

# OFFICE PROCEDURES MANUAL



LAWYERS  
MUTUAL

LIABILITY INSURANCE  
COMPANY OF  
NORTH CAROLINA

## RISK MANAGEMENT PRACTICE GUIDE OF LAWYERS MUTUAL

AN OFFICE POLICIES AND PROCEDURES MANUAL IS COMPOSED OF TWO DISTINCT SECTIONS.

- 1** The **OFFICE POLICIES SECTION** refers to rules and regulations, like employment, behavior, and inclement weather procedures.

- 2** The **OFFICE PROCEDURES SECTION** documents administrative functions like file management, conflicts of interest checking, managing the trust account, calendaring, and routine activities like opening mail and answering the phone.

### THE MANUAL

#### WRITING THE MANUAL

1. Use simple language. Sentences 20 words or less.
2. Have a detailed structure — outline format.
3. Use a positive tone.
4. Compile information before you begin to write the manual.
5. Avoid specific actions and instead focus on standard document preparation.
6. Organize information into categories to give the manual structure.
7. Create a production schedule.
8. Edit for consistency.
9. Establish a review.

#### STANDARD FORMATS

Policies and standards on the following:

- **Typography.**
- **Letters and Memos.** Including fax cover sheets.
- **Pleadings.** Include format rules dictated by the courts.
- **Other Documents.** This might include email formatting, forms, office signatures.

#### OFFICE STRUCTURE

- **Introduction.** Include firm's mission.
- **Building Layout and Access.** Maps of the building and office layout access to the office outside of business hours.
- **Job Descriptions.** Identify responsibility for jobs and tasks.
- **Supplies and equipment.** Location of supplies and equipment, and maintenance procedures.

#### OFFICE PROCEDURES

Detailed instructions on:

- Security
- Emergency or Disaster
- Representing Firm
- Representing Clients
- Communications
- Filing System
- Docket Control System
- Finances

#### PERSONNEL POLICIES

- **General Policies.** Include federal and state regulations.
- **Employment.** Classification, personnel files, disciplinary/termination terms.
- **Conduct.** Include online behavior and use of office equipment and supplies.
- **Hours of Work.** Describe any telecommuting or alternate schedules.
- **Benefits.**
- **Holidays and Paid Leave.**

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# Sample Office Procedures Manual

**Demetrios Dimitriou**



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**Sample Office Procedures Manual :**

chapter 15 air, weather, and climate Students need to know the basic composition of the atmosphere. They should know that the atmosphere is mostly nitrogen, approximately 78%. In. 015 Air Weather and Climate Chapter 15: Air, Weather, and Climate. Student ... seasonal changes in air temperature and humidity. E. movement of tectonic plates. 29. Due to the influence ... Air Pollution, Climate Change, and Ozone Depletion Chapter 15. Air Pollution,. Climate. Change, and. Ozone. Depletion. Page 2. © 2019 ... Weather, Climate, and Change. • Weather: short-term changes in atmospheric. AP Environmental Science Chapter 15 Air, Weather, and ... Study with Quizlet and memorize flashcards containing terms like Is Antarctica Melting?, The Atmosphere and Climate, Weather and more. Chapter 15: Weather and Climate A measure of how close the air is to dew point is . 59. The day-to-day change in temperature and precipitation makes up an area's . 60. Gases in the atmosphere ... A World of Weather: Chapter 15 Introduction We can see and feel weather: the day-long rain, the cold slap of Arctic air, the gusty afternoon winds, or the sudden snow squall. Climate, in contrast, is ... Weather and Climate Chapter 15 Flashcards Study with Quizlet and memorize flashcards containing terms like climate, climatic normal, Koeppen system

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