



**5 STEPS TO ENSURE
COMPLIANCE WITH
POLICIES AND
PROCEDURES IN YOUR
ORGANISATION**

5 STEPS TO ENSURE COMPLIANCE

Ensuring compliance is a key priority for most businesses. This could involve keeping on top of Health and Safety requirements, making sure your business operates within the bounds of environmental permits, or just ensuring that internal procedures to maintain efficiency and quality are followed.

With potentially serious consequences for businesses who don't meet their legal obligations, a strong set of policies and procedures are essential to ensure that your business operations are consistent, compliant and safe.

Understanding your business's responsibilities, then putting the right policies and procedures in place, is an essential first step towards keeping your business compliant. However, making sure these are followed throughout your business can be much more challenging. Over time, small shortcuts and variations in how your policies are implemented can cause non-compliance, and teams can be resistant to what they might perceive as "nit-picking" from those responsible for implementing compliance procedures.



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Here are some simple steps to make it easier to enforce your company's policies and procedures, and ensure compliance across the board:

ONE: ENSURE YOUR POLICIES ARE PRACTICAL

If policies and procedures aren't being followed consistently, it's important to understand the reasons why. While it's easy to attribute poor record-keeping or missed monitoring checks to laziness, it's also possible that your procedures could be at fault.

Consult with teams to understand their working practices, and how compliance procedures fit in with their day-to-day operations. If a policy is a pain to implement, for example if it takes too long, or if it interrupts their activity-flow too much, this reduces the likelihood that it will be followed.

Integrating compliance requirements as seamlessly as possible into your existing processes will make them much easier to follow, and increase compliance without the need for constant intervention.



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TWO: PROVIDE EFFECTIVE DOCUMENTATION

Corporate policies and procedures are too often hidden in huge, densely-worded documents.

While your business can cover its legal responsibilities by providing health and safety and other compliance documents as part of an employee handbook, in reality this can end up forgotten. Even your most dedicated team members are unlikely to refer back to their induction paperwork on a regular basis!

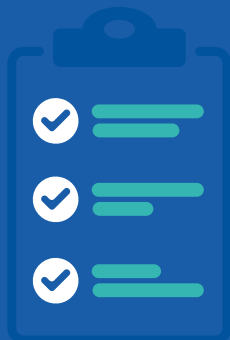
It's good practice to provide formal documentation up front so employees have a clear understanding of what's expected of them. However, it's also important to make your policies and procedures visible at the point where they should be implemented. Reminders, checklists and appropriate signage at the right points around your business can help make sure your procedures are followed to the letter.

THREE: CLEARLY EXPLAIN THE BENEFITS

Often, what seem like minor admin points to your team can be of vital importance to your company's regulatory compliance.

For example, monitoring the temperature of a tap is unlikely to be considered high priority by a team member with a long to-do list. However, skipping this task could have serious repercussions for your company if it leads to non-compliance with legionella legislation.

Providing regular training and refreshers to your team on what your policies and procedures are there for is vital. It's a great way to ensure your employees understand why they're being asked to follow these rules, and can help keep their importance front of mind. This is particularly true for policies that might seem "nit-picky" without the right context, and which are therefore at a high risk of being forgotten.



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FOUR: MONITOR EFFECTIVELY

While nudge tactics can go a long way towards making sure your policies and procedures are followed, there will unfortunately always be some points that just don't stick. At this point, a stronger approach could be necessary, and that means monitoring key compliance points and following up if they're not adhered to.

At a simple level, checklists or activity logs where employees sign to confirm an activity has been completed can be effective. Alternatively, it might be possible to automate reporting in some areas to save time and provide ongoing compliance data.

While monitoring can be effective, it's also important to use it only where necessary. Too much control and surveillance can affect employee engagement and performance, particularly if it's seen as overkill. Monitoring everything could also lead to an "if everything's top priority, nothing is" scenario, so it's important to choose your battles carefully.

Rather than constantly monitoring all processes, consider reserving this only for the most critical areas of compliance. Then, temporarily monitor any current areas of concern, and move to spot-checks when performance improves.



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ENCOURAGE
STRAGGLERS
TO UP THEIR
GAME

FIVE: RECOGNISE AND REWARD

While adhering to company policies and procedures is a requirement for your employees, it's not always easy, particularly if it places additional admin on top of an already-challenging workload. This can mean that even as performance overall improves, some teams or individuals can lag behind.

If compliance monitoring shows that one team is performing well whilst another is below-standard, it can be tempting to resort to the stick (particularly after the tenth reminder!). However, positive reinforcement is often far more successful, and rewarding the strong performers can be a powerful way of encouraging stragglers to up their game. It also recognises the effort that the successful team has put in, reinforcing the benefits to them and increasing the chances that they'll maintain their new behaviours.

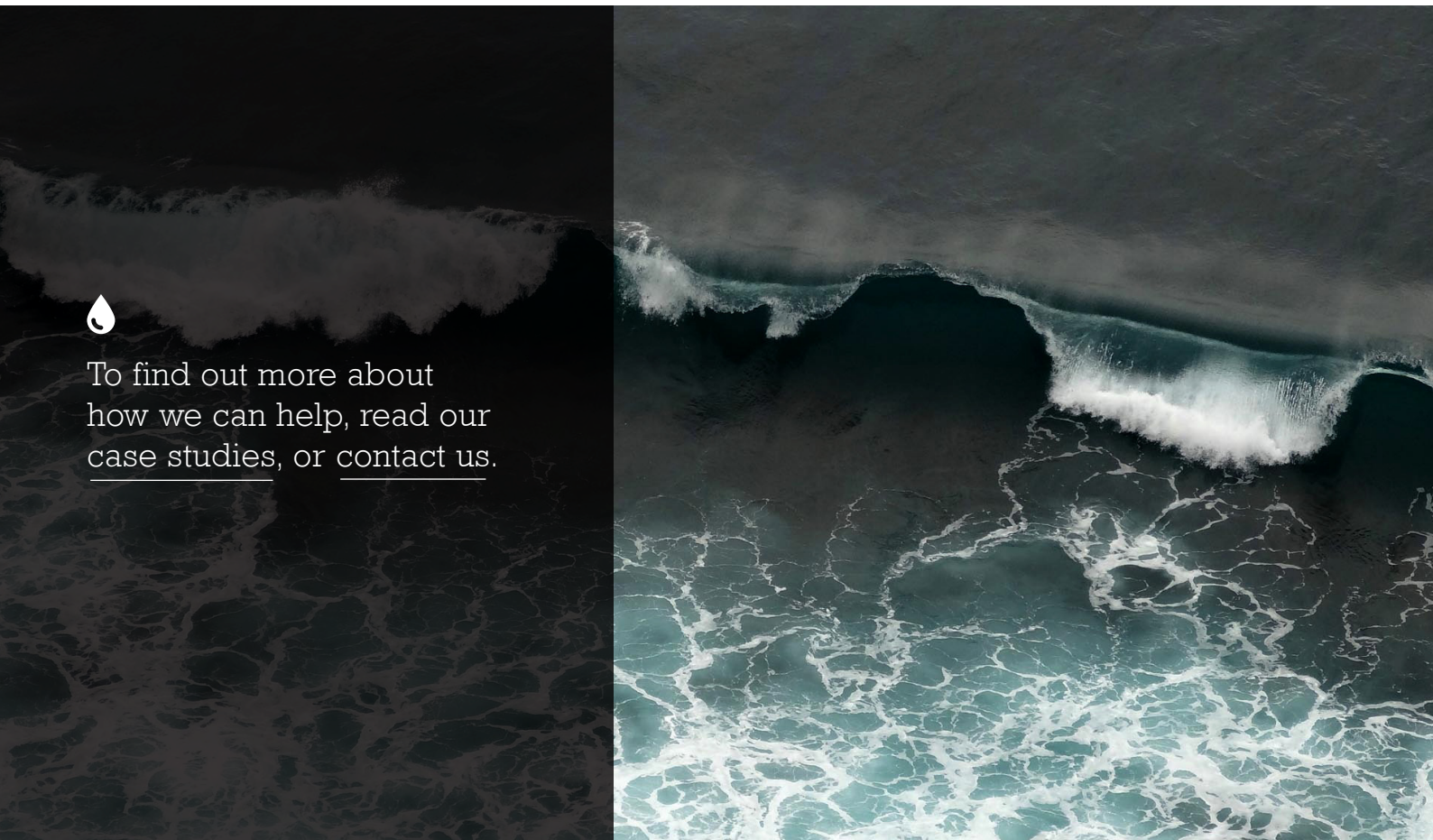
TAKE THE STRESS OUT OF COMPLIANCE

Ensuring compliance can be a headache, and most people would prefer not to have to constantly nag their teams to stick to the policies and procedures they've set.

Total Water Solutions has vast experience in supporting businesses to create the structures, systems and processes they need to make water, environmental and health and safety compliance as easy and stress-free as possible.



To find out more about
how we can help, read our
[case studies](#), or [contact us](#).





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how we can help you call us on
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