

# BUSINESS OPERATIONS TOOLKIT

Business  
LifeSupport

# Welcome to your Business Operations Toolkit

## Your Business, Organised.

This toolkit is your ready-to-go system for smoother, smarter operations. Whether you're setting up systems for the first time or tightening up existing ones, this practical, customisable resource helps you move from chaos to control.

It's designed to take what's in your head and get it down on paper - think of it as your "what if I was hit by a bus" plan. It helps reduce the need for staff to come to you for everyday questions or tasks that only you currently know how to handle.

## What's Inside:

The Business Operations Toolkit is divided into two parts to support both day-to-day operations and big-picture planning:

### Part A: The Operations Manual

A central document your entire team can access. It includes tools and guidance for running the daily operations of your business smoothly and consistently.

Inside, you'll find:

- Editable business templates and checklists
- Office policies and procedures guides
- Health, safety, and emergency protocols for you to personalise for your office
- Customer service and communication standards

### Part B: Business Planning Tools

A resource just for owners and managers. This section is your behind-the-scenes planning kit, ideal for decision-making, strategic thinking, and keeping your business on track.

It includes:

- HR policies and employment templates
- Marketing plans and strategy documents
- Risk management and compliance tools
- Business development and planning resources
- Staff performance and development templates

## How to Use This Toolkit

To get the most out of it:

- Replace all placeholders in {brackets} with your business details
- Review and update each section to suit your business and team structure.
- Remove guidance notes after tailoring each template
- Save final versions in a shared folder or internal drive so your team can easily access it.
- Review and update the documents and process regularly to keep everything current.

## Templates:

Templates saved in the attached folder will be referenced throughout Part A and B in the following format: **[Refer to Organisational Chart Template]**

## Updating the Table of Contents:

Once you've finished editing the manual, you'll need to update the page numbers in the table of contents. Follow these steps:

- Right-click on the table of contents.

- In the menu that appears, choose 'Update Field,' then select 'Update entire table.'

### **Why It Matters**

Simple. Practical. Ready to use.

Clear systems and processes do more than tick boxes - they build trust, reduce confusion, and support a professional workplace culture.

By putting this toolkit into action, you're taking steps to:

- Empower your team with clear guidelines
- Reduce day-to-day interruptions and decision bottlenecks
- Create consistency and professionalism across your operations
- Set yourself up for sustainable, scalable growth
- Meet your legal and ethical responsibilities

Completing the toolkit takes time - but the payoff is big. You'll have more clarity, more confidence, and more freedom to focus on what matters most.

### **Disclaimer:**

This toolkit is a practical guide and does not constitute legal advice. We recommend seeking tailored legal advice before finalising employment or compliance documents for your business.

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PART A

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