# About Policies

Policies are broad statements, adopted by a business, that set out what the business stands for and what its goals are. Procedures are usually implemented to support each policy explaining how to apply the policy to the business's customers, employees and products, and the instructions necessary to follow the policy. Examples of areas where businesses typically institute policies are ethics, human resources, accounting and customer service.

## Ethics

Ethics policies address issues such as honesty, fairness, integrity and respect. For example, the long-standing ethics policy regarding honesty instituted at Levi Strauss and Co. as quoted by Inc.com reads: “Honesty: We will not say things that are false. We will never deliberately mislead. We will be as candid as possible, openly and freely sharing information, as appropriate to the relationship.”

## Human Resources

Policies imposed in the area of human resources address issues such as hiring and termination, benefits, promotion and salary increase and discipline. For example, a typical human resources policy addressing hiring might read: “New hires shall be subject to a three month probationary period during which employment is 'at-will.'”

## Accounting

Accounting policies deal with how money is handled in the company, both the spending and the documenting of inflow and out-flow. An example of a typical accounting policy regarding receipt of gifts to an organization might read: “Gifts of stock, bonds, manuscripts, art and antiques are recorded and such information is openly available to officers, stock holders and employees as with any other corporate asset.”

## Customer Service

Customer service policies address issues such as employee attitude toward customers. A sample policy dealing with customer relations as reported by Infonet.com reads: “All employees deal with our customers! No matter what your position, every employee impacts the customer in some way. Employees are reminded to promote the company just as they would represent their families. This means being friendly and courteous on the business property, while visiting our stores, driving our vehicles on roads and highways and in daily interactions. After all, you never know who knows the person you are talking to... Other ways employees can enhance customer relationships are to answer phones before three rings, transfer office calls correctly, follow through on promises, give updates if necessary, greet walk-in customers or just smile and say hello. Treating other as you expect to be treated goes a long way in customer service relationships.”