

SOP: Excused and Unexcused Absence Documentation Process

This SOP defines the **excused and unexcused absence documentation process**, outlining the procedures for reporting, recording, and verifying employee absences. It covers the criteria for excused absences, required documentation, approval workflows, and the handling of unexcused absences to ensure consistent attendance management and compliance with company policies. The goal is to maintain accurate attendance records, support workforce planning, and uphold organizational standards.

1. Purpose

To establish a standardized process for documenting, reporting, and verifying excused and unexcused employee absences.

2. Scope

This SOP applies to all employees and supervisors within the organization.

3. Definitions

Term	Definition
Excused Absence	An absence granted for acceptable reasons and supported by appropriate documentation.
Unexcused Absence	An absence not supported by approved reasons or lacking required documentation.

4. Procedure

4.1 Reporting Absences

- Employees must notify their immediate supervisor of any anticipated or unanticipated absence as soon as possible, preferably at least one hour prior to the start of their shift.
- Notification should be made via designated methods (e.g., phone, email, attendance system).

4.2 Criteria for Excused Absences

- Illness or medical appointments (medical certificate may be required)
- Family emergency (supporting documentation may be required)
- Bereavement
- Jury duty or legal obligations
- Other reasons as approved by HR or supervisor

4.3 Documentation Requirements

Employees must submit relevant documentation within **three (3) business days** of returning to work. Acceptable documents include:

- Medical certificates
- Official notices (e.g., jury summons)
- Other verifiable documents as applicable

4.4 Approval Workflow

- Employee submits documentation to supervisor or HR.
- Supervisor/HR reviews documents and determines if the absence is excused or unexcused.
- Approval or denial is communicated to the employee within two (2) business days.
- All documentation must be securely stored as part of the employee's attendance record.

4.5 Handling Unexcused Absences

- Unexcused absences are recorded in the attendance system.
- Excessive unexcused absences may result in disciplinary action as per company policy.
- Employee may appeal the categorization by providing further information to HR.

5. Roles and Responsibilities

- **Employees:** Notify promptly, provide documentation, adhere to absence reporting policy.
- **Supervisors:** Review and approve absence requests, ensure accurate documentation and timely reporting.
- **HR:** Maintain attendance records, ensure policy compliance, support resolution of disputes.

6. Record Keeping

All records of employee absences and supporting documentation must be retained in accordance with company policy and applicable laws for a minimum of **3 years**.

7. Compliance

Failure to adhere to this procedure may result in corrective action up to and including termination of employment.

8. Revision History

Version	Date	Description
1.0	2024-06-XX	Initial SOP Release