

SOP: Guidelines for Follow-Up on Frequent or Prolonged Absences

This SOP establishes **guidelines for follow-up on frequent or prolonged absences** to ensure consistent attendance management, timely communication with employees, assessment of underlying issues, and appropriate support or disciplinary actions. The procedure includes identifying attendance patterns, conducting follow-up meetings, documenting interactions, coordinating with relevant departments, and promoting a supportive work environment to improve overall attendance and employee well-being.

1. Purpose

To establish a standard and supportive approach for managing and following up on frequent or prolonged employee absences.

2. Scope

This procedure applies to all employees and supervisors responsible for attendance management.

3. Responsibilities

- **Supervisors/Managers:** Monitor attendance records, initiate follow-up, document actions, and provide support.
- **HR Department:** Advise on procedures, ensure documentation compliance, coordinate interventions, and assist with support or disciplinary actions.
- **Employees:** Notify absences timely, participate in meetings, provide relevant information, and engage with support measures.

4. Procedure

1. **Monitor Attendance:**
 - Regularly review attendance records to identify frequent or prolonged absences based on company policy.
 - Utilize HRIS or attendance tracking systems to flag concerning patterns.
2. **Initial Assessment:**
 - Review employee's attendance history and performance.
 - Consult with HR for any prior interventions or context.
3. **Arrange a Follow-Up Meeting:**
 - Contact employee to schedule a confidential, non-confrontational meeting.
 - Prepare by gathering necessary documentation and support resources.
4. **Conduct the Meeting:**
 - Discuss attendance concerns and allow employee to explain circumstances.
 - Explore underlying causes (e.g., health, personal, work environment).
 - Identify options for support, accommodation, or improvement plans if appropriate.
5. **Documentation:**
 - Maintain accurate records of all meetings and communications related to the absence issue.
 - Confidentiality must be strictly observed.
6. **Coordinate with Relevant Departments:**
 - Engage with HR, health & safety, or employee assistance programs as needed.
7. **Implement Actions and Monitor Progress:**
 - Monitor employee attendance following the meeting.
 - Provide follow-up support as discussed, and assess effectiveness of interventions.
8. **Escalation and Disciplinary Action:**
 - If attendance does not improve and no reasonable justification is provided, follow established disciplinary process in consultation with HR.

5. Documentation

- Attendance logs
- Meeting notes
- Action plans/support agreements
- Written warnings or disciplinary records (if applicable)

6. Confidentiality

All information obtained through this process is to be treated as confidential and managed in accordance with company policy and relevant privacy legislation.

7. Review

This SOP is to be reviewed annually or as needed to ensure continued effectiveness and alignment with best practices.