Standard Operating Procedure (SOP): Daily Shift Confirmation and Staff Notification Process

This SOP details the **daily shift confirmation and staff notification process**, outlining the steps for verifying shift schedules, confirming staff attendance, and communicating any changes or updates promptly. It ensures efficient workforce management by establishing clear protocols for shift assignments, real-time notifications through designated channels, and procedures for addressing absences or last-minute adjustments. The goal is to maintain operational continuity, reduce scheduling conflicts, and enhance team coordination across all shifts.

1. Purpose

To outline the standardized process for confirming daily staff shifts and notifying employees of their assignments, updates, or changes to ensure seamless operational coverage.

2. Scope

This SOP applies to all personnel involved in preparing, managing, and communicating staff schedules and shift notifications.

3. Responsibilities

- **Supervisors/Managers:** Verify schedule accuracy, confirm attendance, handle notifications, and manage last-minute changes.
- **HR/Administrative Staff:** Maintain the schedule records and provide support for notifications and documentation.
- **All Employees:** Confirm receipt of shift assignments and notify supervisors of any issues promptly.

4. Definitions

Term	Definition
Shift Schedule	Pre-determined roster detailing each staff member's assigned working hours for the day.
Notification Channel	Approved medium for communication (e.g., SMS, email, scheduling app, group chat).
Absence	Any instance where a scheduled staff member is unable to report for the assigned shift.

5. Procedure

1. **Daily Shift Review:**
   - Supervisors review the shift schedule at least 12 hours prior to shift start.
   - Check for coverage gaps or conflicts (e.g., double-bookings, understaffing).
2. **Confirmation of Attendance:**
   - Supervisors contact scheduled staff (via agreed channels) to confirm attendance for the upcoming shift.
   - Staff must acknowledge receipt and confirm availability within a set timeframe (e.g., 2 hours).
3. **Notification of Assignments & Updates:**
   - If any changes are required (e.g., shift swaps, absences), supervisors update the schedule immediately.
   - Use the designated notification channel(s) to inform all affected staff of updates or replacements.
4. **Documenting Changes:**
   - Record all shift confirmations, changes, and communications in the scheduling log for accountability.
5. **Handling Absences/Last-Minute Adjustments:**
   - If a staff member reports absence or fails to confirm, seek available replacements promptly.
   - Notify both the replacement and team members affected by the staffing change.

6. Communication Channels

- Official Email
- SMS/Text Message
- Scheduling App (e.g., WhenIWork, Deputy, etc.)
- Team Group Chat (e.g., WhatsApp, Slack, MS Teams)

Note: Communication channels must be checked regularly by all staff for timely updates.

7. Records Management

- Maintain records of shift confirmations, notifications, and change logs for at least 3 months.
- Records should be stored securely and remain accessible to authorized management and HR personnel.

8. Review & Continuous Improvement

- Conduct periodic reviews of the notification and confirmation process.
- Collect feedback from staff to identify areas for efficiency improvements and update the SOP as required.

9. References

- Company Employee Handbook
- HR Policy: Attendance and Punctuality
- Data Protection and Privacy Standards