# Requests and Approval Governance Policy

Policy Title: PRN-165: Requests and Approval Governance Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

---

**1. Policy Purpose**

This policy establishes a formal governance structure for **all requests, approvals, and business transactions** within CAREHOPES. It ensures:

- Proper use of organisational forms
- Standardised request procedures
- Clear approval pathways
- Full auditability and traceability
- Compliance with TC's Policy of Engagement
- Protection of companions, clients, and TC's operational integrity

**2. Policy Statement**

CAREHOPES requires that **all operational, financial, administrative, and service-related requests** be submitted using the **appropriate TC forms**. All approvals must follow:

- Line-manager protocols
- Organisational hierarchy
- Due process
- TC's governance and audit requirements

Where a form is unavailable, companions must follow the **email-based request protocol** outlined in this policy.

**3. Scope**

This policy applies to all requests including:

- Errands
- Expenditure approvals
- Schedule changes
- Service category changes
- Transportation approvals
- Incident reporting
- Operational approvals
- Any request requiring supervisor or management authorisation

**4. Mandatory Use of Official TC Forms**

**4.1 Required Use**

All companions and staff must use official TC forms for:

- Errand requests
- Expenditure approvals
- Schedule changes
- Incident reports
- Service modifications
- Transportation approvals
- Any formal request requiring approval

**4.2 Form Availability**

TC management must ensure:

- All forms are accessible
- Forms are updated regularly
- Forms exist in digital and printable formats
- Staff know where forms are stored

**5. Email-Based Request Protocol (When Forms Are Unavailable)**

If an official form is **not available**, companions must follow this protocol:

**5.1 Step 1 — Send an Email Request**

The email must:

- Be sent to the supervisor or line manager
- **Copy TC's official email: admin@carehopes.com**
- Begin with the subject prefix: **"RE:"**
- Clearly state the request and relevant details
- Be written professionally

**5.2 Step 2 — Obtain Approval**

Approval must:

- Be written
- Be on the **same email thread**
- Come from the appropriate supervisor or manager
- Be clear and unambiguous
- Also copy **admin@carehopes.com**

**5.3 Step 3 — Save the Email as PDF**

Once approval is granted:

- Open the email
- Select **Print**
- Choose **"Save as PDF"** in the printer name column
- Save the PDF locally

This ensures a **tamper-proof digital record**.

All computers and mobile devices support "Save as PDF". If a companion does not have a printer, they can still save the file as PDF.

**5.4 Step 4 — Upload the PDF to TC Cloud Repository**

All companions must:

- Upload the PDF to TC's cloud repository
- Follow TC's file-naming conventions
- Ensure the file is accessible for audit

**5.5 Step 5 — Print Hard Copy (If Required)**

If a physical copy is required:

- Print the PDF
- Store it in the correct physical file
- Ensure it matches the digital version exactly

**6. Mandatory Digital Accounts**

**6.1 Google Account Requirement**

All companions must:

- Open a **Google account**
- Use it for file sharing
- Use it for cloud repository access
- Use it for uploading PDF approvals
- Use it for TC's digital governance processes

This ensures:

- Universal compatibility
- Secure cloud storage
- Easy access to TC's shared folders
- Standardised digital workflow

**7. Approval Governance**

**7.1 Line-Manager Approval Protocol**

Approvals must follow TC's organisational hierarchy:

- Companion → Supervisor → Coordinator → Manager → Director (where applicable)

**7.2 Due Process Requirements**

Approvals must be:

- Documented
- Traceable
- Verifiable
- In compliance with TC policies
- Free from conflict of interest

- Issued only by authorised personnel

**7.3 No Verbal Approvals**

Verbal approvals are **not valid**. All approvals must be:

- Written
- Recorded
- Stored
- Auditable

**8. Digital Governance & Cloud Storage**

**8.1 Mandatory Cloud Storage**

All digital documents must be stored in TC's cloud repository, including:

- Forms
- Email approvals
- PDFs
- Receipts
- Supporting documents

**8.2 Softcopy Requirements**

Softcopies must:

- Be saved as PDF
- Be named correctly
- Be uploaded immediately
- Be accessible for audit

**8.3 Hardcopy Requirements**

Hardcopies must:

- Match the digital version
- Be stored in the correct physical file
- Be available for inspection

**9. Audit & Compliance**

TC will conduct:

- Random audits
- Quarterly compliance checks
- Annual governance reviews

Documents may be requested at any time for:

- Internal audit
- External audit
- Legal compliance
- Safeguarding review
- Financial verification

Failure to follow this policy may result in disciplinary action.

**10. Responsibilities**

**Companions**

- Use correct forms
- Follow email protocol when forms are unavailable
- Copy **admin@carehopes.com**
- Use “RE:” prefix
- Save approvals as PDF
- Upload documents to cloud storage
- Maintain accurate records

**Supervisors**

- Review and approve requests
- Ensure forms are used correctly
- Verify documentation
- Maintain oversight of companion compliance

**Management**

- Provide forms
- Maintain cloud repository
- Conduct audits

- Enforce governance standards

**11. Policy Review**

This policy will be reviewed:

- Annually
- After any governance incident
- After changes in organisational structure
- At the request of TC management