# SOP: Human Resources & Internal Operations

**Effective Date:** [Date]
**Last Updated:** [Date]
**Department Responsible:** Human Resources / Operations

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## 1. Purpose

This Standard Operating Procedure (SOP) outlines the policies and practices for Human Resources (HR) and Internal Operations within our property management company. By adhering to these guidelines, we aim to:

- Attract, hire, and retain qualified personnel

- Maintain fair and consistent HR practices

- Develop staff capabilities through training and performance management

- Ensure a safe, productive, and compliant work environment for all employees

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## 2. Scope

This SOP applies to:

- All employees, contractors, and interns engaged in the company's operations

- The processes and policies for recruitment, onboarding, performance management, training, and workplace safety

- Internal communication protocols and organizational structure

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## 3. Definitions

- **Recruitment:** The process of identifying, attracting, and selecting suitable candidates for employment.

- **Onboarding:** Activities and orientation programs designed to integrate new hires into the company culture and operations.

- **Performance Management:** A continuous cycle of goal setting, feedback, and evaluation to improve employee performance.

- **Workplace Safety & Security:** Policies and measures to protect employees, visitors, and company assets from harm or damage.

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## 4. Roles and Responsibilities

| Role | Responsibility |
| --- | --- |
| **Chief Operating Officer (COO)** | - Provides strategic oversight of HR initiatives and overall operations. - Approves high-level policy changes and major organizational changes. |
| **Human Resources (HR) Director** | - Oversees recruitment, onboarding, benefits administration, and compliance with employment laws. - Develops and implements performance review processes and staff development programs. |
| **HR Manager / Specialist** | - Coordinates the recruitment pipeline (job postings, interviews, background checks). - Manages onboarding activities, employee records, and addresses day-to-day HR inquiries. |
| **Department Managers** | - Identify hiring needs, participate in interviews, and provide feedback on candidates. - Conduct performance evaluations and support professional development of their team members. |
| **Operations Manager** (if separate) | - Supervises internal processes related to IT, facilities, and administrative workflows. - Ensures cross-departmental efficiency and alignment with HR and company goals. |
| **Employees** | - Comply with company policies, attend mandatory trainings, and report workplace concerns or policy violations. |

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## 5. Procedure

### 5.1 Recruitment & Onboarding

1. **Workforce Planning**
   - Department Managers submit hiring requests to HR, specifying job title, responsibilities, and budget.

   - HR Director and COO review and approve the hiring plan.
2. **Job Posting & Candidate Sourcing**
   - Post job openings on approved channels (company website, job boards, social media).

- Screen applications for minimum qualifications; shortlist candidates for interviews.

3. **Interview & Selection**
   - HR Manager schedules interviews with department managers or panel members.

   - Use standardized interview questions to maintain fairness and consistency.

   - Conduct background checks, reference checks, and skill assessments as needed.

4. **Offer & Negotiation**
   - Provide a written offer letter, including salary, benefits, and start date.

   - Obtain signed acceptance and confirm official start date.

5. **Onboarding**
   - Prepare a structured onboarding plan (orientation materials, office tour, IT setup).

   - Introduce new hires to key team members and provide an overview of job responsibilities.

   - Review key policies (Employee Handbook, code of conduct, safety procedures).

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**5.2 Performance Management & Training**

1. **Goal Setting & KPI Alignment**
   - At the start of each performance cycle (e.g., annual or quarterly), employees and managers set measurable goals aligned with company objectives.

   - Document these goals in the Performance Management System (PMS).

2. **Ongoing Feedback & Coaching**
   - Encourage managers to hold regular one-on-one meetings to discuss progress, roadblocks, and development needs.

   - Document feedback sessions and action items to track improvement.

3. **Performance Evaluations**
   - Conduct formal reviews (mid-year and annual) to assess goal attainment, core competencies, and overall performance.

- Utilize rating scales or qualitative feedback, as defined in the Performance Review Policy.

- Address underperformance with performance improvement plans (PIPs), offering clear objectives and timelines.

4. **Training & Development**
   - Identify skill gaps and arrange relevant training (internal workshops, external seminars, e-learning).

   - Provide leadership development programs for high-potential employees.

   - Maintain training records in the HRIS (Human Resources Information System).

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### 5.3 Workplace Safety & Security

1. **Safety Policies**
   - Comply with Occupational Safety and Health Administration (OSHA) standards and other local regulations.

   - Provide safety gear (personal protective equipment) where necessary, particularly for maintenance or on-site staff.

2. **Incident Reporting & Investigation**
   - Employees report any accidents, injuries, or near-misses to HR or their immediate manager.

   - HR or designated staff investigate incidents, document findings, and recommend corrective actions.

3. **Emergency Preparedness**
   - Maintain up-to-date emergency procedures for fire, natural disasters, or security threats.

   - Conduct annual drills (evacuation, lockdown) to familiarize staff with protocols.

   - Post emergency contact lists in common areas.

4. **Security Measures**
   - Control access to the office (keycards, badges) and sensitive areas (server rooms, file storage).

   - Install and maintain security systems (cameras, alarms) where appropriate.

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**5.4 Internal Communications & Workflow**

1. **Organizational Structure & Reporting Lines**
   - Maintain an updated org chart, highlighting departments and supervisory relationships.

   - Communicate any structural or leadership changes promptly.
2. **Meetings & Reporting**
   - Schedule regular department meetings to discuss operational updates, challenges, and deadlines.

   - Encourage open communication and feedback loops across departments (Property Management, Maintenance, Finance, etc.).
3. **IT & Administrative Support**
   - Provide necessary tools and software (email, project management platforms, PMS) for efficient operations.

   - Maintain confidentiality and data security, ensuring access rights are appropriately granted or revoked.

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# 6. Documentation & Record-Keeping

1. **Employee Files**
   - Maintain secure digital or physical records of hiring documents, performance reviews, and training certifications.

   - Restrict access to authorized HR personnel only.
2. **Policy Documents**
   - Store current versions of the Employee Handbook, safety protocols, and SOPs on a secure company intranet.

   - Archive past versions for reference, following document retention guidelines.
3. **Confidential Information**
   - Adhere to applicable privacy laws (e.g., state data protection laws, HIPAA if offering certain health services).

   - Utilize locked cabinets or encrypted digital storage for sensitive personal data (social security numbers, background checks).

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## 7. KPIs and Continuous Improvement

- **Time to Fill Vacancies:** Average duration from job posting to job offer acceptance.

- **Employee Turnover Rate:** Track voluntary and involuntary separations.

- **Training Completion Rate:** Percentage of staff who complete mandatory training within deadlines.

- **Workplace Incidents:** Number of reported accidents or safety violations.

- **Employee Engagement Scores:** Gathered via surveys to measure satisfaction and morale.

Use these metrics to identify trends, set improvement targets, and refine HR and operational policies.

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## 8. Training Requirements

- **HR Staff:** Regular updates on labor laws, compliance changes, and new HR technologies.

- **Department Managers:** Ongoing coaching on performance evaluations, team leadership, and conflict resolution.

- **All Employees:** Annual refresher on company policies, safety procedures, and data security measures.

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## 9. Approval and Revision

| Name/Title | Signature | Date |
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| COO | [Signature/Initials] | [Date Signed] |
| HR Director | [Signature/Initials] | [Date Signed] |
| Operations Manager (if any) | [Signature/Initials] | [Date Signed] |
| Legal Counsel (if required) | [Signature/Initials] | [Date Signed] |

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**End of SOP**