

## **HR**

# **Standard Operating Procedure (SOP)**

### **I. PURPOSE OF THE SOP**

To clearly define weekly and daily HR responsibilities for recruitment, employee relations, performance tracking, documentation, and policy management.

### **II. SCOPE**

This SOP applies to:

- Recruitment Process
- Attendance Tracking
- HR Documentation
- Team Engagement Activities

### **IV. HR SOP**

#### **1. Screening & Shortlisting Candidates**

(Procedure: Recruiting for Critical Roles | Frequency: Weekly – Tuesday)

##### Objective:

To ensure a structured and efficient process for identifying and onboarding high-quality candidates.

**SOP Steps:**

- Review incoming applications from LinkedIn, job boards, referrals, and CEO-sourced profiles.
- Conduct First-Round Screening:
- Ask basic interview questions.
- Assess communication skills.
- Check candidate interest level and willingness to accept company conditions.
- Schedule Second-Round Interviews with:
- CEO
- Department Head / Team Members
- After interviews, ensure:
- Updated resume is collected
- NDA is shared
- Company terms & conditions document is sent
- Maintain a status sheet for all ongoing candidates.
- Coordinate with the hiring managers for updates and decisions.

**2. Address Employee Relations Issues**

(Procedure: Employee Relations | Frequency: Weekly – Thursday)

**Objective:**

To maintain a positive, conflict-free, supportive work culture.

**SOP Steps:**

- Listen to employee concerns, grievances, or workplace issues.
- Provide solutions or guidance based on HR policies.
- Document each issue and maintain HR logs.
- Escalate major or unresolved matters to the CEO.
- Ensure employee wellbeing and compliance with company values.

### 3. Daily Attendance Monitoring

#### Objective:

To ensure accurate and consistent attendance reporting across all teams.

#### **SOP Steps:**

- Track daily attendance for all employees.
- Ensure team members follow check-in/check-out procedures.
- Maintain attendance sheets and leave records.
- Report irregularities or patterns to the department head/CEO.

### 4. Recruitment, LinkedIn Hiring & Talent Pipelines

#### Objective:

To maintain an active recruitment pipeline and source candidates regularly.

#### **SOP Steps:**

- Post job openings and update listings when required.
- Source candidates along with the CEO on LinkedIn.
- Maintain a database of shortlisted and potential candidates.
- Follow up with applicants and schedule interviews.

## 5. Handle Employee Grievances

### Objective:

To create a safe and trusting work environment.

### **SOP Steps:**

- Listen to employee concerns confidentially.
- Identify the root cause and possible solutions.
- Provide mediation when required.
- Escalate critical issues to the CEO/COO.

## 6. Maintain Employee Documentation

### Objective:

To ensure all employee files are complete and updated.

### **SOP Steps:**

- Maintain digital files for resumes, NDAs, agreements, and ID proofs.
- Track joining documents and onboarding forms.
- Organize employee folders for easy reference.
- Implement proper version control for HR files.

## 7. Update Job Postings as Needed

### Objective:

To ensure open roles are always visible and updated.

### **SOP Steps:**

- Identify hiring needs across departments.
- Update job postings on LinkedIn, job portals, and internal lists.
- Track candidate responses and adjust postings if needed.



# **Acknowledgment and Agreement**

I hereby acknowledge that I have received, read, and understood the Standard Operating Procedure (SOP) document issued. I agree to follow all guidelines, processes, and responsibilities outlined in this SOP.

I understand that it is my duty to comply with the procedures mentioned, and any updates or revisions communicated in the future. If I have any doubts or require clarification, I will reach out to the concerned department or supervisor.

By signing below, I confirm my acceptance and commitment to adhere to this SOP.

**Best Regards,**



Gokul M Prabhu  
CEO/MD  
Laneway

## **FORM OF ACCEPTANCE :**

I accept this appointment on the terms and conditions stated above and agree to the following:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature: \_\_\_\_\_

