

Document Number: EDCS-#####  
Last Revision Date: dd mmm yyyy  
Policy Owner:  
Next Review Date: dd mmm yyyy

## Policy Title

**Important: Verify file extension is “.docx” when saving**

**Use of this template for Policies is required.** It contains all of the elements required for appropriate document control and alignment with REDACTED’s Business Management System (BMS).

Best practices and recommendations for writing a policy are included, but you can be flexible and adjust the content if necessary to present the policy in the way that best supports the business. Delete sections marked as “optional” if they do not apply; the headings will be renumbered automatically.

Remove the instructional text (in red text boxes) before saving your final version, and make sure you have updated the header (double-click to open).

When writing a policy:

- **Identify** the goals, the methods for measuring compliance, and governance of the target audience.
- **Address** aspects required for scope, impact and audience.
- **Research upstream:** If any higher-level policies or processes exist that govern this policy, list their links in “Related Policies and Processes”.
- **Research downstream:** If any policies or processes are impacted by this policy, list their links in “Related Policies and Processes”.
- **Use plain language** that is easy for a diverse (global) audience to understand. Avoid phrases or acronyms that might be unfamiliar to your audience or are region- or country-specific.
- **Review existing policies** relating to or similar to your subject for ideas or language suggestions. If REDACTED lacks a policy on your subject, look to other organizations that might have handled similar policies.
- **Talk to contacts on the teams** affected by your policy. Input / review from different audiences eases the approval process and promotes awareness and compliance.
- **Research opportunities to collaborate** with other teams to leverage or create cross-functional or cross-organizational policies.

Contact [Policy@REDACTED.com](mailto:Policy@REDACTED.com) to submit questions or input on this template, and for ideas and information about other team policy contacts or for additional information

## Formatting Tips

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## 1 Purpose / Executive Summary

Provide a very brief paragraph explaining what the policy is to be used for and why the policy is needed. It can be expressed in terms of risk avoidance, regulatory requirements, and strategic direction.

This policy is to be used for \_\_\_\_\_ and is needed because \_\_\_\_\_.

## 2 Overview

If the policy subject is complex, insert an overview of the subject of the policy.

Optional – delete this section if not needed.

### 3 Scope

Describe the circumstances under which the policy is invoked. Areas to address include scope, audience, impact, specific circumstances or processes, people, organizations, times, locations, theaters, functions, and environments. Be very specific -- scope is frequently referenced when there are questions about who is impacted, and what is covered, by the policy.

If applicable, document what is specifically excluded from the scope.

This policy applies to \_\_\_\_\_ AND/OR This policy includes \_\_\_\_\_.

### 4 Policy Statement

Policy statements should be clear and concise yet comprehensive. Use the provided automatic numbering to make each policy statement easily referenced.

Use clear policy statements that are concise yet comprehensive. *Mandatory* statements need specific terminology (“must”, “are required to”). *Guideline* or *best practice* statements in the policy use terminology such as “it is highly recommended to”. If there is no “must” or “required” statement, it is likely that a guideline or process document would be a better platform than a policy.

Examples of good policy statements include the Home Broadband Policy ([EDCS-760036](#)) and the Mobile Device and Services Policy ([EDCS-760039](#)).

Add a short descriptive phrase at the blank line in the heading; this appears in the table of contents. Use its child numbered sections for details. Add or remove automatically-numbered sections as needed.

EXAMPLE:

5.1. Alignment for Records Management

5.1.1. Ensure records and documents are retained and protected according to the REDACTED Information Classification policy and the REDACTED Records Management Policy (see Related Policies and Processes). Records and documents must be protected in order to limit access to authorized users.

This policy must \_\_\_\_\_. [Optional additional info: This policy is highly recommended for \_\_\_\_\_.]

#### 4.1 [Section Title]

[Paragraph text]

[Paragraph text]

## 4.2 [Section Title]

[Paragraph text]

[Paragraph text]

## 5 Functional-Specific Information (as required)

Optional – delete this section if not needed.

[Paragraph text]

## 6 Policy Compliance

Policy compliance requirements are as follows:

### 6.1 Compliance Effective Date

Provide the effective date of the policy as either an actual date (“Day Month Year”) or a timeframe (“30 days after final approval”). If this section is not included, the approval date is considered the effective date.

Delayed effective dates enable policy approval and adoption (communication, education, awareness, etc.) prior to policy enforcement. Specify an adequate, but not too extensive, time period (e.g., 30, 60, or 90 days).

This policy is effective \_\_\_\_ days after final approval OR This policy is effective DAY Mon YEAR.

### 6.2 Compliance Measurement

As a best practice, identify methods for measuring policy compliance. A generic statement is provided below; add specific measurements as needed. Describe how compliance to the policy will be measured, Include tools or measurement processes to be used; indicate the acceptable goal or range for the metric and any steps to be taken if the goal is not met.

Consider the location in which your policy will be enforceable, and the risk of non-compliance. If the policy risk is high, consider translating it into local languages – France and Italy, for example, have specific rules about local language.

Compliance to this policy will be verified by \_\_\_\_\_.

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## 6.3 Compliance Exceptions

If any exceptions to this policy are allowed, document the process and required approvals. Document any known exceptions allowed to this Policy and any exception processes or records that need to be retained to document an exception. Include references, links, or information about how to handle an exception request and whether any approvals are required (e.g., “Any exception to this policy must be approved in advance by the appropriate TS Theater VP”).

Recommended: Designate a central location or repository for storage of all exceptions to the policy for easy tracking and reference. Any record storage should be protected, limiting access to only those who require it. For example, it is not advisable for one vendor to see another vendor’s performance or exception records. For information on proper record retention, refer to REDACTED’s Record Management Process:

[http://www.in.REDACTED.com/process/bes/iso/record\\_mgmt.shtml](http://www.in.REDACTED.com/process/bes/iso/record_mgmt.shtml).

There are no exceptions to this policy. OR Any exceptions to this policy must \_\_\_\_\_ and be approved by \_\_\_\_\_.

## 6.4 Non-Compliance

Describe any consequences for not following the policy. You must be clear about what happens if someone does not follow the policy.

Deviations or non-compliance with this policy may result in \_\_\_\_\_.

## 7 Related Policies and Processes

Insert links to related policies or processes, including those at a higher level and those that are used to carry out this policy. Describe why something is related and/or when to use the process.

Optional – delete this section if not needed.

[LINK]

## 8 Supporting Documents

Use hyperlinks, if possible, to call out referenced documents; be aware, however, that if document locations change, broken links will result.

Optional – delete this section if not needed.

[LINK OR TITLE]

## 9 Definitions

Define any terms, acronyms or concepts included in the policy that might not be readily understood by the general REDACTED population. Many are already included in the [Global TAC Glossary of Terms](#). To add additional terms to the Glossary, contact [gtcbe@REDACTED.com](mailto:gtcbe@REDACTED.com).

Defined terms are located in EDCS as [1147899 Global TAC Glossary of Terms](#).

## 10 Approvals

An approval record is required. Insert a link to the approval history for the policy.

*NOTE: Ensure approvers are consistent with the audience, scope, and impact of the document.*

The approval history is located at the following link:

[http://wwwin-eng.REDACTED.com/cgi-bin/edcs/edcs\\_info?EDCS-XXXXXX#History](http://wwwin-eng.REDACTED.com/cgi-bin/edcs/edcs_info?EDCS-XXXXXX#History)

## 11 Revision History

REDACTED Update the link to the document revision history (e.g., EDCS file info link).

Note: In the sample link below, “XXXXXX” is not the EDCS document number. To create the hyperlink for your document, you must go to the EDCS File Info screen for your document, copy the url, and add “#History” at the end.

The revision history is located at the following link:

[http://wwwin-eng.REDACTED.com/cgi-bin/edcs/edcs\\_info?EDCS-XXXXXX#History](http://wwwin-eng.REDACTED.com/cgi-bin/edcs/edcs_info?EDCS-XXXXXX#History)

## Appendix A                      Title of Appendix

Add supplemental information in additional appendices. For example:

- Rather than placing a long list of countries in the Scope section, place them here.
- Use this section as a convenient location to isolate items that might be updated more often, thus isolating them re-approval when the language in the body of the policy remains the same. However, the appendix is to be treated as an integral part of the document, and the entire document must be re-routed for approval.
- Refer here to supplemental information housed in a different document if that supplemental information is only supporting information for the policy.

Optional – delete this section if not needed.

# Formatting Tips

(Delete this page before sharing your document)

**Numbered Headings**

Press 'Enter' at the end of a heading, and automatically get the right paragraph level

**The 'Indent' button**

**Works on Headings**

**Works on bullets, too**

**Need a Note / Table / Alpha List?**

Meet the **Quick Parts** button!

Select from the drop-down for...

A Note...	An alpha list...*	A numbered list...*
A nice table...		

\* Use Copy/Paste for more items; updates like a TOC.

Click here--

to get a **numbered paragraph**.

**The Quick Style Gallery**

Click here --

to **remove all formatting** will be removed from your current paragraph.

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