

Your New

# CAREER

Starts Here

NEW EMPLOYEE EXPERIENCE





***CONGRATS ON YOUR  
NEW CAREER!***

## ← Meet Ollie

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

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# About this guide.



OLG understands that, to be successful, its employees must be able to learn, lead and thrive in a changing environment.

This guide will support new employees to improve and develop skills, maximize their potential, and achieve their goals aligned to OLG's purpose and strategic priorities.

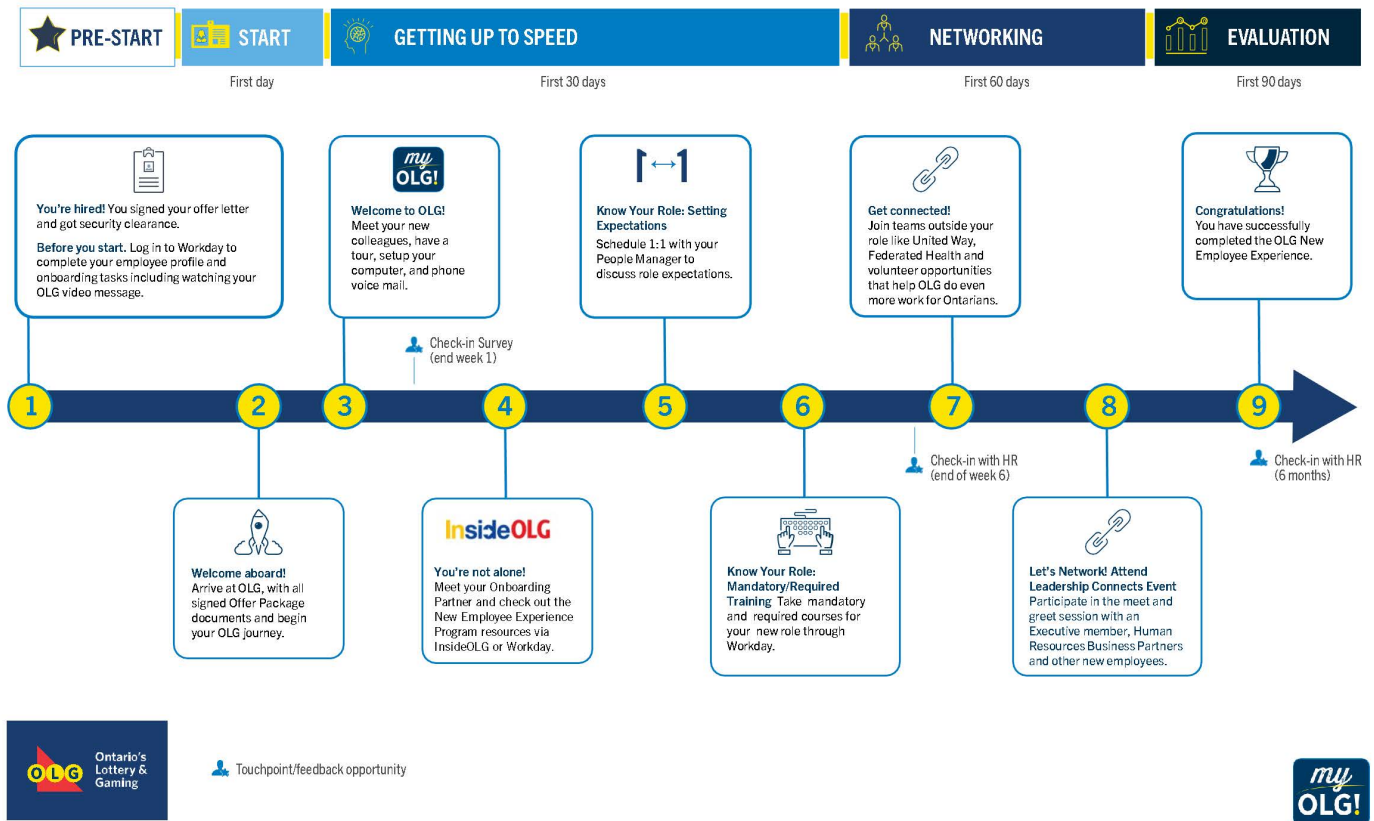
# Before you start.

We understand that first day, weeks, and months of employment are filled with excitement, a wealth of information, and many questions. Your People Manager, colleagues and People & Culture (Human Resources) are here to provide you with help and support needed for success in your new role.

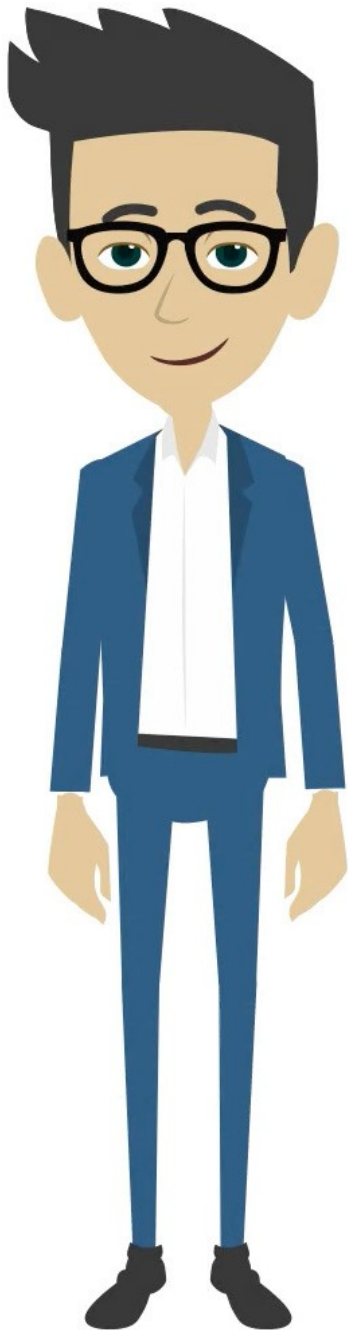
# The New Employee Experience Roadmap.

## Your CAREER Starts Here

NEW EMPLOYEE EXPERIENCE ROADMAP



# First day.



Your **exciting journey** begins when you meet with People and Culture representative to return completed, signed offer package and have any of your questions answered.

Meet your People Manager, team, and colleagues.

Partner with your People Manager to identify your initial assignments, the purpose of your work, how it fits into your department and OLG's mission and goals and how you can begin making immediate contributions.

# Sample Agenda (Day 1).

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 (either in person or virtually)**

1:00 PM

**Setting Expectations with Manager**

2:00 PM

**Onboarding Activities with HR Operations (Video Call) \***

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**

# 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 Week Checklist.

During this time, you will learn about the OLG culture. You are introduced to tools and projects. You should work with you Manager to set small achievable goals.

## HOUSEKEEPING.

- Provide all completed signed documents to HR
- Review job role & responsibilities
- People Manager style & recommendations
- Review Team or Division's organizational structure
- Review policies and procedures
- Meet your Onboarding Partner

## TECHNOLOGY ACCESS.

- Set up shared network drives, folders, printers, databases and voicemail

*If you have access issues, check with your People Manager, 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

## TRAINING & DEVELOPMENT.

- Review Mandatory and Required Training Curriculum
- Review Mandatory and Required **Job by Role** Curriculum
- Review Management Experience Program for People Manager (if applicable)

## SOCIALIZATION.

- Introduce new employee to 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

## Inside OLG 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.

- Get involved in OLG's annual United Way Campaign which begins in October
- Volunteer for OLG's annual Federated Health Campaign in May

# 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 30-60-90 Days Checklist.

During the first 30 days you will learn about the OLG culture. You will be introduced to tools and projects. You should work with your manager to set small, achievable goals.

During the first 60 days take time to review the job duties and expectations with your new manager.

During the first 90 days there will be more accountability and level of autonomy with continued guidance. How are you doing? How has your experience been so far? Are you meeting expectations? Celebrate your successes.

## JOB DUTIES & EXPECTATIONS.

- Complete First Week Checklist
- Get used to routine processes, daily tasks, weekly meetings
- Complete job specific training

## TRAINING & DEVELOPMENT.

- Review Mandatory and Required Training Curriculum within 60 days
- Review Mandatory and Required **Job by Role** Curriculum within 60 days
- Review Management Experience Program if you are a People Manager new hire

## SOCIALIZATION.

- Become comfortable with OLG's culture
- Attend Meet & Greet Networking Events
- Leverage your Onboarding Partner

## PERFORMANCE.

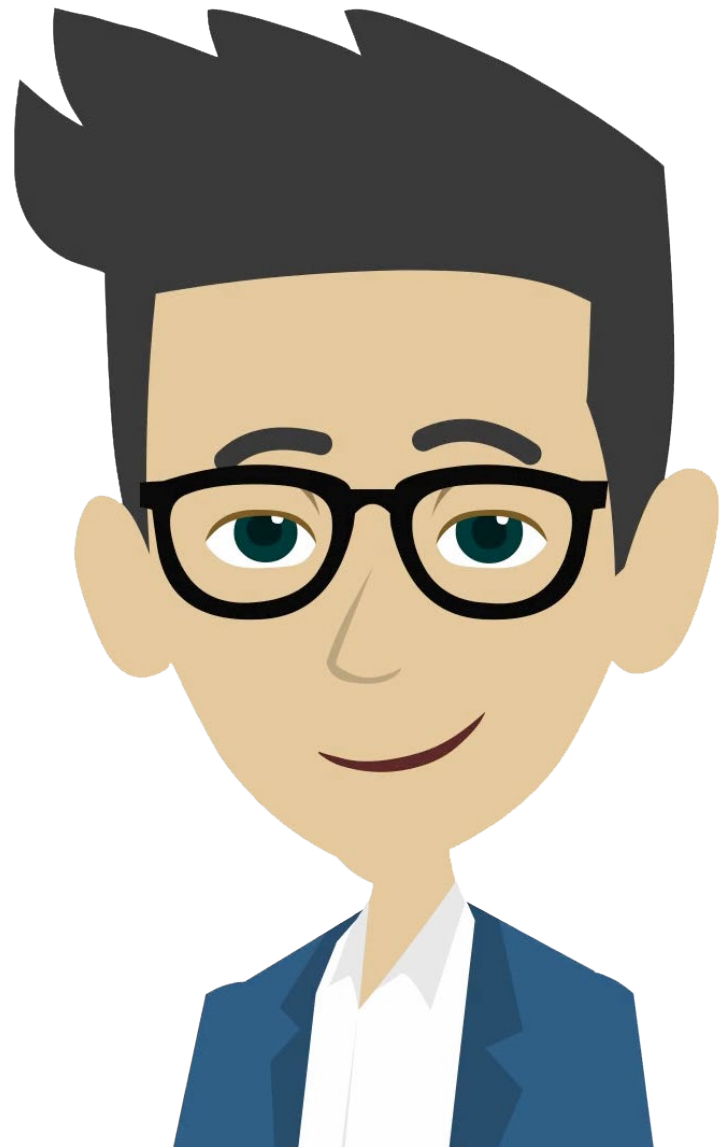
- Continue to check in with your People Manager
- Create performance goals and career development plan

# Job-Specific Onboarding.

Your People Manager will ensure you learn what you need to know about your job in your department's job-specific orientation – each team may do this slightly differently.

## CHECKLIST.

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



# 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 your success. Below is a chart of resources that can aid in your 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 – connect with your HR Business Partner			
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 (Policies, Processes and Procedures) is key to setting you up for success in your first months at OLG. Below is a chart that indicates key critical processes, policies and procedures.

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.

Your success is dependent on the relationships and trust you build within the first few weeks at OLG. Below is a chart you can use to determine the critical projects, stakeholders and other relevant items that you need to build relationships with these people to ensure that your projects stay on track.

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 their job. Below is a chart you can utilize to determine the different technology you need to do your job.

[illegible]

# Congratulations.

Congratulations on your decision to embark on a career with us. We are glad to have you on board!

You can learn more about OLG on our website [OLG.ca](http://OLG.ca) and be sure to visit [InsideOLG](#) for the latest in OLG and industry news.

