

The HR Knowledge and Communications System for Every Member of Your Organization

Why Do I Need HR AnswerSource?

Most organizations are concerned about the dangers of non-compliance with employment regulations. Those same organizations address their concern with policy handbooks that require constant maintenance, training that has short-term effectiveness, and call centers that are costly to staff. Some HR practitioners subscribe to publications to obtain deeper information, but it is rarely shared with others who could benefit from it. And others rely on outside advisors for answers that involve considerable cost.

Until now, there has not been an affordable enterprise system designed specifically to address these needs. HR AnswerSource provides each person in an organization continuous access to the kind of information their role requires to act and manage in full compliance with policies and regulations.



The User Interface displays system content and provides easy access to the search function. This home page guides users to the right area to get the answers they need.

What is AnswerSource?

HR AnswerSource is a subscription service created through a partnership between The Bureau of National Affairs, Inc. (BNA) and Firstdoor, Inc., which has revolutionized the way HR information is accessed and shared across an organization. The system features various types of content and an award-winning user interface, and it is completely configurable to adapt to existing corporate systems. Because the system is built on Microsoft® .NET technology, implementation is rapid and the system is maintained for the client.

HR AnswerSource is the trusted solution of leading HR consultants, benefits brokers, HR outsourcers and many Fortune 1000 companies.

How Would We Use HR AnswerSource?

The system provides different levels of access to different users and user groups within an organization. The access to the system and its contents depends on the person's role within the organization.

HR Policy Makers get the tools they need to set policy and manage daily administrative activities.

HR Generalists can more effectively respond to the daily flow of HR related questions from managers and employees.

Designated Executives get a window into the issues of concern to managers and employees through near real-time reporting.

Managers are provided access to up-to-date policies and best practices to help them address day-to-day employee questions and supervisory issues they encounter.

Employees can review policies, FAQs and forms with optional access to benefit programs and online training about harassment, diversity and discrimination.

HR AnswerSource: One System for All of Your HR Information

Store and easily access all of your employee handbooks, policy manuals, procedures, management guidelines, legal and regulatory information, as well as corporate forms and announcements in one system that all employees can access.

HR AnswerSource - Corporate Suite

What Does the Content Include?

Eighty-two major topics are addressed in HR AnswerSource, such as compensation and benefits, payroll, HR best practices, employee management, recruiting and hiring, leaves of absence, risk management, state and federal law and practice pointers throughout to assist in formulating internal policies.

Access to content is controlled by the system administrator and is normally based on a user's role in the organization. The documents are highly organized and include the following types of information:

Fast Answers are responses to thousands of the most frequently asked questions. Many inquiries are covered in these pages, illustrating how easy and fast it is to access information within AnswerSource.

Category Pages connect the user to all information in the system about a given topic.

Research Chapters are great for step-by-step instructions on handling a specific issue. These documents include an overview of the issue, references to governing laws and even links to model documents, such as sample policies.

Legal Summaries include an overview of the issue; references to existing federal and state laws; definitions; special instructions; and even conditions for exceptions to the law.

News and Trends are weekly articles covering timely HR workplace regulatory issues.

Model Documents provide sample policies, forms and even job descriptions to be used as is or tailored to a company's specific needs.

Training course modules are optional and include access to on-line learning about harassment, compliance and employment best practices.

What are the Benefits of HR AnswerSource?

Improve compliance with state and federal regulation and reduce **potential for liability** for infractions and legal claims.

Improve efficiency by combining all HR information and communications into one resourceful system.

Reduce administrative costs by eliminating the costly process of updating and printing policy manuals and employee handbooks.

Enrich communication between employees, managers and human resources.

Enable consistent, sound decisions at all levels and locations throughout the organization.

Powerful Administrative Tools

In addition to the core content, the system provides customers with administrative tools to customize their version of HR AnswerSource.

Content Integration allows customers to upload their policies, procedures, forms, checklists and FAQs. HR AnswerSource becomes the vehicle to distribute this information enterprise-wide or to defined user groups. Companies having multiple locations and policy and procedure information that varies by state will find this especially beneficial.

User and Role Management permits the addition and deletion of users and the selection of content available to each individual.

Reports support exporting usage statistics, helping monitor the questions and topics of interest within your organization in near real-time.

Type: Entry	Title	Description	Search Group	Working Version	Publish Status	Last Modified
Type: Policy						
EDIT	MISFEASANCE POLICY		MISFEASANCE	Process	Scheduled	
EDIT	REGISTRATION DISCIPLINE PROCEDURES		DISCIPLINE			Process
EDIT	DRUG AND ALCOHOL FREE WORKPLACE POLICY		DRUG AND ALCOHOL			Process
EDIT	TERMINATION PROCEDURES		TERMINATION	Process	Scheduled	
EDIT	POLITICAL ACTIVITIES POLICY		POLITICAL			Process
EDIT	EMPLOYEE REFERRAL POLICY		REFERRAL			Process
EDIT	JOB DESCRIPTION PROCEDURES		JOB DESCRIPTIONS			Process
EDIT	HIS-STATE WORKPLACE POLICY		WORKPLACE			Process
EDIT	PERFORMANCE APPRAISAL POLICY		PERFORMANCE			Process
EDIT	JOB POSTING PROCEDURES		JOB POSTINGS	Process	Collected	
EDIT	PERFORMANCE APPRAISAL POLICY		PERFORMANCE			Process
EDIT	HUMAN RESOURCES POLICY		HUMAN RESOURCES			Process
EDIT	JOB REQUISITION PROCEDURES		JOB REQUISITION			Process
EDIT	ANTI-HARASSMENT POLICY		HARASSMENT			Process
EDIT	DRUG AND ALCOHOL FREE WORKPLACE POLICY		DRUG AND ALCOHOL			Process
EDIT	GENERAL MANAGEMENT POLICY		MANAGEMENT	Process	Scheduled	
EDIT	GRIEVANCE AND APPEALS PROCEDURE POLICY		DRUG AND ALCOHOL			Process
Type: Training						
	Reverse count: 195					