**Operational Policy Instructions and Guidelines**

This operational policy template has been created to use for your state council/separately incorporated chapter. Please customize the policy for your particular needs.

**Template Instructions**

Step 1: Download and open the ***Operational Policy Template*** from the ENA Brand Center

Step 2: Replace the ENA logo with your state council or separately incorporated chapter ENA logo

Step 3: Text in red font includes instructions on what is included in each section of the policy. Replace and reformat as necessary.

**Guidelines**

1. A policy is a document or statement that communicates a firm management decision regarding “what” is to be done in a given situation.
2. The following list includes policies that all state councils/separately incorporated chapters are **required** to adopt, implement and adhere to at all times per ENA Procedures:

* Conflict of Interest Policy
* Whistleblower Protection Policy
* Antitrust Policy
* Record Retention/Destruction Policy
* Investment Policy
* Reserves Policy
* Chapter Creation/Dissolution Policy (three tier states only)
* Chapter Probation Policy (three tier states only)
* Federal Tax ID Number Use Policy (includes separately incorporated chapters)

1. State councils and separately incorporated chapters are required to ensure that ENA Component Relations has up-to-date versions of the above policies on file at all times.
2. All policies must be approved by the state council or separately incorporated chapter
3. It is recommended that your policies are posted on your state council or separately incorporated chapter website.
4. It is strongly encouraged that all policies have a corresponding operational procedure.
5. It is encouraged to have all policies reviewed on an annual basis; always time stamp the date the policy was created and the date when it was reviewed and revised.
6. [ENA National policies](https://www.ena.org/about/leadership-and-governance#governance) can be reviewed online as a reference.
7. Contact [ENA Component Relations](mailto:componentrelations@ena.org) if you have questions or need further assistance.