

Unit 226: Understand employer organisations

ORGANISATIONAL POLICIES AND PROCEDURES



POLICIES

They are formally documented.

Policies specify what must be done in certain situations.

They are usually written to meet various regulations and pieces of legislation.

These will specify what the organisation will do to ensure the legislative or regulatory requirements are met, eg for

- health and safety
- training and development
- equal opportunities.

Policies often give rise to step-by-step procedures for action being written.



PROCEDURES

Procedures are the steps that must be followed to carry out certain tasks.

Organisations write procedures for staff to follow to ensure that a specific job or task is completed in a set way to ensure the same outcome.

This means that any new member of staff can follow the procedure and carry out a job from beginning to end.

Procedures can help with organisation, legislation, safe working, clarity of roles, clarity of requirements and quality assurance.



REASONS FOR PROCEDURES

It is good practice to formalise and document company procedures because they:

- provide greater clarity of roles and requirements for staff
- quality assurance and improved organisation
- ensure consistency across the organisation
- legislative requirements are met
- can be used in staff training.



PROCEDURES

There will usually be procedures to cover the following activities:

- safe working procedures
- fire, accident and emergency
- stock control and maintenance
- sending and receiving information
- fax, email, post
- reproducing information
- job sheets, work instructions
- house style and presentation
- storing and retrieving information: paper based and electronic
- use of telephone.



ORGANISATION RULES AND REGULATIONS

Rules and regulations may exist in an organisation regarding:

- holidays
- the sickness reporting and scheme
- maternity and paternity rights
- employee information and consultation, on health and safety for example
- relationships in the workplace
- the monitoring of internet use
- confidentiality and data protection
- use of telephone for personal calls
- use of company vehicles
- health and safety and general safe working practices
- what constitutes misconduct.



CODES OF BEHAVIOUR

Codes of behaviour may exist on:

- dress code, eg no jeans
- accepting and giving gifts
- conflicts of interest
- office, eg clean desk policy, use of passwords
- customer service.

