

Directions for the Administrator

Keeping confidential information secure protects your workplace and everyone in it. One of the first steps to making sure your workplace is protected is by implementing a document management policy so that all employees know what to do with ALL company documents and records—both paper and electronic. Take the guesswork out of it!

Let's Get Started ☒ Tick off each item as you work towards implementing the Document Management policy.



☐ **Customise the attached policy template for your business.**

Reflect on each stage of the information/document lifecycle to fully understand how information is produced, shared, stored, and disposed of in your organisation. You may consider asking for input from a range of staff and departments to get a holistic view because, depending on the business sector or department, there may be different rules and regulations governing document retention, distribution, storage, and destruction.



☐ **Seek legal counsel.**

It never hurts to seek guidance from legal counsel for complex areas of compliance within your organisation to ensure your policy is complete and thorough. It's also important to make sure you schedule a periodic review, as the requirements may change.



☐ **Train your employees.**

Once you have customised your Document Management policy and have it approved by your organisation's key stakeholders, it's time to train and educate your staff. You may consider having departmental policy ambassadors hold break-out training sessions to encourage more dialogue and understanding around the new policy. This gives everyone a more intimate and interactive opportunity to understand why the policy is both important and relevant to all employees within the organisation.



☐ **Post reminders about the policy throughout the workplace where paper is produced.**

We've included a poster for you to distribute around the workplace. You can post it throughout your workplace and in all departments—reminding employees of the importance of consistently following the policy. Sensitive information should be protected at all times—whether in locked storage or through a secure destruction process.



☐ **Conduct periodic spot checks.**

We recommend that you assign the responsibility of periodic spot checks to your departmental policy ambassadors. A quick audit from time to time helps to ensure your employees are following your new policy and reinforces its importance, refreshes memories, and is a great way to get everyone involved.



☐ **Retrain as needed.**

A Document Management policy can be complex to implement. Employees may find it hard to change their practiced behaviours and adopt new procedures around information storage and destruction. To ensure your policy implementation is successful, remember to discuss, adapt, and circulate policy information on an ongoing basis.



☐ **Revise policies according to new legislation.**

In this ever-changing world, organisations need to stay apprised of new privacy laws. You will need to consistently review your Document Management policy so that it is up to date and in compliance with national privacy and identity theft legislation.