

## **Onboarding FAQs**

### **Pre-Onboarding & Onboarding**

**Q: What happens after I successfully complete the recruitment process?**

A: We will conduct reference checks with two of your previous employers or colleagues. Once both references are positive, an electronic job offer will be made.

**Q: When does the background check happen and what does it include?**

A: After you accept the job offer, the People Team will start a background check, which includes criminal record and credit history verification. This is done according to laws and handled confidentially, sometimes by third-party providers.

**Q: How is confidentiality maintained during background checks?**

A: All information from the background checks is treated confidentially and only shared with authorized personnel involved in the hiring process.

**Q: What happens if something adverse is found in the background check?**

A: The People Team will review the results fairly and consistently, following relevant laws. You will have an opportunity to respond or provide additional information before a final employment decision.

**Q: What documentation do I need to complete before starting?**

A: You will be provided with necessary documents like employment contracts and confidentiality agreements to review and sign before your start date.

**Q: How is my workspace and equipment prepared?**

A: The People Team works with IT and Admin to prepare and ship your equipment (such as computer and phone) and arrange access to systems and tools before you start.

**Q: How is my employee profile created?**

A: Your profile will be created on the HRIS system (Bob) to keep accurate records and begin onboarding activities.

**Q: Who is informed about my start date?**

A: Your line manager, buddy, and team onboarding champion are notified so they can prepare for your arrival.

## **Orientation**

### **Q: What should I expect on my first day?**

A: You will be welcomed by your People Partner, team lead, buddy, and team members. The People Team will give an overview of the company's mission, values, and culture.

### **Q: What information will be provided about company policies?**

A: The People Team will provide an overview of company policies and procedures, along with the Employee Handbook.

### **Q: Will I learn about my benefits and compensation?**

A: Yes, the People Team will explain your benefits package, compensation, payroll, and tax-related information.

### **Q: Who will I be introduced to on my first day?**

A: You will meet key contacts including People Partners, IT Support, Management, ISO Key Contacts, and Administrative Staff.

### **Q: What training and development info will I receive?**

A: The People Team will share information about training opportunities, such as in-house training, workshops, or external resources.

### **Q: What does the induction session involve?**

A: Induction includes presentations from the CEO, People Team, InfoSec, Product, Compliance, and other relevant departments.

## **Job-Specific Onboarding FAQs**

### **Q: How will I receive job-specific training?**

A: Your team lead will provide training on your roles, responsibilities, and performance expectations through shadowing, sessions, or manuals.

### **Q: How will I be integrated into my department?**

A: The team's onboarding champion will introduce you to team members, explain team dynamics, and help foster collaboration.

### **Q: How are performance expectations communicated?**

A: The team lead, with the People Team, will clarify performance goals and feedback processes.

## **Ongoing Support**

### **Q: Who can I contact if I have questions or concerns during onboarding?**

A: Your People Partner will be available to support you throughout onboarding and employment.

### **Q: What is the buddy program?**

A: You will be assigned a buddy to provide support and guidance during your first 3 months.

### **Q: What role does the Team Onboarding Champion play?**

A: The champion coordinates meetings, introductions, communication, and provides ongoing support.

### **Q: What is the role of my line manager in onboarding?**

A: Your line manager informs the team about your arrival, schedules welcome and goal-setting meetings, coordinates cross-team introductions, and provides support throughout your onboarding.