

SOP Template: Staff Scheduling, Attendance, and Shift Handovers

This SOP details the process for **staff scheduling, attendance, and shift handovers**, covering the creation of efficient work schedules, monitoring and recording employee attendance, managing absences and tardiness, and ensuring seamless communication during shift transitions. The goal is to enhance workforce management, maintain consistent operational coverage, and promote clear handover practices to support business continuity and staff accountability.

1. Purpose

To ensure effective staff scheduling, accurate attendance tracking, prompt management of absences and tardiness, and smooth shift handovers to maintain optimal staffing and operational consistency.

2. Scope

This SOP applies to all staff, supervisors, and managers involved in scheduling, attendance management, and shift transitions within the organization.

3. Responsibilities

- **Supervisors/Managers:** Prepare and maintain schedules; monitor attendance; address absences/tardiness; supervise handovers.
- **Staff:** Abide by schedules; report attendance; communicate absences promptly; participate in handover process.
- **HR/Administration:** Support with attendance systems, records, and policy updates.

4. Procedure

4.1 Staff Scheduling

1. Supervisors draft weekly/monthly schedules based on operational needs, staff availability, and compliance with labor regulations.
2. Schedules are communicated at least 7 days in advance via established channels (e.g., email, bulletin boards, scheduling software).
3. Staff confirm their shifts, and any conflicts must be reported within 48 hours of schedule release.
4. Adjustments, swaps, or replacements must be reviewed and approved by supervisors.

4.2 Attendance Monitoring and Recording

1. Staff record attendance using the designated system (e.g., punch card, biometric scanner, online platform) at shift start and end.
2. Supervisors review daily attendance reports for accuracy and note any discrepancies.
3. Records are maintained and stored according to data protection guidelines for future reference.

4.3 Managing Absences and Tardiness

1. Staff notify supervisors as soon as possible (minimum 1 hour before shift) in the event of illness or other absence, per company policy.
2. All absences and late arrivals are logged; reasons are documented in the attendance system.

3. Repeated incidents are reviewed for policy compliance and further action, if necessary.
4. Supervisors arrange for shift coverage in case of absences, using available staff on-call or pre-approved replacements.

4.4 Shift Handovers

1. Outgoing shift staff prepare a brief handover note or verbally communicate key updates, unresolved issues, and critical tasks to incoming staff.
2. A standardized **handover template** (see below) should be used to ensure completeness and consistency.
3. Both parties confirm receipt and understanding of handover information before the shift officially changes.

5. Handover Template

Item	Details
Shift Date & Time	[Enter shift details]
Outgoing Staff	[Name(s)]
Incoming Staff	[Name(s)]
Tasks Completed	[Brief summary]
Outstanding Tasks	[List items]
Incidents or Issues	[Describe if any]
Other Notes	[Additional remarks]
Signatures/Confirmation	[Outgoing & Incoming staff to sign/confirm]

6. Records and Documentation

- All schedules, attendance logs, absence reports, and handover notes must be kept as per the company's record retention policy.
- Access to records is strictly controlled and confidential.

7. Review and Update

This SOP shall be reviewed annually or when significant changes to staff management processes occur.