

REVISION HISTORY			
REV	Description of Change	Author	Effective Date
Rev.:1.0	Creation of the Document : Orientation Policy	Souravi Bose	01-Apr-16
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### 1. Policy Statement:

Induction is the process through which a new employee is introduced to the Organization, his/her job, and to other employees. It is the process through which a new employee gets an idea on Company rules/regulations and organizational culture.

CSM's objective is to ensure that all new employees are welcomed respectfully and cordially into the organization and to ensure that a very positive tone is set to the employer-employee relationship.

### 2. Purpose:

To ensure that all new employees receive a positive start to their work term at CSM Technologies and feel comfortable in their new working environment. The overall purpose of the policy is to set out guidelines for the Orientation Program for new joiners.

This policy ensures that all the new joiners are well trained and become sufficiently experienced to the extent necessary to competently and effectively undertake their upcoming activities and responsibilities.

### 3. Scope :

Each new employee shall be provided with an orientation within the first 2 weeks of employment at CSM Technology. The HR personnel shall schedule and conduct the orientation.

The orientation shall cover the following areas:


- 3.1 Introduction to HR Policies, and other organizational policies of CSM.
- 3.2 Discussion of job description, including responsibilities and expected job outcomes.
- 3.3 Tour of facilities and working area.
- 3.4 Introduction to co-workers and the senior management team, when possible.
- 3.5 Information on probationary period, performance evaluation process, and pay administration

This policy is applicable to all Employees of CSM. Internal employees who have changed job roles will be provided with a modified orientation as deemed necessary.

### 4. Orientation Program Overview:

Most of new employees arrive on the first day of work with, full of enthusiasm and excitement. The initial interest can either be put to positive use, or destroyed, depending on how it is nurtured.

The goal of induction is to capitalize on each new employee's enthusiasm and keep it alive once the work begins. When induction is successful, a new employee will become a valued asset to the organization.

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The objective of the program is:

- 4.1 To improve job satisfaction, morale and motivation.
- 4.2 To ensure that new people, become independent sooner on routine operations so that other members of staff don't have to spend much time on formal guidance.
- 4.3 To demonstrate how much CSM Technologies value new people and to show a willingness to give time and attention to them.
- 4.4 To reduce the anxiety of new people as through the induction process, they gain information and understanding of CSM Technologies rules and Regulations in a systematic way.
- 4.5 To promote a safe and equitable work environment through awareness of policies and responsibilities in various areas.
- 4.6 To create a positive attitude and commitment to the organization.

## 5. Orientation Process:

The first point of contact, which a new member of staff has with, any organization, is with the personnel/human resource department and it is here that the first impressions are made.


### 5.1 Pre-Joining Process (After the acceptance of offer letter by the Candidate) :

#### 5.1.1 Sending the request to the concerned persons for the following pre joining purpose:

- a) Arrangement of system and telephone
- b) Arrangement of Work Stations
- c) Follow up with the candidates for joining documents
- d) Arrangement of joining kit
- e) Preparation of induction plan
- f) Sharing the Induction plan with concerned trainer.
- g) Arrangement of logistics for Induction Program.
- h) Preparation of JD formalities.
- i) Sharing of Day 1 activity list with the responsible persons (Mentioned in **Annexure-A**).

#### 5.1.2 Arrangement of Joining Kit for the joining candidate. The joining kit has the following documents:

- a) CSM Brochure

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- b) Employee Handbook
- c) Candidate Declaration Form
- d) Account Opening Form, EPF and ESI Forms
- e) Notepad and Pen
- f) Free Lunch Coupon
- g) Hard copy of Induction Plan


## 5.2 On-Boarding and Induction Process (Candidate reports on the day of his joining):

### 5.2.1 Day 1 : Joining Formalities

- a) Security and the Reception should be informed
- b) The HR Supervisor should welcome the new joiner.
- c) The candidate should be taken to a well-lit, clean, active and properly air-conditioned area.
- d) The HR Personnel has to spend time with the employee and assist him/her in filling up the required forms like declaration forms etc.
- e) Collection of soft copies of candidate photograph, educational documents, work experience documents, Address proof, Id proof & Medical fitness certificate must be collected from new joiner and thoroughly checked by the HR personnel.
- f) Finance personnel should complete the Bank Account opening formalities.
- g) Admin Executive interacts with New joiners on Canteen facilities and Access card.
- h) Background check formalities should be initiated and completed properly by HR .
- i) The Day 1 meal is made free for the new joiner. From Day 2 the diurnal expenses are to be borne by the employees, but they can avail the canteen facility at CSM at their own cost.
- j) Accommodation at CSM guest house should be arranged by Admin Manager for new joiners whose work station is out of CSM HQ, Bhubaneswar.

### 5.2.2 Day 1 : Organizational Tour

- a) The HR personnel should take the New joiners, along with him for a Tour of facilities and working areas. The new employee should be taken around the entire office and introduced to the key personnel of the Organization
- b) The new employee gets acquainted to the physical surroundings of the office and meets the new family

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#### 5.2.3 Day 1 : Common Induction Presentation

- a) The employee has to run through a presentation briefing on:
  - Organization Hierarchy, Awards, Events, Products & Clients.
  - HR Policies and codes & conducts of the Organization.
  - Networking and communication procedure (Virtual mode).
  - Quality Process and all certifications

#### 5.2.4 Day 1 : Know your Colleague

- a) An announcement should be put in the portal as "Announcement of new joiner", introducing the new incumbent briefly.

#### 5.2.5 Day 1 : Guide to work place

- a) The HR buddy should take the New joiners to their work station and ensure their comfort ability.
- b) The new joiners should be provided with the required user ids and passwords.

#### 5.2.6 Day 2 Onwards : Departmental Induction

- a) The departmental Inductions should be completed as per the plan.
- b) The plan may consist of field visit for Project Specific Inductions.

#### 5.2.7 Induction Assessment & Re-Induction

- a) All the Inductions should followed by Assessments and Evaluations by the trainers.
- b) Re-Induction should be planned for the Employees scored below benchmarks.
- c) The Induction plan, Training material & Questions should be revised on half yearly basis.


### 5.3 **Post- Induction Process** (Candidate Completes all the Induction Program):

#### 5.3.1 Reporting to the respective Head of the Departments

- a) A confirmation mail should be shared with the head of the departments on Successful completion of induction Process.
- b) The HR personnel Introduces the new joiners with their Reporting Authorities, Team Leader and Head of the Departments.

#### 5.3.2 JD Formalities

- a) The defined Job descriptions of the new employee should be printed in the letterhead of the Organization in prescribed format.

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- b) The new joinee should read & understand his roles and responsibilities perfectly and put signature below.
- c) The sheet should contain the signature of the HR head on the other side.

#### 5.3.3 Project Assignment

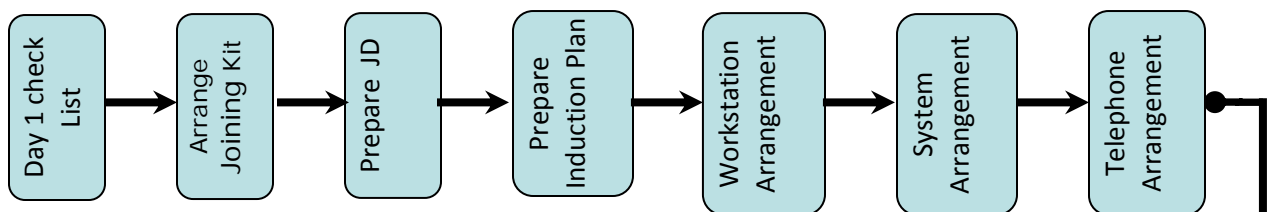
- a) The new joinees should be assigned with projects within 3 days of their Induction Completion.

#### 5.3.4 Induction Feedback

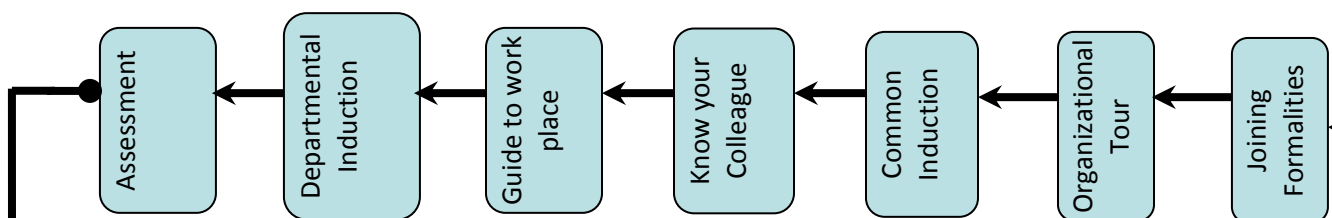
- a) The Induction feedback should be taken from the new employee in a specified format mentioned in Annexure-B and analyzed to check the effectiveness of the Program.

### 6. Process Flow:

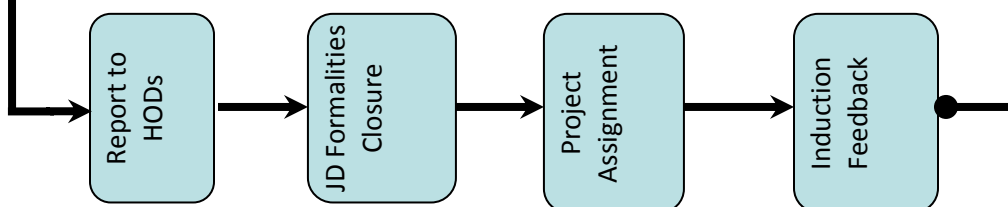
#### 1) Pre-Joining:




#### 2) On-Boarding:



#### 3) Post- Induction:




#### 4) The Job Itself

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## 7. Process Guideline :

- 7.1 No leave will be granted during the Induction Process other than a medical emergency.
- 7.2 In such case new joiners have to inform the Induction Supervisor prior to the session through phone call/ SMS/e-mail.
- 7.3 If a joiner missed any session, it's his/her responsibility to complete the session by requesting Induction Supervisor to arrange the same.
- 7.4 All new joiner have to appear the induction assessments. It's mandatory for all the subjects.
- 7.5 If anyone is scoring less than the benchmark, he/she has to undergo re-induction and re-assessments.
- 7.6 If participant scored less than benchmark in re-assessment, the matter has to be escalated to the Department head and HR head.
- 7.7 All the training materials should be shared by the trainers during the induction sessions.
- 7.8 Participants have to be on time for each of the sessions.
- 7.9 The Induction Participant can consult the trainer for any sort of query. The HR Supervisor can fix meetings for this if required.
- 7.10 If Induction feedback is not good from more than 5 participants, root cause analysis (RCA) has to be done and the entire process has to be re-evaluated & re-designed if required.


**P.S. :** Annexures are mentioned in the following pages

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### Annexure A:

DAY 1 INDUCTION CHECK LIST			
Activities	Details	Responsibility	Status
<b>Reporting to Work</b>	Reporting at scheduled date and time to well lit, clean, active and properly air-conditioned area.	HR personnel	
<b>Forms formalities</b>	Filling up forms for bank account, PF, employee info, declarations etc.	HR & Finance	
<b>Documents Submission</b>	To be verified with originals. If original not present, attestation by gazetted officer should do	HR personnel	
	a. photos,		
	b. passport copy,		
	c. PAN,		
	d. photocopies of 10th, 12th and all relevant mark sheets,		
	e. signed bond documents if any		
	f. Medical Fitness report		
<b>Provisions to the new joinees</b>	a. Free lunch coupons for Day 1 & canteen facility	Admin personnel	
	b. Arrangement of Joining Kit	HR personnel	
	c. Work Place arrangements	HR personnel	
	d. Phones & System available to use.	HR & NSA	
	f. Access card for Entrance / Exit	Admin personnel	
	g. Employee ID creation	HR personnel	
	h. Kwantify login ID and password & Official e-mail ID	HR personnel	
	i. Organizational Tour & Introduction with Key personnel	HR personnel	
	j. Showing new joinees their work place	HR personnel	
<b>Confirmation Mail</b>	Mail from HR to position requisier after joining	HR personnel	



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**Annexure B:**

**Induction Evaluation and Feedback Questionnaire**

*CSM Technology is constantly reviewing its processes and procedures, including our induction and orientation process. We would appreciate it you would spend a few minutes giving us some feedback relating to your experience.*

<b>Name:</b>	
<b>Designation:</b>	<b>Start Date:</b>
I knew where to report, who to see and felt welcomed on my arrival:	YES <input type="checkbox"/> NO <input type="checkbox"/>
Comments:	
I was personally introduced to my new colleagues, managers and other appropriate people during my first few days in post?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Comments:	
My induction helped me understand my job, responsibilities, and performance standards? I feel well-informed and comfortable in my role.	YES <input type="checkbox"/> NO <input type="checkbox"/>
Comments:	
I understand my probation, performance management, review obligation, Organization policies & procedures such as leave policies, Tour policies, Dress code, Local visit policy, Holidays etc.	YES <input type="checkbox"/> NO <input type="checkbox"/>
Comments:	
I knew who to ask for help and was provided with assistance and support when I required.	YES <input type="checkbox"/> NO <input type="checkbox"/>
My induction program is complete and was informative?	YES <input type="checkbox"/> NO <input type="checkbox"/>
I feel there were few areas missing from my induction program? If so, please list:	YES <input type="checkbox"/> NO <input type="checkbox"/>
Please list any significant systems issues(If any):	
If there was any aspect of your induction that could be improved what would it be, and how might we improve it?	