

SOP: Shift Handover and Duty Log Documentation

This SOP details the **shift handover and duty log documentation** process to ensure seamless communication and continuity of operations between outgoing and incoming personnel. It includes guidelines for accurate recording of critical information, status updates, pending tasks, and any incidents during the shift. The purpose is to maintain operational efficiency, accountability, and reduce errors by providing a clear, concise, and standardized method for transferring responsibilities between shifts.

1. Scope

This procedure applies to all personnel responsible for operational shifts and requires all shift members to accurately complete handover and duty log requirements.

2. Responsibilities

- **Outgoing Personnel:** Complete duty logs and communicate all relevant information clearly.
- **Incoming Personnel:** Review log entries, clarify any uncertainties, and sign off on handover.
- **Supervisors:** Ensure adherence to this SOP and address any documented issues or discrepancies.

3. Procedure

1. **Pre-Handover Preparation**
 - Review all current logs, updates, and incident reports.
 - Document status of ongoing tasks and any issues encountered.
2. **Duty Log Documentation**
 - Ensure all required information is recorded, including:
 - Date and time of shift
 - Personnel on duty
 - Status of critical systems or areas
 - Details of incidents, actions taken, and outcomes
 - Pending tasks for next shift
 - Notable communications or instructions
 - Use the standardized duty log template (see section 5).
3. **Handover Communication**
 - Conduct a verbal handover with oncoming personnel, summarizing log entries and flagging priorities.
 - Address queries and confirm understanding.
4. **Sign-Off**
 - Both outgoing and incoming personnel sign the duty log to confirm handover completion.
5. **Supervisor Review**
 - Supervisors periodically audit log entries and handover processes for compliance and improvement opportunities.

4. Documentation & Storage

- Duty logs should be stored securely for a period in compliance with organizational policy.
- Electronic logs must be backed up regularly. Paper logs must be stored in a secured location.

5. Standardized Duty Log Template

Date	
Shift Time	
Outgoing Personnel	
Incoming Personnel	
Critical Systems/Area Status	
Tasks Completed	
Pending Tasks	

Incidents/Issues	
Instructions/Notes	
Outgoing Personnel Signature	
Incoming Personnel Signature	

6. References

- Company Policies on Shift Operations
- Records Retention Policy
- Incident Reporting Procedures

7. Revision History

Revision Date	Summary of Changes	Approved By