

HR On-boarding and Orientation Policy Template

1. OBJECTIVE

Onboarding new employees involves providing them key information on the culture, way of working, policies etc., in order to help them develop an overall understanding of the organization. This ensures they integrate sooner into the organization and enables effectivity and productivity at the earliest.

The objective of this policy is to ensure that all new employees undergo a structured and standardized onboarding program. Additionally, it provides the role expectations from key stakeholders to create a professional and comfortable experience for all new hires.

2. POLICY GUIDELINES

We aim to ensure all employees feel welcomed and are comfortably blending and transitioning within the organization. From an employee's offer acceptance to first day of joining and till their confirmation, we all collaboratively strive to provide them with all the necessary support in terms of knowledge, skills and attitude. This will help them acclimatize with the overall organization culture, working norms as well as their job roles throughout their tenure.

2.1. From Offer acceptance to Joining Day

2.1.1. Once the candidate has signed the Offer letter, their authenticated academic certificates copies are collected.

2.1.2. HR department prepares the employee file, send the details to Public Relations (PR) department, who processes the application and send the Ministry Offer Letter (MOL) to the HR department. This is shared with the new employee by the HR. On receiving the signed MOL, it is sent to the PR department for visa application. On receiving the Visa, a copy is sent to the employee. A tentative joining date is also discussed.

2.1.3. For accommodation requests/ requirements kindly refer to the Accommodation Policy.

2.1.4. The HR coordinates with the Learning and Development (L&D) team for the Orientation schedule.

2.1.5. A joining email is sent to the employee confirming the date and time of joining. Joining process is limited to twice a month. E.g. 1st & 3rd Sunday or 2nd & 4th Sunday.

2.1.6. Preparations are done internally to ensure administrative ease for the employee's first day in the organization. This includes Welcome Kit, Laptop, Email id set up, Business Cards, work station etc.

2.1.7. A new joiner email is sent out within a week of joining, across the group to all employees for Managers & above, across the vertical/ unit for below Managers by the Business HR.

2.2. New Joiner Orientation Program

2.2.1. The process begins with employees joining the organization and undergoing the Orientation Program.

2.2.2. This will be a 1-day Orientation Program.

2.2.3. The Orientation Program is conducted once in a month providing a broad overview about the organization, business verticals and sensitizing the new hires towards Clinical and Service Excellence standards of the Group.

Welcome Kit:

At the start of the orientation program each employee is given a welcome kit which includes organization branded merchandise - diary, pen, flask, ID Cards & forms (for certain documentation).

Program Framework:

The program is designed focusing on three key elements which includes overview of the group & the business, functioning of various departments, quality & safety standards.

Role Specific Training:

â€¢The New Hire Orientation Program concludes with employees commencing their role-based trainings to equip them with the knowledge and skills required to cope up with their job responsibilities.

â€¢These role specific trainings last from a few days up to a month in some verticals/ functions depending on the business needs.

• Role specific trainings can take place within the area of work or separately depending on the requirements of the job role/ function.

• Primarily, these role specific trainings across the organization are broadly classified as Clinical/ Medical/Retail trainings which sharpen the technical and functional skills; and Service and Leadership Developmental trainings which enhance the behavioral skillset.

• The role specific trainings ensure that employees are provided with Clinical and Service Excellence principles and guidelines; thus, providing clarity to each new hire and setting clear expectations for them to be successful in their job roles.

2.3. Feedback & Evaluation for New Employees

At the end of the first month of joining, a formal experience survey is conducted to understand the initial settling experience of the new employee. This formal survey is also supported by the one-on-one formal or informal interaction with the HR to receive first-hand feedback and provide support/ clarity wherever required.

For Organizers:

• Participants' orientation feedback is documented by the L&D team and provided to the HR.

• These feedbacks are consolidated and shared by the Learning and Development (L&D) team with all the speakers and heads of departments on a monthly basis.

• The statistics of these sessions are also shared with the Senior Management on a monthly basis.

2.4. Probation Completion

The onboarding process is completed with the probation confirmation of the employee with the organization.

3.DISCLAIMER

3.1. The policy and procedures explained in this document may change at any time, at the sole discretion of the Management of [Company Name], without prior notice. No statement or promise by a supervisor, manager or department head may be interpreted as a change in policy nor will it

constitute an agreement with an employee.

3.2. This policy document should be read in conjunction with Local Labor laws which for the avoidance of doubt will take precedence over this policy document.

3.3. This policy document shall be effective from the date of issuance and supersede all previous procedures and understandings pertaining to the subject.

4.APPENDICES

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