

SOP: Process for Addressing Chronic Absenteeism

This SOP details the **process for addressing chronic absenteeism**, including identification of absenteeism patterns, communication strategies with affected employees, implementation of support and intervention measures, documentation and monitoring of attendance improvements, coordination with human resources, and evaluation of ongoing attendance trends. The objective is to reduce chronic absenteeism by fostering a supportive work environment, ensuring consistent attendance, and maintaining workforce productivity and morale.

1. Purpose

Establish a clear and consistent process to address chronic absenteeism, providing support to employees and maintaining organizational productivity.

2. Scope

This SOP applies to all employees identified as exhibiting patterns of chronic absenteeism.

3. Responsibilities

- **Supervisors/Managers:** Monitor attendance, initiate communication, provide support, and document actions taken.
- **Human Resources (HR):** Support managers, coordinate interventions, and ensure policy compliance.
- **Employees:** Communicate absences and participate in support or intervention processes as needed.

4. Definitions

- **Chronic Absenteeism:** A pattern of frequent unexcused absences exceeding acceptable standards as defined by company policy (e.g., 3 or more unexcused absences within a rolling 30-day period).

5. Procedure

1. **Identification of Absenteeism Patterns**
 - Regularly review attendance records for patterns of chronic absenteeism.
 - Flag employees who meet or exceed predefined attendance thresholds.
2. **Initial Communication with Employee**
 - Arrange a confidential meeting to discuss attendance concerns.
 - Listen to the employee's perspective and identify underlying issues.
 - Remind the employee of attendance expectations and policies.
3. **Implementation of Support and Intervention Measures**
 - Offer available resources (e.g., Employee Assistance Program, adjusted work schedules).
 - Develop an attendance improvement plan, if necessary.
4. **Documentation and Monitoring**
 - Document all communications, interventions, and agreements reached.
 - Regularly monitor attendance for improvements or recurring issues.
5. **Coordination with Human Resources**
 - Consult with HR for additional interventions or escalations (e.g., disciplinary actions) if absenteeism persists.
6. **Evaluation and Follow-up**
 - Review progress at scheduled intervals.
 - Evaluate overall attendance trends and make process adjustments as needed.

6. Records Management

All documentation related to absenteeism cases must be securely filed and handled in accordance with company privacy policies and applicable laws.

7. References

- Employee Handbook
- Attendance Policy
- Employee Assistance Program (EAP) Resources

8. Revision History

Version	Date	Description	Author
1.0	2024-06-15	Initial SOP Release	HR Department