

Standard Operating Procedure (SOP)

Sick Leave and Emergency Leave Procedures

This SOP details the **sick leave and emergency leave procedures**, encompassing the proper notification process, eligibility criteria, documentation requirements, leave approval protocols, duration and pay entitlements, and the responsibilities of both employees and management. The goal is to ensure a fair, consistent, and transparent approach to managing employee absences due to sickness or emergencies, minimizing disruption to operations while supporting employee well-being and compliance with labor regulations.

1. Purpose

To establish a clear and consistent process for requesting, approving, and documenting sick leave and emergency leave in order to safeguard both employee welfare and organizational continuity.

2. Scope

This SOP applies to all employees, regardless of contract type or role, within the organization.

3. Definitions

- **Sick Leave:** Authorized absence from work due to illness, injury, or medical condition.
- **Emergency Leave:** Immediate leave taken in response to unforeseen urgent personal/family matters.

4. Eligibility Criteria

- All regular full-time and part-time employees are eligible for sick leave and emergency leave as per company policy and applicable law.
- Probationary or contract employees may have modified entitlements; refer to employment contract or HR.

5. Notification Process

- **Sick Leave:** Employees must notify their immediate supervisor/manager as soon as possible, preferably before the start of their shift, via designated communication channels (e.g., phone call, email, HRMS/leave portal).
- **Emergency Leave:** Employees should inform their manager at the earliest opportunity, providing brief details of the emergency and expected duration of absence.
- In cases where the employee is unable to communicate directly, a family member or representative may notify the employer.

6. Documentation Requirements

- **Sick Leave:** For absences of more than two consecutive days, a medical certificate or doctor's note is required.
- **Emergency Leave:** Documentation (if any) shall be provided on a case-by-case basis, as requested by HR/management.
- All documentation must be submitted within 3 working days upon return to work unless otherwise agreed.

7. Leave Approval Protocols

1. Upon receipt of notification, the supervisor/manager must confirm receipt and update HR/payroll as appropriate.
2. Leave is approved based on policy entitlements, business needs, and supporting documents provided.
3. HR maintains all leave records and monitors patterns for compliance and support purposes.

8. Duration and Pay Entitlements

Type of Leave	Maximum Duration	Pay Entitlement
Sick Leave	Up to <u>xx</u> days per year (as per policy)	Full pay (if within entitlement); unpaid/half-pay for excess

Type of Leave	Maximum Duration	Pay Entitlement
Emergency Leave	Up to <u>xx</u> days per incident, subject to management approval	Unpaid unless otherwise stipulated by company or statutory law

9. Roles and Responsibilities

- **Employee:** Notify promptly, follow procedures, provide required documentation, and stay in communication during absence.
- **Manager/Supervisor:** Acknowledge requests, ensure record-keeping, provide necessary support, and maintain confidentiality.
- **HR:** Verify eligibility, process documentation, update records, advise on policy, and monitor compliance.

10. Compliance & Exceptions

- All leave requests must comply with statutory regulations and organizational policy.
- Exceptions may be made by HR in consultation with management in extenuating circumstances and must be documented.

11. Review & Amendments

This SOP will be reviewed annually by HR to ensure relevance and legal compliance. Updates or modifications will be communicated organization-wide.