

Document Management Policy & Procedures (IM002)

Purpose

This policy defines Complete Business Solutions Australia's (CBSA) approach to the development, review, naming and version control of all documents, including tools, forms, resources, policies and procedures.

CBSA's guidelines and procedures for document management will enable the organisation to manage its documents throughout their lifecycle.

Scope

This policy and procedure apply to employees of CBSA, all clients and stakeholders.

Background

It's essential for businesses to have a system in place to protect their documents. A document management policy will enable businesses to identify how documents are to be properly stored and the measures required to protect documents and information contained in them from unauthorised access or destruction.

Principles that inform our policy

1. Version Control

- All internally produced documents used by the organisation are subject to version control as set out in the procedures section of this document.
- All staff must ensure that they use the current version of all documents.

2. Document Storage and Development

- Electronic files will be saved centrally for access by staff in the organisation's cloud-based storage system. Files are archived as they are superseded by a new version. Files will not be deleted other than by an appointed person for maintenance purposes and only where a backup of the data exists.

3. Document Development and Reviews

- All document authors or reviewers must follow a consistent approach to the development of documents and follow all guidelines as set out in the procedures section. Document authors or developers must also ensure that prior to the development or revision of any document, approval to commence revision or development is granted by their immediate manager or by the Managing Director.
- Policies and procedures will be reviewed at least annually to ensure they are up-to-date, accurate and compliant. Other documents will be reviewed during continuous improvement processes. The Governance Manager is responsible for ensuring that policies and procedures are reviewed by their due date.

4. Document Approval

- All documents are subject to approval prior to use by any staff member. Approval must be given for every document by the authorised person specified within the procedure section.
- Approved documents will be saved for use in the organisation's cloud-based storage system.

Key terms

Term	Meaning	Source
Governance	Governance encompasses the system by which an organisation is controlled and operates and the mechanisms by which it and its people are held to account.	www.governanceinstitute.com.au
Style Guide	A style guide is a document that provides guidelines for the way your brand should be presented from both a graphic and language perspective.	www.launch-marketing.com

Links to other policies

- CBSA Style Guide
- Policy and Procedures Template
- Management of Policies and Procedures

Induction and ongoing training

CBSA requires that induction and ongoing training of all staff include the Document Management Policy and Procedure to enable staff to fulfil their roles effectively. In addition, CBSA promotes

information sharing at staff meetings, sharing information received from industry trends or changes in legislation, and in consultation at policy review sessions.

Policy created/reviewed

Policy Created/Reviewed	Modifications	Next Review Date
Implemented March 2022	November 2023, updated format	November 2024

Monitoring, evaluation and review

This policy will be reviewed annually or on occurrence of any relevant legislative change. Management of CBSA will conduct reviews in consultation at management meetings or on request of the Board.

Procedures

1. Document Development

- Format of documents:
 - All documents must conform to the **CBSA Style Guide**.
- Document naming:
 - All documents must be named clearly so that others can easily interpret what the document is for. For example, 'Sales Report December 2021'.
- Development of policies and procedures:
 - Policies and procedures are to be written using the Policy and Procedures Template. The templates include the appropriate headings and format.
 - Include the 'Document Control' section at the end of the document showing the details of the policy/ procedure and link it to standards where applicable.
 - Policies and procedures are coded according to the area of business they relate to.
 - All policies and procedures are to be considered draft until approved by the Governance team.

2. Version Control

- Whenever an update is made to a file, a new version of the file with the same name is created.

- The cloud-based storage system implements an automatic version numbering system when a new version is updated to the system. The system will increment the current version by 1. For example, version 1 will become version 2 when the document is updated.
- Version control should be shown in the footer of the first page of the document.

3. Document Approval

- Approval responsibility:
 - Forms, policies, and procedures need to be approved by the Governance Manager.
 - Training and assessment documents and materials must be approved by the Training Manager.
 - All other documents must be approved by the Governance Manager or by the Managing Director as appropriate.

4. Saving Approved Versions

- When approving a document, save the approved version to the organisation's cloud-based storage system.
- Record approved documents.
- Once a document has been approved, ensure the document details are provided to the Governance Manager for recording in the document register.

5. Document Storage

- Electronic File Storage:
 - The cloud-based storage system has folders set up for each area of the business. Files must be saved in the folder most appropriate to its area of business.
 - Documents from 'Archived' folders are not to be used. These are used for archival purposes only.
 - If a required document cannot be found contact the Governance Manager.
 - No files are ever to be deleted from the file server by anyone other than a designated person appointed to do so by the General Manager.
- Archiving Documents:
 - Upon the approval of a new version of a document, the cloud-based system will move the superseded files into the 'Archived' folder automatically.