



Employee Policy and Procedures Manual

Setting guidelines for employee behaviour

Are you having trouble controlling your staff behaviour?
Would you like to set new standards for your business?
Would you like to reduce risk to your business from the actions of your staff?

It is a very lucky business indeed that gets by without any staff issues or problems that can cause sleepless nights for the business owner. With employees comes legal obligations and employers can be liable for the actions of their employees.

Employees come in all shapes, sizes and mindsets. A set of workplace policies set the ground rules for all employees. By inducting them and having them sign off on the policies they have agreed to certain behaviour expectations and understand the consequences of breaching them.

A good set of workplace policies protects your business.

On the next page is an outline of a typical manual that we produce for clients.

We have produced PnP Manuals for employers in a range of industries – associations, electrical, plumbing, engineering, hair & beauty, bookkeeping...amongst others..

You can opt for a full manual or perhaps you would prefer to invest in just a section – such as the behavioural policies.

We can also turn sections of your new manual into handbooks to leave in easy to access points in your workplace.

Other options include printed and bound copies for all staff and on-site inductions for staff into your new policies and procedures manual.

Why is an Employee Policies and Procedures Manual important for your business?

1: Set the parameters of employee behaviour. It lets your staff know what they can and can't do in a variety of situations. It gives them guidance in their daily interactions with other employees and ensures that all employees are on the same page.

2: Reduce risk in your business. Sexual harassment and bullying are still major workplace problems.- show that your business did all it can to educate and instruct employees on their expected behaviour.

3: Reduce staff turnover: You wouldn't want to fire your top employee because they downloaded pornography in the office - so that's why you have an well worded policy on the subject and induct them into so they know the consequences if they do.

4: It's part of being an 'Employer of Choice'. Make your business more professional - staff tend to stay longer in businesses that have their staff management act together.

5: Reduce the chances of an unfair dismissal claim. Terminating employees is a risky action these days so you need an Employee Manual that sets out the consequences of particular behaviours and can back up your decision to terminate an employee.

Your new Employee Policy and Procedures Manual would typically include:

Outline and Purpose:

Tell your staff why you have a set of policies.

Company Information:

Brief history of the business; Location; Contact Information; Management; Core Values; Company Vision; Social Media;

Who and what your business is about. New employees need to quickly connect to your business so they feel comfortable and get productive as soon as possible.

TIP: might make a nice handbook for the foyer.

Conditions of Employment:

Commencement of Employment; Continuous Employment; Probationary Period; Location of Work; Hours of Work and Breaks; Overtime; Timesheets; Punctuality; Tasks and Responsibilities; Shift Swapping; Flexible Working Arrangements Procedure; Remuneration Policy; Salary Reviews; Reward and Recognition; Equipment; Dress Code Policy; Conflict of Interest Policy; Confidential Information Policy; Intellectual Information Policy; Employee Discounts; Friends and Family Visits in Work-time; Leave Entitlements; Termination of Employment;

Employees need guidelines on everything that affects their conditions of employment. This section lays it all out for them and helps you with compliance with the NES.

The items in here are non-negotiable so we make sure that they are tailored to your business.

Complete clarity in this section will reduce issues down the track and help employees and management work together more efficiently.

TIP: in a large company the Leave Entitlements section might make a useful handbook on its own.

Recruitment:

Recruitment Policy; Equal Opportunity Policy; Induction and Orientation Policy; Probation Policy;

Do you have a unique recruitment process you can add in here? Do employees know they can not offer their mates a job? Would new employees benefit from induction and orientation?

Performance and Development:

Performance Review Process; Training and Development Policy; Training Plans; Unsatisfactory Performance;

If you do not performance manage your employees, then do not expect them to perform. Do reviews and encourage self development and your business will perform.

Behaviour:

Code of Conduct; Anti-Discrimination Policy; Anti-Victimisation Policy; Anti-Bullying Policy; Anti-Harassment (Incl.Sexual) Policy; Social Media and Blogging Policy; Representing our Company; Drugs, Alcohol and Drinking Policy; Fit For Work Policy; Disciplinary Procedure; Grievance Procedure;

It important to protect your business from behavioural issues!! Make it clear the consequence of transgressing and protect your business from unfair dismissal, bullying and harassment claims. TIP: turn this into a handbook for the tea room.

Administration:

Electronic Resources Policy; Media Contact Policy; Motor Vehicle Policy; Mobile Devices Policy; Travel Policy; Expenses Policy;

What unique policies does your company have? Good spot to address a pain point in your company. TIP: put the motor vehicle policy in each company vehicle..

Workplace Health and Safety:

OHS Statement; Emergency Contact Numbers; Manual Handling Policy; Injury Management and Workers Compensation Policy; First Aid Policy; Fire Procedures; Smoke Free Workplace Policy;

What could you add in here? Is health and safety a big issue for your business?

Not all of the above might be relevant to your business. You may need to omit some or add others in depending on the industry that you are in. Do you have *Operational Guidelines and Systems* that need to be added? No problem. Document everything down and contain it in one easy to manage and update file. Protect your business and create a work environment that you and your staff can be proud of.

Contact us today for a free, and confidential, discussion on what we can do for you and your business.