**SMALL BUSINESS POLICY**

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| **Company Name** | | | | **YOUR LOGO** | | | | | | | | | | | | |
| 123 Company Address Drive | | | |
| Fourth Floor, Suite 412 | | | |
| Company City, NY 11101 | | | |
| 321-654-9870 | | | |
|  | | |  | | |  | | |  | |  | | |  | | |
| **POLICY NAME** |  | | | | | | | | | | | **POLICY NO.** | | |  |
| **EFFECTIVE DATE** |  | | | | **DATE OF LAST REVISION** | | |  | | | | **VERSION NO.** | | |  |
|  | | | | | | | | | | | | | | | |
| **ADMINISTRATOR RESPONSIBLE** |  | | | | | | **CONTACT INFORMATION** | | |  | | | | | |
| **APPLIES TO** Apply group names to define applicable areas of staff. | | | | | | | | | | | | | | | |
| GROUP 1 |  | | | | GROUP 2 | |  | | | GROUP 3 | | |  | | |
| GROUP 4 |  | | | | GROUP 5 | |  | | | GROUP 6 | | |  | | |
|  | |  | | |  | |  | | |  | | |  | | |

| VERSION HISTORY | | | | |
| --- | --- | --- | --- | --- |
| VERSION | APPROVED BY | REVISION DATE | DESCRIPTION OF CHANGE | AUTHOR |
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# Introduction AND OVERVIEW

Describe the purpose of the policy.

# 

# employee policies

## 

### workplace safety

Injuries can happen to any team member throughout the organizational hierarchy.

### employee conduct

An employee conduct policy establishes the duties and responsibilities each employee must adhere to as a condition of employment. Conduct policies provide guidelines for appropriate employee behavior and outline things such as proper dress code and harassment policies. A policy also describes how an employer may discipline inappropriate behavior, including warnings or employee termination.

### Disciplinary

Outline employee expectations before you ever need to embark on any disciplinary course, including work termination. You must include regular evaluations and disciplinary write-ups.

### Equal Opportunity

Equal opportunity laws promote fair treatment in the workplace regarding race, gender, sexual orientation, or religious and cultural beliefs. Equal opportunity policies include anti-discrimination and affirmative action policies. In addition, these policies discourage inappropriate behavior from employees, supervisors, and independent contractors.

### Attendance and Time-Off

Attendance policies describe expectations for scheduling time-off and notifying superiors about unexpected absences or tardiness. Attendance policies also detail consequences for extended absences and failure to adhere to schedules.

### Substance Abuse

Substance abuse policies prohibit the use of drugs, alcohol, and tobacco products during work hours, on company property, or during company functions. If smoking is permitted on the premises, smoking areas are described. Describe drug testing schedules, if any, and procedures should employees test positive for banned substances.

### Internet, Device, and BYOD Policies

These policies protect not only your network and assets from potential cyber intrusions and breaches, but they also protect you from potential liability should an employee commit a crime using company devices and network resources.

# Customer-Facing Policies

### Late Payment

Establish when your customers are expected to pay before you engage in trade.

### Work Hours

Be clear with customers about when they can expect to deal with customer service, and consider how you will deal with rush jobs before someone requests one.

## **MONEY-BACK POLICIES AND RETURN POLICIES**

Whether you have a brick-and-mortar or online store, decide before you ever conduct trade what kind of return policy you’ll pursue and how firmly you will support it. Post this in your store or on your website.