

## The WOW Generic Policy List

This document contains a list of common policies found in a variety of organizations. We use this list as a guide when creating policies for our clients. For information on how to purchase a customizable policy manual, or to arrange for our team to create a policy manual for you, contact us toll free at (866) 554-9690

### 1. General Policies and information

- 1.1. Mission Statement
- 1.2. Vision Statement
- 1.3. Operating Principles
- 1.4. Corporate Social responsibility
- 1.5. Commitment to Staff
- 1.6. Public Image
- 1.7. Business History
- 1.8. Operating Hours
- 1.9. Building Security
- 1.10. Personal Effects
- 1.11. Staff Parking
- 1.12. Privacy Policy – *Mandatory in Canada*

### 2. Customer Communications

- 2.1. Overarching Customer Service
- 2.2. Client Greeting
- 2.3. Client Courtesy
- 2.4. Client Questions
- 2.5. Clients Complaints
- 2.6. Telephone Etiquette
- 2.7. Service Leadership

### 3. Internal Communications

- 3.1. Staff Meetings
- 3.2. Bulletin Boards
- 3.3. Procedure for Resolving Staff Issues

### 4. Standards of Conduct

- 4.1. Attendance/Punctuality
- 4.2. Absence Without Notice
- 4.3. Employment Equity
- 4.4. Harassment
- 4.5. Non-Disclosure / Confidentiality
- 4.6. Dress Code
- 4.7. Substance Abuse
- 4.8. Supplier Incentives
- 4.9. Incivility

### 5. Employment Policies

- 5.1. Employee Recruitment
- 5.2. Employment Applications
- 5.3. New Employee Orientation
- 5.4. Employment Type Definitions
- 5.5. Probationary Period for New Employees
- 5.6. Non-Discrimination
- 5.7. Scheduled Work Week
- 5.8. Lunch Breaks
- 5.9. General Work Breaks
- 5.10. Payroll Records and Time Keeping
- 5.11. Banked Time
- 5.12. Overtime
- 5.13. Paydays
- 5.14. Employee Performance Review Framework
- 5.15. Employee Competency Framework
- 5.16. Employee / Supervisor Disputes
- 5.17. Wage or Salary Review
- 5.18. Personnel Files
- 5.19. Corrective Action
- 5.20. Discipline Policy
- 5.21. Employment Termination
- 5.22. Access to Personal Information

### 6. Employee Benefits and Privileges

- 6.1. Vacation
- 6.2. Sick Days
- 6.3. Jury Duty
- 6.4. Civic Holidays
- 6.5. Group Insurance
- 6.6. R.R.S.P. Plan
- 6.7. Advanced Education / Educational Assistance
- 6.8. Staff Purchase Program
- 6.9. Employee Performance Bonus



**7. Health and Safety**

- 7.1. General Safety
- 7.2. Safety Committee
- 7.3. Personal Health Related Issues
- 7.4. Employee Requiring Medical Attention
- 7.5. Smoking Policy
- 7.6. Health and Safety Program Linkage
- 7.7. WCB Programs

**8. Management Policies**

- 8.1. Changes to Policies
- 8.2. Management Roles and Authority
- 8.3. Environmental Sustainability
- 8.4. Internal Communication
- 8.5. Performance Dashboards

**9. Accounting**

- 9.1. Authority to Obligate
- 9.2. Cash Handling
- 9.3. Check Policy
- 9.4. Credit and Debit Cards
- 9.5. Gift Cards
- 9.6. Refund Policy
- 9.7. Client credit applications
- 9.8. Client Credit or Cash Accounts
- 9.9. Client Account Freezes
- 9.10. Mileage Logs
- 9.11. Purchase Orders
- 9.12. Account Receivables
- 9.13. Account Payables
- 9.14. Supplies and Internal Expenditures
- 9.15. Expense Reimbursement
- 9.16. Vendor Purchasing
- 9.17. Vendor Crediting
- 9.18. Capital Planning
- 9.19. Unforeseen Expenditures
- 9.20. Financial Reporting

**10. Operational**

- 10.1. Fleet Vehicles
- 10.2. Fleet gas cards
- 10.3. Mileage (wage or time)
- 10.4. Inventory systems and use
- 10.5. Assigning Work
- 10.6. Client Billing
- 10.7. Use of Merchandise
- 10.8. General Housekeeping
- 10.9. Vehicle Maintenance
- 10.10. Labour Trading / Sharing
- 10.11. Tools / Equipment Policy
- 10.12. Warehouse Use

**11. Document and Systems Management**

- 11.1. Electronic Systems
- 11.2. Telecommunications
- 11.3. Document and Information Ownership
- 11.4. Information Storage Systems
- 11.5. Data and Electronic Security
- 11.6. Software
- 11.7. Accessing System Files
- 11.8. System Authority
- 11.9. File Archiving and Access
- 11.10. File Destruction

