

July 2024

Policy Management Framework | Policy

Policy Owner:	Office of the President & Chief Operating Officer (OP/OCOO)
Policy Approved by:	President & Chief Operating Officer
Policy Contact:	wopolicycenter@water.org or Associate Director, Operations, OP/OCOO

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I. Policy Overview

Policy Statement

This Policy Management Framework outlines the structure, guidelines, and principles for the creation, review, approval, communication, and maintenance of company policies at Water.org. It is intended to promote transparency, consistency, and accountability in the management of organizational policies.

Purpose & Applicability

This Policy Management Framework applies to all employees of Water.org. It governs all steps throughout the policy lifecycle including:

1. Policy Proposal
2. Policy Development
3. Policy Approval
4. Policy Communication
5. Policy Maintenance
6. Policy Exceptions
7. Policy Governance
8. Policy Enforcement and Violations

II. Policy

1. Policy Proposal & Development

- 1.1 Policy Coordinator:** Each department will assign a Policy Coordinator who will be accountable for ensuring that each policy in effect is uploaded to the Policy & Procedure Center and periodically reviewed by the Policy Owner.

- 1.2 Policy Owner:** Each policy requires a designated Policy Owner, responsible for its development, maintenance, and periodic updates. Policy Owners are to be functional departments and not simply one individual.
- 1.3 Needs Assessment:** Before creating a new policy, the need for the policy must be assessed to determine its relevance, importance, and alignment with the company's goals, values, and legal obligations. Policy Owners are requested to assess and document the need for a policy using the **Policy Needs Assessment**.
- 1.4 Policy Template:** For consistency, all policies must be created using the approved [Policy Template](#).
- 1.5 Cross-Functional Collaboration:** Policy Owners will collaborate with relevant departments and stakeholders to ensure that policies are comprehensive, practical, and reflective of the organization's collective expertise.

2. New Policy Approval

- 2.1 Review and Approval Process:** All new policies will undergo a review and approval process by the applicable Department Head, as well as the HR, OCOO, Legal (if applicable) and other relevant departments. Please refer to the [Policy & Procedure Center User Manual](#) for detailed instructions on how to submit new policies for approval.
- 2.2 Legal and Regulatory Compliance:** Policy Owners will coordinate with the Legal Department and HR Business Partners to ensure alignment of the new policy with applicable laws, regulations, and industry standards.
- 2.3 Policy Approval:** Final approval of a new policy will be granted by the Chief Operating Officer. Only approved policies will be considered official and actionable.

3. Policy Communication

- 3.1 Central Repository & Availability:** All approved policies will be stored in a centralized repository, accessible to all employees through the [Policy & Procedure Center](#), ensuring easy access for reference.
- 3.2 Policy Upload to Policy & Procedure Center:** Policy Coordinators can reference the Policy & Procedure Center User Manual for detailed instructions on how to make policies available for staff use.
- 3.3 Policy Distribution:** The Policy Coordinator will partner with Human Resources to ensure new or updated policies are effectively communicated to all relevant employees, contractors, and stakeholders.
- 3.4 Training and Awareness:** The Policy Coordinator has the responsibility of partnering with Human Resources to offer periodic training sessions and awareness campaigns to educate employees about the existence, purpose, and content of organizational policies.

4. Policy Maintenance

- 4.1 Scheduled Review:** All policies will be periodically reviewed, at least once every two years. Each department will have its own schedule of reviews, either on odd or even years. Policy Coordinators will engage with the appropriate stakeholders within their department to initiate policy reviews and coordinate updates if needed. Department-specific review schedule can be found in the Policy & Procedure Center User Manual.
- 4.2 Relevance Assessment:** During reviews, Policy Owners will assess the relevance of the policy and its alignment with current organizational goals and industry trends.

4.3 Revision and Approval: Updated policies will go through the same review and approval process as new policies before being implemented.

5. Policy Exceptions

5.1 Exception Handling: In exceptional cases where strict adherence to a policy could result in unintended negative consequences, employees may request an exception by contacting HR@water.org.

5.2 Approval Process: Exception requests will be reviewed and approved by Policy Owners and Human Resources, considering the potential impact and feasibility of the request.

III. Policy Governance

6. Policy Management Framework Oversight

6.1 Policy Oversight: The **Office of the Chief Operating Officer (OCOO)** is the owner of this policy and is responsible for administering, reviewing, and making recommendations for updates or changes to this policy in alignment with business needs.

6.2 Continuous Improvement: Feedback from policy implementation, reviews, and exceptions will be used to continuously improve the Policy Management Framework and associated processes.

6.3 Policy Updates: OCOO will review this Policy Management Framework for updates every two years, on even years, or sooner if deemed necessary.

7. Policy Enforcement and Violations

7.1 Adherence Expectation: Non-compliance with approved policies may result in appropriate disciplinary actions in accordance with the company's **Global Standards of Business Conduct, Delegation of Authority**, and relevant employment agreements.

7.2 Reporting Violations: Employees are encouraged to report any violations or concerns related to policies to the Policy Owner (OCOO), Human Resources or through the Global Anonymous Reporting provider via website www.lighthouse-services.com/water or via email reports@lighthouse-services.com.

IV. Additional Resources

Contact for Support

For assistance or clarification on elements within the Policy Management Framework please email wopolicycenter@water.org. This email address is managed by OP/OCOO & HR representatives.

Related Policies and Procedures

- [Policy & Procedure Center Manual](#) provides Policy Coordinators and other users step-by-step instructions on how to manage organizational policies
- [Policy Needs Assessment Form](#) is used to document the need for new policies and notify relevant stakeholders
- [Policy Template](#) provides a standard format for policies