



Standard Operating Procedure (SOP)

Title: Administration – Data Management & Filing
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1. Purpose

The purpose of this SOP is to establish standardized procedures for creating, storing, and retrieving documents, as well as guidelines for maintaining electronic and physical records at Tamborine Mountain Glades. This ensures that all documents are organized, secure, and easily accessible when needed.

2. Scope

This SOP applies to all employees at Tamborine Mountain Glades who handle, create, store, or retrieve documents and records, both in electronic and physical formats.

3. Responsibilities

- **All Employees:** Responsible for adhering to this SOP in their daily work.
- **Administrative Staff:** Ensure the proper implementation and maintenance of the document management system.
- **Department Heads:** Oversee the compliance of their teams with the SOP and provide necessary training.
- **IT Department:** Maintain the electronic document management system (EDMS) and ensure data security.

4. Definitions

- **Document:** Any written, printed, or electronic material that provides information or evidence.
- **Record:** A document that provides evidence of an event, transaction, or decision.
- **Electronic Document Management System (EDMS):** A software system for organizing and storing electronic documents.
- **Physical Records:** Hard copies of documents stored in physical filing systems.

5. Procedures

5.1 Document Creation

- **Electronic Documents:**
 - All electronic documents must be created using approved software (e.g., Microsoft Office).
 - Documents should be saved in the appropriate format (e.g., .docx, .xlsx, .pdf) and named according to the standard naming convention (e.g., YYYY-MM-DD_Department_DocumentName).
 - Metadata (e.g., author, date of creation, version number) should be included where applicable.



- **Physical Documents:**

- Physical documents should be neatly typed or printed on company letterhead, if appropriate.
- Ensure that physical documents are signed and dated where necessary.
- Physical documents should be scanned and stored electronically in the EDMS if possible.

5.2 Document Storage

- **Electronic Documents:**

- All electronic documents must be stored in the EDMS or designated shared drives.
- Documents should be organized into folders by department, project, or category.
- Access to documents should be restricted based on employee roles and responsibilities.

- **Physical Records:**

- Physical records should be stored in secure, labeled filing cabinets or storage rooms.
- Records should be organized alphabetically, numerically, or by date, depending on the nature of the document.
- Sensitive or confidential documents must be stored in locked cabinets with limited access.

5.3 Document Retrieval

- **Electronic Documents:**

- Use the search function in the EDMS or shared drives to locate documents by title, keyword, or metadata.
- Only authorized personnel may retrieve documents. Permissions are managed by the IT department.

- **Physical Records:**

- Retrieve physical documents by consulting the index or catalog maintained by the administrative staff.
- If a document is removed from its designated place, a placeholder (e.g., an "Out" card) should be inserted with the name of the person who retrieved it and the date.

5.4 Document Version Control

- **Electronic Documents:**

- All revisions to electronic documents must be saved as a new version within the EDMS.
- Include a version history in the document properties, noting changes made, the date, and the author.

- **Physical Records:**

- For physical documents, indicate any revisions on a separate document or a cover sheet attached to the original document.
- Archive previous versions if necessary, and ensure the latest version is easily identifiable.

5.5 Document Retention and Disposal

- **Electronic Documents:**



- Follow the company's document retention policy for keeping or archiving electronic documents.
- Documents no longer needed should be securely deleted, ensuring they cannot be recovered.
- **Physical Records:**
 - Retain physical records according to the document retention schedule.
 - Shred or otherwise destroy physical documents that are no longer needed, especially those containing sensitive information.

6. Guidelines for Maintaining Electronic and Physical Records

- **Consistency:** Ensure that all documents follow the standard naming conventions, file structures, and metadata guidelines.
- **Security:** Protect both electronic and physical records from unauthorized access. This includes using strong passwords, encryption for electronic documents, and locks for physical storage.
- **Backup:** Regularly back up electronic documents to prevent data loss. Physical records should also have a backup plan, such as scanning important documents and storing them electronically.
- **Compliance:** Adhere to all legal and regulatory requirements related to document storage, retention, and disposal.
- **Training:** All employees must undergo training on this SOP and the use of the EDMS.

7. Review and Revision

This SOP should be reviewed annually or as needed to ensure it remains current and effective. Any revisions must be approved by the management team and communicated to all employees.