

# OPERATIONS MANUAL

## Ultimate Fighting League – Sierra Leone (UFL-SL)

**Organization:** Ultimate Fighting League – Sierra Leone

**Document Type:** Organizational Operations Manual

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**Review Cycle:** Every Two Years or As Required

**Approved By:** Board of Directors

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# 1. INTRODUCTION

This Operations Manual establishes the systems, procedures, standards, and workflows that guide the daily operations of Ultimate Fighting League – Sierra Leone.

The manual provides operational guidance to:

- Staff
- Volunteers
- Consultants
- Program teams
- Management
- Implementing partners

The manual is intended to ensure:

- Efficient operations
- Accountability
- Transparency
- Safeguarding
- Donor compliance
- Quality service delivery
- Organizational sustainability

## 2. PURPOSE OF THE OPERATIONS MANUAL

The objectives of this manual are to:

- Standardize operational procedures
- Clarify roles and responsibilities
- Improve coordination and communication
- Promote accountability and efficiency
- Ensure policy compliance
- Strengthen program quality and impact

## 3. ORGANIZATIONAL OVERVIEW

Ultimate Fighting League – Sierra Leone (UFL-SL) is a nonprofit sports-for-development organization focused on:

- Fighting youth drug addiction

- Sports empowerment
- Rehabilitation and recovery
- Youth mentorship
- Peacebuilding
- Community engagement
- Skills development
- Social inclusion

Programs target vulnerable youths living in:

- Slums
- Ghettos
- Shanty towns
- Underserved communities
- High-risk environments

## **4. MISSION, VISION, AND CORE VALUES**

### **Mission**

To empower vulnerable youths and communities through sports, mentorship, rehabilitation, education, and life skills programs.

### **Vision**

A society where youths are free from drug addiction, violence, and hopelessness and are empowered to become productive citizens.

### **Core Values**

- Integrity
- Accountability
- Respect
- Inclusion
- Excellence
- Safeguarding
- Transparency
- Empowerment

## **5. ORGANIZATIONAL STRUCTURE**

The operational structure of UFL-SL may include:

- Board of Directors
- Executive Director
- Program Management Team
- Finance and Administration Unit
- Safeguarding Unit
- Outreach and Rehabilitation Team
- Sports and Coaching Team
- Monitoring and Evaluation Team
- Volunteers and Community Mobilizers

Operational reporting lines shall be clearly defined.

## **6. GOVERNANCE AND LEADERSHIP OPERATIONS**

Leadership operations shall ensure:

- Strategic direction
- Accountability
- Policy enforcement
- Risk oversight
- Safeguarding compliance

Management meetings shall be conducted regularly to:

- Review operations
- Assess challenges
- Monitor program implementation
- Make operational decisions

Board meetings shall be documented formally.

## **7. PROGRAM OPERATIONS FRAMEWORK**

Programs shall be implemented according to:

- Approved work plans
- Budgets
- Donor agreements
- Safeguarding standards
- MEAL systems

Program operations shall include:

- Needs assessments
- Community engagement
- Activity implementation
- Monitoring and reporting
- Beneficiary feedback mechanisms

## **8. ADMINISTRATIVE OPERATIONS**

Administrative functions shall include:

- Office management
- Documentation management
- Scheduling and coordination
- Meeting support
- Communication systems
- Filing and archiving

Administrative records shall be maintained securely.

## **9. HUMAN RESOURCE OPERATIONS**

HR operations shall include:

- Recruitment
- Orientation
- Payroll administration
- Leave management
- Staff performance reviews
- Staff welfare
- Capacity development

All HR activities shall comply with:

- Labor laws
- Organizational policies
- Donor regulations

## **10. FINANCIAL OPERATIONS**

Financial operations shall ensure:

- Proper budgeting
- Financial accountability
- Timely reporting
- Internal controls
- Audit compliance

Financial procedures shall include:

- Budget approvals
- Cash management
- Payment processing
- Expense verification
- Bank reconciliations

All financial transactions must be properly documented.

## **11. PROCUREMENT AND LOGISTICS OPERATIONS**

Procurement operations shall follow:

- Competitive procurement principles
- Procurement approval procedures
- Asset tracking requirements

Logistics operations shall include:

- Transportation coordination
- Equipment management
- Delivery scheduling
- Supply distribution

## **12. SAFEGUARDING AND PROTECTION OPERATIONS**

Safeguarding shall be integrated into all operations.

Operational safeguarding measures shall include:

- Safe recruitment practices
- Safeguarding orientation
- Incident reporting systems

- Confidential referral systems
- Protection monitoring

Safeguarding concerns must be reported immediately.

## **13. VOLUNTEER AND COMMUNITY ENGAGEMENT OPERATIONS**

Volunteer operations shall include:

- Recruitment
- Screening
- Orientation
- Supervision
- Performance monitoring

Community engagement operations shall promote:

- Participation
- Inclusion
- Local ownership
- Stakeholder collaboration

## **14. SPORTS PROGRAM OPERATIONS**

Sports operations shall include:

- Athlete registration
- Training schedules
- Coaching supervision
- Competition planning
- Equipment management
- Medical and safety support

Sports activities shall prioritize:

- Discipline
- Rehabilitation
- Inclusion
- Safet

## **15. OUTREACH AND REHABILITATION OPERATIONS**

Outreach operations shall target:

- Drug-affected youths
- Vulnerable populations
- High-risk communities

Outreach procedures may include:

- Community mapping
- Field visits
- Counseling referrals
- Data collection
- Mentorship engagement
- Skills development referrals

Outreach teams shall follow safeguarding and security procedures.

## **16. MONITORING, EVALUATION, ACCOUNTABILITY, AND LEARNING (MEAL) OPERATIONS**

MEAL operations shall include:

- Indicator tracking
- Data collection
- Reporting
- Beneficiary feedback
- Evaluations
- Learning reviews

Data quality assurance procedures shall be maintained.

## **17. COMMUNICATIONS AND MEDIA OPERATIONS**

Communication operations shall ensure:

- Accurate public messaging
- Donor visibility compliance
- Responsible media engagement
- Brand protection

Only authorized spokespersons may issue official public statements.

Photography involving children or vulnerable individuals requires consent.

## **18. INFORMATION MANAGEMENT AND DATA PROTECTION**

Operational data shall be:

- Securely stored
- Protected from unauthorized access
- Maintained confidentially

Data management procedures shall include:

- Password protection
- Access restrictions
- Secure filing systems
- Data backup procedures

## **19. HEALTH, SAFETY, AND SECURITY OPERATIONS**

Health and safety operations shall include:

- Risk assessments
- Emergency response plans
- First aid preparedness
- Safety orientation
- Incident reporting systems

Security procedures shall address:

- Field movement safety
- Crowd management
- Emergency communication
- Threat response

## **20. RISK AND CRISIS MANAGEMENT PROCEDURES**

Operational risks may include:

- Security threats
- Financial risks
- Safeguarding incidents
- Program interruptions
- Reputational risks

Crisis response procedures shall include:

- Incident escalation
- Emergency communication
- Stakeholder coordination
- Recovery planning

## **21. PARTNERSHIP AND STAKEHOLDER MANAGEMENT**

UFL-SL shall maintain partnerships with:

- Government institutions
- NGOs
- Sports organizations
- Community groups
- Donors
- Health providers

Partnerships shall be guided by:

- Memoranda of Understanding (MOUs)
- Shared accountability
- Ethical collaboration

## **22. DONOR COMPLIANCE AND REPORTING PROCEDURES**

Operations funded by donors shall comply with:

- Grant agreements
- Reporting schedules
- Financial regulations
- Visibility requirements
- Procurement standards

Reports shall be:

- Accurate
- Timely
- Evidence-based

## **23. TRANSPORTATION AND FLEET MANAGEMENT**

Transportation operations shall include:

- Vehicle scheduling
- Fuel management
- Driver accountability
- Maintenance tracking
- Movement authorization

Vehicle use shall be restricted to official purposes.

## **24. ASSET AND INVENTORY OPERATIONS**

Assets shall be:

- Registered
- Tagged where applicable
- Monitored regularly
- Verified periodically

Inventory systems shall track:

- Sports equipment
- Office supplies
- Program materials
- Medical supplies

## **25. ENVIRONMENTAL AND SOCIAL RESPONSIBILITY PRACTICES**

Operational activities shall promote:

- Environmental protection
- Waste reduction
- Responsible resource use
- Community well-being
- Social inclusion

## **26. DOCUMENTATION AND RECORD MANAGEMENT**

Operational documentation shall include:

- Activity reports
- Attendance records
- Financial records
- Procurement files
- Incident reports
- Monitoring data

Records shall be:

- Accurate
- Organized
- Securely stored

## **27. OPERATIONAL REPORTING PROCEDURES**

Departments shall submit:

- Monthly reports
- Quarterly reports
- Incident reports
- Financial updates
- Program performance reports

Reports shall support:

- Decision-making
- Donor accountability
- Organizational learning

## **28. OPERATIONAL COMPLIANCE AND INTERNAL AUDITS**

Internal operational reviews may assess:

- Financial compliance
- Procurement procedures
- Safeguarding standards
- Program implementation
- Documentation quality

Corrective actions shall be implemented where weaknesses are identified.

## **29. OPERATIONAL REVIEW AND CONTINUOUS IMPROVEMENT**

Operations shall be reviewed periodically to:

- Improve efficiency
- Strengthen accountability
- Enhance program impact
- Address operational challenges

Lessons learned shall support continuous improvement.

## **30. APPROVAL AND CERTIFICATION**

This Operations Manual has been reviewed and approved by the Board of Directors of Ultimate Fighting League – Sierra Leone.

### **BOARD CHAIRPERSON**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **EXECUTIVE DIRECTOR**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **SECRETARY TO THE BOARD**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **STAFF ACKNOWLEDGEMENT**

I acknowledge that I have received, read, understood, and agreed to comply with the UFL-SL Operations Manual.

**Name:**

\_\_\_\_\_

**Position:**

\_\_\_\_\_

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

## **ORGANIZATIONAL DECLARATION**

UFL-SL remains committed to professional operations, safeguarding, transparency, accountability, and sustainable community impact.

**“Fight Drugs. Build Champions.”**