1. **PURPOSE**

This SOP outlines the behavioral, attendance, and floor-related expectations for agents working in Operations, Sales and Telemarketing Departments. It aims to promote discipline, operational efficiency, and professional conduct, ensuring a consistent and productive work environment.

1. **SCOPE**

This SOP applies to all agents and team leaders operating within the Operations, Sales and Telemarketing departments. It is intended to work in tandem with the Disciplinary Structure SOP (**HR06-P02**) to prevent violations and reinforce daily compliance.

1. **ATTENDANCE & PUNCTUALITY**

* All employees must adhere to their assigned shifts as per the official schedule.
* Employees must log in and out using the designated system. Failure to comply will result in attendance discrepancies.
* Agents must log in and be ready to receive calls at least 5 minutes before their scheduled shift.
* Late logins, leaving the floor before shift completion without prior approval, or extended breaks without authorization will be logged and reflected in attendance records.
* Breaks and lunch schedules must be followed and coordinated to ensure proper floor coverage. Team Leaders/Supervisors may reschedule these based on operational needs (excluding instances where the agent is on a call).
* Unplanned sick leave must be reported as soon as possible before the shift starts, while personal leave must be reported at least 24 hours in advance through the designated escalation process.

1. **FLOOR CONDUCT**

* Conversations should be work-related and maintained at a professional volume.
* Personal belongings should be kept minimal; workstations must be clean and orderly.
* Use of personal mobile phones on the floor is restricted unless authorized by management.
* Employees must remain at their workstations unless on an approved break.
* When leaving their station, agents must shut down their PC, return their chair to the desk, and ensure their area is left unobstructed.
* Movement away from the workstation must be approved by a Team Leader or Supervisor.

1. **PRODUCTION AREA GUIDELINES (SALES ONLY)**

* Small snacks are allowed at desks. Full meals must be consumed in break areas.

1. **SYSTEM USAGE & DOWNTIME**

* Technical/system issues must be reported to IT via ticket, and the supervisor notified immediately.
* Any unscheduled idle time must be documented in the daily shift summary.

1. **PERFORMANCE EXPECTATIONS**

* Agents must regularly review KPI dashboards (AHT, Quality, Attendance) and take corrective action if performance falls below targets.
* QA evaluations must be reviewed and acknowledged by agents.
* Participation in coaching sessions is mandatory.
* Team Leaders will provide performance coaching as needed.

1. **FLOOR SUPERVISION**

* Supervisors must complete hourly walkthroughs to ensure compliance and availability.
* Any red flags (e.g., long ACW, misuse) must be reported to the Operations Manager.

1. **PROFESSIONAL CONDUCT**

* Employees must comply with the company dress code.
* Misconduct such as harassment, discrimination, or bullying will result in disciplinary action.
* Confidential information must not be shared. Violations may lead to termination.
* Team collaboration and respectful communication are mandatory.

1. **VIOLATION HANDLING**

Failure to comply with the expectations outlined in this SOP will result in corrective actions as per the Disciplinary Structure SOP (**HR06-P02**). Violations may range from verbal warnings to formal deductions or termination, depending on severity and frequency.

1. **ESCALATION PROCESS**

Issues must be reported through the following hierarchy as per the Communication Policy and Procedure (**HR16-P01)**:

* Team Leader
* Immediate Supervisor
* TM/Sales Manager
* Operations Manager

1. **AWARENESS, TRAINING & ACKNOWLEDGMENT**

* This SOP will be distributed via internal communication.
* The L&D Department will conduct a training module and collect employee acknowledgments to confirm understanding.
* Periodic refresher reminders will be issued.

1. **REVIEW & UPDATES** This SOP will be reviewed periodically to ensure relevance and effectiveness. Any updates will be communicated to employees in advance.