

## Workplace Open-Door Policy

**Written By:** Peter Verhagen  
**Approved By:** Luke Martin  
**Endorsed By:** David Brown  
**Review Date:** 3/6/2021

---

Our Open-Door Policy reflects our commitment to transparent and flexible communication between committee/production teams and our members.

### What is an open-door policy?

Here's our open-door policy definition: it's simply the management practice of leaving your proverbial door open to all members. This enhances communication across levels of the organization.

And what's the open-door policy significance to our organisation? It translates to better communication which in turn helps build a culture of trust. We think this is the only way to achieve innovation and growth. Everyone has valuable thoughts to share and both our organisation and ways of working could always be improved.

We ask our members, as the heart of our business, to be ready to provide positive or negative feedback, or share ideas that can help us thrive.

### Scope

We expect production teams/the committee of all levels to keep their door open; and this refers to so much more than their office door. They should be ready to listen to members in person or over digital means we use at work (email or messaging apps). They should establish a culture of trust and communication in their team. This also applies to committee, who should remain approachable for everyone in the organization.

Members are free to communicate their thoughts with upper management, be it production teams or the committee directly.

Of course, this policy extends to HR. If you have serious matters on your mind, ranging from concerns over your voice not being heard to workplace harassment, feel free to come to the committee.

### Policy Elements

Production teams/the committee should have their proverbial office-door open so members can approach them easily to:

- Ask for counsel or feedback
- Ask questions about a subject
- Express a complaint or concern
- Raise awareness for a problem
- Ask for resolution to an inside dispute or conflict
- Make suggestions for change
- Discuss other personal topics.

*This document was developed utilising and adapting content from:*

<https://resources.workable.com/open-door-company-policy>

### Benefits of open-door policy in the organization

We already emphasized the importance of open communication when it comes to innovation and improvement of our company. More specifically, we hope that listening to members will help us:

- Address member concerns in time
- Resolve disputes before tensions escalate
- Help members who were victimized or harassed
- Seize opportunities to improve processes
- Foster a culture of mutual trust and collaboration.

### Production Team responsibilities

As a member of the production team, listening to members is part of your duties. You should always be ready to discuss important subjects like harassment as soon as possible, but you should also make time to listen to your team members' concerns or ideas.

Action is also important. Our open-door company policy aims to translate good feedback to better results. This means it's your job to follow through with improvements that matter. Use your judgement to determine whether you should pass information to your production team/the committee or create a plan to address what your team member has told you.

Always be transparent about what you're going to do. Don't promise anything that you're not sure you can deliver. Discuss with your team member, let them know your own thoughts and concerns. After all, communication works both ways.

Of course, we expect you to take any negative feedback or criticism in stride. You must not retaliate or victimize team members. If you're not sure how to handle the information you received, remember: your production team and the committee's doors are open.

### Team Member's Responsibilities

Communication is important and is built on mutual trust. This means that just as you trust your production team/committee to listen to you, your production team/committee trusts you to help them digest information better.

We ask you to:

- Schedule an appropriate meeting time and place in advance, whenever possible, if you want to talk about a significant or delicate matter.
- Communicate with your production team or Producer whenever possible instead of going to the committee first. You can bypass the production team in some cases: for example, if they're involved in a harassment claim or they've consistently and willfully violated our open door company policy (which you can report to the committee).
- Try to resolve minor disputes with your colleagues before reaching out to the company. Trust and communication should work horizontally as well as vertically in our company.
- Approach the person directly about the situation, instead of resorting to complaining about it to co-workers.

In general, speak up when you have an opinion about something. Also, inform us when you notice harassment, victimization or any violation of our code of conduct. We need all of you to ensure the company is a safe and nice environment for everyone.

*This document was developed utilising and adapting content from:*

<https://resources.workable.com/open-door-company-policy>