

SOP: Shift Handover and Daily Reporting Processes

This SOP details the **shift handover and daily reporting processes**, including clear communication protocols between shifts, standardized report formats, critical information transfer, task status updates, incident and issue documentation, and verification procedures. The objective is to ensure seamless continuity of operations, minimize errors, enhance accountability, and maintain a consistent flow of accurate information across all shifts.

1. Scope

This procedure applies to all staff responsible for operational activities that require communication or reporting between shifts.

2. Objective

- Ensure seamless transitions between shifts
- Maintain accurate and timely communication
- Enhance accountability and minimize operational errors
- Standardize reporting procedures for consistency

3. Responsibilities

- **Outgoing Shift Lead:** Prepares and delivers handover report, addresses all pending tasks and incidents, and communicates with incoming lead.
- **Incoming Shift Lead:** Reviews handover report, asks clarifying questions, verifies status of critical items.
- **All Staff:** Provide timely and accurate information for inclusion in reports and participate in handover discussions as needed.

4. Handover Process

1. **Preparation:**
 - Outgoing shift reviews all activities, tasks, and incidents from their shift.
 - Compile updates using the standardized report format.
2. **Handover Meeting:**
 - Outgoing and incoming staff meet (face-to-face or virtually) at the shift changeover time.
 - Outgoing lead reviews the handover report, highlighting critical information, outstanding issues, and priorities.
 - Incoming lead asks questions and confirms understanding.
3. **Documentation:**
 - Both parties confirm the handover by signing (physically or electronically) the handover checklist/report.

5. Standardized Report Format

Section	Details
Shift Date/Time	[Enter date and shift time]
Staff on Duty	[List staff names and roles]
Task Status	[Completed, in progress, pending]
Incidents/Issues	[Brief description, actions taken, ongoing concerns]
Critical Information	[Safety alerts, equipment status, upcoming deadlines]
Action Items & Priorities	[Required actions for next shift]

6. Incident and Issue Documentation

- Record all incidents, near misses, and issues in the Incident Log.
- Include time, nature of incident, personnel involved, immediate actions taken, and follow-up required.
- Highlight unresolved or escalating issues in the handover report and discuss during the handover meeting.

7. Verification Procedures

- Incoming lead reviews and signs the handover report/checklist after the meeting.
- Supervisors periodically audit handover logs for completeness and accuracy.
- Discrepancies or recurring issues should be escalated to management for review.

8. Communication Protocols

- Direct, clear, and respectful communication is mandatory.
- Use only approved communication channels (e.g., official chat, emails, or face-to-face meetings) for shift handover.
- All critical and time-sensitive information must be documented, not delivered verbally alone.

9. Review and Updates

- This SOP is to be reviewed annually and after any major incident or process change.
- Staff can suggest improvements to the SOP via [insert contact or process here].

Document Owner: [Department or Team Lead]

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