned with the right motivation.

Standing by staff

If our staff are doing what is right, we stand by our staff 100%. However, we cannot overlook or condone poor performance, and other things that are not aligned to APC's core values as an organization.

Job security

Job security is possible only if APC as an organization does well and is also based on your personal individual performance. Hence team effort and individual effort are both required. If personal performance does not meet required standards, we provide two written alerts/warnings by the Team Leader, and on the third point of failure, employment termination would occur.



Staff Guidelines Acceptance

I have read and agree with the Staff Guidelines provided to me by All Peoples Church and World Outreach, Bangalore

Date:

Signature:

A digital signature on this document is sufficient. You may insert a picture of your signature or simply type your name in CAPS, save and send the document back from your personal email id.