

Directions for the Administrator

Almost 20% of information security breaches are caused from within an organization due to employee negligence.

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.

☒ Check off each item as you work towards implementing the Document Management Policy.

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

Reflect on every stage of the information/document cycle to fully understand how information is produced, shared, and stored in your organization; from creation and storage, to document destruction. You may consider asking for input from a range of staff and departments to get a holistic view because, depending on the business sector/department, there are many specific rules and regulations governing document retention, distribution, storage, and destruction.

☐ **Get Legal Counsel.**

It never hurts to seek guidance from legal counsel for complex areas of compliance within your organization to make sure your policy is complete and thorough. And make sure you schedule a periodic review, as well, because the rules sometimes change.

☐ **Train your employees.**

Once you have customized your Document Management Policy and have it approved by your organization'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 organization.



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

We've included an 8.5" x 11" poster for you to distribute around the office. 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 makes sure 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 make sure your policy implementation is successful, remember to discuss, adapt, and circulate policy information on an on-going basis.

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

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

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