

Onboarding Process

Objective

To ensure all new employees are effectively integrated into the company through a structured onboarding process that enhances engagement, understanding of company culture, and job readiness from day one.

Scope

This procedure applies to all new employees, including full-time, part-time employees across all departments.

Responsibility

- **Human Resources (HR):** Oversees and coordinates the onboarding program, ensures compliance, prepares documentation, and facilitates orientation.
- **Department Heads/Supervisors:** Provide job-specific training, introduce team members, and ensure work readiness.
- **IT and Administration:** Prepare required tools, equipment, and access prior to start date.
- **New Employee:** Actively participates in all onboarding activities and completes required documentation and training.

Pre-Onboarding Preparation

HR ensures that all administrative and logistical arrangements are completed prior to the employee's first day.

- Confirm joining date and send a **welcome email** with reporting details.
- Prepare and verify all **employment documents** (contract, confidentiality agreements, ID forms, etc.).
- Coordinate with **IT** for email creation, system access, and workstation setup.
- Inform the **Administration team** to arrange workspace, ID badge, and any necessary tools.
- Notify the **Department Head** and **team** about the new hire's arrival.

First Day Orientation

HR conducts a structured orientation to introduce the new employee to the company and its culture.

- Conduct a **welcome email and session** covering company history, mission, values, and organizational structure.
- Review company policies, employee handbook, and code of conduct.
- Explain **HR policies** (attendance, benefits, payroll schedule, leave management, etc.).
- Collect necessary documentation (employment contract, policy acknowledgments).
- Provide a **tour of the facility** and introduce key team members and departments.
- Ensure access to systems and communication channels (email, intranet, software tools).

Departmental Induction

The department supervisor provides role-specific induction and introduces key operational workflows.

- Introduce the new hire to team members and assign a **buddy or mentor**.
- Review departmental goals, job responsibilities, and performance expectations.
- Provide **training schedule** for systems, equipment, or operational processes.
- Assign initial tasks or shadowing opportunities.
- Conduct daily check-ins during the first week to assess adaptation and answer questions.

Probation Period Follow-up

Ongoing support and feedback are provided to help the new hire perform successfully.

- Schedule regular feedback meetings between the new employee and supervisor.
- Evaluate performance against key objectives and competencies.
- Provide additional coaching or training if necessary.
- HR monitors progress and ensures both employee and manager complete the Probation Evaluation Forms.

End of Onboarding Evaluation

A final assessment ensures that the onboarding process was successful and that the employee is fully integrated.

- Conduct a **probation review meeting** between the new hire, supervisor, and HR.
- Confirm employment continuation or extension of probation if required.
- Gather feedback from the employees regarding their onboarding experience.
- Update personnel files and finalize onboarding documentation.

