Standard Operating Procedure (SOP)

Worker Shift Handover and Attendance Protocols

This SOP establishes **worker shift handover and attendance protocols** to ensure seamless transitions between shifts, accurate attendance tracking, and effective communication. It covers procedures for documenting shift activities, reporting issues, verifying worker presence, recording time entries, and maintaining clear communication channels to promote operational continuity and workplace accountability.

1. Purpose

To outline standard procedures for worker shift handover, attendance verification, and documentation to ensure operational continuity and accountability in the workplace.

2. Scope

This SOP applies to all operational staff, shift supervisors, HR personnel, and management responsible for shift-based workforce scheduling and attendance at [Company/Location].

3. Responsibilities

- **Outgoing Shift Personnel:** Ensure thorough handover documentation and communication.
- **Incoming Shift Personnel:** Review handover documentation and clarify outstanding issues.
- **Supervisors/Managers:** Oversee handover and attendance protocols; verify attendance records.
- **HR Personnel:** Maintain attendance documentation and address discrepancies.

4. Procedure

1. **Attendance Tracking**
   - All personnel must clock in/out at the designated timekeeping system (e.g., biometric, manual log, digital app).
   - Supervisors verify timesheets and attendance records daily.
   - Discrepancies must be reported to HR within the same shift.
2. **Shift Handover Process**
   - Outgoing workers complete a shift handover log covering:
     - Shift activities completed
     - Outstanding tasks
     - Ongoing issues or incidents
     - Special instructions for the incoming shift
   - Shift handover log is reviewed and signed by both outgoing and incoming personnel.
   - Critical incidents or urgent issues must be directly communicated during a face-to-face overlap (minimum 10 minutes).
3. **Communication Protocols**
   - Utilize designated channels (e.g., logbook, internal app, email) for written communication.
   - Retain all records for a minimum period as specified in company policy (e.g., 6 months).
4. **Reporting Issues**
   - All operational issues, absences, or discrepancies are to be reported to the supervisor immediately.
   - Supervisors escalate unresolved issues to higher management or HR as appropriate.

5. Documentation Requirements

Document	Responsibility	Retention Period
Shift Handover Log	Shift Personnel	6 Months
Attendance Records	Supervisor/HR	1 Year
Incident/Issue Reports	Supervisor/HR	As per policy

6. Monitoring & Compliance

- Supervisors conduct periodic audits of handover logs and attendance records.
- Non-compliance may result in disciplinary action per company policy.

7. Revision & Review

- This SOP will be reviewed annually or as required by changes in operational needs or regulations.
- Suggestions for improvements should be submitted to the management/HR department.

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