

Document 2: Onboarding Process and New Hire Orientation

Starting a new role involves a lot of information and activities. This document guides you through our **onboarding process** – the series of steps that help integrate you into the company. Onboarding covers everything from initial paperwork and orientation to ongoing training over your first months. We want you to feel empowered to do your best work from the start.

Pre-Start Preparation: Before your first day, you will receive a welcome email detailing your reporting time, dress code for day one, and any documents you should bring (such as identification for HR forms). We also set up your workstation, email account, and required system access ahead of time, so you can hit the ground running.

Day 1 – Orientation: On your first day, please arrive at the front desk by 9:00 AM. You'll be greeted by HR for a brief orientation session. During orientation, we will:

- Complete any remaining **new hire paperwork** (tax forms, direct deposit setup, etc.).
- Provide your company **ID badge** and give you an office **tour** (or a virtual tour if you're remote), introducing you to key facilities and team areas.
- Issue your **equipment** (laptop, access card, etc.) and help you log in to all necessary systems. This includes setting up your email, messaging accounts, and other tools.
- Review **company policies** at a high level – you'll get an introduction to our code of conduct, work hours, and other important policies (detailed in Documents 3 and 4).
- Go over the **benefits enrollment** process briefly, so you know how to sign up for health insurance, retirement plans, etc. (Document 6 covers benefits in detail).
- Answer any initial questions you have to ensure you feel comfortable.

We pair each new hire with a **buddy or mentor** – a colleague on your team who will help show you the ropes. Your buddy will likely take you to lunch on your first day (on us!) to welcome you.

First Week: During your first week, you will have a more in-depth orientation with your department. Expect the following:

- **Team Introductions:** Meetings with team members and key stakeholders from other departments you'll work with. These intro meetings help you start forming connections.

- **Training Sessions:** You'll attend training for any specialized tools or processes used in your role. For example, if your job requires using certain software, we'll provide training modules or live demos.
- **Company Overview Sessions:** We host sessions to dive deeper into our products/services, company history, and organizational structure, so you understand the "big picture" of how your work contributes to our mission.
- **Goals Discussion:** You will meet with your manager to discuss your initial responsibilities and set goals for your first 30, 60, and 90 days. This ensures clarity on expectations.
- **Check-ins:** HR will check in with you at the end of week one to see how things are going and address any issues. We encourage you to share feedback about your onboarding experience.

First 90 Days: Onboarding doesn't end after week one. We consider your **probationary period** (typically the first 90 days) as part of extended onboarding. In this period:

- You'll have regular one-on-one meetings with your manager (often weekly or biweekly) to discuss your progress, answer questions, and provide guidance.
- You might have additional training or e-learning courses to build your skills.
- Around day 30, 60, and 90, we'll formally review how things are going. These aren't intense evaluations, but check-points to ensure you feel confident and to gather any feedback. Studies show a structured onboarding plan (often 90 days or more) helps new hires become productive faster and improves retention.
- We will invite you to complete an **onboarding feedback survey** at 90 days. Your input helps us improve the process for future new hires.

Onboarding for Remote Employees: If you are a remote hire, our process adjusts accordingly. Your orientation sessions will be via video conference. We ship your equipment to arrive before day one. We also schedule virtual team introductions and ensure you have online resources to learn about our systems. We strive to give remote employees an equally warm welcome and clear roadmap.

Ongoing Support: Remember that onboarding is a two-way process. Feel free to ask questions at any time. We are committed to making your transition as smooth as possible. Successful onboarding is proven to make employees more likely to stay long-term and be engaged, so we invest in doing it right. Welcome once again, and enjoy your onboarding journey!