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PEAK PERFORMANCE
HUMAN RESOURCES CORP.

PROVIDING YOUR BUSINESS with flexible, convenient
and affordable HR solutions.



As a Consultant working primarily with small and mid-sized businesses, I often hear clients complain that *“My employee has asked me for _____, and I don’t know how to respond. Do I have to say yes? What are my rights/duties as an employer?”*

Clearly, every situation is unique and it is always important to consider employee requests on a case-by-case basis. For example, *how long has this person been working for you? Are they a solid performer, or a poor performer? Do you trust their intentions? Are there extenuating circumstances? Are you in a position to help them, or will it cause undue hardship for you/your organization? Is the request related to a medical concern – and if so, what are you legally required to do to accommodate them?*

The one question I always ask my clients in return is – *does your company have a policy on this?* It is generally not a surprise to learn that no, there have been no formal policies developed.

Does this sound familiar? If so, I assure you, you are not alone. Many small and mid-sized business owners were so busy growing their company and focusing on their bottom line that they did not have a chance to consider the importance of developing a policy handbook while the organization was still starting out.

Some business owners fear that implementing policies will be stifling and they don’t want to impose that kind of structure in their ‘start up’ environment. However, the truth is that having policies in place is not stifling. In fact, policies will provide much needed clarity to both employees and employers on various issues that will undoubtedly surface over time. Even in a entrepreneurial work environment, employees often *want* policies so that they can better understand the do’s, don’ts and conditions of their employment. And most importantly, having policies in place can protect you, the employer, from future liability.

Here is the good news... it is not too late!

Peak Performance HR can work with you to develop a customized employee policy handbook that is aligned with your business' mission, vision, goals and company objectives.

So, when an employee asks *"how many sick days am I entitled to?"* or *"I need an extra week of vacation to go back home to visit my family"*, then you can simply refer them back to their policy handbook. Or, if an employee situation becomes complex and for example, an employee is showing up late for work (every day), then you can begin the performance management process by citing the 'hours of work' that they have previously agreed to in their employee handbook.

Keep in mind that having a policy handbook does not preclude you from making exceptions, you will always have the right to make discretionary decisions on a case-by-case basis. However, policies provide a clear, consistent framework that your business can operate within, and offers much needed structure in regards to employment expectations and conditions within your organization.

For more information and a free initial consultation, please contact us today at 416-822-3471 or via [email](#)

Yours Truly,

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