SOP Template: Internal Communication and Handover Protocols

This SOP defines **internal communication and handover protocols** to ensure seamless information flow and continuity within the organization. It covers standardized methods for daily handovers, timely reporting of critical updates, clear documentation practices, role-based communication responsibilities, and escalation procedures. The objective is to minimize misunderstandings, enhance team collaboration, and maintain operational efficiency during shift changes or project transitions.

1. Purpose

To establish clear, consistent protocols for internal communication and handovers that support organizational continuity and minimize operational disruption.

2. Scope

This SOP applies to all employees responsible for shift-based or project-based tasks and anyone involved in internal communication and handovers.

3. Definitions

Term	Definition
Handover	The transfer of task or responsibility from one individual or team to another.
Escalation	The process of reporting issues beyond one's own authority level to ensure resolution.
Critical Update	Information that could seriously impact operations, requiring prompt communication.

4. Responsibility Matrix

Role	Responsibility
Team Members	Document and communicate handover details; raise issues promptly.
Supervisors/Managers	Oversee handovers, verify completeness, provide support for escalation.
Project Leads	Coordinate project-specific handovers and critical updates.

5. Daily Handover Process

1. Outgoing staff complete the standardized **handover checklist** (see Section 9).
2. Handover is conducted face-to-face or via approved communication tools (e.g., email, chat, handover meetings).
3. Incoming staff review handover notes and clarify any uncertainties before accepting responsibility.

6. Reporting Critical Updates

- All critical updates must be reported to the next shift/team and relevant supervisors immediately.
- Use clear, concise language and document the time and content of the update.
- If in doubt about the criticality, escalate to a supervisor for guidance.

7. Documentation Practices

- Complete all relevant sections of the handover log or checklist.
- Attach supporting materials (attachments, links, files) as necessary.
- Store handover records in the designated repository (e.g., shared drive/management system).

8. Escalation Procedures

1. Identify the issue and document key facts.
2. Inform team lead/supervisor as soon as possible.
3. If unresolved, escalate to department manager or follow the organizational escalation chart.
4. Document all escalation steps and communications.

9. Handover Checklist (Sample)

Item	Description	Status/Notes
Outstanding Tasks	List any incomplete tasks with current status.	
Critical Issues	Highlight urgent problems and actions taken.	
Upcoming Deadlines	List any near-term deliverables or milestones.	
Key Contacts	Provide details of people to contact for support.	
Other Notes	Any additional information relevant for the next team/shift.	

10. Revision and Review

- This SOP shall be reviewed annually or as needed based on process changes or incident learnings.
- Revisions require approval from the management and communication to all staff.