

The background of the slide features several interlocking puzzle pieces in shades of pink, orange, and yellow. The pieces are decorated with various HR-related icons: a group of people, a lightbulb, a bar chart, a calendar, a speech bubble, and a dollar sign. The overall aesthetic is bright and professional.

HR Standard Operating Procedure

Document Information

Title: HR Standard Operating Procedure

Version: 1.0

Date:

Prepared By:

Approved By:

Introduction

The Human Resources (HR) department is responsible for ensuring consistent, fair, and compliant execution of people-related processes across

This SOP outlines standardized procedures for key HR functions to promote efficiency, reduce errors, and ensure alignment with company policies and legal requirements.

Detailed Procedures

Onboarding

Objective: To seamlessly integrate new hires into the company.

Steps:

1

Offer Acceptance

- Send a formal offer letter via email
- Receive the signed offer letter and store it in the employee's digital file

2

Pre-Boarding

- Perform a background check and verify references
- Share the onboarding schedule and required paperwork with the new hire

3

First Day Setup

- Prepare the workspace, equipment, and system access
- Assign a mentor/buddy to the new employee

4

Orientation

- Conduct a company culture and policy overview session
- Provide training on tools and software

5

30-Day Check-in

- HR meets with the new hire to address questions and gather feedback

Performance Reviews

Objective: To evaluate employee performance fairly and constructively.

Steps:

1

Schedule Reviews

- Perform biannual (mid-year and year-end) reviews
- Send calendar invites and self-assessment forms to employees

2

Manager Evaluations

- Complete performance evaluation forms
- Hold calibration sessions with HR to ensure consistency

3

Review Meetings

- Managers conduct one-on-one feedback sessions
- Discuss strengths, areas for improvement, and goals

4

Documentation

- Upload the signed review forms to the HRIS
- Track development plans and follow-up actions

Employee Benefits Management

Objective: To administer employee benefits accurately and confidentially.

Steps:

- 1 Enrollment
 - Guide new hires through benefits enrollment via the HR portal
 - Confirm selections and submit to providers
- 2 Changes/Life Events
 - Process qualifying life event changes (e.g., marriage, pregnancy, childbirth) within 30 days
- 3 Monthly Audits
 - Reconcile insurance invoices against enrolled employees
 - Address discrepancies with providers
- 4 Annual Open Enrollment
 - Announce the open enrollment period via email and posters
 - Host Q&A sessions for employees

Other Procedures

- ◆ **Offboarding:** Exit interviews, equipment returns, and final payout processing
- ◆ **Leave Management:** FMLA, parental leave, and other approved absences
- ◆ **Grievance Handling:** Confidential reporting and investigation processes

Compliance and Legal Considerations

- ◆ Adhere to EEOC, ADA, FMLA, and ERISA regulations.
- ◆ Maintain confidentiality of all employee data per GDPR/CCPA.
- ◆ Document all processes to support audit readiness.

Review and Update Process

- ◆ This SOP will be reviewed annually by the HR leadership team.
- ◆ Updates require approval from the Director of HR and legal counsel.
- ◆ Changes will be communicated to all relevant stakeholders.

Approval Signature

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