

Human Resources Standard Operating Procedure

Department: Human Resources

Version: [1.0]

Document ID: [SOP-DEPT-###]

Effective Date: [MM/DD/YYYY]

1. Purpose

This Standard Operating Procedure establishes guidelines for human resources operations to ensure consistent, fair, and legally compliant treatment of all employees throughout their employment lifecycle.

2. Scope

This procedure applies to all HR personnel, managers, supervisors, and employees involved in or affected by human resources processes.

This procedure applies to:

- Human Resources staff and business partners
- Hiring managers and interviewers
- Department managers and supervisors
- All employees (for relevant sections)

Exclusions:

[Describe any activities, processes, or personnel NOT covered by this SOP]

3. Definitions

The following terms have specific meanings within this procedure. Defined terms are capitalized when used throughout this document.

Term	Definition
ADA	Americans with Disabilities Act - law prohibiting disability discrimination
DEI	Diversity, Equity, and Inclusion
EEO	Equal Employment Opportunity

FMLA	Family and Medical Leave Act
HRIS	Human Resources Information System
PTO	Paid Time Off

4. Responsibilities

The following roles and positions have specific responsibilities for this procedure:

Role/Position	Responsibilities
[HR Director]	Will establish HR policies and ensure legal compliance across the organization
[HR Manager]	Will oversee daily HR operations and employee relations
[HR Business Partners]	Will support specific departments with HR needs and guidance
[Hiring Managers]	Will follow hiring procedures and make selection decisions fairly
[All Managers]	Will implement HR policies consistently and address employee concerns

5. General HR Procedures

5.1 New Employee Onboarding

- ☐ Complete new hire paperwork (I-9, W-4, direct deposit forms)
- ☐ Provide employee handbook and obtain signed acknowledgment
- ☐ Schedule and conduct orientation session
- ☐ Set up HRIS access and create employee profile
- ☐ Coordinate with IT for equipment and system access
- ☐ Assign mentor/buddy for first 90 days
- ☐ Schedule check-in meetings at 30, 60, and 90 days

5.2 Leave Management

1. Employee submits leave request through HRIS
2. Manager reviews and approves/denies within 48 hours
3. FMLA requests are coordinated with benefits administrator
4. Medical documentation required for extended leave (>3 days)
5. Return-to-work clearance required after medical leave
6. HR tracks leave balances and accruals

5.3 Disciplinary Process

1. Verbal warning (documented in employee file)
2. Written warning with performance improvement plan
3. Final written warning with specific consequences
4. Suspension (if applicable per policy)
5. Termination (with HR and legal review)

WARNING: Severe misconduct (theft, violence, harassment) may result in immediate termination without progressive discipline. Consult HR and Legal before taking action.

6. Remote Work Policy Addendum

6.1 Eligibility Criteria

- ☐ Position has been approved for remote work eligibility
- ☐ Employee has minimum 6 months tenure with satisfactory performance
- ☐ Employee has reliable internet and appropriate home workspace
- ☐ Manager approval has been obtained and documented
- ☐ Remote work agreement has been signed by employee and manager

6.2 Remote Work Requirements

Requirement	Standard	Verification Method
Availability	Core hours: 9 AM - 3 PM local time	Manager check-ins
Responsiveness	Respond within 2 hours during work hours	Communication monitoring
Workspace	Dedicated, private, ergonomic work area	Self-certification form
Equipment	Company laptop, secure internet	IT verification

	(>25 Mbps)	
Security	VPN usage required, screen lock enabled	IT compliance audit

7. DEI Considerations

All HR processes must incorporate the following diversity, equity, and inclusion principles:

7.1 Recruitment and Hiring

- Use inclusive, bias-free language in all job postings
- Assemble diverse interview panels where possible
- Use standardized interview questions for all candidates
- Implement skills-based assessments to reduce unconscious bias
- Review demographic data in hiring outcomes quarterly

7.2 Workplace Environment

- Provide reasonable accommodations for disabilities promptly
- Support employee resource groups (ERGs)
- Address microaggressions and discriminatory behavior immediately
- Ensure equitable access to development and promotion opportunities
- Celebrate diverse cultural events and holidays

8. Exit Interview Process

Conduct exit interviews for all voluntary departures within the employee's final week.

8.1 Exit Interview Questions

1. What prompted your decision to leave the organization?
2. What did you enjoy most about working here?
3. What would you improve about our organization or culture?
4. How would you describe your relationship with your manager?
5. Did you feel you had adequate opportunities for growth and development?
6. Would you recommend this organization as a place to work? Why or why not?
7. Is there anything that would have changed your decision to leave?

8.2 Exit Checklist

Item	Completed	Notes
Exit interview scheduled and completed	<input type="checkbox"/>	
Company property returned (laptop, keys, badge, parking pass)	<input type="checkbox"/>	
All system and building access terminated	<input type="checkbox"/>	
Final paycheck processed including PTO payout	<input type="checkbox"/>	
Benefits continuation information provided (COBRA)	<input type="checkbox"/>	
Reference and employment verification policy explained	<input type="checkbox"/>	
Exit survey link provided	<input type="checkbox"/>	
Forwarding address collected for tax documents (W-2)	<input type="checkbox"/>	

9. Performance Review Cycle

9.1 Annual Review Timeline

Phase	Timing	Responsible Party	Deliverable
Goal Setting	January	Manager + Employee	SMART goals documented in HRIS
Mid-Year Check-in	June-July	Manager	Progress review notes entered
Self-Assessment	November	Employee	Self-evaluation form completed
Manager Assessment	November-December	Manager	Performance rating entered
Calibration	December	Leadership Team	Ratings calibrated

			across org
Review Meeting	December-January	Manager + Employee	Signed review document

9.2 Rating Scale

Rating	Description	Typical Distribution
Exceptional	Consistently exceeds all expectations	5-10%
Exceeds Expectations	Frequently exceeds expectations	20-25%
Meets Expectations	Consistently meets job requirements	50-60%
Needs Improvement	Performance gaps requiring attention	10-15%
Unsatisfactory	Significant performance deficiencies	0-5%

10. Emergency and Exception Procedures

10.1 Emergency Response

In case of emergency, follow the procedures below. Safety of personnel takes priority over all other considerations.

1. Ensure immediate safety of all personnel in the area
2. Contact emergency services if required (911 or local emergency number)
3. Notify supervisor/manager immediately
4. Follow facility emergency evacuation procedures if applicable
5. Document the incident using the Incident Report form

10.2 Exception Handling

When standard procedures cannot be followed due to unusual circumstances:

1. Assess the situation and identify the specific deviation required
2. Obtain verbal approval from [Supervisor/Manager] before proceeding
3. Document the exception, including justification and approver

4. Complete the Exception Request Form within 24 hours
5. Submit for formal review during the next scheduled procedure review

WARNING: Exceptions should only be made when necessary and must be properly documented. Repeated exceptions may indicate the need for procedure revision.

11. Related Information

The following documents and references relate to this procedure:

Category	Reference
Related Policies	Employee Handbook, Code of Conduct, Anti-Harassment Policy, Data Privacy Policy
Related SOPs/Procedures	SOP-HR-002 Recruitment, SOP-HR-003 Benefits Administration, SOP-HR-004 Employee Relations
Related Forms	New Hire Paperwork, Performance Review Form, Exit Interview Form, Remote Work Agreement
External References	FLSA, FMLA, ADA, Title VII, State Employment Laws, EEOC Guidelines

12. Document Control

SOP Owner	[HR Director / VP of Human Resources]
Approved By	[Chief Human Resources Officer / CEO]
Contact Email	[hr@company.com]
Contact Phone	[(XXX) XXX-XXXX]
Review Schedule	Annual or upon changes in employment law, policy, or organizational structure

13. Revision History

Document all revisions to maintain a complete audit trail:

Version	Date	Changes
1.0	[MM/DD/YYYY]	Initial release

14. Authorization and Approval

Name	Role	Signature	Date
	Prepared By		
	Reviewed By		
	Approved By		

15. Documentation of Training

I have read and understand the content of this Standard Operating Procedure. I have received training specific to the procedures, hazards, and emergency protocols described herein.

Note: All personnel who will perform tasks covered by this SOP must sign below prior to conducting any work. Additional signature pages may be attached as needed.

Printed Name	Signature	Date
[Manager/Supervisor]		

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