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Policies & Procedures Sample Company

This document was prepared for
Sample Client, on behalf
of Sample Company



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Introduction - General Information

The following document is a complete set of Policies & Procedures and has been prepared for Sample Company. The purpose of this manual is to provide all employees of Sample Company with a reference manual containing policies and procedures established by the Board. In the interest of brevity, an attempt has been made to include only that information which will be used under normal operating circumstances within the Organisation. For special situations, it is recommended that the appropriate department be contacted.

The material in this manual ranges from Administrative policies and procedures, to policies and procedures necessitated by state or federal laws and regulations. Consequently, for some policies and procedures, it is difficult, if not impossible, to implement modifications or obtain approval for exceptions. On the other hand, many of the policies and procedures, particularly administrative policies and procedures, are subject to internally initiated change. Additionally, exceptions to Administrative policies and procedures are allowable when the justification is documented and is processed for approval through the normal channels of your organizational unit, including approval from the department responsible for the policy or procedure. This document is under version control.

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Company Overview

Description

Sample Company has guidelines for all employees regarding Company Overview

Purpose & Scope

The purpose of this policy is to explain the general procedures relating to Company Overview The following guidelines are to be adhered to by all managers, supervisors and employees.

Policy & Procedure

Our Mission

"Insert Company Mission."

Describe the way the company mission is to be delivered.

Our Operational Goals

"Company Vision."

Insert Company Vision"

In order to achieve this, we will need to focus the way we work, both internally and in our external relationships.

For Sample Company, this means that we will:

Example of possible wording:

- Treat all users of our services as valued clients and act accordingly.
- Value the efforts of all our employees and reward them accordingly.
- Develop supporting business plans to achieve this change.

For our clients, this means that our business processes will:

Example of possible wording:

- Be accessible to all.
- Be transparent and open.
- Be timely and responsive.

We will deliver these business processes through being:

Example of possible wording:

- Professional in everything we do.
- Efficient and ethical.
- Recognised as a preferred employer within the wider business community.



Annual leave

Description

Sample Company has guidelines for the amount of paid annual leave for full time employees.

Purpose & Scope

To explain the general guidelines relating to annual leave. The following guidelines apply to all full-time employees.

Policy & Procedure

Employees who are confirmed shall be eligible to paid annual leave as follows:

Years of Service	Entitlement

- Such leave may be consumed once the employee has been confirmed and the leave earned;
- Employees are not allowed to apply for advance leave;
- Employees are allowed to carry forward only one year’s leave balance to the next. Any leave accumulated in excess will be forfeited;
- An employee may consume annual leave in half or full days. Leave applications for Saturdays for employees on normal shift shall be regarded as a full day leave;
- All applications for leave must be submitted in writing using the Leave Application Form. The superior must indicate his/her approval on the form;
- In the event of an urgent matter such that the leave cannot be applied in advance, the employee must inform his/her immediate superior by phone no later than one hour after the start of work indicating reasons and expected period of absence. Approval of the urgent leave will be solely at the discretion of the immediate superior.
- When an employee is sick while on annual leave and has obtained a medical certificate (MC) from a registered doctor, the annual leave applied will not be replaced by the sick leave;
- When an employee resigns or is terminated from service, he/she may not apply for leave during his/her period of notice. However, an exceptional approval may be obtained based on exigencies and at the discretion of Sample Company. Any balance of the earned annual leave will be paid as salary to the employee on the last of work.
- No personal leave is allowed if there is any balance of annual leave.



Complaint and grievance procedures

Description

Sample Company has guidelines for all managers regarding complaints and grievances.

Purpose & Scope

To explain the general procedures relating to complaints and grievances.

The following guidelines are to be adhered to on a company-wide level.

Policy & Procedure

Sample Company recognises that sometimes situations may arise in which an employee feels that he/she has not been treated fairly or in accordance with company rules and procedures. For this reason, Sample Company provides its employees with procedures for resolving complaints/grievances.

Step 1:

The complaint/grievance must be submitted in writing to management and must contain at a minimum:

- A description of the problem;
- A specific policy or procedure, which the employee believes has been violated or misapplied;
- The date of the circumstances leading to the complaint/grievance or the date when the employee first became aware of those circumstances;
- The remedy sought by the employee to resolve the complaint/grievance.

Step 2

After reviewing the written complaint/grievance, management will meet with the aggrieved employee in an attempt to further understand the issues. Following that meeting a response in writing will follow within ten working days.

The manager's response shall be final and binding unless the employee feels that the issue is immoral or illegal. In that instance and that instance only, the employee and the appropriate manager will meet with higher management for a resolution of the issue.



Training and development

Description

Sample Company has guidelines for all managers regarding the training and skill development of employees.

Purpose & Scope

To explain the general procedures relating to training and development.

The following guidelines are to be adhered to on a company-wide level.

Policy & Procedure

Heads of Department are expected to take note of any particular knowledge or skill deficiency of a subordinate employee which may be preventing the effective performance of duties by the employee.

- Employees may also be nominated for training for career progression.
- All training nominations must be directly related to the job function of the employee and to the needs of Sample Company, such as:
 - The need to remedy an employee's inadequate job competence;
 - The need to increase an employee's job efficiency;
 - The need to groom potentially capable employees for more responsible positions as part of their career development;
 - The need to accommodate changes requiring the upgrading of employees' skills as a result of company re-organisation.
- Heads of Departments shall record the training needs of the employees in their respective performance appraisal forms.
- The Human Resource Department shall conduct a detailed training need analysis and identify suitable training courses that will meet the training requirements of the employees.
- Nomination of an employee to attend training must be made by an immediate superior through the Head of Department to the Human Resource Department.
- All nominations must be approved by the Human Resource Manager.

When approval has been obtained for an employee's training, the Human Resource Department shall then proceed with the registration of the employee for training and other follow-up administrative details.



MAUS Quality Assurance ISO 9001



MAUS HR Policies Fair Work Act



MAUS Health & Safety AS/NZ 4801



MAUS Environmental Manual ISO 14001

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