

## INDUCTION PROCESS GUIDELINES

DAY 1.

### ***Initial Welcome by line manager***

- Meet the new recruit at reception and take him/her to their desk.
- Introduce to team members/colleagues, one of whom should show the inductee the kitchen and offer them tea/coffee.
- Explain what to do in case of a fire or other emergency.
- Introduce a specific "buddy".

### ***Formal meeting to take place during first morning***

- Go through job description and prioritise elements.
- Give an overview of the role and team/department.
- Outline the standards of quality and customer service that are expected.
- Explain how the inductee can affect margins.
- Make sure that they know who to ask relevant questions.
- Explain start and finish times, lunch breaks, taking time off for doctor's/dentist appointments, holiday, etc.
- Explain internet policy.
- Agree expected time to competence.

### ***Take to lunch***

- This can be either with or without buddy
- Continue to act as a point of contact for the new starter during their probationary period
- Book at least two further formal meeting in within the 1st week.

### ***Actions required by "buddy"***

- Explain the telephone system, how to transfer calls, tannoy system, phone list.
- Explain email & diary system, booking of meeting rooms.
- An overview of the intranet and/or handbook, giving the inductee time to explore the rest of the site themselves.
- Explain how to fill out any regularly used forms, (PO requests, expenses forms, etc)
- An overview of the staff social events, Summer/Christmas Party, dress code and expectations around client meetings.
- Point out nearest printer, photocopier and fax machine.

### ***Actions required by "line manager"***

Print off and go through with inductee

- Organisational structure
- Mission, Vision & Values
- Recycling
- Confidentiality

- Equal Opportunities policy
- Induction/probationary process
- Benefits
- Smoking and other breaks

Give a brief overview of

- Company history
- Financial position
- Industry status

Conduct a tour of the building

- pointing out toilets, kitchen, emergency exits, fire extinguishers, meeting rooms, lifts and introducing first aiders, fire officers, different departments, etc.
- Line Mgr should also introduce inductee to other Heads of Departments, if appropriate.

Collect any outstanding paperwork

- especially proof of identity/right to work in the UK, bank details, next of kin details, laptop/mobile phone policies etc.
- make sure that the inductee knows where to find HR forms and information on policies and procedures.

WEEK ONE.

***Meetings booked with the following, dependant on requirement***

- Other heads of departments (or nominated staff) for overviews.
- At least two more meetings with line manger (M, W, F?) to ensure that inductee is on the right tracks and has had questions answered correctly.
- Line Manager on the first Friday of work to make sure that they feel welcome, have had the information they require, are able to start work the following week and that all of the above actions have taken place. If satisfied certify induction as complete on file, if not book in the appropriate meetings.

AFTER WEEK SIX.

Short meeting between inductee and line manager to discuss progress and any issues on either side. If significant establish specific route map to dealing with them including specific review points. Record this meeting for the file.

WEEK TEN.

Formal meeting between line manager and inductee to establish if the probationary period has been passed. If not, formal notice should be given.