

HR Bakeries

Human Resources & Employee Onboarding SOP Manual

Version: 2024.2 | Last Updated: June 2, 2024

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1. Introduction

This SOP outlines the guiding principles and step-by-step procedures for onboarding, managing, supporting, and offboarding employees at Zorbas Bakeries. It ensures a welcoming environment and operational consistency across all branches and roles.

2. Equal Employment Opportunity

Zorbas Bakeries is committed to diversity, equity, and fair treatment in all aspects of employment. All recruitment, hiring, promotions, and benefits are provided without regard to race, religion, gender, nationality, age, marital status, or disability.

3. Recruitment and Selection

Open positions are approved by management and advertised on designated job boards, the Zorbas website, and through local recruitment agencies. Applicants are reviewed on the basis of qualifications, relevant experience, and cultural fit. Structured interviews are conducted by at least two staff members, with interview notes documented for transparency.

Shortlisted candidates undergo reference and background checks prior to the employment offer.

4. Offer of Employment

Successful candidates receive a written, formal offer that includes job title, salary, employment status (full-time, part-time, or fixed term), work location, line manager, and a summary of benefits. Candidates must sign the offer and consent to company policies.

5. Pre-Employment Requirements

Before starting, new employees must:

- Submit government ID and proof of right to work.
- Provide a clean criminal record certificate (where required).
- Complete a pre-employment medical checkup (where legally required or for food handlers).
- Sign the confidentiality agreement and employee code of conduct.
- Fill out bank account and emergency contact forms.

Incomplete documentation results in delayed start.

6. Employee Documentation & Records

HR maintains up-to-date digital and physical files for each employee, including:

- Employment contract
- Application and CV
- Proof of ID and eligibility to work
- Emergency contact details
- Certifications (e.g., food safety)
- Training, evaluation, and disciplinary records

All personal data is protected as per GDPR and local regulations.

7. New Employee Orientation

Orientation must be completed within the first week and includes:

- Welcome presentation and team introductions
- Company mission, values, and standards
- Health & Safety, fire exits, first aid, and emergency contact points
- Introduction to job duties, rosters, and schedules
- Tour of premises, including restricted and communal areas
- Instruction in clocking in/out, staff room access, and company communication tools

The completion of orientation is recorded and signed by both the employee and trainer.

8. Probation Period

All new hires are subject to a probation period (usually 3 months). During this time, job performance, attendance, and company fit are reviewed at least monthly. Feedback is documented in the Probation Review Form.

If probation is not passed, the employment may be terminated or extended (maximum of 6 months in total).

9. Training and Development

Mandatory induction training covers food safety, personal hygiene, equipment operation, customer service, and company policies. Training is delivered through a mix of:

- E-learning modules
- In-person demonstrations and shadowing
- Regular knowledge checks and sign-off sheets

Ongoing training is provided for skill development and when company procedures change. Training records are kept for compliance.

10. Code of Conduct & Dress Code

Employees must adhere to the highest standards of integrity, punctuality, and professionalism. Uniform must be worn at all times, kept clean, and include a name badge, hat or hairnet, and non-slip shoes. Details regarding acceptable jewelry, grooming, and hygiene are outlined in the Code of Conduct (Appendix A).

Violations may result in disciplinary action.

11. Employee Benefits & Leave Entitlements

All employees are informed of their statutory and company-specific benefits, including:

- Annual leave (pro-rated for part-time)
- Sick leave and medical certificates process
- Maternity/Paternity leave
- Overtime rules and compensation
- Staff discounts and incentives

Requests for leave must be submitted via the Leave Request Form (see Appendix B) with as much notice as possible.

12. Workplace Health & Safety

Zorbas is committed to providing a safe work environment. All employees must read and comply with the Health & Safety Manual. Accident and incident procedures are covered in induction. Employees are required to:

- Report hazards immediately to the Store Manager or HR
- Use PPE as required
- Participate in emergency drills

Repeat breaches of safety policies will result in disciplinary action.

13. Communication Protocols

Internal communications occur via the company's designated platforms (email, internal app, or noticeboard). Staff are required to check for updates at the start of each shift. Confidential HR issues should be discussed in private with the line manager or HR officer.

14. Payroll & Compensation

Payroll is processed monthly. All new starters and terminations must be reported by the 25th of the month. Employees are paid via direct bank deposit, with payslips distributed electronically. Overtime, bonuses, and deductions must be approved and recorded ahead of processing.

15. Performance Review & Feedback

Formal performance reviews are held annually, with interim check-ins each quarter. Employees are evaluated on:

- Job knowledge
- Service quality
- Attendance and punctuality
- Teamwork and communication

Appraisals are documented, discussed one-on-one, and used for promotion, training, and reward decisions.

16. Grievance and Complaint Process

Employees are encouraged to resolve issues informally. If not resolved, grievances must be submitted in writing using the Grievance Form (Appendix C). HR must acknowledge grievances within five business days and commence investigation promptly. Outcomes are shared with all relevant parties.

All complaints are handled confidentially and without fear of retaliation.

17. Disciplinary Procedures

Violations of policy, misconduct, absenteeism, or underperformance are addressed promptly and fairly. The disciplinary process includes:

- Verbal warning
- Written warning
- Final written warning
- Dismissal

All actions are documented (see Appendix D: Disciplinary Form).

18. Internal Mobility & Promotions

Opportunities for internal transfers and promotions are advertised internally. Candidates must have passed probation and have a clean disciplinary record. Selection is based on performance reviews, skills, and business needs. Successful candidates receive a revised contract and new orientation as needed.

19. Exit & Offboarding Procedures

Employees resigning or being terminated must give notice as specified in their contract. On the last workday, all company property (keys, uniforms, devices) must be returned, and an exit interview is conducted. Final payments are processed in line with local law. Offboarding paperwork includes a Certificate of Employment and update to the HR records.

20. Confidentiality and Data Protection

Employees are required to maintain strict confidentiality regarding company and customer information, both during and after their employment. Personal data is accessed only by authorized HR staff and processed in line with GDPR and national data protection laws. Any breach of confidentiality is grounds for disciplinary action up to, and including, dismissal.