 Savan Resorts	POLICY AND PROCEDURE	
	Department: Human Resources	
	Section : Learning & Development	
SR.HR.P.04.001	Policy : Management Induction Program	
Supersedes Policy No : n/a	Issued on: 24 July 2017	Effective Date: 24 July 2017

Purpose:

This policy is purposed to familiarize the new management with the Top Management, Department Heads and Key Leaders in each division/department/section of company. The goal of this program is the quick adapt and achieving the standard performance levels quickly by providing basic training, product knowledge and regular feedback.

The induction program doesn't start from the first joined day, but before. Human Resources and related Management would contact the new Management closely, share the important information that would be beneficial them and ensure they are impressed of the welcome

Procedure:

1. Pre-stage

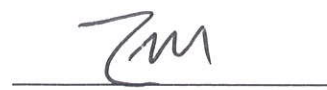
- 1.1 Human Resources is closely in touch with new Management, coordinate in all concerns, such as: transportation, accommodation, dress code/uniform (if applicable), passport and visa related.
- 1.2 Human Resources ensure with the concerned Department Head or designated prepare the Welcome Pack which is composed of:
 - Management Induction Program Book
 - Handbook
 - Product Knowledge and Test Guideline
 - Social Security and Insurance Instruction
 - Uniform (if any) and name tag
- 1.3 Learning & Development Department arrange the schedule of Management Induction Program by coordinating with all concerns and issue out the final schedule version for all preparations. The program is required to complete by 1 week and any schedule
- 1.4 The concerned Department Head, as their direct supervisor, must coordinate and prepare in the related equipment/workplace such as:
 - Office, Desk , Computer, Programmes and Stationary

Initiated By




Director of Human Resources

Approved By



Chief Operating Officer

27-7-17

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- Communication: Telephone (office line and/or mobile)
- Email register and password to access the work program (if any)
- Business Card (if applicable)
- Position benefit register such as Food & Beverage privilege and etc.
- Handover Summary Detail and referred documents from the previous management.
- Job Description and Performance Expectation, to be explained and signed on the first day

2. Commencement Day


- 2.1 Human Resources contact the new management to meet at HR office. HR processes the required administration.
- 2.2 Learning & Development conducts the Mini Orientation (in case the Orientation falls into other day) and Hotel Overall Tour
- 2.3 Learning & Development explain the **One-On-One Meeting** with Department Head and /or key management.
- 2.4 The topic of meeting would be, for instance:
 - Department/Section Induction
 - Department/Section Job Scope, Target and What is the job related between departments
 - Department/Area Tour
 - Key colleagues in the Department Introduction
 - Communication channels in between
 - Hot topics between department and the new management
 - Etc.
- 2.5 In case that the appointed Department Head/Management cannot meet the schedule, those one must contact the new management before and with

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3. Direct Supervisor (after all One-On One meeting completed)

- 3.1 Ask feedback from the new management
- 3.2 Explain the Job Description, signed acknowledgement and send one copy to Human Resources
- 3.3 Specify Job Expectation and Target Achievement, long and short terms
- 3.4 Continuously coach and give constructive feedback to the new management
- 3.5 Support the new management to attend the compulsory training courses as required

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