



Background

UBC Facilities operate under numerous policies and procedures that govern various aspects of operational and organizational functions. These policies cover human resources and operations to governance and compliance. As the number of policies grows over time, ensuring accessibility, consistency, and compliance becomes increasingly complex.

To address this challenge, a structured framework is essential to streamline policy management, enhance clarity and ensure alignment with university goals and institutional regulatory requirements.

Process for Developing or Updating Facilities Policies and Procedures

1. Identify the Need for a Policy or Procedure:

Assessment: Determine the necessity of a new policy or the need to revise an existing one. Updates may arise from changes in laws, regulations, organization goals, system changes, or identified gaps in current practices. [Refer to checklist below when identifying need.](#)

2. Identify the Appropriate Policy or Procedure Owner:

- Determine the responsible individual or department within Facilities who will oversee the policy or procedure.
- Ensure alignment with broader university policies and compliance requirements.

3. Assemble a Working Group:

- Gather relevant subject matter experts and stakeholders to provide input and advice.
- Ensure representation from different operational areas to capture diverse perspectives.

4. Develop Draft Policy and/or Procedure

- Use the standard Facilities policy and procedure [template](#).
- Clearly define the purpose, scope, and applicability of the policy or procedure.
- Policy should outline the “what” and “why.”
- Procedure should detail the “how,” “when,” “where,” and “who.”

5. Review Draft with Working Group

- Share the draft with the working group for feedback.
- Discuss practical implications, clarity, and alignment with existing policies.
- Identify potential gaps or conflicts with current operations.

6. Finalize the Draft

- Incorporate feedback from the working group.
- Ensure the document is clear, actionable, and compliant with relevant regulations.
- Prepare a structured final draft for leadership review.

7. Leadership Team Review

- Present the final draft to the Facilities Leadership Team (FLT) for review and endorsement.
- Address any concerns or suggested changes raised by leadership.

8. Final Approval

- Policy owner and AVP Facilities sign and date the policy or procedure.
- Ensure documentation is properly recorded and archived.

9. Communicate the Policy or Procedure

- Distribute the new or updated policy and/or procedure through multiple channels:
 - Facilities newsletter
 - Departmental management meetings
 - Crew talks
- Ensure all affected employees are informed and have access to the document.

10. Publish the Policy or Procedure

- Upload the approved document to the Facilities SharePoint site and website.
- Maintain a centralized repository for easy access by all staff.

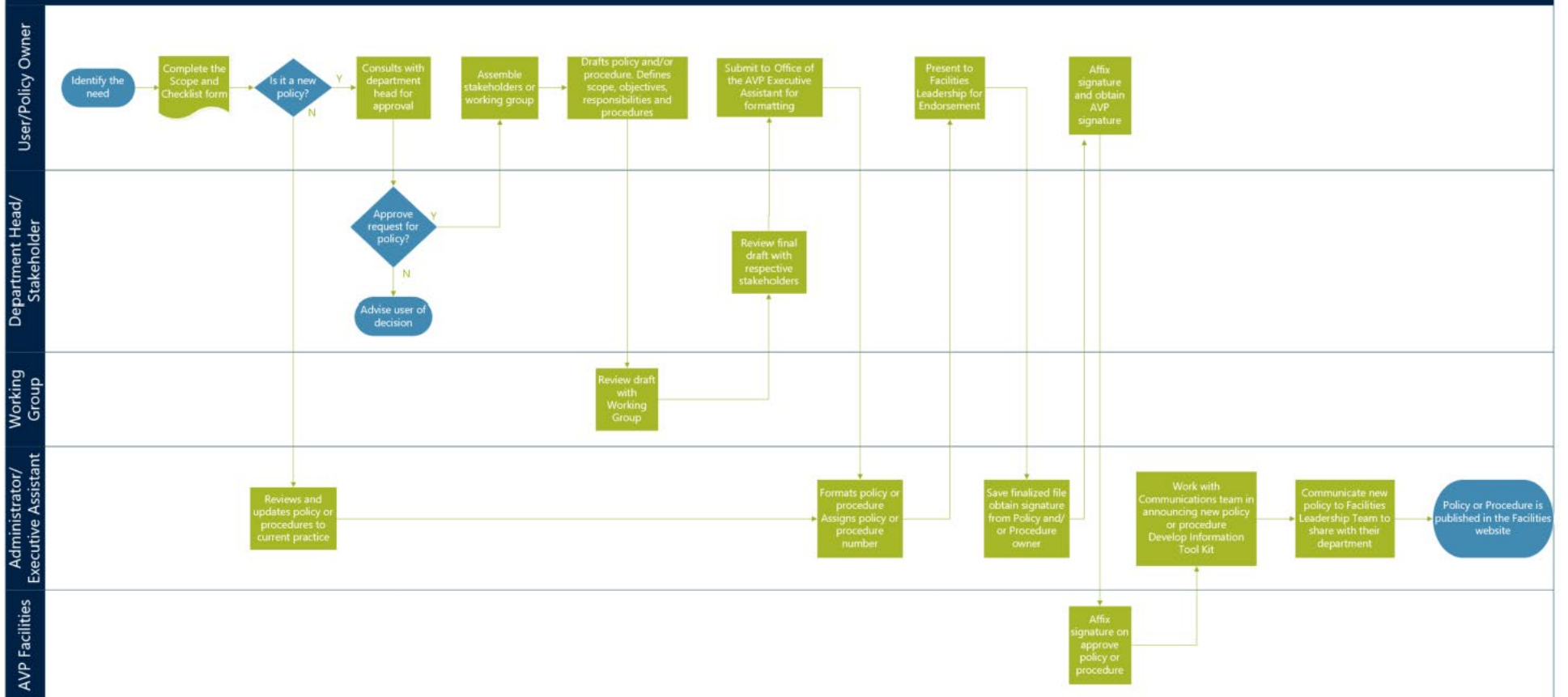
11. Review and Update Cycle

- Policies and procedures undergo a scheduled review every three years.
- Policy owner assesses relevance and effectiveness, making updates if necessary.
- Any required updates follow the same process outlined above.

12. Additional Considerations:

- Policies and procedures should not duplicate existing university or VP Finance & Operations policies.
- Ensure accessibility and usability by structuring documents with clear language and formatting.
- Establish tracking mechanisms to monitor compliance and effectiveness.

Developing Policies and Procedures Process



Additional Guidelines

1. Drafting the Policy

- **Policy Statement:** Clearly state the purpose, scope, and objectives of the policy.
- **Definitions:** Provide clear definitions for key terms used within the policy.
- **Procedures and Guidelines:** Outline the procedures to be followed. Whether embedded or separate, clarify:
 - Roles & responsibilities
 - Processes and standards
 - Criteria for separate or associated procedure documents.
- **Review Process:** Include details on:
 - When and how often policies are reviewed
 - Who is responsible for review and updates.

2. Procedure Drafting Guide:

- **Purpose:**
 - Briefly explain the reason for the procedure.
 - Clearly link the procedure to the related policy (include policy title and reference number if applicable).
- **Scope:** Identify who the procedure applies to (e.g., roles or processes).
- **Definitions:** Define any technical terms, acronyms, or concepts necessary for understanding the procedure.
- **Roles and Responsibilities:** List each role involved and describe their responsibilities in carrying out the procedure.
- **Procedure Steps:**
 - Outline the step-by-step instructions using numbered or bulleted format.
 - Keep it clear, logical and easy to follow.
 - Include timelines, decision points, and required tools or forms, where applicable.
- **Forms and Resources:** List any forms, templates, systems, or documents referenced in the procedure.
- **Review and Update:**
 - Indicate how often the procedure will be reviewed (e.g. annually, biennially).
 - Name the responsible role.
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3. Version Control:

- Use letters to indicate that the file is a draft. For example, HE0 Policy Guide_Rev**A**.docx, indicating it is in the first draft.
- Use numbers to indicate the file is final and ready for publishing. For example, HE0 Policy Guide_Rev**1**.docx.

4. When to Use a Separate Procedure

A procedure may be developed as a separate document when:

- The steps are lengthy or complex
- The content is updated more frequently than the policy
- The same procedure supports multiple policies
- It's more user-friendly to manage as a standalone reference

5. Archiving

- Maintain an archive of previous versions of the policy for reference and legal compliance.
- Stored in SharePoint only.



Policy & Procedure Request & Scope Checklist

1. Procedure vs. Policy Determination

- **Policy** (applies to UBC Facilities, sets rules and expectations)
 - Does this define UBC Facilities standards?
 - Will this require enforcement across multiple units?
 - Is this related to compliance, risk, ethics, or operations?
- **Procedure** (specific steps for how to do something)
 - Does this only apply to one of the University Policies or UBC Facilities policies?
 - Does this only apply to one unit/division and its internal processes?
 - Is it an internal workflow or operational guideline?
 - Can this be handled as a **unit-level procedure** without Facilities-wide governance?

2. General Information

- Name of requester: _____
- Unit/Department requesting the policy/procedure: _____
- Contact person for follow-up: _____

3. Justification for the Policy/Procedure

- What issue, gap, or need does this policy/procedure address? _____

- Is this required due to legal, regulatory, or compliance reasons? Yes No
- Is this a best practice, process improvement, or risk mitigation measure? Yes No
- Has this issue been raised before? If so, what was done about it? _____

4. Scope & Impact

- Who does this policy/procedure apply to?
 - Entire department
 - A specific unit/department (name the unit/dept: _____)
 - Specific roles or staff members (list them: _____)
- Will this policy/procedure affect or require action from other units? Yes No
- Will this policy/procedure impact external stakeholders (students, customers, external communities, etc.)? Yes No
- Would other units/departments be negatively affected if this procedure were not Facilities-wide? Yes No
- Can this policy/procedure be managed internally within the unit without department oversight? Yes No
- If this is a **unit/department-specific procedure**, does the unit agree to take full responsibility for managing, updating, and communicating it? Yes No Not applicable

5. Governance & Approval


- Does a similar policy already exist? Yes No If yes, explain how this is different.

- Is this an **entirely new policy/procedure** or a **revision to an existing one**?
 - New Revision
- Does this require Facilities Leadership Team (FLT) approval? Yes No
- What level of oversight is needed for compliance and enforcement (e.g. Human Resources, Safety & Risk Services, Finance)?

6. Next Steps & Recommendations

- **If Facilities-wide:** Proceed with policy development following UBC Facilities Policies & Procedures Framework PL-GA-01.
- **If unit/department-specific:** Document it as an internal unit procedure and exclude it from department policies and procedures registry.

Template

 THE UNIVERSITY OF BRITISH COLUMBIA Facilities	Policy No.: Policy # (formerly #)	Issue Date: Replaces: Next Revision:
	Responsible Executive AVP Facilities	Owner
	Signature	Signature
	Policy Title: <p style="text-align: center;">POLICY TITLE Formerly Title</p>	
Background & Purposes: [Briefly explain the reason for the policy. What issue does this address? How does it align with UBC Facilities values or industry regulations?]		
Scope: [Specify who the policy applies to, such as all Facilities staff, specific Facilities units/departments, contractors, or visitors.]		

1.0 **Policy Statement:**

[Clearly define the rules, expectations and guidelines staff must follow.]

2.0 **Responsibilities:**

2.1 Employees [Outline what employees are expected to do to comply with the policy.]

2.2 Manager/Head [Explain role in enforcing the supporting policy.]

2.3 Director [Outline role in approvals, if needed]

2.4 HR/Policy Owner [Describe how the responsible department monitors and updates the policy.]

3.0 **Definitions**

[Define any technical terms, acronyms, or concepts necessary for understanding the procedure.]

4.0 **Procedures/Guidelines**

4.1 [Step-by-step instructions on how to implement or comply with the policy. Include any necessary forms, approvals or reporting requirements.]

4.2 Steps

5.0 Related Policies & Documents or Associated Procedures

5.1 [Add links to related documents/forms]

5.2 [Add links to related sources.]

6.0 Review & Updates

[State how often the policy or procedure will be reviewed and who is responsible for making updates.]

7.0 Contact Information

[Provide the name or position and contact details of the person or department staff can reach out to for clarification.]