
RFLD

ORGANIZATIONAL RESILIENCE PROGRAM

Handbook — security, accessibility and the complete user manual

A complete management system for your nonprofit — funded and donated by RFLD.
Grant value US \$5,000 per organization · your cost US \$0 · Suite v4.7 · English & Français

1 The Resilience Program

Many grassroots nonprofits in Africa lose funding not because their work is weak, but because they cannot show donors the systems donors test: segregation of duties, audit trails, budget-vs-actual reports, protected safeguarding records. Commercial software is expensive, online, and rarely bilingual.

RFLD (Réseau des Femmes Leaders pour le Développement) built this Suite for its own operations, then decided to fund and donate it to organizations that lack infrastructure — so the tools that pass donor due diligence are no longer a privilege of the well-resourced.

What the US \$5,000 grant covers — your organization pays US \$0

- Perpetual licence, all 10 departments, EN + FR (US \$2,500)
- Windows installation package & updates (US \$500) — macOS and Linux editions included
- Guided onboarding — live sessions, August 2026 (US \$1,000)
- Data migration help from Excel/paper via CSV import (US \$500)
- 12 months of remote support & refresher sessions (US \$500)

First cohort: 500 organizations across Africa (annual budget US \$10,000–\$1,000,000). Applications close 31 July 2026. This is an in-kind grant: no money changes hands, and the software may not be resold. You only need an ordinary computer — no internet required after delivery. 100% offline: your data never leaves your machine.

2 Security — how your data is protected

The four PINs

- **Suite PIN** — opens the system; also the encryption key source for confidential data. Created at first launch by the Director.
- **Department PIN** — each department has its own, created by its responsible person at first entry. Finance cannot open HR; HR cannot open Finance. The Director resets a lost one with the Suite PIN.
- **Second PIN** (optional) — an extra key required to open Gender and Safeguarding; give it to focal points only.
- **Auditor PIN** (optional) — opens every department read-only: no edits, no deletions. For auditors and external reviewers.

Encryption and tamper protection

- Gender and Safeguarding data is encrypted on disk with AES-256; the key derives from the Suite PIN and is never stored. Without the PIN, the files are unreadable — including to a thief.
- Approved or paid records cannot be silently changed: editing voids the numbered voucher into a register and requires re-approval; closed accounting periods are read-only; every field change is logged with the author's name.
- The full-organisation backup can be protected with a passphrase (AES-GCM) — this is the copy to keep on a USB drive off-site.
- The screen locks itself after 12 minutes of inactivity (adjustable).

Honest limits — what the Suite does NOT protect against

- A computer expert with physical access can read the NON-confidential departments' data (they are not encrypted). Treat the laptop like the filing cabinet it replaces: locked room, named custodian.
- Malware or a keylogger on the laptop can capture PINs. Keep the machine off untrusted USB drives and pirated software; keep Windows updated.
- Weak or shared PINs defeat everything. Four different digits minimum, never the same PIN twice, never told to colleagues outside the department.
- Per-department backup files are NOT encrypted — treat them like paper case files. Only the passphrase-protected full backup is safe to carry.

IMPORTANT — If the Suite PIN is lost, the encrypted Gender and Safeguarding data is PERMANENTLY unrecoverable. Write the PIN on paper, seal it, lock it away. Your weekly full backup is the safety net for everything else.

Data protection and the law

GBV survivors and complainants are recorded by CASE CODE only — never names, addresses or phone numbers; the identity key stays on paper with the focal point. National data-protection laws (Benin's APDP and equivalents) apply to the personal data you hold: keep a one-page written policy stating what you collect, why, who can see it and for how long. If a laptop is lost or stolen: restore the latest full backup on a replacement, change all PINs, and assess what non-encrypted data was on the machine — inform affected people if required by your law.

3 Accessibility guidelines

- **Two languages** — every department exists fully in English and French; each team chooses its language once.
- **Low-resource friendly** — runs on ordinary or old laptops (Windows 10/11, macOS, Linux), no internet, no subscription, and keeps working during power cuts on battery.
- **Text size** — press Ctrl and + (or –) to enlarge or reduce everything; the setting is remembered. OS magnifiers (Windows Magnifier, macOS Zoom) work normally on top.
- **High contrast by design** — dark plum on cream, gold accents, red reserved for warnings; status is never conveyed by colour alone (badges carry words).
- **Keyboard** — Tab moves through form fields, Enter validates; no action requires precise mouse work.
- **Paper equivalence** — every register, report, voucher and certificate prints cleanly; staff who prefer paper can work from printed forms and have one colleague enter data.
- **Built-in help** — a “Help & first steps” button sits at the bottom-left of every screen, written in plain language with a 5-step checklist per department.
- **Inclusive rollout** — train at least two people per department, including women staff at every level; the auditor read-only PIN lets board members and reviewers explore without risk.

Known limitation: the Suite is visual and is not yet fully optimised for screen readers. Organisations with blind staff should pair them with a sighted colleague for data entry while the online platform (in development) adds full screen-reader support.

4 Getting started

1. Unzip the Suite and double-click **INSTALL.bat** (Windows; see README-MAC / README-LINUX for the others). No administrator rights, no internet. If Windows shows “protected your PC”: More info → Run anyway.
2. Choose the language — one per department, permanently.
3. Enter your name (it signs your approvals) and create the Suite PIN (4+ digits). Write the PIN down and lock it away.
4. Open each department once with its responsible person present — they create that department's own PIN.
5. Set your organisation's letterhead (Tools), currency, VAT rate and payroll rates (Finance → Settings) — every rate is editable; nothing is fixed to one country.
6. Migrate existing lists (staff, members, suppliers, assets, media contacts) from Excel with the CSV import in Tools.

TIP — The home screen shows alerts from all ten departments, a global search, the organisation calendar (exportable to phones via .ics) and the weekly backup reminder.

5 Finance & Grants

Donor grants, sub-grants, expenses, payroll, budgets, cash & bank — with the controls donors test.

- Grants by stage with reports, budget lines, disbursements and documents; sub-grants show the grantee's due-diligence score live.
- Expenses: recorded by one person, approved by a DIFFERENT person with PIN → numbered voucher (PV-2026-0001), printable with signature lines. Paid/approved records cannot be deleted.
- Fund accounting: every grant is Restricted or Unrestricted; the dashboard shows received/spent/balance for each. Expense allocation splits one expense across two grants (60/40).
- Income receipts (RC-...), petty-cash count certificates, payables & receivables with due alerts, your own chart of accounts with codes, VAT auto-calculated at your rate, 44 currencies.
- Payroll with editable CNSS/ITS rates and printable payslips; staff advances liquidated with receipts; period locking after each report; bank reconciliation in Tools.

TIP — Month-end routine: reconcile the bank → print the reconciliation sheet → close the period (PIN) → export the donor budget-vs-actual.

6 Programs

Projects, work plans, indicators, beneficiaries, events.

- Activities with responsible, due date and planned cost — actual spending matched automatically from Finance.
- Beneficiaries disaggregated (women/men/girls/boys) with commune totals against double counting.
- Printable Gantt-style annual work plan per project; events feed the organisation calendar.

7 Monitoring & Evaluation

Logframes, data collection, evaluations, lessons learned.

- Logical frameworks: impact → outcomes → outputs, each level with indicators (baseline, target, dated updates, automatic progress).
- Every survey and field visit links to its framework; completion records findings, follow-up actions and a data-quality rating (on-time computed automatically).
- Evaluation recommendations chased in alerts until closed; lessons tagged by theme.

8 HR & Administration

Staff files, contracts, leave, timesheets, performance, recruitment.

- Contracts alert 60 days before expiry; leave balances calculate themselves.
- Timesheets: % of effort per project, capped at 100%/month, with a printable monthly effort certification — required by most donors.
- Trainings register, disciplinary & grievance log, onboarding and exit checklists; mission orders with automatic per-diem in Tools.

9 Gender Department — CONFIDENTIAL

GBV case management, referrals, safety plans, statistics — encrypted.

- Cases by code with referrals (medical, psychosocial, legal, police), follow-up log, next-appointment alerts and 30-days-no-contact flags.
- Per-case safety plan with risk level and review date; service-provider directory with phone numbers at hand.
- Anonymous statistics per year (type, age group, status, sex), printable and CSV-exportable — no codes, no details.

IMPORTANT — Case codes only — never survivor names, addresses or phone numbers anywhere in the system.

10 Safeguarding & Complaints — CONFIDENTIAL

Confidential complaints register with SLA clocks — encrypted.

- Complaints by code with channel, category, severity and days-open counter against the response limit.
- Referrals to external authorities with follow-up dates; awareness-session log; yearly code-of-conduct attestations — unsigned active staff (from HR) flagged automatically.
- Printable anonymous statistics for board and donors.

11 Communications & Advocacy

Publications, media, campaigns, advocacy register, consent.

- Content calendar by channel and date with overdue flags; media coverage log with reach totals.
- Advocacy register: which institution (government, AU, ECOWAS, UN), on what, with what outcome.
- Photo/image consent register — guardian consent for minors highlighted; where each signed form is kept.

12 Membership & Partners

Member registry, due diligence, fees, certificates, capacity.

- Due-diligence documents with expiry alerts; the score appears live inside Finance sub-grants.
- Membership fees with numbered receipts (MF-...) and arrears flags; numbered certificates (CERT-...) with renewal alerts.
- Yearly capacity self-assessment: six domains scored 1–4, average and progress vs the previous year.

13 Procurement & Assets

Purchase requests, suppliers, contracts, assets.

- Request → quotes → approval → order → delivery; above your threshold the 3-quote rule is ENFORCED — approval is refused with fewer than 3 quotes.
- Supplier registry with blacklist and contract register with renewal alerts at 60 days.
- Asset inventory with holder, condition, movement history, maintenance schedule (overdue services in red) and straight-line depreciation with current book value.

14 Governance & Board

Board, meetings, resolutions, compliance, conflicts of interest.

- Meetings with quorum, attendance tick-list and numbered resolutions; action items per meeting with owner and due date.
- Attendance & quorum matrix per member across the year; term-end alerts at 90 days.
- Conflict-of-interest register with annual declarations (missing members flagged); statutory documents with versions and next-review alerts.

15 Tools & Reports + working as a team

- One-click annual donor report; bank reconciliation; budget-vs-actual per grant (print or CSV); mission orders and leave forms; official documents on your letterhead; data-quality checker; CSV import; year-end archive; consolidated analytics with burn rates.
- Several officers in one department: use ONE master laptop (recommended), or divide areas strictly and merge weekly with the USB sync assistant; the coming online platform gives real simultaneous accounts.
- Every Friday: Export full backup (with passphrase) → copy to a USB kept away from the office. The home screen reminds you after 7 days.
- Support: 12 months of remote support and refresher sessions are included in your grant; onboarding sessions run from August 2026.

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