

Sample Franchise Ltd

Human Resources Manual

Volume One: Introduction and Manual Use

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Introduction

This Human Resources Manual is provided as a central reference for all Franchisees.

The specific policies that are specified in this manual promote the philosophy of [Sample Franchise Ltd](#) with regard to standards of performance; terms of employment; employee development; and employee services.

[Sample Franchise Ltd](#) has a specific and well defined approach to:

- Employing talented individuals whose resourcefulness and motivation will support and contribute to achieving the [Sample Franchise Ltd's](#) business objectives;
- Communicating [Sample Franchise Ltd's](#) standards and expectations in all aspects of employment;
- Valuing diversity, and assure equal employment opportunity and a workplace where relationships are based on mutual respect;
- Treating all Franchisee's, staff, workers, contractors and customers in a professional, non-discriminatory manner;
- Providing safe, effective working conditions, and;
- Providing competitive terms and conditions in our workplace market

The management of staff is one of the keys to running a successful [Sample Franchise Ltd](#) franchise. There are many challenges in managing staff including staff resources, dealing with change, receiving the best performance from your staff and ensuring that staff perform to a level that is expected of them and that complies with the requirements of the franchise.

The Human Resources Manual is made up of five volumes, each covering a separate topic. Each volume has been written by the Franchisor to ensure that there are clear guidelines and expectations for you, the Franchisee, to follow that will ensure that all staff are treated equally and fairly in terms of performance, hiring staff and hiring systems.

This manual has been written in conjunction with the other manuals provided to you by [Sample Franchise Ltd](#) and is designed to be implemented in parallel with the other manuals.

In the event of any issues, you will have the full support of the Franchisor in resolving any employment issues.

Volumes

Volume 1 Introduction and Manual Use

- Introduction
- Notes on this Manual
- Using the Human Resources Manual
- Volumes
- Manual Updates
- Ownership and Return of Manuals
- Confidentiality and Disclaimer

Volume 2 Employing Staff

Employing Staff

- Advertisements
- Application Form
- Selection Methods
- Relevant Checks
- Probation Period
- Recruitment Monitoring
- Exit Interviews
- Statement of Terms and Conditions

Orientation Policy and Checklist

- Introduction
- Franchisors Obligations
- Benefits of Orientation
- Orientation Checklist
- First Day of Employment
- Specific Orientation Requirements
- Completing the Induction Process
- Induction Program for New Staff
- Orientation Checklist

Standards of Business Conduct

- Introduction
- Standard of Conduct Required.