

# Policy Procedure Manual

Use this manual to connect approved policies to their standards, working procedures and evidence. Repeat the policy-area module for each function. Preserve the distinction between a mandatory rule and a recommendation.

Complete bracketed fields with approved information. Duplicate modules and rows as needed; record the reason for any section marked not applicable.

**Document** [ID and revision] **Owner** [Role] **Scope** [Organization, site or product]

**Effective date** [Date] **Approval** [Controlled record] **Next review** [Date or trigger]

## Introduction to the manual

| Manual element                 | Complete with your arrangements                            |
|--------------------------------|------------------------------------------------------------|
| Purpose and covered activities | [Functions, locations, people and intended outcome]        |
| Applicability and exclusions   | [Boundaries and documents that govern excluded work]       |
| Finding the current document   | [Controlled repository, search or index and version check] |
| Document hierarchy             | [Meaning of policy, standard, procedure and guideline]     |

## Governance and responsibilities

| Role                      | Lifecycle responsibility          | Decision authority and handoff |
|---------------------------|-----------------------------------|--------------------------------|
| [Policy owner]            | [Draft, maintain and monitor]     | [Review and escalation route]  |
| [Reviewer or approver]    | [Assess scope and requirements]   | [Approval boundary and record] |
| [Performer or supervisor] | [Apply procedure and report gaps] | [Exception and training route] |

## Manual coverage register

| Functional area | Policy and implementing documents         | Gaps and ownership                  |
|-----------------|-------------------------------------------|-------------------------------------|
| [Area]          | [Policy, standards, procedures and forms] | [Missing item and accountable role] |
| [Area]          | [Controlled links]                        | [Review action]                     |

## Policy areas

### Policy or standard record

Complete one record per policy, standard or guideline. Label its type explicitly.

| Field                             | Approved content                                        |
|-----------------------------------|---------------------------------------------------------|
| Identity and document type        | [Title, ID and policy / standard / guideline]           |
| Statement and reason              | [Exact adopted rule and its purpose]                    |
| Scope and applicability           | [Who, what and where it applies]                        |
| Requirements and exceptions       | [Obligations, permitted exceptions and authority]       |
| Compliance and related procedures | [Checks, consequences if adopted, and controlled links] |

### Procedure record

| Task setup                       |                                                                | Required information                               |
|----------------------------------|----------------------------------------------------------------|----------------------------------------------------|
| Governing policy and trigger     |                                                                | [Policy ID and event that starts the task]         |
| Prerequisites and qualified role |                                                                | [Inputs, access, training and approval]            |
| Tools forms and warnings         |                                                                | [Required resources and step-specific precautions] |
| Step                             | Action and performing role                                     | Result and verification                            |
| 1                                | [One action; role; warning immediately before affected action] | [Expected result and check]                        |
| 2                                | [Decision: if condition then action; otherwise route]          | [Outcome and next step]                            |
| 3                                | [Complete record and hand off to next role]                    | [Evidence location and completion criterion]       |

## Compliance and exceptions

| Monitoring or exception | Assessment and authorization           | Follow through                     |
|-------------------------|----------------------------------------|------------------------------------|
| [Requirement and check] | [Method, reviewer and result]          | [Finding, correction and evidence] |
| [Exception ID and rule] | [Reason, risk, control and approval]   | [Expiry, review and closure]       |
| [Noncompliance case]    | [Approved handling rule and authority] | [Decision and restricted record]   |

### Exception handling workflow

1. Identify the [rule], [affected scope] and [reason for departure].
2. Record [risk], [alternative control] and [requested period] for the authorized reviewer.
3. Document the decision and communicate its [conditions] to affected roles.
4. Verify [conditions and expiry], close the record and update the governing document if approved.

### Forms checklists and records

| Form or record      | Producing procedure and required fields        | Storage access and retention            |
|---------------------|------------------------------------------------|-----------------------------------------|
| [Form ID and title] | [Procedure and data required]                  | [Controlled location and approved rule] |
| [Checklist ID]      | [Requirement verified and acceptance evidence] | [Reviewer and retained copy]            |

### Compliance review checklist

- ☐ Current policy and procedure versions are available at the point of use.
- ☐ Procedure results and approvals are recorded in the identified forms.
- ☐ Exceptions have an authority, conditions and closure or review trigger.

## Definitions and references

| Term                             | Meaning in this manual                             | Defining document        |
|----------------------------------|----------------------------------------------------|--------------------------|
| [Defined term]                   | [Approved meaning; preserve differences by policy] | [ID and section]         |
| [Abbreviation]                   | [Expansion and use]                                | [Source]                 |
| Related document                 | Version and applicable requirement                 | Used by                  |
| [External or internal reference] | [Edition and clause or section]                    | [Policy or procedure ID] |

## Policy interpretation questions

| Question                      | Approved answer                              | Governing rule          |
|-------------------------------|----------------------------------------------|-------------------------|
| [Recurring employee question] | [Direct answer reviewed by policy authority] | [Policy ID and section] |

## Manual administration

| Change record                  | Review and release information                             |                                       |
|--------------------------------|------------------------------------------------------------|---------------------------------------|
| Requested change and reason    | [Affected IDs, issue and proposed revision]                |                                       |
| Impact and consultation        | [Training, forms, related policies and affected roles]     |                                       |
| Approval and effective version | [Decision, authorized approver and release reference]      |                                       |
| Distribution and withdrawal    | [Where issued; obsolete-copy handling and acknowledgement] |                                       |
| Revision                       | Change and affected documents                              | Approval and next review              |
| [Revision and date]            | [Summary and IDs]                                          | [Reference, owner and review trigger] |