
POLICIES AND PROCEDURES: BENEFITS AT WORKPLACE

Policies and Procedures reflect the way in which any organisation operates

POLICY

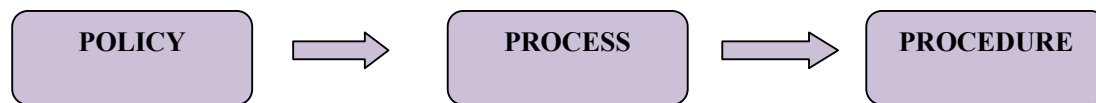
List of rules or the framework, this defines your organisation's culture and regulations. **OR** in other words Policies are principles, rules, and guidelines formulated or adopted by an organisation to reach its long-term goals.

PROCEDURE

Procedures are the specific methods employed to express policies in action in day-to-day operations of the organisation. OR we can say Procedures are step by step instruction for "How to complete a task".

- Using Policies and Procedures together gives employees *a well-rounded view* of their workplace and they are *aware of the culture* of the organisation and what behaviour is expected of them;
- Policies and procedures provide a *fair, predictable and consistent approach* to managing the workplace and workplace issues.

Steps Involved



Without strong policies and procedures in place, you may experience more workplace issues.

WHY POLICY?

1. Your company policy goes hand in hand with your mission and vision statement and sets the tone for the type of *reputation you want to establish for your organisation*;
2. Creates *uniformity* in employee's rights and responsibilities;
3. Helps you *recognize what decisions and actions* produce the best results for your business;
4. **Addresses Workplace Safety** by stating expectations for legal and ethical behaviour, you dissuade employees from behaving in ways that would violate the standards you have established;
5. Provide an *accepted method* of dealing with complaints and misunderstandings to avoid claims of bias and favouritism;
6. Policies and procedures are *valuable reference tools* in managing workplace issues arising from employee's misconduct or inappropriate behaviour;
7. It provides a fair, predictable and *consistent approach to managing the workplace and workplace issues, etc.*

TYPES OF POLICIES YOU CAN HAVE AT WORKPLACE?

Generally size and type of the company determines which policy is right for the Company. Following are some key policies you can consider implementing at workplace:-

1. Sexual Harassment Policy (*Mandatory if number of employees are 10 or more*);
2. Workplace Health and Safety Policy;
3. Work from Home – the New Normal;
4. Travel Policy;
5. Leave Policy;
6. Confidential Information Policy;
7. Code of Conduct;
8. Drug and Alcohol Policy;
9. Internet and Email Usage Policy;
10. Comprehensive HR Policy

WHY PROCEDURE?

1. When employees follow procedures, they *perform tasks correctly and provide consistent customer service*;
2. To ensure everyone works for a common goal;
3. Lower level of work pendency(ies);
4. It gives the direction to the required changes in the company;
5. Improves the performance of both the employees as well as the company;
6. For smooth functioning of the company.

TYPES OF PROCEDURES YOU CAN HAVE AT WORKPLACE?

- Safety planning and objectives procedures;
- Communication and consultation procedures;
- Hazard identification procedures;
- Risk assessment procedures;
- Risk control procedures;
- Performance monitoring and review procedures;
- Safety management procedures.

DOES YOUR BUSINESS HAVE A POLICY AND PROCEDURES MANUAL THAT COVERS COMPANY RULES AND EMPLOYEE GUIDELINES? IF NOT, IT IS TIME TO DEVELOP ONE

- Every organisation should have a document that clearly states how things should be done.

For instance an employee of your organisation goes somewhere and something unexpected happens or, in other words, when they wonder, “What do I do now?” OR

“How do I handle this?” With a policy and procedure manual in place, they can take a look of it and take necessary steps.

- Once you have a workable template in place, you will be able to make revisions and updates as your organisation changes and grows;
- Policy Manual is an essential management tool;
- Helps in avoiding inconsistencies;
- When employees are required to read the manual, sign a statement that they agree to abide by it, they can be held accountable for their actions;
- A written policy avoids the uncomfortable situation

Let's say an employee is late for work. When you have a written policy, your manager will not have to make judgment calls on the spot. He or she can refer the employee to the manual. This helps avoiding a situation in which one manager excuses an employee coming late while another manager fires an employee coming late.

In other words, the *manual spells out the consequences for work behavior and takes out any opportunity for ambiguity*, which can cause hurt feelings.

Policies need to be clear, compliant, in the same format, and accessible for all employees. Every company has unique policies and procedures requirement. Not all policies and procedures are suitable for all workplaces. Depending on the nature of your workplace and the work carried out by your business, you may need policies and procedures **AND THERE IS NEED OF A PROFESSIONAL TO ASSIST YOU IN IDENTIFYING AREAS, DEVELOPING YOUR POLICIES AND TO ENSURE ALL RELEVANT REGULATORY OBLIGATIONS ARE MET.**

Please feel free to reach out to us!!!

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Thanks and Regards
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