Standard Operating Procedure (SOP)

No-show and Late Arrival Handling Procedures

This SOP defines **no-show and late arrival handling procedures**, detailing steps for managing employee absences and delays, communication protocols, documentation requirements, impact assessment on operations, and corrective actions. The purpose is to maintain operational efficiency and accountability by ensuring timely attendance and appropriate responses to tardiness or absence.

1. Scope

This procedure applies to all employees, supervisors, and managers responsible for attendance and shift operations.

2. Definitions

- **No-show:** An employee who fails to report to work without prior notice and approval.
- **Late Arrival:** An employee who arrives at work after the designated start time without prior notification or a valid excuse.

3. Procedures

3.1 Handling No-Shows

1. **Initial Response:**
   - Supervisor attempts to contact the employee within 15 minutes of missed start time.
   - Document all attempts to reach the employee (phone, email, text, etc.).

2. **Escalation:**
   - If no response within 1 hour, escalate to HR and department manager.
   - Determine immediate operational impact and assign temporary coverage if necessary.

3. **Documentation:**
   - Record incident details in attendance log.
   - If the employee later makes contact, document the reason for the absence.

3.2 Handling Late Arrivals

1. **Notification:**
   - Employees must notify their supervisor as soon as possible if they anticipate being late, stating the reason and estimated arrival time.

2. **Upon Arrival:**
   - Employee must sign in and provide a reason for lateness.
   - Supervisor reviews and documents the reason in the attendance log.

3. **Repeated Instances:**
   - Patterns of lateness are reviewed monthly by supervisor and discussed with HR if thresholds are exceeded.

4. Communication Protocols

- All communications regarding absence or tardiness must be via designated company channels (e.g., phone, internal messaging).
- Supervisors must update relevant parties about shift changes or coverage needs within 30 minutes of confirmation of absence/late arrival.

5. Documentation Requirements

Requirement	Responsible	Description
Attendance Log	Supervisor	Record all no-shows and late arrivals, including time, date, employee name, reason, and actions taken.

| Contact Attempts Log | Supervisor | Document details of all attempts to reach the absent/late employee. |
| Incident Report (if required) | HR | For repeated or unexcused incidents, complete and file a formal incident report. |

6. Impact Assessment on Operations

- Supervisors assess how absence or lateness affects shift coverage and workload.
- Initiate contingency plans if critical tasks or customer service are affected.

7. Corrective Actions

1. For first offenses: Verbal reminder and counseling.
2. For second offenses: Written warning and review meeting.
3. For repeated or severe offenses: Progressive disciplinary action, which may include suspension or termination, per company policy.

8. Review & Continuous Improvement

- This SOP is to be reviewed annually by the HR department in consultation with operations managers for process optimization.

9. References

- Company Attendance Policy
- Employee Handbook