

Standard Operating Procedure (SOP)

Staff Attendance and Shift-Change Documentation

This SOP details the processes for **staff attendance and shift-change documentation**, including accurate recording of employee arrival and departure times, proper handover protocols, communication of important shift information, verification of attendance records, handling of absenteeism and tardiness, and maintaining compliance with organizational policies. The goal is to ensure seamless transition between shifts, enhance accountability, and maintain accurate workforce data for operational efficiency.

1. Purpose

To ensure accurate recording of staff attendance and standardized procedures for shift change documentation, optimizing operational efficiency and accountability.

2. Scope

This SOP applies to all employees, supervisors, and managers participating in shift-based work schedules.

3. Responsibilities

- **Employees:** Accurately record attendance and participate in shift-change processes.
- **Supervisors:** Oversee attendance documentation, verify records, handle absenteeism/tardiness, and ensure policy compliance.
- **HR/Administration:** Maintain records, audit attendance, and implement policy updates.

4. Procedures

4.1 Recording Attendance

1. Employees must clock in at designated start times and clock out at end of shifts using approved methods (biometric, timecard, digital system, etc.).
2. Any issues with the attendance system must be reported immediately to the supervisor.

4.2 Shift-Change & Handover Protocol

1. Outgoing staff must complete a shift handover form/log, noting completed tasks, pending issues, and important communications.
2. Incoming staff must review handover information and clarify outstanding items directly with outgoing counterparts or supervisors.
3. Both parties must sign the handover log to confirm the transfer of responsibility.

4.3 Communication of Important Shift Information

1. All critical information (incidents, operational changes, escalations) must be documented during each shift.
2. Supervisors facilitate brief joint meetings (where feasible) during shift overlaps to ensure clarity and continuity.

4.4 Verification of Attendance Records

1. Supervisors review attendance records daily/weekly to ensure accuracy and completeness.
2. Discrepancies must be investigated and resolved within 48 hours.

4.5 Handling Absenteeism and Tardiness

1. Employees must notify supervisors of absences/tardiness as soon as possible per company policy.
2. Supervisors document incidents of absenteeism/tardiness and follow up as per disciplinary protocols.
3. HR coordinates record updates and formal notifications when necessary.

4.6 Record Maintenance & Compliance

1. Attendance and shift change records must be securely stored and retained for the duration specified by company policy and legal requirements.
2. Periodic audits are conducted to verify compliance and identify areas for improvement.

5. Forms & Documentation

Document Name	Description
Attendance Log	Records daily time-in/out for each employee.
Shift Handover Form	Details tasks completed/pending and notable shift occurrences.
Absenteeism/Tardiness Report	Documents incidents and actions taken.

6. References

- Employee Handbook
- Company Attendance Policy
- HR Compliance Manual

7. Revision History

Date	Version	Description	Prepared By
2024-06-10	1.0	Initial Release	HR Dept.