Standard Operating Procedure (SOP)

Absence Reporting and Documentation Methods

This SOP details the **absence reporting and documentation methods** to ensure accurate tracking of employee attendance, timely communication of absences, proper documentation for record-keeping, and compliance with company policies. It includes procedures for notifying supervisors, submitting absence forms, managing medical certificates, and maintaining confidentiality throughout the process.

1. Purpose

To establish standardized methods for reporting employee absences and documenting associated information to facilitate effective attendance management.

2. Scope

This SOP applies to all employees, supervisors, and Human Resources personnel within the organization.

3. Responsibilities

- **Employees:** Notify supervisors of absences promptly and submit required documentation.
- **Supervisors:** Record reported absences, ensure documentation is complete, and forward to Human Resources.
- **Human Resources:** Maintain official attendance records and ensure confidentiality.

4. Definitions

Term	Definition
Absence	Any instance where an employee is not present at work as scheduled.
Medical Certificate	Official documentation from a healthcare provider verifying illness or injury.
Absence Form	Company-approved form used to report and document employee absences.

5. Procedure

1. **Absence Notification**
   - Employees must notify their immediate supervisor of an absence as soon as possible, preferably before the start of the workday.
   - Notification may be made via phone call, email, or designated attendance reporting system.

2. **Submission of Absence Form**
   - Upon returning to work (or as soon as feasible), the employee must complete and submit an official Absence Form to the supervisor.
   - Forms are available from Human Resources or via the company intranet.

3. **Medical Certificates**
   - For absences exceeding two (2) consecutive days or as required by company policy, a medical certificate must be provided.
   - Certificates should be attached to the Absence Form.

4. **Supervisor Review**
   - Supervisors must review submitted documentation for completeness and accuracy.
   - All absence records and supporting documents should be forwarded to Human Resources within three (3) business days.

5. **Record Maintenance**
   - Human Resources will log and securely store all absence records with restricted access.
   - Records are retained in accordance with company policy and applicable laws.

6. **Confidentiality**
   - **All absence-related documentation, especially medical information, must be kept strictly confidential and shared only on a need-to-know basis.**

6. Supporting Documents

- Absence Reporting Form (Download Link)
- Employee Handbook
- Medical Certificate Template

7. Review and Updates

This SOP will be reviewed annually by Human Resources and updated as needed to reflect changes in company policy or legal requirements.