**Standard Operating Procedure (SOP) – Notice of Investigation (NOI)**

**1. PURPOSE**

This SOP establishes a standardized process for submitting, reviewing, and resolving Notices of Investigation (NOIs) within the HR Jordan [HR Jordan - Notice of Investigation (NOI)](https://usclarity.sharepoint.com/sites/HRJordan/Lists/Notice%20of%20Investigation%20NOI/AllItems.aspx?xsdata=%3D%3D&sdata=K1dpaEJKTnNzM2owNTZQZnJSUlVaSDEyM2Y5Tm5DVXErdVpQZTNIZTFxRT0%3D&ovuser=2ed6ba96-36b8-43e7-bef1-09a8f2360c2f%2CBashar.H%40usclarity.com). The goal is to ensure fairness, transparency, and compliance with company policies while maintaining confidentiality and an effective resolution process.

**2. SCOPE**

This procedure applies to supervisors and above across all departments who are responsible for submitting and managing NOIs.

**3. NOI SUBMISSION PROCESS**

**Escalation Protocol**

* NOIs must be escalated through the [HR Jordan - Notice of Investigation (NOI)](https://usclarity.sharepoint.com/sites/HRJordan/Lists/Notice%20of%20Investigation%20NOI/AllItems.aspx?xsdata=%3D%3D&sdata=K1dpaEJKTnNzM2owNTZQZnJSUlVaSDEyM2Y5Tm5DVXErdVpQZTNIZTFxRT0%3D&ovuser=2ed6ba96-36b8-43e7-bef1-09a8f2360c2f%2CBashar.H%40usclarity.com) HR Specialist (HRS).
* Direct escalation to management or legal without prior HR approval is not permitted.

**Who Can Submit an NOI?**

* Supervisors and above are authorized to submit an NOI.

**Where is the NOI Submitted?**

* HR Jordan (Internal System) [HR Jordan - Notice of Investigation (NOI)](https://usclarity.sharepoint.com/sites/HRJordan/Lists/Notice%20of%20Investigation%20NOI/AllItems.aspx?xsdata=%3D%3D&sdata=K1dpaEJKTnNzM2owNTZQZnJSUlVaSDEyM2Y5Tm5DVXErdVpQZTNIZTFxRT0%3D&ovuser=2ed6ba96-36b8-43e7-bef1-09a8f2360c2f%2CBashar.H%40usclarity.com) → + Add New Item.

**Required Information for Submission**

Submitters must provide the following details:

* **Incident Type** (e.g., misconduct, safety violation, operational error).
* **Date of the Most Recent Occurrence** of the incident.
* **Incident Location** (e.g., department, floor).
* **Incident/Reported Employee’s Department**.
* **Individuals Involved** (names of reported employees and impacted persons).
  + *For quick results, enter the name in the search box and click “Search Directory.”*
* **Witnesses** *(if any)*.
* **First-Time or Repeated Incident?**

“If repeater please provide documentation of actions taken”

* **Sequence of Events** *(step-by-step account of what happened, including actions taken)*:
  + *Date of Incident 1: Description; Action Taken*
  + *Date of Incident 2: Description; Action Taken*
  + *Date of Incident 3: Description; Action Taken (if applicable)*
* **Line Manager’s Name.**
* **Supporting Documents & Attachments** (e.g., email trails, screenshots, witness statements, medical reports, or proof of prior actions taken).

**4. REVIEW & PROCESSING**

**Notifications & Initial Review**

* Once an NOI is submitted, the JR Jordan NOI Portal will automatically send an email notification to:
  + The submitter’s Line Manager.
  + The HR Specialist (HRS) assigned to NOIs.

**HR Processing Steps**

1. **Status Update:**
   * The HRS reviews the NOI, and the case status on HR Jordan Portal changes from "Submitted to HR" to "Received/Investigation."
2. **HR Response (within 2-5 business days):**
   * The HRS may request additional details from the submitter.
   * Once the HR reaches a decision the case status on HR Jordan Portal changes to "Book My Calendar HR"
   * The HRS will request the submitter to schedule an NOI meeting with the reported employee and supervisor via Microsoft Teams or Email.

**Incident Categorization & Decision Making**

* The HRS determines the severity level of the incident (*this will not be immediately visible on the HR Jordan*).
* The final determination of the required actions is made by the HRS and the relevant department.

**Possible Outcomes of a NOI Review**

* Further Investigation
* Suspension
* Verbal Warning
* Written Notice
* Salary Deductions
* Warning Letter
* Termination (if necessary)

**5. SLA (Service Level Agreements) – Timeframes for Each Step**

|  |  |
| --- | --- |
| **Step** | **Timeframe** |
| Investigation & Review from HR | 2-5 business days depending on severity |
| Additional Investigations | Timeframes may be extended if needed |
| Employee Feedback | During the NOI meeting (scheduled by the supervisor in coordination with HRS) |

**6. FOLLOW-UP & COMMUNICATION**

**Tracking & Meeting Notifications**

* The reported employee is notified of the NOI meeting once the supervisor books the HR Specialist’s calendar.
* The final decision is communicated during the NOI meeting.
* A signed acknowledgment is required for:
  + Written Notices & Above → Employee must sign a formal acknowledgment.
  + Verbal Warning → A verbal acknowledgment is sufficient.

**Appeal Process**

* Employees may appeal against the decision during the NOI meeting.
* Appeals are handled separately from the HR Jordan Portal and managed post-NOI meeting.

**Closing NOI Cases**

* Once the NOI process is completed, the case status updates to "Action Taken/Closed."

**Confidentiality Measures**

* Supervisors and above ("NOI Submitters") have access to view only the NOI cases they have submitted.
* An automated email notification is sent to the submitter’s Line Manager upon submission.
* HR team members—including HRS(s) in charge of NOIs, HR Business Partners (HRBP), Senior HR Manager, and CHRO—have full visibility across the HR Jordan to review and oversee all NOI cases.

**7. NEXT STEPS AFTER NOI PROCESSING**

**Documentation & Reporting**

* All NOI outcomes are recorded in ZenHR by the HRS following the NOI session.
* Department Heads & Senior Management can request NOI reports from the HRS as needed.