

SOP Template: Standard Operating Hours and Availability Management

This SOP defines the **standard operating hours and availability management** to ensure consistent and efficient service delivery. It outlines the designated working hours, staff availability protocols, shift scheduling, and procedures for handling exceptions such as holidays and emergencies. The goal is to optimize resource utilization, maintain operational continuity, and provide clear communication to stakeholders regarding service accessibility.

1. Purpose

To establish clear guidelines for operating hours and staff availability to ensure continuous and predictable service delivery.

2. Scope

This SOP applies to all departments, team members, and stakeholders involved in the delivery of organizational services.

3. Standard Operating Hours

Day	Operating Hours
Monday – Friday	09:00 AM – 06:00 PM
Saturday	10:00 AM – 02:00 PM
Sunday & Public Holidays	Closed

4. Staff Availability Protocols

- All staff must be present and logged into relevant systems at least 5 minutes prior to shift start.
- Breaks must be scheduled to ensure coverage at all times.
- Staff must promptly inform supervisors of late arrivals or absences.
- Availability status should be updated in the shared scheduling or communication platform.

5. Shift Scheduling Procedures

1. Supervisors prepare and publish shift schedules at least one week in advance.
2. Requests for time-off or shift swaps must be submitted at least 5 business days prior to the schedule's effective date.
3. All changes to the schedule must be approved by supervisory staff and communicated to the team immediately.

6. Exception Management

6.1 Holidays & Planned Closures

- A holiday and closure calendar will be published annually.

- Notifications must be sent to all stakeholders at least 14 days in advance.

6.2 Emergencies & Unplanned Closures

- In case of emergencies, staff will be notified through both email and SMS/phone.
- A designated emergency contact person must be available at all times.

7. Communication

- Operating hours and any changes must be clearly displayed on all relevant communication channels (website, notice boards, email signatures).
- Stakeholders are to be immediately notified of any unscheduled changes in operating hours or availability.

8. Monitoring & Compliance

- Supervisors will conduct regular audits to ensure adherence to operating hours and availability protocols.
- Non-compliance incidents will be documented and addressed according to HR policies.

9. Document Control

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Approver	[Name/Title]