ONBOARDING POLICY

Purpose: The purpose of this policy is to ensure a structured and comprehensive onboarding process for new employees, facilitating their successful integration into the Kora. It outlines the specific steps and tasks involved in the onboarding process from pre-employment to the first three months of employment.

Scope This policy applies to all new employees, including full-time, interns, and contract workers, joining Kora.

Policy Guidelines:

Pre-Onboarding:

a. **Reference Check:** Once a candidate has satisfied all the requirements in the recruitment process, we would commence a reference check, which means that two of their previous employers or colleagues (peers, line managers, or direct reports) have to attest to their work experience using this [form](). Once duly completed by 2 referees, with positive responses, an e-offer would be made.

b. **Background Check:** Once a candidate has accepted the job offer, the People Team will initiate the background check process. This includes verifying criminal records and credit histories. These checks will be conducted in compliance with applicable laws and regulations. Kora may engage reputable third-party service providers to conduct background checks on its behalf. These service providers will adhere to strict confidentiality and data protection protocols. The information obtained during the background check process will be treated with the utmost confidentiality and will only be shared with authorised personnel involved in the hiring process. The organisation will comply with all applicable data protection and privacy laws. The results of the background check will be used solely for the purpose of assessing the candidate's suitability for employment. They will be kept securely and retained in accordance with Kora's data retention policy. In the event of adverse findings in the background check, the People Team will follow established procedures for evaluating the results and making employment decisions. Adverse findings will be handled in a fair and consistent manner, taking into account relevant laws and regulations. If adverse findings are identified, candidates will be provided with an opportunity to respond or provide additional information before any final employment decision is made.

c. **Offer Acceptance:** Once a candidate sufficiently passes the background checks, the People & Culture Manager will send an offer letter outlining the terms and conditions of employment, including the start date, compensation, benefits, and any other relevant details.

d. **Documentation:** People & Culture Manager will provide new employees with the necessary documentation, such as employment contracts, confidentiality agreements, and any other required paperwork. It is important for employees to review and sign these documents before their start date.

e. **Preparing Workspace and Equipment:** The People Team, in coordination with relevant stakeholders (IT and Admin), will ensure that the employee's work tools are ready and shipped before their start date. This includes providing necessary equipment (e.g., computer, phone, etc.), and arranging access to required systems and tools.

f. **Registration on HRIS:** A new employee's profile is created on Bob to maintain accurate employee records and to initiate the rest of the onboarding activities.

g. Line Managers, Buddy, and Team Onboarding Champion are pre-informed and are expected to prepare for the new hire's resumption.

Orientation

a. **Welcome and Introduction:** On the first day, the employee will receive a warm welcome from their People Partner, Team Lead, buddy, and team members. They will be given an overview of the company's mission, values, and culture by the People and Culture team.

b. **Company Policies and Procedures:** The People Team will provide a comprehensive overview of the company's policies and procedures as well as the Employee Handbook

c. **Benefits and Compensation:** The People Team will explain the employee's benefits package, including health insurance, and any other applicable benefits. They will also clarify details related to compensation, payroll, and tax-related information.

d. **Introduction to Key Contacts:** The employee will be introduced to key personnel across various departments, including People Partners, IT Support, Management Team, ISO Key Contacts, and Administrative Staff. This will help them understand who to reach out to for specific needs or assistance.

e. **Training and Development:** The People Team will provide information about training and development opportunities available within Kora. This may include in-house training programmes, workshops, or external learning resources.

f. **Induction:** Host an induction session with presentations from the CEO, People Team, Information Security (InfoSec), Product, Compliance, and other relevant departments to familiarise the new employee with company policies, procedures, and culture.

Job-Specific Onboarding

a. **Job Training:** The team lead will provide job-specific training, ensuring the employee understands their roles, responsibilities, and performance expectations. This may include shadowing experienced colleagues, attending training sessions, or receiving handbooks or manuals.

b. **Departmental Integration:** The team's onboarding champion will facilitate the employee's integration into their department by facilitating introductions with team members, explaining team dynamics, and fostering a collaborative environment.

c. **Performance Expectations and Feedback:** The Team Lead, in coordination with the People Team, will outline performance expectations and clarify the evaluation and feedback process. This may involve setting goals, conducting performance reviews, and providing ongoing feedback and support.

Ongoing Support

a. **People Partner Support:** The People Partner will be available to address any queries or concerns the employee may have during the onboarding process and throughout their employment.

a. **Buddy Program:** People Team will assign a buddy to the new employee, providing them with additional support and guidance during the initial 3 months.

b. **Follow-Up:** The People Team will conduct periodic check-ins with the new employee to ensure their smooth transition and address any further needs or concerns.

c. **Team Onboarding Champion**: The Team's Onboarding Champion plays a crucial role in the onboarding process by informing relevant collaborators about the new team member, coordinating a convenient time for an initial meeting, sending out invitations for introductions, ensuring inclusion in relevant communication channels, scheduling a meeting on the employee's first day, and providing continuous support throughout their onboarding journey.

d. **Line Manager**: The team lead plays a crucial role in the onboarding process by informing the team about the arrival of a new member, scheduling and hosting key meetings such as the welcome call, team meetings, and OKRs/expectation setting calls, ensuring that the employee's objectives are defined and aligned with the team's goals, coordinating with the Team's Onboarding Champion to facilitate meetings with other teams, and providing continuous support and coaching throughout the new hire's journey.

Review and Revision

This policy will be periodically reviewed and updated as needed to reflect changes in organisational practises, legal requirements, or industry standards. Any revisions to this policy will be communicated to all relevant stakeholders.