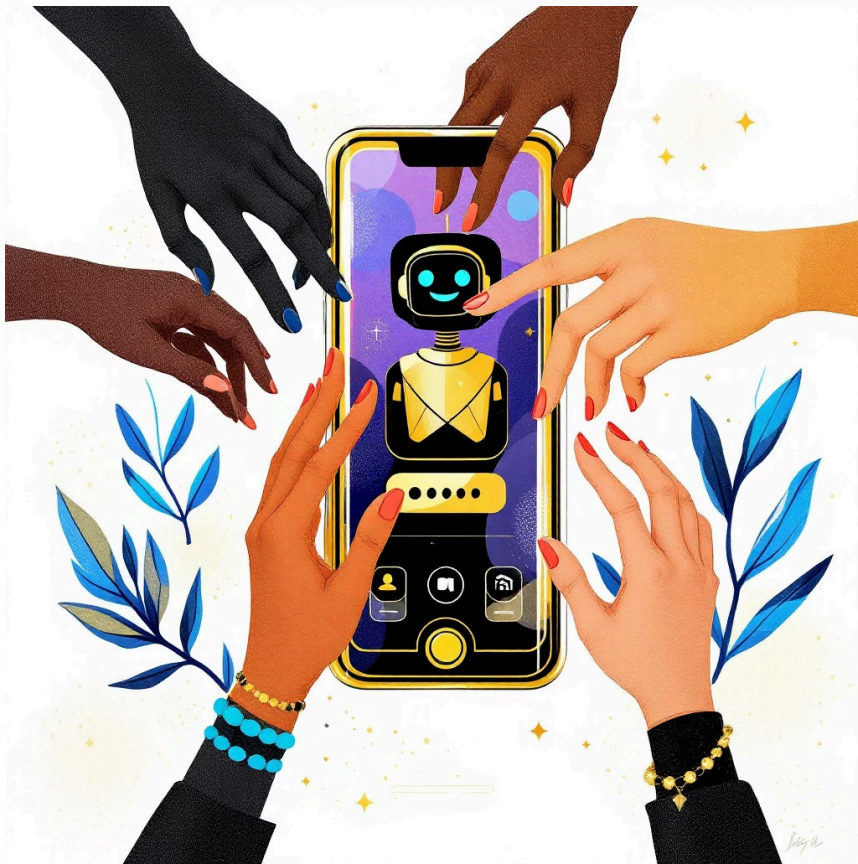


Policy Pal

Streamlining SOP knowledge for a scalable COOP Careers program. Empowering staff with instant access to policy information while freeing HR team to focus on strategic talent development.





The Problem: Knowledge Gridlock

Buried Information

Critical HR policy knowledge is locked inside scattered Google Drive PDFs, making essential information nearly impossible to find when staff need it most.

Inconsistent Guidance

Without easy access, managers rely on memory, leading to conflicting answers across teams.

Broken Workflow

Staff search Google Drive → Fail to find answers → Message HR → Wait for response. This bottleneck prevents efficient operations and slows decision-making.

Risk of Silence

Difficulty finding answers leads to questions going unasked.

The Cost of Confusion: Daily Impact

The "knowledge gridlock" isn't just an abstract problem; it creates real, daily headaches for our team, eating away at productivity and morale, and leading to significant wasted time.

"Where do I find the new PTO policy?"

Staff waste up to 15 minutes searching for basic information, often giving up and sending an email to HR, causing further delays.

"What's the process for professional development reimbursement?"

Valuable growth opportunities are missed as staff navigate a labyrinth of outdated documents, impacting skill development and engagement.

"Are hybrid work guidelines different for my department?"

Inconsistent policy application leads to confusion, potential compliance issues, and frustration among managers and team members.



Why This Matters: The Cost of Mission Dilution

Inhibits Scale

Staff time is lost searching for basic information instead of delivering programs and coaching alumni. "Tribal knowledge" doesn't work for a growing organization of 80+ people across multiple locations.

- Program delivery delays
- Inconsistent policy application
- New staff onboarding challenges

Opportunity Cost

Every minute HR spends answering repetitive questions is time diverted from strategic talent development. We cannot scale our impact if our internal systems are stuck in manual mode.

- Strategic planning time lost
- Recruitment efforts delayed
- Professional development postponed

The Solution: Policy Pal

We propose a centralized, intelligent hub using **Google NotebookLM** to transform how staff access policy information.



AI-Powered Knowledge Base

01

Direct Access

A single, secure link for all staff. No complex apps, no training required—just instant access to the information you need.

02

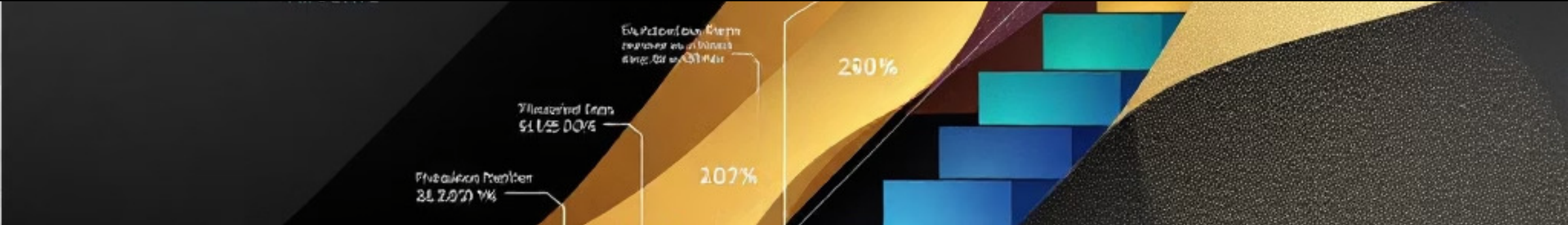
Source Grounded

Answers are cited directly from our verified PDF policies, ensuring 100% accuracy and zero AI hallucinations or misinformation.

03

Conversational Interface

Ask questions in natural language and receive precise, cited answers in seconds—like having an HR expert available 24/7.



Implementation Plan: Immediate Execution

1	2	3
Phase 1: Curation Upload all verified HR policy PDFs to NotebookLM platform. Organize documents by category and test system functionality with sample queries.	Phase 2: Soft Launch Share secure link with pilot user group of 10-15 staff members. Collect feedback on usability, accuracy, and missing documentation.	Phase 3: Rollout Organization-wide access via email announcement and Slack integration. Provide quick-start guide and collect ongoing user feedback.

Investment Required

Cost: \$0 — Google NotebookLM is free for organizational use.

Time: 4-6 hours total setup across three weeks.

Leadership Ask

Executive sponsorship for org-wide announcement and commitment to maintaining updated policy documents in the system.



Success Vision: Empowered Staff

50%+

Fewer Interruptions

HR reclaims 20% of their week to focus on strategic initiatives like talent development, recruitment planning, and organizational culture building.

5 min

Average Search Time

Staff find policy answers in minutes instead of hours or days, dramatically improving operational efficiency and decision-making speed.

24/7

Always Available

Knowledge access isn't limited by HR office hours or staff availability—get answers whenever you need them, from anywhere.

"Ok I absolutely love this. I love that I can **save so much time** by just asking a question and the AI spitting out the answer as opposed to me sifting through our policy book. I also love this because **I often get questions** about certain policies **from my direct reports** and I often have to double check first before giving them the answer. **With this, I can simply type in the question** and be certain I am giving them the correct information." - Celen

Questions?

Thank you for your time and consideration. We're excited to bring Policy Pal to life and empower our team to work smarter, not harder.

