

SOP: Employee Availability Collection and Update Protocols

This SOP details the **employee availability collection and update protocols**, including procedures for gathering employee availability data, methods for timely updates, communication channels for reporting changes, and record-keeping practices. The goal is to maintain accurate and up-to-date availability information to optimize workforce scheduling, improve operational efficiency, and ensure staffing needs are met effectively.

1. Purpose

To establish standardized procedures for collecting, updating, and maintaining employee availability data to support effective workforce scheduling and operational planning.

2. Scope

This protocol applies to all employees, supervisors, and HR personnel responsible for workforce scheduling and management.

3. Procedure

3.1 Collection of Employee Availability Data

- Initial Collection:**
 - Upon hire, employees must submit their initial availability using the company's designated form or digital system (e.g., HRIS or scheduling software).
 - Supervisors or HR will review and confirm receipt of all submissions within two business days.
- Ongoing Collection:**
 - Quarterly, or as needed, employees will be prompted to confirm or update their availability through an email or system notification.
 - Employees must respond within five business days.

3.2 Update Protocols

- Employees are required to immediately report any changes to their availability (temporary or permanent) via the approved communication channel.
- Supervisors/HR must update records upon notification within one business day.
- For emergency or unplanned changes, employees should notify supervisors directly by phone or text, followed by formal update submission within 24 hours.

3.3 Communication Channels

Channel	Purpose
HRIS/Scheduling Software	Primary tool for all availability submissions and updates.
Email	Secondary method for formal notifications and update confirmations.
Phone/Text	For urgent/emergency communications only.

4. Record-Keeping Practices

- All availability submissions and updates must be documented in the designated system with timestamp and user ID.
- HR/supervisors must ensure all records are accurate and accessible for scheduling purposes.
- Historical records must be retained for at least one year for audit or review purposes.

5. Roles and Responsibilities

Role	Responsibility
Employee	Submit and update availability information promptly and accurately.
Supervisor/Manager	Review, confirm, and update staff availability; communicate relevant changes to scheduling team.
HR	Monitor compliance, maintain records, and support training on protocols.

6. Compliance and Review

1. Periodic audits will be conducted to ensure adherence to availability protocols.
2. Non-compliance may result in disciplinary action in accordance with company policy.
3. The SOP will be reviewed annually for improvements or changes as necessary.

7. References

- HRIS/Scheduling Platform User Manual
- Employee Handbook
- Company Communication Policy