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Every business has a set of defined policies that govern its activities and operations. It includes the rules and ethics that the company follows while performing various operations and tasks. They are used in every aspect of the organization, from servicing customers to managing employees. It helps define the responsibilities of the workforce and implement internal controls to maintain efficiency. Business policies are needed for effective communication and achievement of goals. It ensures coordination and a positive work culture that takes the problem-solving approach. However, most new entrepreneurs in Melbourne are unsure about the establishment of policies in their organization because of a lack of experience. Without these guidelines, management can be challenging. So, here is a list of nine policies and procedures that small businesses must adopt. These assist in the creation of an organized and productive entity. The safety and well-being of the employees, customers, suppliers and visitors in the workplace is the responsibility of the employer. Businesses must have a Work Health and Safety (WHS) policy, which involves providing a safe environment to everyone in the office. It covers rules that must be followed to reduce risk and hazards during manufacturing and handling of equipment. All businesses must comply with the laws and regulations in Victoria, which include the Occupational Safety and Health Act 1984. The WHS policy should state the responsibilities of the employer, employees, and visitors. It should also provide the reason behind the formation and disclosing it to others. The policy also covers how customers can access their information and make changes or complain about the disclosure of their private details. Entrepreneurs who acquire businesses for sale Melbourne must ensure they have a purchase and return policy to guide these operations. The purchase policy describes the terms of buying stock and equipment. They must procure the raw materials, tools and resources honestly and legally. The refund and payments policy is imperative for small businesses because consumers are entitled to it if the product does not meet their basic rights. Businesses cannot deny refund or replacement if there is a major problem with the products and should offer repair and refund for minor problems. With sustainability taking precedence in the country, it is vital to have a corporate social responsibility policy for small businesses. Most customers look for this aspect of the entity before buying. Thus, every venture should devise a strategy that ensures taking steps towards the betterment of the community and working for social causes. It must lay down the guidelines for maintaining a sustainable workplace that is focused on reducing its carbon footprint. In addition, it must outline ways of increasing ethical ways of production and promotions that do not harm the environment and the surrounding community. Employees are the biggest strength of a small business and help in the accomplishment of goals. Entrepreneurs must devise a human resource policy to satisfy them and reduce turnover. The policy must lay down the regulations for employment contracts, leaves, salaries and wages, superannuation, taxes, workers compensation and anti-discrimination. It should also include a process for registering employee complaints and the steps for dealing with the issue. It must identify people who can be contacted in times of disputes and harassment for confidential discussions. The policy must be directed at building a safe, healthy, positive and progressive workplace for everyone. The pandemic has made remote work a norm in various small businesses. It is encouraged by companies to reduce their employee expenses and increase their productivity because of better work-life balance. However, developing a Melbourne business for sale to ensure adherence to privacy and confidentiality norms. To avoid injuries, they should be provided with health and safety guidelines while working from home. They must have healthy working conditions and use the desired tools to communicate consistently with other team members. They must be allowed appropriate breaks and work hours. Wrapping Up Small businesses need robust policies and procedures to organize and streamline their operations and workforce management. The policies mentioned above can help establish the obligations and responsibilities that will move the entity towards excellence and success. There can be some overlap between these terms. But generally, Policies are high-level guidelines for your business. For example, a policy on personal internet use at work. Processes are a series of actions you take to achieve something. For example, the process you follow to onboard new staff. Procedures are detailed instructions for a task. For example, how to allocate and activate a new employee's network login. A procedure might be part of a process. Consult your staff about new policies that might affect them. Help your workers understand why the policy is important. Identify important processes and tasks then develop standard operating procedures (SOPs) for each. Document your policies, processes and procedures. Make sure staff can access them easily. Teach staff about the policies, processes and procedures specific to their role. Make this a part of onboarding new employees. Regularly review your processes and procedures. This should include asking staff how you could improve them. Make a risk management plan There are dozens of benefits to SOPs, but here are the ones that I consider the most crucial. Time Savings Standard operating procedures can save a lot of time by removing the need to keep repeating instructions to different employees. Your employees only have to follow one SOP once, and they will be up-to-date on all the tasks they need to perform. As everyone is already following the same procedures, this eliminates the need to give individual instructions to each employee. Money Savings Having standard operating procedures in place can also help to save money. Without written guidelines, you may be overpaying for services or buying unnecessary equipment. Error Reduction SOPs help to reduce errors by providing clear instructions on how to perform tasks. Employee Engagement SOPs foster organizational consistency by Ensuring all tasks are performed similarly, regardless of individual personnel Standardizing the training process for new employees Minimizing variability in end products or services Promoting a cohesive brand image across all departments and locations Ensuring Adherence to Best Company Practices With SOPs, you can ensure all your employees follow the same best practices and procedures. This will help keep everyone on the same page and ensure that nobody cuts corners or fails to follow company policies. By setting up guidelines for everything from customer service to sales, you can ensure that your company runs efficiently. Quality Assurance Check Having standard operating procedures helps to ensure that all employees are following the same set of quality standards. This will help to reduce any discrepancies or errors in your end products or services, ensuring that you have a uniform level of quality. It also helps to make sure that everyone is aware of the QA policies and procedures, which can help streamline the entire process. Better Onboarding and Training Standard operating procedures serve as an excellent tool for onboarding and training. SOPs help you: Clarify job roles and responsibilities for new hires Provide detailed instructions to reduce the learning curve Set clear performance expectations for transparency Support self-paced learning for different styles and speeds Instill confidence and experience, enhancing job satisfaction and retention Organizational Knowledge Standard operating procedures are a great way to preserve organizational knowledge as they document the processes and tasks within an organization. This is especially useful in case a key employee leaves, as it allows other employees to take over the role without having to rely on the expertise of the departed employee. SOPs also help to reduce the risk of errors and ensure that all employees are on the same page regarding company policies and procedures. Ensure Compliance & Safety Standard operating procedures are also essential in ensuring compliance with safety regulations. By detailing the necessary steps that employees need to take to ensure safety, you can ensure that everyone is aware of and follows the relevant protocols. Protect employees from potential harm Help your organization stay compliant with all applicable laws and industry regulations Every small business should have some policies and procedures to govern their daily business operations and to protect the business and their employees. Procedures for each business can differ depending on the products and/or services provided. Business critical policies and procedures include: Health and Safety Policies Procedures #1 Every business should be committed to offering a healthy and safe working environment for employees and visitors. A Health and Safety Policy demonstrates your commitment to your staff, contractors and visitors to keep them safe. Health and Safety procedures demonstrate how you going to keep your workers safe. Quality Policies Procedures #2 Businesses should strive to offer quality goods and services to their clients. Products offered should meet the customers expectations and even surpass their expectations. Quality services and products establish a good reputation and will build a successful business. A Quality Policy should demonstrate the commitment your business will make to providing quality services and products. To continue running your business with high standards it is important to constantly keep quality standards in check. Environment Policies Procedures #3 Businesses should be committed to providing a safe and healthy work environment for their employees. This includes having a good working environment, such as clean air, good lighting, and comfortable temperatures. Environmental awareness, sustainability principles, and social and financial responsibility Implementation. Environmental Management System Environmental policies and procedures will set you apart from your competitors and will help you win new business. Code of Conduct Policies Procedures #4 Employees should act legally, ethically, and work for the best interest of the business. A code of conduct within the business should guide employees on how to deal with a wide variety of ethical situations. A code of conduct directs employees on how to relate to each other, customers and potential business partners and networks. Corporate Social Responsibility Policies Procedures #5 This is a strategic decision where businesses undertake an obligation to the society. For instance, a business may offer sponsorship to the community, take care of the environment. This is not necessarily for profit maximisation, but to better the welfare of the public. Employment Policies Procedures #6 Managing your employees and ensuring they understand the position within the business is of critical importance. Employees need to understand how Performance Reviews are conducted, the process for rehabilitation, safe working conditions, compensation to workers injured at work, non-discrimination at workplaces, and termination conditions. Purchasing Policies Procedures #7 Businesses must value their suppliers, treat them fairly, honestly, offer fair tenders, offer reasonable terms of payment and pay them in good time. Employees also need to understand what are considered work expenses, how goods for the business are purchased and what is the purchasing process? The Internet and E-mail Policies Procedures #8 Internet and email is a necessary part of our daily business. Having internet and email policies and procedures provide employees with guidance on what is expected behaviour and acceptable use. Businesses should also consider having guidelines on Social Media usage within the workplace. Equal Opportunities Policies Procedures #9 Businesses should offer equal employment opportunities to all employees, regardless of their race, gender, age, religion, sexual orientation, or disability. Harassment, Pregnancy, and Family Leave Policies Procedures #10 These policies are designed to protect employees from harassment, pregnancy, and family leave. These policies will motivate employees and develop good company standards. Business policies drive home what is important to the company and allows business owners and managers to communicate and enforce company policy. Share copy and redistribute the material in any medium or format for any purpose, even commercially. Adapt, remix, transform, and build upon the material for any purpose, even commercially. The licensor cannot revoke these freedoms as long as you follow the license terms. Attribution You must give appropriate credit, provide a link to the license, and indicate if changes were made. You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use. Share Alike If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original. No additional restrictions You may not apply legal terms or technological measures that legally restrict others from doing anything the license permits. You do not have to comply with the license for elements of the material in the public domain or where your use is permitted by an applicable exception or limitation. No warranties are given. The license may not give you all of the permissions necessary for your intended use. For example, other rights such as publicity, privacy, or moral rights may limit how you use the material. Bringing the human factor to the forefront, policies foster employee engagement, satisfaction, and productivity by promoting transparency and fairness. Reflecting your company's values and culture, policies contribute to a cohesive work environment, ultimately driving the success and sustainability of your business. Learn what an HRIS is, what features to look for, and how it can help you so you can make the right decision in getting this crucial tool up and running. Based on your business, you may need to establish a few more policies, such as a Data Protection Policy, a Whistleblower Policy, and a Grievance Procedure. Here is a list of the top 18 company policies your organization should have, and we have ready-to-use templates for each of them linked to their titles. Company policies you need to have: 1. Code of conduct policy The Employee Code of Conduct policy is among the policies every organization should have. It sets forth the standards of behavior expected from employees in their interactions with colleagues, supervisors, and the organization as a whole. It underscores the importance of transparent communication, professionalism, mutual respect, and compliance with legal requirements. Additionally, it delineates the consequences for any breaches of these standards. A code of conduct policy delineates the appropriate conduct expected of employees within the workplace, encompassing their interactions with colleagues, supervisors, and the overarching organization. This template for an Employee Code of Conduct Company Policy can be customized to suit your company's specific requirements and serves as a foundational document for establishing your employment guidelines. This policy may alternatively be referred to as a Conduct in the Workplace Policy. 2. Equal employment opportunity policy The Equal Opportunity Policy emphasizes the importance of fairness and diversity within the workplace, ensuring that all aspects of employment remain free from discrimination based on protected characteristics. This policy promotes an environment where the rights of every individual are respected and valued, from the hiring process to termination. Key components of this policy include clear definitions of protected attributes such as age, gender, ethnicity, and religion, guidelines to ensure fairness in all stages of employment, and procedures for reporting violations with outlined disciplinary actions for non-compliance. 3. Workplace health and safety policy The Workplace Health and Safety Policy underscores the company's dedication to fostering a safe and hazard-free environment for its employees. It comprehensively outlines preventive measures, emergency protocols, and procedures for reporting violations with outlined disciplinary actions for non-compliance. 4. Leave and time off policy The Paid Time Off (PTO) Policy outlines the provision of paid leave offered to employees on an annual basis, covering vacation time that can be utilized at the employees' discretion. Its essential and one of the policies every organization should have. It delineates the accrual process, usage guidelines, and distinguishes PTO from other forms of leave. Essential components to include in this policy involve defining and differentiating PTO from other types of leave, specifying the accrual process, including the amount of PTO offered to various categories of employees. Additionally, it should detail procedures for requesting PTO and provide guidelines on its usage throughout the year. 5. Data protection and privacy policy The Data Protection Policy underscores the company's dedication to handling information with meticulous care and confidentiality. It emphasizes transparency in the collection, storage, and handling of data while upholding individual rights. This policy extends to employees, contractors, partners, and other entities requiring occasional access to data. Key elements to include in this data protection policy involve defining the types of data collected and specifying the parties covered by the policy. Additionally, it entails establishing rules for collecting, storing, and handling data to ensure accuracy, security, and legal compliance. Furthermore, the policy outlines procedures for reporting data breaches and misuse, along with delineating the company's obligations towards data owners. 6. Social media policy The Social Media Policy offers comprehensive guidelines for employees regarding their use of social media platforms, including guidelines for reporting data breaches and misuse, along with delineating the company's obligations towards data owners. 7. Remote work policy The Remote Work Policy sets forth clear guidelines for employees engaged in work outside the traditional office environment. It defines remote work arrangements, providing clarity on both permanent and temporary setups. Additionally, it offers comprehensive guidance to ensure the effectiveness of remote work, covering aspects such as workspace setup and communication practices. The policy underscores the importance of compliance with company policies, emphasizing the adherence to established standards even in remote work settings. Furthermore, it details provisions regarding equipment provisions, compensation adjustments, and ensures alignment with other company policies for remote employees. 8. Expense reimbursement policy The Employee Expense Policy provides a structured framework for reimbursing employees for work-related expenditures. It categorizes expenses into two main groups: those directly covered by the company and those eligible for reimbursement to employees. Emphasizing the importance of thorough documentation and adherence to approval processes, the policy aims to streamline expense management. It also offers clear definitions of reimbursable and non-reimbursable expenses, ensuring clarity for employees. Key components of this policy include defining work-related expenses and delineating between company-paid and reimbursable expenses. Additionally, it provides detailed guidelines on what qualifies as reimbursable expenses and outlines the necessary documentation. Moreover, the policy establishes procedures for submitting reimbursement claims, including timelines and the approval process. 9. Anti-discrimination policy The Anti-Discrimination Policy is paramount in establishing a safe and inclusive workplace environment, aiming to prevent discrimination based on protected characteristics. It meticulously outlines behaviors deemed discriminatory and specifies the corresponding actions to be taken, thereby upholding principles of fairness and equality for all employees. 10. Performance management policy Performance Management is a structured process aimed at enhancing a company's effectiveness through the improvement of its employees' performance. This policy delineates the organization's approach to managing employee performance, encompassing objective setting, performance reviews, feedback mechanisms, and development plans. A comprehensive performance management policy should outline the company's objectives and conducting performance reviews, as well as the steps the organization will take to address any performance issues that may arise. Additionally, the policy should specify the performance management process, including the frequency of reviews and the consequences for underperformance. This Performance Management Policy template is provided as a foundational resource that can be customized to suit your specific needs and requirements. 11. Email usage policy The Email Usage Policy serves as a guiding framework for employees utilizing corporate email addresses, establishing clear guidelines regarding their appropriate and inappropriate usage. It underscores the importance of adhering to security measures and maintaining professionalism in all email communications. Additionally, the policy addresses limitations on personal use, outlines specifications for email signatures, and delineates potential disciplinary actions for violations. A comprehensive corporate email usage policy should include distinct criteria distinguishing appropriate from inappropriate email use, encompassing security measures such as password requirements and strategies for identifying phishing attempts. Moreover, it should provide guidance on crafting professional email signatures and specify the consequences of policy breaches. 12. Harassment and discrimination policy The Anti-Discrimination Policy is paramount in establishing a safe and inclusive workplace environment, aiming to prevent discrimination based on protected characteristics. It meticulously outlines behaviors deemed discriminatory and specifies the corresponding actions to be taken, thereby upholding principles of fairness and equality for all employees. 13. Intellectual property policy An Intellectual Property (IP) Policy is a framework that governs the creation, protection, and use of intellectual property within an organization. It outlines the rights of employees, contractors, and vendors regarding the creation, use, and protection of intellectual property, including patents, trademarks, copyrights, and trade secrets. The policy also addresses the importance of confidentiality and non-disclosure obligations, and addressing issues related to infringement, misappropriation, and enforcement. 14. Grievance handling policy A Grievance Procedure Policy outlines the process by which employees can express their complaints or grievances in a constructive manner. The policy emphasizes the importance of supervisors and senior management being aware of issues that affect employees' work and promptly addressing them to prevent conflicts. Additionally, it promotes open communication and encourages employees to voice their grievances to foster a supportive and pleasant workplace environment. The Employee Handbook Until now, we've had the opportunity to explore the most important policies of an organization. However, we felt that this guide would be incomplete without addressing the most crucial asset of the HR department: the employee handbook. The Employee Handbook serves as an essential resource for new employees during the onboarding process, offering valuable insights beyond mere policies and procedures. It not only acquaints them with the company's values, vision, and mission but also provides a comprehensive overview of the organization's history, product or service offerings, and customer base. Additionally, the handbook outlines the structure of various teams within the company, providing new hires with a clear understanding of the organizational hierarchy and how they fit into the broader picture. For HR professionals, the Employee Handbook serves as a centralized repository of essential information that new hires can refer to as they navigate their roles and responsibilities within the organization. It also provides a clear and concise overview of the organization's policies, procedures, and standards, ensuring that all employees are on the same page and understand the expectations of their roles. The handbook also serves as a valuable tool for promoting a positive and collaborative work environment. Lets complete this article with a disclaimer. All these policy templates you can find above are meant to provide general guidelines and should be used as a reference. They may not take into account all relevant local, state or federal laws and they are not legal documents. Neither the author nor Workable will assume any legal liability that may arise from the use of these policies. We highly advise you to contact your legal counsel before taking any action. A code of conduct policy outlines the appropriate behaviour employees are expected to follow in the workplace towards their colleagues, supervisors and overall organisation. This sample Employee Code of Conduct Company Policy template is ready to be tailored to your company's needs and should be considered a starting point for setting up your employment policies. An employee code of conduct policy may also be referred to as a Conduct in the Workplace Policy. This employee code of conduct policy should include: Guidelines on compliance with laws and ethical behavior Standards for respect in the workplace and prevention of discriminatory behavior or harassment Protocols for the protection and appropriate use of company property. Our Employee Code of Conduct company policy outlines our expectations regarding employee behavior towards their colleagues, supervisors and overall organization. We promote freedom of expression and open communication. But we expect all employees to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. 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