

BUDDY SYSTEM

BUDDY SYSTEM

WELCOME

ABOARD

Agenda

- What is a Buddy?
- Why a Buddy System?
- Buddy System Benefits
- Buddy Characteristics
- Buddy Selection Criteria
- What A Buddy Is Not
- Buddy Responsibilities
- Tips for Buddies
- Buddy System @ Syone

Buddy System

Buddy System

What is a Buddy?

A Buddy is someone who **partners with a new employee** during his/her **first months** of employment.

A Buddy is responsible for offering **guidance and advice** regarding day-to-day aspects of working @ Syone.

A Buddy helps the newcomer **become familiar with** Syone's **inner workings and culture**.

Buddy System

Why a Buddy System?

1. Provides newcomers with a **reliable, motivated, single point-of-contact** for their **basic questions** regarding their work experience at Syone.
2. Helps establish **orientation as a process**, rather than a single learning event.
3. **Builds on the knowledge** obtained in the Onboarding Training.
4. Enables newcomers to become knowledgeable about department **practices and culture**.
5. **Reduces the initial confusion** and uncertainty faced by all newcomers.
6. Maximizes the productivity of **manager/newcomer** meetings by allowing them to **focus on job-specific issues**.
7. **Increases the newcomer's self-confidence** allowing him/her to focus on adding value to the organization.

Buddy System

Buddy System Benefits

Open Software
Solutions

Buddy Benefits	Newcomers Benefits	Syone Benefits
Recognition as a valuable team member	One-on-one assistance	Shared quality work processes
Expanded Network	Jump-start on networking	Increased employee motivation and retention
Opportunity to motivate others	Single point-of-contact	Increased employee communication
A fresh perspective	Knowledge of “how things really get done”	Enhanced employee development
Enhanced leadership and mentoring skills	A smoother acclimation period	Increased employee productivity



Buddies

March 18, 2022

Syone Proprietary & Confidential



Buddy System

Buddy Characteristics

- **Communicator:**

A Buddy should encourage open communication and should provide relevant information to the newcomer, encouraging a process of continued, self-directed learning.

- **Role Model:**

A Buddy should be a model employee and exemplify Syone values.

- **Motivated:**

A Buddy should have a positive outlook on his/her work and lead by example.

Buddy System

Buddy Selection Criteria

Selections are based on:

- Demonstration of **strong performance**;
- Demonstration of **willingness to be a Buddy**;
- Is given **time to be accessible** to the newcomer;
- Is skilled in/has **knowledge of the newcomer's role** in the project;
- Is a **proud Syoner**;
- Is a **peer** of the newcomer;
- Is patient and has **good communication** and **interpersonal skills**;
- Is **well regarded and accepted** by current employees;
- **Exceeds in operational** and administrative **tasks**.

Buddy System

What A Buddy Is Not

A Buddy shall not be required to assume any of the following roles:

- **Mentor:**

Someone who is involved with the all-round development of an individual (personal and professional).

- **Manager:**

Someone responsible for the newcomer's job performance. The newcomer must be directed to their manager for resolution of relevant issues.

Buddy System

Buddy Responsibilities

A Buddy must:

- Contact and meet with the newcomer on Day 1;
- Establish a relationship with the newcomer;
- Act as an informational resource on policies and procedures;
- Help socialize the newcomer to Syone's guidelines, norms and culture;
- Answer general/routine questions;
- Make introductions;
- Ensure an open communication;
- Follow up with the newcomer on a weekly basis.

Buddy System

Tips for Buddies

- As a Buddy:
 - Be **patient**: It takes time to develop a relationship.
 - Be **positive**: Newcomers will grow into their roles if given proper reinforcement.
 - Try to **identify** the **newcomer's personality** and **communication** style and adapt accordingly.
 - Maintain a **good attitude** and a **teaching spirit**.



DOs

Buddy System

Tips for Buddies

- As a Buddy:
 - Don't worry about being perceived as the expert.
 - Don't be judgmental: Simply offer feedback.
 - Don't try to force a relationship.



DON'Ts



Buddy System @ Syone

March 18, 2022



Buddy System

Buddy System @ Syone

Buddy System Process:

- A Buddy will accompany a newcomer for 3 months.
- Hiring managers are responsible for selecting a Buddy for the newcomer.
- The Buddy System is presented to the newcomer during HR Onboarding Training.
- The Buddy must contact and meet with the newcomer on Day 1 after the Onboarding Training (HR is responsible for facilitating this encounter).
- HR is also responsible for ensuring this relationship is working by making follow ups with both regularly.
- At the end of this relationship, HR is responsible for providing a feedback and evaluation questionnaire.
- The Buddy-newcomer relationship can continue beyond the 3-months and grow into a Mentoring relationship if both agree.

Buddy System

Buddy System @ Syone

First Contact:

- The first meeting with the newcomer should be introductory in nature. Buddies can show newcomers around, introduce them to colleagues, and direct them to where they will be working.
- As a **buddy you should:**
 - Explain the operation of any equipment or systems the newcomer needs to start working;
 - Explain to the newcomer how he/she can contact you during the day;
 - Explain that you will be meeting regularly, and that non-urgent issues should be left until those times.
- Ask if the newcomer has any initial queries or issues, and deal with them.

Buddy System

Buddy System @ Syone

Frequency and Timing of meetings

- The buddy and the newcomer should aim to meet regularly for at least 30 minutes, once a week during their first month and at least once a month thereafter.
- This meeting should be used to discuss any non-urgent issues the newcomer may have.
- During the first three months, the meeting calendar between buddies and newcomers should look like this:
 - At **least once a week** for first month
 - **Twice a month** in the subsequent months

Buddy System

Buddy System @ Syone

Buddy Activities Suggestion:

- Get to know the newcomer before his/her arrival (CV / LinkedIn / HR);
- Meet the newcomer on his/her first day;
- Give him/her your contact information and explain your role;
- Introduce the team;
- Lunch with the newcomer on the first day;
- Show him/her where to lunch near Syone's headquarters;
- Explain how to use office equipment, obtain office supplies, make rooms reservations;
- Involve the newcomer in social or informal activities, such as lunch, coffee, and such;
- Share our door security code to open Syone's headquarters;
- Introduce the newcomer to the Syoners at lunch, coffee breaks or meetings;
- Share insights on how things are done;
- Conduct informal weekly check-ins with the newcomer to see how things are going and if there are any questions.

Buddy System

Buddy System @ Syone

Making your Newcomer a Buddy

- We would like to see the **newcomer** you are working with, become a **buddy** in turn.
- If you feel they could fulfil such a role, find time in the last month of the relationship to share with them any tips or techniques you feel would help them in performing such a role.
- Give their name to your manager, and suggest they be considered as a buddy.

Buddy System

Open Software
Solutions

Buddy System @ Syone

Review of the Relationship

- At the end of the relationship, People Xperience will ask both buddy and newcomer to fill a survey aimed at improving our Buddy Program.
- It will not involve the issues discussed between you and the newcomer.

Buddy System

Buddy System @ Syone

Open Software
Solutions

Support

- If you are having any trouble with the interpretation of these guidelines, or with any aspect of the buddy relationship, contact your **Manager** or the **People Xperience** department, who will be happy to give you guidance.

Privacy Policy

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of Syone.

Syone services mentioned herein as well as their respective logos are trademarks or registered trademarks of Syone, S.A. in Portugal and other countries.

These materials are provided by Syone for informational and internal purposes only, without representation or warranty of any kind and Syone shall not be liable for errors or omissions with respect to the materials. The only warranties for Syone services are those that are set forth in the express warranty statements accompanying such services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, Syone has no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and Syone strategy and possible future developments and/or platform directions and functionality are all subject to change and may be changed by Syone at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates and they should not be relied upon in making purchasing decisions.

This presentation contains confidential information and is intended for internal purposes only. You may not use, copy or disclose to anyone this document or any information contained in it or from any attachments that were sent with this presentation. Unauthorized disclosure and/or use of information contained in this document may result in civil and criminal liability. Everything in this document and attachments relating to the official business of Syone is proprietary to the company.

No warranties are created or implied that an employee of Syone and/or a contractor of the company is authorized to create and send this document.



syone