Policy 101

GUIDE

Policy Domains

Policy

The formal articulation of the desired course of action in a given situation, scenario, or process that guides employee behavior and decision-making in a repeatable and consistent manner that is understood and applied to all stakeholders.

Risk exposure

H **M** **L**

1

Core HR processes

1. Payroll
2. Benefits
3. Leave
4. Recruitment and onboarding
5. Offboarding

2

Managing risk

1. Health and safety
2. Disciplinary, grievances, and harassment
3. Conditions of employment
4. Conflict of interest
5. Intellectual property
6. Restraint of trade
7. Responsible use of technology

3

Guiding behavior

1. Code of conduct
2. Social media
3. Bring your own device (BYOD)
4. Confidentiality
5. Gifts policy
6. Declarations of work expenses

4

Engaging employees

1. Workplace
2. Travel and sustenance
3. Reward
4. Learning

Policy Example // Recruitment

GOVERNANCE

		EXAMPLE
Policy name	Name of the policy	*Recruitment and selection*
Policy owner	Division that owns the policy	*Human resources*
Applicable	For which parts of the workforce is this applicable	*All employees*
Date effective	Date upon which this policy came into effect	*October 1st, 2021*
Purpose	The reason this policy is needed	*The objective of this policy is to ensure a fair, transparent, and non-discriminatory approach to the recruitment, selection, and placement process for [company name].*
Legislation	The applicable legislation this policy takes into account	*Basic Conditions of Employment Act, Employee Equity Act, Fair Labor Standards Act*
Governance	The frequency with which the policy needs to be reviewed, where it will be kept, and how it can be accessed	*The policy will be reviewed every second financial year, i.e., 2023.* *The policy will be kept on the intranet and can be accessed via [insert link].*

CONTENT

		EXAMPLE
Content structure	**Where** do we use the guidelines in this policy?	*As part of our recruitment and selection process*
	When does this apply?	*When a new vacancy is advertised*
	Who needs to be involved and **what** are they responsible for?	• *Hiring manager: content of the job description, budget, and technical evaluation* • *HR manager: recruitment process, candidate interaction and engagement, and governance (e.g., contracts, reference checks, advertisement)*
	How do we deal with the different steps in this procedure?	*(See Section 7 of the recruitment policy example.)*
Conclusion	Summarize the basic elements of the policy	*(The summary of the policy allows employees to find it and understand it quickly.)*

FORMAT

Consistency	Evaluate the document to ensure that it is consistent in tone, format, and length to the agreed standard in the organization.
Avoid names and titles	Avoid using names and titles that can easily date. Instead, refer to titles, positions, or terms that will still be applicable in the future.
Plain English	Evaluate whether the document has been written in easy to understand and straightforward English. It should leave little room for misunderstanding and ambiguity. Avoid technical terms, or if required, clearly define these terms in the glossary.

Gender pronouns	Ensure that the policy is written using gender inclusive language, e.g., "The employee needs to submit *their* application before the deadline."
Present tense	Ensure that the document is written in present tense. This gives it a sense of relevance and immediacy; there will be no confusion as to whether the policy is up to date.
Glossary	All technical terms need to be explained in a glossary.
Validate	Confirm that all information in the document is accurate.

APPROVALS

Time period	When should the policy be reviewed again, or when do the terms expire?
Signatories	Have all signatories been consulted and approved the document?
Access	Where will the policy be made available for employees to access?
Awareness	Is there a plan in place for the policy to be communicated?

Tip 💡

Be clear on whose approval the policy needs to confirm that it has been implemented. Make sure you have a physical or digital signature.