

# Standard Operating Procedure (SOP)

## Staff Onboarding and Orientation Procedures

This SOP details the **staff onboarding and orientation procedures**, covering the structured process for welcoming new employees, introduction to company policies and culture, mandatory training sessions, role-specific guidance, compliance with legal and safety requirements, and integration into the team to ensure a smooth transition and immediate productivity.

### 1. Purpose

To establish a consistent process for onboarding and orienting new staff, ensuring compliance, cultural integration, and early productivity.

### 2. Scope

This procedure applies to all new hires, including full-time, part-time, and temporary staff, across all departments.

### 3. Responsibilities

- **HR Department:** Oversee onboarding process, documentation, policy dissemination, and orientation scheduling.
- **Hiring Manager/Supervisor:** Provide role-specific guidance and coordinate team integration.
- **IT Department:** Set up access to systems, hardware, and email accounts prior to start date.
- **New Employee:** Complete required documentation, training, and participate actively in orientation activities.

### 4. Procedure

1. **Pre-Onboarding (Before Start Date)**
  - HR sends welcome email with start details, agenda, and required forms.
  - IT prepares workstation, equipment, and access credentials.
  - Manager notifies team of new hire and prepares onboarding materials.
2. **Day 1: Orientation Session**
  - HR conducts welcome meeting: overview of company history, vision, core values, and policies.
  - Collection and verification of completed hiring documents, including IDs and compliance forms.
  - Distribution of employee handbook and policy documents.
  - Tour of workplace and introduction to key colleagues.
3. **Mandatory Training**
  - Completion of legal and safety compliance training (e.g., workplace safety, code of conduct).
  - Enrolment in any regulated or role-specific courses required before work can commence.
4. **Role-Specific Onboarding**
  - Manager reviews job responsibilities, expectations, and key performance indicators.
  - Introduction to tools, software, and processes unique to the role.
  - Assignment of a mentor or 'buddy' for first 30 days (optional).
5. **Team Integration**
  - Manager organizes a team welcome event (lunch or meeting).
  - Schedule check-ins (e.g., after first week and 30 days) for feedback and questions.
  - Monitor progress and address onboarding challenges.
6. **Onboarding Completion**
  - HR collects feedback from new employee and manager.
  - Certify completion of all mandatory training and documentation.
  - Archive records per policy and regulatory guidelines.

### 5. Documentation & Records

| Document                         | Owner      | Retention Period         |
|----------------------------------|------------|--------------------------|
| Signed Offer Letter              | HR         | 7 years after separation |
| Onboarding Checklist             | HR         | 7 years after separation |
| Training Completion Certificates | HR/Manager | Per legal requirements   |

### 6. Related Policies

- Code of Conduct
- Equal Opportunity Policy
- Workplace Safety Policy
- Data Protection & Privacy Policy

## 7. Review & Revision

This SOP is reviewed annually by the HR department or immediately after significant business, legal, or compliance changes.

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**Prepared by:** HR Department

**Effective Date:** [Enter Date Here]

**Next Review Date:** [Enter Date Here]