



## Open Door Policy

### Purpose Of Open Door Policy

This policy is put in place to ensure that every employee is accessible, reachable and welcomes communication. Open Door Policy is a policy that can be adapted to your needs. It is flexible in nature, in that, if you need to have a confidential call – you can, with your judgement, close your private space's door.

*The policy will cover the basics of the open door policy, some dos and don'ts, along with how to ensure you are using this well. An open-door policy is in place to encourage communication, and we must be wary that too much is also not a good thing, in the workplace.*

### Scope

This policy is to be taken literally and figuratively. What we mean by the open door is that managers and employees should encourage and indulge in relevant conversations. This does not just limit to in-person but also on text, messaging apps, internal communication and so on.

Our wish is that this policy works cross-level and cross-department. We encourage and support mission-driven, forward-looking conversations while we are on our path to betterment.

### Open Door Policy Elements

When it comes to open-door policy, we would aspire that this follows through for all situations that occur during your workday and work span, such as:

- Complaints
- Feedback
- Asking for counselling
- Ask for a resolution to a previously raised issue
- Discuss personal topics
- Safety and harassment issues

## Responsibilities On Both Parties End

As the open door policy is liberating and allows for freedom of communication channels, we do have to state that etiquette is to be maintained at all times.

This can be displayed in ways such as:

- Asking for a meeting and time slot
- Listening with compassion and empathy
- Asking for permission to divulge personal information to other members who weren't in the meeting
- Try and resolve conflicts at the same level, within a reasonable time. Escalate only if matters have reached a standstill or standoff.

More in detail:

## Set Parameters Around The Open Door

An open-door policy and implementation has to be done in order to encourage conversation, and must never be taken for granted.

Every individual at the office has the right to set parameters, according to what works for them.

Some rules that can be set in order to ensure there is privacy, yet openness:

- 1- If the door is open, walk-ins are welcome to discuss workplace issues and matters of concern. If the door is closed, please set an appointment on the calendar.
- 2- If there is an emergency that could impact more than just you, and can be hazardous, knock on the respective person's door. If the person isn't inside, call or find the respective person immediately.

## How To Have An Effective Conversation

*Everyone's time is valuable and should be respected within business working hours.  
To have an effective conversation*

*Set an agenda, and if suitable, share it before the meeting*

*During the meeting, only speak objectively. If you wish to conceal a person's name for confidentiality, you may*

*Find solutions and suggest them during the meeting*

- 4- How strong is the internet connection, noise control at the employee's home or alternative place of work?
- 5- In case of issues arising at the preferred place of work, can the employee come to the office?

## Approval Procedure

When employees plan to work from home, they must email their request or raise it at the appropriate Human Resource Information System (HRIS) at least (number of days) days in advance. It is up to the manager to approve the same after considering all the aspects mentioned above.

There could be chances that the reporting manager and the employee are in different time zones. When employees need to work from home for unforeseen reasons, they may not be able to get their requests approved in time. In this case, they may work from home and notify the HR department. They must check in with their managers as soon as their manager clocks in.

## Mutual Understanding

Managers can set guidelines that ensure employees work at their optimum level. The employee and the supervisor must decide how often they need to catch up to ensure that all the goals and targets are met. They can even consider scheduling weekly meetings. Managers must provide straightforward guidelines to ensure employees know what to do in their new work environment.

## Compensation And Benefits

In most cases, work from home arrangements doesn't affect employees' employment terms. HR will create a new contract if working from home has any effect on compensation and benefits.

