

# SOP: Issuance of Employment Offer Letters and Contracts

This SOP details the **issuance of employment offer letters and contracts**, outlining the standardized process for preparing, reviewing, and delivering employment offers to selected candidates. It covers the verification of candidate information, customization of offer letter templates, approval workflows, timely communication with candidates, and secure storage of issued documents. The objective is to ensure clear, consistent, and legally compliant employment communications that facilitate smooth onboarding and reinforce organizational professionalism.

## 1. Purpose

To standardize the process of preparing, reviewing, approving, delivering, and storing employment offer letters and contracts in compliance with organizational and legal requirements.

## 2. Scope

This SOP applies to all employment positions and covers new hires, internal transfers, and contract renewals within the organization.

## 3. Responsibilities

- **HR Department:** Preparation, customization, and storage of offer letters and contracts.
- **Hiring Manager:** Input on job-specific terms and candidate selection.
- **Legal/Compliance Team (if applicable):** Review and legal clearance of documents.
- **Candidate:** Acknowledgment and acceptance of the offer.

## 4. Procedure

1. **Candidate Selection**
  - Confirm candidate selection and complete all necessary background/reference checks.
2. **Information Verification**
  - Verify candidate's full legal name, contact details, position, salary, start date, and employment type.
3. **Template Customization**
  - Select the appropriate standardized offer letter or contract template.
  - Customize the template with the candidate's verified information and position-specific terms.
4. **Internal Review & Approval**
  - Send the draft document to the Hiring Manager and Legal/Compliance team (if required) for review.
  - Incorporate feedback and secure required approvals as per the internal workflow.
5. **Finalization & Delivery**
  - Prepare the final version of the offer letter or contract.
  - Deliver to the candidate via secure electronic means or in person.
  - Communicate clear instructions on next steps, required responses, and deadline for acceptance.
6. **Receipt & Acknowledgment**
  - Collect candidate's signed acceptance or questions for clarification.
  - Address any queries promptly and facilitate signature collection.
7. **Record Keeping**
  - Store signed offer letters and contracts securely in the organization's HRIS or document management system.
  - Maintain compliance with data privacy and retention policies.

## 5. Documentation

- Standard offer letter and contract templates
- Communication logs
- Approval records
- Signed acceptance documents

## 6. References

- Company employment policies
- Local labor laws and compliance guidelines

- Document retention policy

## **7. Review & Revision**

This SOP should be reviewed annually, or as required by changes in law or company policy.