

Standard Operating Procedure

Recruitment and Employee Referral Program

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1. Purpose

This Standard Operating Procedure establishes guidelines for recruiting qualified candidates and incentivizing current employees to refer talented individuals to the organization.

2. Recruitment Process

2.1 Position Requisition

- Department managers must submit a Position Requisition Form to HR for approval
- The form must include job title, department, salary range, justification, and position description
- HR will review within 3 business days and obtain necessary executive approvals
- Approved positions will be posted internally for 5 business days before external posting

2.2 Job Posting Standards

- All job postings must include detailed responsibilities, required qualifications, and preferred skills
- Postings must comply with equal employment opportunity regulations
- Salary ranges must be included in all job advertisements
- External postings will remain active for minimum 14 days unless filled earlier

2.3 Candidate Screening

- HR will conduct initial resume screening within 5 business days of posting closure
- Qualified candidates will be contacted for phone screening
- Top candidates (typically 3-5) will be forwarded to hiring manager for interview
- All candidates will receive status updates throughout the process

2.4 Interview Process

- Standard interview panel consists of hiring manager and 2-3 team members
- All interviews must use standardized questions for each position
- Interviews should be completed within 2 weeks of candidate selection
- Reference checks must be completed for finalists before job offer

2.5 Job Offer and Onboarding

- HR will extend written offers after hiring manager recommendation and executive approval
- Candidates have 5 business days to accept or decline offers
- Background checks and drug screening (if applicable) completed before start date
- Onboarding process initiated per HR-SOP-001

3. Employee Referral Program

3.1 Program Overview

The Employee Referral Program encourages current employees to recommend qualified candidates for open positions. This program helps us identify talent through our most valuable resource: our employees.

3.2 Eligibility

- All regular full-time and part-time employees in good standing may participate
- Employees cannot refer immediate family members for positions in their direct chain of command
- HR and recruiting staff are not eligible for referral bonuses for positions they directly recruit for

3.3 Referral Process

- Submit referrals through the Employee Referral Portal in the HR system
- Include candidate's resume and brief explanation of why they are a good fit
- Referrals must be submitted before candidate applies or within 48 hours of their application
- Employees will receive confirmation email when referral is registered
- HR will provide status updates at key milestones (interview scheduled, offer extended, hired)

4. Referral Bonus Structure

4.1 Tier 1 Positions: Entry-Level and Support Roles

- Referral Bonus: \$500
- Examples: Administrative Assistant, Customer Service Representative, Junior Analyst
- Payment: \$250 after 90 days of employment, \$250 after 6 months

4.2 Tier 2 Positions: Professional and Specialist Roles

- Referral Bonus: \$1,000
- Examples: Accountant, Marketing Specialist, IT Analyst, Project Coordinator
- Payment: \$500 after 90 days of employment, \$500 after 6 months

4.3 Tier 3 Positions: Senior Professional and Management Roles

- Referral Bonus: \$2,000
- Examples: Senior Engineer, Department Manager, Senior Analyst
- Payment: \$1,000 after 90 days of employment, \$1,000 after 6 months

4.4 Tier 4 Positions: Executive and Critical-Skill Roles

- Referral Bonus: \$3,500
- Examples: Director-level positions, highly specialized technical roles, C-suite positions
- Payment: \$1,500 after 90 days of employment, \$2,000 after 6 months

5. Bonus Payment Terms

- Referring employee must be actively employed at both payment dates to receive full bonus
- If referring employee leaves before first payment, no bonus is paid
- If referring employee leaves after first payment but before second, only first payment is received
- Referred employee must successfully complete probationary period and remain employed through payment dates
- Bonuses are subject to standard payroll taxes and withholdings
- Payment will be included in the regular paycheck following the milestone date

6. Hard-to-Fill Position Incentives

For positions that remain unfilled for 60+ days, HR may authorize enhanced referral bonuses:

- Tier 1 positions: Increase to \$750
- Tier 2 positions: Increase to \$1,500
- Tier 3 positions: Increase to \$3,000
- Tier 4 positions: Increase to \$5,000
- Enhanced bonuses must be approved by the HR Director and posted with position announcement

7. Recognition Program

In addition to monetary rewards, the company recognizes employees who contribute to our talent acquisition success:

- Quarterly Recognition: Employees with successful referrals featured in company newsletter
- Annual Top Referrer Award: Employee with most successful hires receives \$1,000 bonus and recognition at company meeting
- Referral Milestone Awards:

- 3 successful hires: Certificate of Appreciation and extra PTO day
- 5 successful hires: Engraved desk accessory and choice of department lunch or gift card
- 10 successful hires: Special recognition at annual company event and premium parking spot for one year

8. Program Guidelines

- Multiple employees may refer the same candidate; first referral registered receives credit
- Referrals not selected for interviews will not receive feedback on specific reasons
- Employees may refer multiple candidates for multiple positions
- Quality over quantity: Poor-fit referrals may impact future referral considerations
- Program terms subject to change with 30 days notice to employees

9. Diversity and Inclusion Commitment

We are committed to building a diverse workforce. Employees are encouraged to refer candidates from diverse backgrounds. All recruitment and selection decisions are made based on qualifications, experience, and fit for the role, without regard to race, color, religion, sex, national origin, age, disability, or any other protected characteristic.