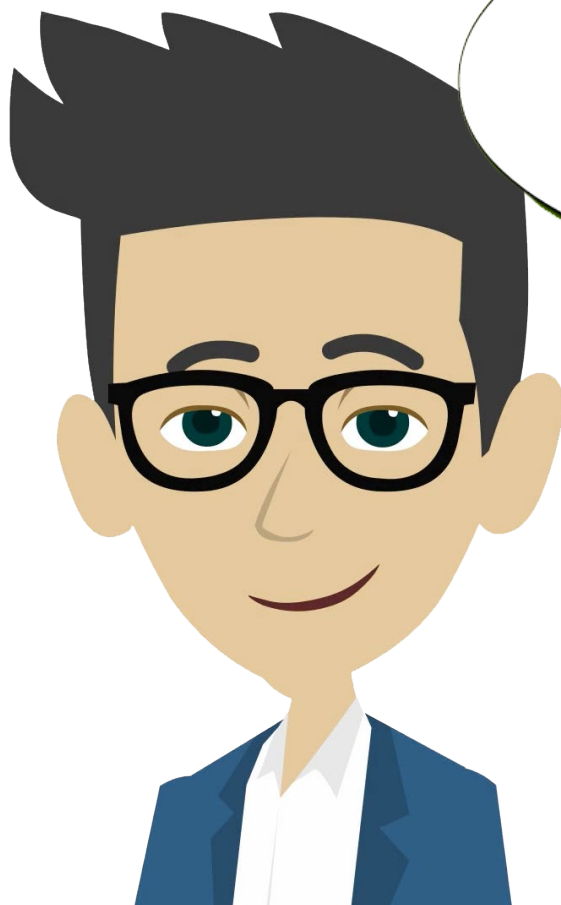


# Your New Employee's **SUCCESS** Starts Here

## **NEW EMPLOYEE EXPERIENCE**

A People Manager's Guide  
to Welcoming New Team  
Members to OLG





***CONGRATULATIONS ON  
THE SUCCESSFUL HIRE OF  
A NEW TEAM MEMBER!***

## ← Meet Ollie

Ollie is the New Employee Experience ambassador. He'll pop up throughout your new employee's journey to help keep your employee on track and provide tips to help make the transition as smooth as possible.

# About the Leader's guide.

This guide will help you welcome new employees to OLG and facilitate their integration with your team. The guide provides an overview of the importance of your role and best practices and tools that will assist in a smooth transition for a new employee.

This guide is a set of guidelines and, therefore, you have the ability to alter the tools and templates contained within.

## Our New Employee Experience.



The New Employee Experience program supports People Managers in pursuit of ensuring new employees get off to the best possible start when they join OLG, and encouraging a self-directed approach for new employees to enhance the development of their skills and knowledge necessary to effectively perform in their role within a reasonable time.

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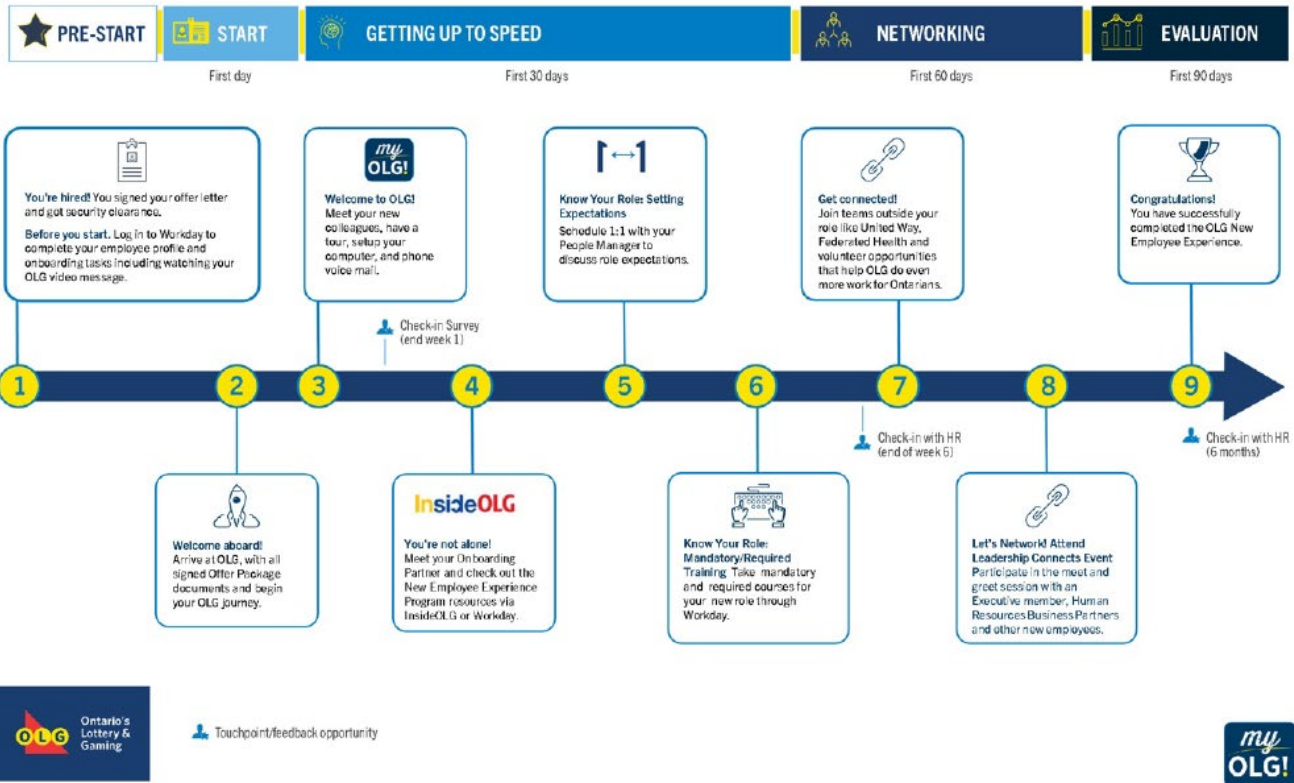
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# Roadmap\*

\*The New Employee Experience.

## Your CAREER Starts Here

NEW EMPLOYEE EXPERIENCE ROADMAP



# Onboarding Responsibilities.

## MAKE NEW EMPLOYEES FEEL WELCOME.

- Welcome new employees and ensure that they understand what's expected of them
- Communicate with new employees and identify key objectives that the Onboarding process should achieve for them
- Arrange a departmental welcome and tour of the premises for new employees or if working remotely review map of facilities.
- Ensure new employee's workstations are set up and that all equipment is ready for use or if working remotely ensure employee has received all required equipment.

## FACILITATE KNOWLEDGE TRANSFER.

- Explain OLG's and departmental procedures and policies
- Check that new employees understand how to use equipment and any other in-house technology or processes
- Set up Onboarding Partner for new employee
- Explain new employees' initial activities when they arrive
- Explain expectations and how performance will be evaluated
- Explain your role as People Manager and how it relates to that of the new employees
- Outline how the departments in the company work together
- Ensure new employee completes all mandatory and required training within 60 days

## DEVELOP THE WORKING RELATIONSHIP.

- Schedule time to meet on the first day with the new employees and periodically throughout the first few weeks and months
- Welcome new employees in a fun, enthusiastic, attentive manner
- Provide positive feedback
- Explain all levels of the organization, making it relevant employee's role and level of experience

# Pre-Start.



Once a candidate accepts the position, the days, or weeks up to their first day are critical in having you build a positive impression and start to shape the relationship you want with the individual.

This is a great time to communicate how excited you are for them to join the team and prep them for success on Day One.

The planned activities in the pages to follow allow you to engage and develop a relationship with the new employee to ensure not only their success, but also the success of the department.

# Pre-Start Employee Checklist.

## THINGS TO REQUEST.

- Set up office and/or virtual workspace (pens, paper, nameplates, business cards, etc.)
- Confirm software access completed
- Confirm hardware delivery completed laptop, mouse, printers, and headset phone and/or cellular
- Arrange Shared Database access
- Ensure workspace is equipped with appropriate reference materials and stationary supplies
- Clean work area

## NEED TO DO.

- Welcome phone call
- Notify team and build excitement to meet the new employee
- Assign and brief Onboarding Partner
- Organize new employee lunch
- Add email to distribution lists
- Set up 1:1 meetings with employees working on similar projects and/or responsibilities to be a coach/mentor
- Add new employee to recurring team meetings
- Put together new employee experience Day 1- and first-week agenda

## FEEL GOOD EXTRAS.

- Get welcome card and have team sign
- Encourage team to make the new employee feel welcome (i.e. email, phone call, etc.)



# Sample Team Announcement\*

\*to the broader team.

To: Intended Audience [Broader Team]  
From: Leader's Name  
Date: Distribution Date  
Subject: Announcement: (Division name and/or New Employee's name)

I'm very pleased to announce that [new employee name] will be joining us as [job title] on [start date].  
[New employee name] will be responsible for [insert information about what they will be doing].  
Reporting to [insert name] are [insert names].

[New employee name] has recently [information about recent relevant employment background].

Please join me in extending a warm welcome to [Name].

Thank you,

[Leader's Name]  
[Leader's Title]

# First Day Experience.

Start with a simple agenda as the first day can be overwhelming for new employees.

Review the New Employee Experience Roadmap and Guide.

## The New Employee Guide Includes:

- First Day Experience
- First Month Essentials
- First 90 Days checklist
- Job-Specific onboarding activities



# Sample Agenda (Day1).

9:00 AM

**Check-in with Security**

9:15 AM

**Meet with your Manager**

10 AM

**Settle-in (IT Connect)**

10:30 AM

**Manager to provide “Lay-of-land” Tour & Introduction to Entire Team and Division**

(If remote location the employee returns home and Manager sets up video call with team)

11:30 AM

**Meet Onboarding Partner**

12 PM

**Welcome Lunch with Team (Virtual or In Person)**

1:00 PM

**Setting Expectations with Manager**

2:00 PM

**Onboarding Activities with HR Operations (Video Call\* or In Person)**

2:45 PM

**Check to confirm access to drives, database, software, VPN, etc.**

**Review OLG Policies and Procedures Review Department Policies and Procedures**

4:15 PM

**Wrap-up**

\*HR Operations will schedule call anywhere between 1p-3pm

# Workday.

The new employee will have access to Workday, our self-service human resources and talent software application. Workday gives you 24/7 access to your real-time personal data using any OLG mobile device or desktop/laptop.

## How to Access Workday.

1. Go to [InsideOLG](#)
2. Select Employee Corner Tab
3. Select Workday link

**Note:** You can find additional resources under Employee Resources - Workday

# First Month.

During the first month, the new employee recognizes their performance relative to the position and expectations and continues to develop and learn about the organization and build relationships.

**Tools and Templates:**

- First Week New Employee Checklist
- Get Connected Job Aid
- First 90 Days People Manager Checklist
- Job Specific Onboarding
- New Employee Check-Ins
- Onboarding Partner Program

# First 30 Days Checklist.

During this time the new employee learns about the OLG culture. They are introduced to tools and projects. You should work with your employee to set small, achievable goals.

## HOUSEKEEPING.

- Ensure new employee provide all completed signed documents to HR and completes required tasks in Workday
- Review job role and responsibilities
- Discuss your leadership style & expectations
- Review Team or Division's structure
- Introduce new employee to Onboarding Partner
- Schedule weekly 1:1s
- Review policies and procedures

## TECHNOLOGY ACCESS.

- Ensure new employee's access is set up for shared network drives, folders, printers, databases, and voicemail

*If you have access issues, contact IT Service Centre (1-866-348-8787) for assistance.*

## LAY OF THE LAND.

- Printers & Shredding Stations for areas
- Office Supplies for areas
- Lunchrooms
- Bathrooms
- Meeting rooms
- Transportation and parking
- Security
- First Aid Kit
- IT Help Desk
- Remote work/ hybrid work environment

## TALENT DEVELOPMENT.

- Review Mandatory and Required Training Curriculum
- Review Mandatory and Required **Job by Role** Curriculum
- Review Management Experience Program for People Manager new hire

## SOCIALIZATION.

- Introduce new employee to onboarding partner, co-workers, and other department colleagues on the first day/ week
- Explore InsideOLG to learn about OLG's culture, Employee Resources, and get connected

# Get Connected.

## InsideOLG Employee Resources.

- Check out our President & CEO messages
- Learn about OLG's purpose, mission, and values under the 'About OLG' tab
- See images of OLG employees at work, at play and while volunteering on the OLG Photoboard
- Ask a question and find information about OLG on AskOLG
- Learn more about your benefits coverage at OLG
- Check out OLG Extra's - the many corporate discounts available to OLG employees
- Visit OLG Wellness and learn about health and well-being, nutrition, life events, financial security, mental health at work and more
- Check out the People & Culture page to learn more about HR programs and services
- Find information relating to your payroll, including this year's Pay Calendar
- Learn more about Equity Diversity and Inclusion at OLG and why it is an essential element of our culture
- Attend a Leadership Connect Session which provides an opportunity to dialogue with your colleagues and OLG leadership
- Check out the list of OLG locations including corporate offices, site Gaming locations, resort casinos and distribution centres
- Develop your skills with the many Talent Development resources available to you via the Talent Development tab on InsideOLG
- Check out our list of Public and Paid Holidays
- Check out Performance Management Program for references on Objectives and Performance
- Check out the Security Department page to learn about the various safety and security protocols and procedures

## InsideOLG News & Events

- Did You Know is OLG's monthly corporate employee newsletter
- OLG Top Stories is a daily corporate email that contains news articles from major or influential industry publications that are pertinent to our business as well as media coverage about OLG winners. The Daily Media Report email is communicated after the Top Stories. It is a more comprehensive collection of news articles relevant to OLG. It recaps the articles from Top stories and will highlight any new stories published in the morning. This email will have PDF attachment of all the stories which will be indexed and grouped in categories.

## Charitable Campaigns.

Encourage new employee to get involved in OLG's annual Federated Health Campaign in May and United Way Campaign which begins in October



# Onboarding Partner Program.

The Onboarding Partner relationship helps your new employees navigate throughout the first 3 months of their career. The goal is to build an effective relationship that allows the new employee to confidently navigate the tasks associated with their role on a daily basis. An onboarding partner is an experienced employee within the new employee's division that serves as their go to person. They provide answers and introduce new employees to resources that they can use to become self-sufficient and knowledgeable about department practices and organizational culture in a shorter period of time.

Having an Onboarding partner will maximize the productivity of the manager/new employee meetings by allowing them to focus on job-specific issues, welcome new employees and reaffirm their decision to join OLG.

The onboarding guide contains tips for Hiring Manager, Onboarding Partner and New Employee, as well as, templates that can be leveraged to ensure you are making the most of your Onboarding relationship. It is a set of guidelines and, therefore, you have the ability to alter the tools and templates contained within.

See Onboarding Partner Program Guide.

# First 60 Days Checklist

During this period take time review the job duties and expectations with your new employee.

## CLARIFY JOB EXPECTATIONS.

- Review the job duties and expectations
- Ensure new employee understands how to translate expectations into their day-to-day activities and how their role impacts the department

## MANAGE PERFORMANCE & PROVIDE SUPPORT.

- Establish Performance Objectives in alignment with strategic priorities
- Ongoing feedback and coaching
- Confirm all Mandatory/Required OLG training are completed within 60 days

# First 90 Days Checklist\*

## \*Your Role as a People Manager.

More accountability level of autonomy with continued guidance. How is your employee doing? How has their experience been so far? Are they meeting expectations? Celebrate successes.

### CLARIFY JOB EXPECTATIONS.

- Check-in
- Ensure new employee understands how to translate expectations into their day-to-day activities and how their role impacts the department

### MANAGE PERFORMANCE & PROVIDE SUPPORT.

- Provide regular and timely feedback on their performance and identify support and resources to bridge any gaps
- Address any performance concerns immediately
- Confirm all Mandatory/Required OLG training are completed within 60 days
- Provide list of key stakeholders to engage for current projects

### ENSURE ONGOING COMMUNICATION.

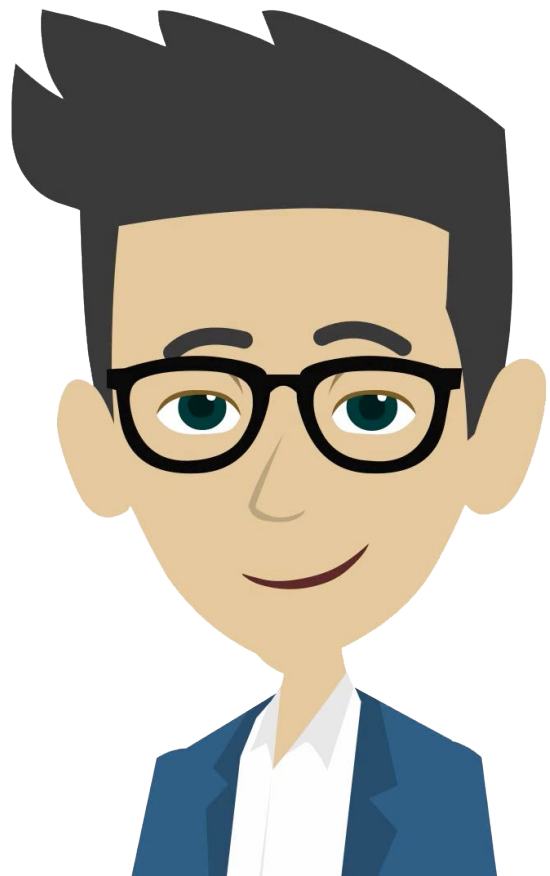
- Provide an overview of OLG's strategic plan and the department/division's priorities
- Discuss preferred management, communication, and decision-making/problem-solving style
- Continue to check in at least once a week
- Check in on Onboarding program

# Job-Specific Onboarding.

You will ensure that the new employee will learn what they need to know about the job.

## CHECKLIST.

- Getting to Know OLG
- Getting to Know Policies, Processes and Procedures we use
- Getting to Know Individuals on Your Team and Projects
- Getting to Know Our Technology



# Sample High-Level Plan.

## Sample First 90-Day Departmental New Employee Experience Plan.

| WEEKS.     | DESCRIPTION.  |
|------------|---|
| Weeks 1-4  | <ul style="list-style-type: none"><li>• Getting to Know OLG</li></ul>   |
| Weeks 2-6  | <ul style="list-style-type: none"><li>• Getting to Know the Individuals on the team and their projects</li></ul>  |
| Weeks 3-12 | <ul style="list-style-type: none"><li>• Getting to Know Policies, Processes and Procedures we use</li><li>• Getting to Know Our Technology</li><li>• Objective Setting</li><li>• Start project work</li></ul> |

# Getting to Know OLG.

Understanding OLG's history, business areas, government agency status, relationship with AGCO (Alcohol and Gaming Commission of Ontario), responsible gaming, site locations and Intranet are all critical to ensure their success. Go to Workday to access all your mandatory and required courses, performance management and development plans in support of your ongoing learning at OLG. Below is a chart of some of the resources that can aid an employee in their acclimation to OLG.

| DESCRIPTION.  | SME. | DATE. | TIME. |
|---|------|-------|-------|
| Complete Mandatory and Required Online courses  |      |       |       |
| Complete Mandatory and Required Job by Role Online Courses (i.e. French Language Services, Canada's Anti-Spam Legislation, Anti-Money Laundering) |      |       |       |
| Explore InsideOLG Intranet  |      |       |       |
| Lottery Business Overview   |      |       |       |
| Gaming Business Overview  |      |       |       |
| cGaming Business Overview   |      |       |       |
| iGaming Business Overview   |      |       |       |
| Horse Racing Business Overview  |      |       |       |
| Shared Services Overview  |      |       |       |
| Finance Overview  |      |       |       |
| People & Culture Overview<br>- connectwith your HR Business Partner   |      |       |       |
| Add other Areas   |      |       |       |
| Add other Areas   |      |       |       |

# Getting to Know Policies, Processes and Procedures we use\*.

## \*Policies, Processes and Procedures.

Gaining knowledge and developing an understanding of corporate and department policies, processes, and procedures is key to setting an employee up for success in their first number of months at OLG. Below is a chart that indicates some of the key critical processes, policies and procedures that are deemed important.

| DESCRIPTION.   | SME. | DATE. | TIME. |
|--|------|-------|-------|
| List the Corporate and Functional Policies here (for example; EDRM, Flexible Work Arrangements, IT policy, Code of Conduct, etc. |      |       |       |
| List the Corporate and Department Procedures here (for example; travel, procurement, etc.)                                       |      |       |       |
| List the Corporate and Department processes here.  |      |       |       |
|  |      |       |       |

# Getting to Know Individuals\*.

\*on the team and projects.

An employee’s success when they join an organization is dependent on the relationships and trust they build within the first few weeks. Below is a chart you can utilize to determine the key critical projects, stakeholders and other relevant items that you need to share with the employee.

| DESCRIPTION.                              | SME.         | DATE. | TIME. |
|---|--------------|-------|-------|
| List the different roles and/or projects. | Project Lead |       |       |
|   |              |       |       |
|   |              |       |       |
|   |              |       |       |
|   |              |       |       |
|   |              |       |       |
|   |              |       |       |
|   |              |       |       |
|   |              |       |       |
|   |              |       |       |



# Getting to Know Our Technology.

Technologies and tools aid an employee in her/his job. Below is a chart you can utilize to determine the different technology and other relevant items that you need to share with the employee.

| DESCRIPTION.  | SME. | DATE. | TIME. |
|---|------|-------|-------|
| List the different technology here. (For example; Workday, Teams, Service Now etc.) |      |       |       |
|   |      |       |       |
|   |      |       |       |
|   |      |       |       |
|   |      |       |       |
|   |      |       |       |
|   |      |       |       |
|   |      |       |       |
|   |      |       |       |
|   |      |       |       |
|   |      |       |       |

# New Employee Check-ins.

The first 90 to 120 days of an employee joining OLG is a critical time to assess how the employee is tracking in their new role as well solidify a retention strategy for them. New employees are most vulnerable to leaving the organization within their probationary period. Having a twenty-minute discussion with them within the first two weeks and then bi-weekly from that point forward allows you to develop a meaningful working relationship built on mutual trust and respect. Below are a series of questions you could consider asking the employee during your bi-weekly meetings:

**1. Who have you met this week?  
(colleagues, department contacts, etc.)**

**2. What has the team done to make you  
feel comfortable?**

**3. What was the best part of your  
first week? What did you find most  
interesting?**

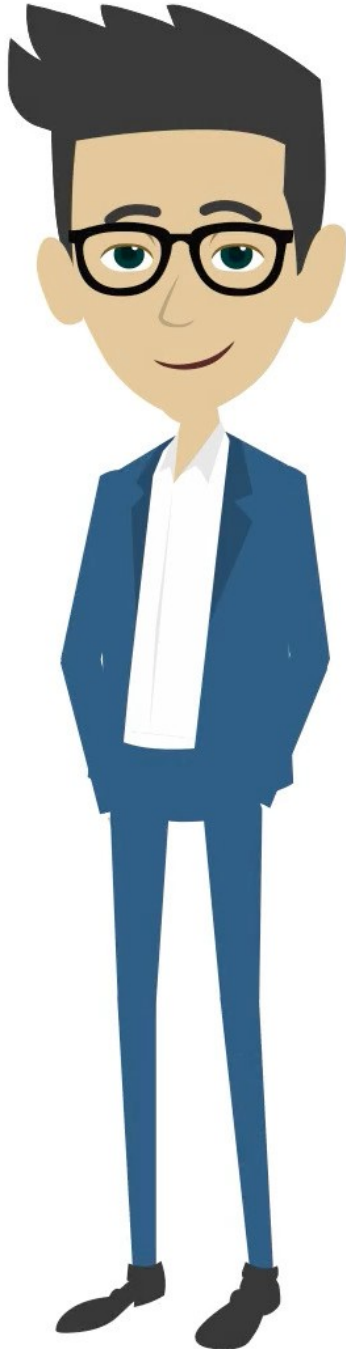
**4. What was the most challenging part  
of your week? How could we have made  
that challenge easier to manage?**

**5. Is there anything that you think we  
should change to help new employees  
during their first week?**

**6. What support and/or tools do you feel  
you still require to be successful in your  
role?**

**7. How can I help you as your Leader  
settle into your new role?**

# Last 30 days.



As your new employee is taking on more responsibilities and accomplishing bigger tasks, they're going to start becoming more accountable for their own work. Your new employee will embrace their new role at OLG.

# Appendix:

# New Employee Guide.

Attached to your Leader's Guide is the Guide that all new employees receive.

Please review the New Employee and Onboarding Partner Guide prior to your new employee's arrival to ensure familiarity and preparedness for questions that might arise.

Please ensure your new People Managers also complete their Management specific mandatory and required curriculum within 60 days.