



# Standard Operating Procedure

## *Record of Events Card*

### **Background:**

Today's business world is fast-paced, with a multitude of information coming at people constantly throughout the business day. This constant barrage of information will result in some items getting forgotten if not written down. Events around employee performance are critical to note for future discussions (both positive and corrective). The Record of Events (ROE) Card is a quick and easy way to record this critical information in a clear, concise and consistent manner.

### **Record of Events Cards:**

The Record of Events (ROE) Card was developed to aid leaders in recording critical information about each of their employees in a clear, concise and consistent manner.

The purpose of this tool is to track information that is needed in future discussions with employees and to record the information in such a manner that it is consistent; employee to employee and leader to leader. This consistent recording ensures that there is neither favouritism nor prejudice in recording of events.

The ROE card is a standard sheet that is set up with a calendar at the top for the year to be recorded. That calendar section is used to track days missed or vacation days in a way that allows the leader to quickly spot patterns and also helps track how many days are left for the employee to take before the end of the year. The bottom section of the card and the back side is lined to allow for the recording of notes with an assigned date and initials for each entry.

The ROE card is normally held in an employee file by the direct supervisor or manager and is not a secret document but one that is used as part of normal performance discussions.

A best practice is that each year the ROE cards are printed on a new colour paper or card stock for that year. Example all employee ROE cards for 2018 are printed on white and in 2019 all ROE cards are printed on blue.

**Standard Operating Procedure:**

1. There needs to be a separate ROE card for each employee, each year. The identification section of the next years ROE card should be filled out in December and placed in the employee file for the start of the new year.
2. The calendar section of the ROE card is used to record days away from normal work schedule. Use the standard abbreviations or your companies, to mark each day away, example a Basic Vacation Day would be recorded as BV in the box for the day that was taken for vacation while a Bereavement Leave day could be coded BL. If not already in place a standard set of abbreviations needs to be put in place so that each person recording on an ROE is using the same ones.
3. An event is recorded by entering the date that the entry is being made and the initials of the person making the entry. The details of the record go in the next section and will take as many lines as needed to clearly record the event.
4. Events should be recorded on the ROE cards in real time as near to the event as possible. They should not wait until the end of the week or end of the month as critical details will get lost
5. An event can be positive, neutral, or negative depending on the situation.
6. Language used to record an event needs to be factual.
7. There are many types of events, vacation days, bereavement days, Jury Duty, safety reports, quality incidents, etc. Positive events should be recorded on the ROE as well. Example, Jill spots a major quality defect and shut the line down to get it fixed.
8. Discussions also get recorded on the ROE. This could be thanking Jill for the quality find or a discussion with John reminding him that he has now missed more than the allowed sick days for the year.
9. All disciplinary meetings need to be recorded on the ROE card even if a more formal letter or note is added to the file.
10. The ROE card is not a secret document and should be shown to the employee upon request. Copies of ROE cards should not be made and given to anyone. They are a record in an employee file and are confidential based on the company's policies.

**Outcomes:**

Well documented ROE cards make any type of summary meeting with employees much easier. The information is all in one place in a clear, concise, consistent format. ROE cards help make differentiations between employees at times of performance reviews, or improvement plans and make the disciplinary process more concise if the need arises. ROE cards also facilitate easier transitions of leaders or when an employee moves from one manager to another as the facts are documented in a simple format.