

AUSTRALIAN  
TENDERS

# CREATING COMPANY POLICIES

**Developing well-thought-out company policies helps support your tender response by showing verifiable evidence of your operational professionalism.**

Company policies establish codes of conduct for employees and employers.

Policies can cover basic interactions, more specific needs such as selling and expensing, or more serious matters like substance abuse.

To create and implement company policies, determine the gaps you need to address and work with your team to craft corresponding policies.

Company policies can reinforce the professionalism of your organisation within a tender response and position your company as one with a measured and accountability driven approach to service delivery.

Whether you've opened your doors with robust company policies in place or you've gotten started without policies, you can always improve your office operations. Before creating or updating your policies, you should understand what company policies are and how to develop them.

## What Are Company Policies?

Company policies are rules that govern a company's code of conduct. They apply to both employees and employers, and they may govern conduct both within and outside the workplace. Company policies are usually written policies included in your business's employee handbook.

They are often asked for in tender requests as a way to verify claims you may make about how your business runs. This could include how you manage staff, your approach to safety assurance and how you attract a diverse workforce.

Most employers who set company policies do so to ensure their employees have certain guaranteed rights, and to ensure the business is bound by a certain standard of service delivery. A workplace with firm company policies is viewed as a professional organisation, and written policies are essential when evidencing your business approach within a bid.

### Key Takeaway

Company policies are documented evidence which shows a potential client how you and your employees interact, behave, and work both within and outside the workplace.

## How to Develop Company Policies

Follow these steps to develop your company policies:

### 1. Set Goals.

We previously mentioned that you should identify problem areas to know which company policies to instate. Setting goals is similar: Determine what you intend to achieve with your new or modified company policies before setting them.

Include these goals in the text of the written Policy. This way, your employees know why the Policy exists and how to adhere to it. Ideally, your policies will err on the short side while remaining comprehensive.

### 2. Build Your Policies from Samples.

Even the best-intended company policies may not be successful. That's why you should refer to sample policies when crafting yours. This helps to ensure your policies are current and thorough, and free from accidental information omission.

### 3. Create the Policy.

With your goals in mind, sample policies at your side and a commitment to keeping them concise, you should draft your Policy. Gather employee input throughout the creation process and modify your policies based on this feedback. To ensure a comprehensive Policy, think of some realistic workplace scenarios and apply your policies to these events. If your written Policy mostly achieves the desired outcomes, then it should be good to go.

### 4. Get Your Management and Legal Teams on Board.

If you need your company's management to sign off on your new policies, you should get this approval before fully implementing them. If you have a legal team, they should ensure that your policies minimise your company's liability in a wide variety of scenarios.

### 5. Add the Company Policy to Your Employee Handbook.

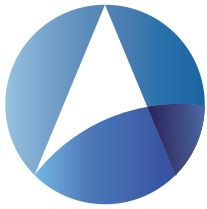
Once it's complete, add the new Policy to your employee handbook. Then, reissue the handbook to your employees, indicating where they can find the new Policy. Tell your employees to read it, inviting them to provide feedback and ask questions.

### 6. Have Employees Sign It.

With the Policy complete and reviewed by staff, your employees need to sign it to confirm that they have read and understand it. Each employee should keep a signed copy of the Policy in their records.

### Key Takeaway

To craft effective company policies, you need to set goals, use samples as your guide, and work with your team to establish rules that everyone finds fair.



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# USING THE HEALTH & SAFETY POLICY TEMPLATE

We've provided a template for you to tailor to your unique needs, this will arm you with a professional and integrity driven Policy for your business and your next tender submission.

The Policy template is separated into sections, each section is addressed below with instructions on how to best adapt the sections to your business.

## Your Commitment

This is where you outline your commitment to all those involved in, or exposed to, your business activities. You must address your legal obligations in this section and ideally, your work philosophy.

An established workplace philosophy demonstrates that your commitment to Health & Safety goes beyond a written Policy and is part of your culture. Think carefully about the philosophy your business is prepared to meet and tailor the words to suit your business.

## Your Goal

A simple statement which sums up your ultimate goal for successful Health and Safety management.

The example we've provided is "No one gets hurt". Some other examples are:

- Zero harm workplace
- A safe workplace for all
- Everyone goes home safe

## Your Objectives

Your objectives are statements that represent how you will achieve your goal.

It's important to ensure that the statements you make in your objectives are true to your business. Policies are meant to be a representation of your organisation, not simply a piece of paper you need to have to give the impression of authenticity.

We have included some common examples in our Policy template for you to refine.

## Scope

The scope section explains the areas of your business the Policy applies to. A Health and Safety Policy should always apply to all business operations and activities controlled by your company.

## Your Responsibilities

This section outlines who in your organisation is responsible for carrying out the objectives of the Policy and meeting the goal. Small businesses may simply have an owner operator and their team. Others will have specific Health and Safety representatives and middle management. Either way, be clear who is responsible for what within the business.

## Review

If your company is ISO Certified, Policy reviews will line up with your external audits which could be every 1-3 years. If not, reviews every 12 months are recommended to ensure policies are always up to date.

## Signature

The CEO, Owner or Managing Director should sign and date each Policy at every review milestone.