

QUALITY SYSTEM DOCUMENT NEW EMPLOYEE INDUCTION

REVISION	DATE	DESCRIPTION/REASON
Draft	April 2003	Draft for management review
A	1 July 2003	Initial issue under ISO 9001:2000 Standard
B	2 February 2004	Forms updated
C	1 October 2004	Forms updated
D	30 October 2006	Forms updated
E	5 March 2008	Forms and process updated
F	7 August 2009	Update for electronic QMS
G	7 February 2011	Updates to Purpose, Responsibilities and Induction process flowchart
H	1 November 2011	Update to Forms – QA-F-049 removed from process
I	23 October 2014	Update to Induction process flowchart, forms updated and QA-F-011, QA-F-012, OHS-F-005, QA-F-059 removed from process and replaced by QA-F-050.
J	1 June 2017	Update to reflect improvements to the new employee induction

RECOMMENDED BY:  Date: 01/06/17
(Quality Assurance Representative)

AUTHORISED BY:  Date: 01/06/2017
(Director of Quality)

CONTROLLED COPY No: _____

1. PURPOSE

This procedure supports the successful alignment of new staff with Lambert & Rehbein's strategic direction by ensuring employees:

- are inducted effectively and understand their role and responsibilities
- understand Lambert & Rehbein's culture, working environment, and organisational structure
- have satisfactorily completed the mandatory induction modules
- are aware of key policies and procedures

2. SCOPE

This procedure will apply to all new employees of Lambert & Rehbein, wherever their location and whatever their position, role and target duties.

3. DEFINITIONS

Induction –

Induction is the process for welcoming newly recruited employees and supporting them to adjust to their new roles and working environments as well as Lambert & Rehbein's policies, procedures and general workplace rules.

4. RESPONSIBILITIES

4.1. HR Coordinator and HR Administrator

The HR Coordinator and the HR Administrator are responsible for coordinating and assisting with the induction and onboarding of all new employees. Form QA-F-050 is used to guide the process.

4.2. IT Manager

The IT Manager is responsible for introducing the new employee to the policies and procedures relating to the IT system including log-on security, intranet, file structures and Helpdesk. Form QA-F-050 is used to guide the process.

4.3. Division Manager

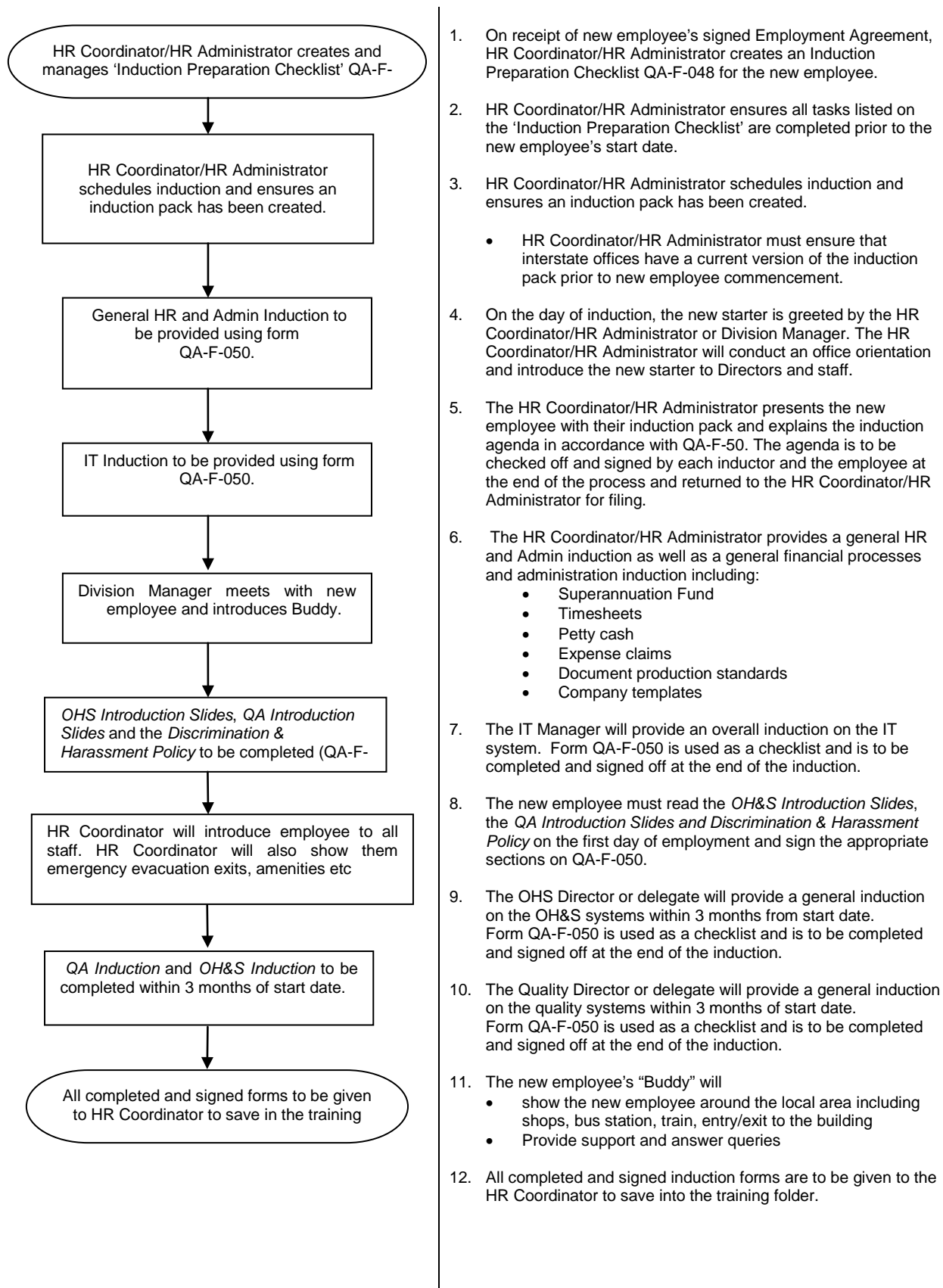
The Division Manager will conduct a meeting with the new employee to:

- explain the employee's role and responsibilities;
- explain the probation process;
- introduce the new employee to key colleagues in the their Division; and
- provide the new employee with the required/appropriate materials such as information about projects and the strategic objectives of the Division

To assist with a new employee's onboarding, the Division Manager will assign an office Buddy who provides advice and guidance on the different aspects of working at Lambert & Rehbein. A Buddy is also a "sounding board" who offers encouragement as the new employee acclimates to Lambert & Rehbein's culture and workplace.

5. REQUIREMENTS

5.1. Flowchart: Induction Process



6. ASSOCIATED DOCUMENTS

- The induction pack contains documents and manuals discussed during the new starter induction agenda. The folder is to be presented to the new starter employee on their first day of employment.
- New Starter Induction Preparation Checklist – QA-F-048
- New Starter – Induction Agenda – QA-F-050

7. ATTACHED DOCUMENTS

Sample of the following completed forms attached:

- New Starter Induction Preparation Checklist – QA-F-048
- New Starter – Induction Agenda – QA-F-050

NEW STARTER INDUCTION RECORD

Name		Start Date	
Position		Office / Div.	

Facilitators	HR		IT	
	ADMIN		OHS	
	QA		DM	

		Completed
HR	<p>HR induction including:</p> <ul style="list-style-type: none"> • Policies and Procedures • Management roles & responsibilities • Relationship with other L&R offices • Core business hours (hours of work) • Leave entitlements • Performance appraisals • Employee Guidelines • Finalise HR forms (if not returned) • Internal / External Training • Superannuation Fund details explained • Expenses claim – Explain how to lodge claim • Involvement in company events • Request copy of company handbook <p>Familiarise location of:</p> <ul style="list-style-type: none"> • Map of office & phone list • Office access (entry/exit to building) • Kitchen / toilet / shower locations • First Aid kit & First Aid Officers • Fire and emergency evacuation (evacuation meeting point, alarm bell, location of fire extinguishers, Fire Wardens & OHS Notice Boards) • Parking and company cars • Bus/train station 	

Acknowledgement of <u>HR</u> Induction			
New Starter Signature:		Facilitator Signature:	
Date:		Date:	

Acknowledgement of <u>Discrimination & Harassment Policy</u>			
I acknowledge that I have received, read and understood the Discrimination & Harassment Policy.			
New Starter Signature:		Date:	

QA-F-050 Revision E Page 1 of 3	Authorised by: Steve Williams Position: Director of Quality	Date: 01 June 2017
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NEW STARTER INDUCTION RECORD

		Completed							
IT	<p>Conduct IT induction in line with QA-O-002:</p> <ul style="list-style-type: none"> New Starter performs first logon, initial password change and understands IT security obligations. New Starter understands network file storage locations and procedures New Starter understands file saving and retrieval methods as per company standards i.e. Naming convention Templates Timesheet Structures of Directories Demonstrate methods for accessing email / contacts / calendars (Outlook Client / Web App / Mobile) Employee uses email correctly and auto signature explained (demonstrate use of the email filer add-on in Outlook) New Starter understands function of Company Contacts. Receive warning on incorrect usage of Internet, Email and Firewall New Starter advised of default and alternate printer locations. Informed how to contact Helpdesk. Informed of remote login Create desktop link to time sheet and demonstrate data entry procedure. Understands location of Company/QA/OHS resources, Employee Division 								
	<p align="center">Acknowledgement of IT Induction</p> <table border="1"> <tr> <td>New Starter Signature:</td> <td></td> <td>Facilitator Signature:</td> <td></td> </tr> <tr> <td>Date:</td> <td></td> <td>Date:</td> <td></td> </tr> </table>		New Starter Signature:		Facilitator Signature:		Date:		Date:
New Starter Signature:		Facilitator Signature:							
Date:		Date:							

		Completed							
Admin	<p>Provide and discuss document production manual including:</p> <ul style="list-style-type: none"> Location of L&R Word templates shown and explained Formatting standards Advised who to contact for future assistance with word processing and L&R standards Explain incoming and outgoing mail process Discuss the role of the Operations Team Equipment training (phone, copier, printer etc.) 								
	<p align="center">Acknowledgement of Admin Induction</p> <table border="1"> <tr> <td>New Starter Signature:</td> <td></td> <td>Facilitator Signature:</td> <td></td> </tr> <tr> <td>Date:</td> <td></td> <td>Date:</td> <td></td> </tr> </table>		New Starter Signature:		Facilitator Signature:		Date:		Date:
New Starter Signature:		Facilitator Signature:							
Date:		Date:							

QA-F-050 Revision E Page 2 of 3	Authorised by: Steve Williams Position: Director of Quality	Date: 01 June 2017
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NEW STARTER INDUCTION RECORD

		Completed	
OHS	Conduct OHS induction in line with OHS-O-001:		
	<ul style="list-style-type: none"> • OHS Policy & Company Goals • Incident Reporting Procedure – hazard, near miss, incident/accident • Hazard Identification & Risk Assessment/SWMS Procedures • Procedures for working on site & PPE • Role of OHS Committee • First Aid Officers and Fire Wardens • Fire and emergency evacuation (evacuation meeting point, alarm bell, location of fire extinguishers, Fire Wardens & OHS Notice Boards) 		

Acknowledgement of <u>OHS</u> Introduction Slides			
I acknowledge that I have read and understand the requirements presented in the OHS Introduction slides.			
New Starter Signature:		Date:	

Acknowledgement of <u>OHS</u> Induction			
I hereby acknowledge that I have received an OHS induction and have a clear understanding of the following procedures: OHS Policy, OHS Company Goals, Hazard Identification and Risk Assessments.			
I undertake to follow the safety guidelines outlined at the induction at all times.			
New Starter Signature:		Facilitator Signature:	
Date:		Date:	

		Completed	
QA	QA Induction		
	<ul style="list-style-type: none"> • L&R Quality Manual • L&R Quality Policy • L&R Quality objectives • Quality System description including Quality System Documents • L&R Operating Procedures 		
	Acknowledgement of <u>QA</u> Introduction Slides		
	I acknowledge that I have read and understand the requirements presented in the QA Introduction slides.		
	New Starter Signature:		Date:

Acknowledgement of <u>QA</u> Induction			
I hereby acknowledge that I have received a Quality Assurance induction and have a clear understanding of the following procedures: Quality Policy, Quality Objectives and Quality System Documents			
New Starter Signature:		Facilitator Signature:	
Date:		Date:	

NEW STARTER INDUCTION PREPARATION CHECKLIST

Name:		Start Date:	
Position:		Office:	
Division:		Buddy:	

Task	Task Responsibility	Completed
Pre Start		
Create hardcopy Personnel File and Training File	HR	
Signed Contracts & Forms received (1 x signed contract returned to employee & contract & forms to accounts)	HR	
Complete New Starter IT Requirements form	HR	
Order, organise, set up computer/desktop/laptop (if applicable)	IT	
Add new employee details to 'Salary History – companywide' spreadsheet	HR	
Organise building security card	Receptionist	
Enter new starter birth details	HR	
Inform DM & inform relevant Medical staff (check confidential employee details form)	HR	
Schedule induction day presenters & MD intro meeting	HR	
Prepare induction pack	Receptionist	
Allocate buddy	DM	
Desk allocation (MD in Brisbane, OM or DM interstate)	DM	
Stationery (At desk by induction day)	Receptionist	
Allocate phone extension	IT	
Update telephone list and office layout plan (advise IT)	Receptionist	
Mobile phone (if applicable)	IT	
Week One		
Organise Probation Review Meetings (3 & 6 months)	HR	
Drivers declaration form & copy of driver's license received	HR	
Copy of CV received (word doc) and L&R CV created	HR	
Training / Qualifications form completed (with certs attached)	HR	

Acknowledgment of Completion			
Name:			
Signature:		Date:	