

MarocAgency — Onboarding & Offboarding Procedures

Version: 1.0

Effective Date: 2025-12-03

Approved by: HR / Operations Manager

1. Purpose

Define standard procedures for securely and consistently onboarding new employees/contractors and properly offboarding departing personnel — to ensure data security, access control, resource management, and compliance.

2. Scope

All employees, contractors, interns, freelancers, vendors, or third-party collaborators working for or on behalf of MarocAgency.

3. Onboarding Procedure

- Candidate signs employment/contract agreement and confidentiality/NDA agreement.
- HR registers employee in company directory; assign role-based permissions per access policy.
- IT issues necessary credentials (login, email, access rights) according to job role.
- Provide mandatory training on security, data handling, confidentiality, and company policies.
- If relevant: issue company hardware (laptop, mobile, device), and log asset assignment.
- Log onboarding event (who, when, assigned roles/devices).

4. Role Changes / Internal Mobility

- Upon role change: reevaluate permissions, assign new ones if needed, revoke old unnecessary privileges.
- Document permission changes and updated access rights.

5. Offboarding Procedure

- On termination/resignation or contract end: disable user account and credentials **within 1 hour**.
- Revoke all access rights immediately (systems, repositories, admin, databases).
- Recover any company-issued hardware, credentials, keys.
- Ensure that ongoing projects, data, documents are transferred or archived appropriately under Data Retention Policy.

- Log offboarding event (who, when, what was done).
- Perform an audit to confirm no lingering access rights or orphaned credentials.

6. Contractor/Vendor Offboarding (if applicable)

- Revoke contract-specific access rights and credentials.
- Ensure return or secure deletion of all company data in vendor's possession.
- Archive or transfer project deliverables or data per retention policy.
- Log all actions and confirmations.

7. Roles & Responsibilities

- **HR Department:** Manage contracts, NDA, onboarding/offboarding paperwork, employee records.
- **IT Department:** Provision and revoke access, manage credentials and hardware, log actions.
- **Project / Data Owners:** Ensure proper handover of project files/data on offboarding.
- **Compliance / Security Team:** Verify compliance with access, data retention, and confidentiality policies during onboarding/offboarding.

8. Review & Update

- Procedure reviewed annually or when organizational structure changes.
- Maintain version history, change log, and approvals.