

# SOP: Employee Onboarding and Training Procedures

This SOP details **employee onboarding and training procedures**, covering the systematic introduction of new hires to company policies, culture, and job responsibilities. It includes structured orientation sessions, role-specific training plans, compliance and safety instructions, performance expectations, and ongoing development opportunities. The goal is to equip employees with the necessary knowledge and skills to perform effectively and integrate smoothly into the organization.

## 1. Purpose

To ensure consistent, comprehensive onboarding and training for all new employees to enable successful integration into the organization.

## 2. Scope

This procedure applies to all new hires, both permanent and temporary, across all departments and roles.

## 3. Responsibilities

- **HR Department:** Coordinates onboarding, prepares documentation, and schedules orientation.
- **Hiring Manager:** Defines role-specific training, assigns mentors, and monitors progress.
- **Trainer/Mentor:** Delivers training and supports new employees.
- **New Employee:** Participates actively in onboarding and training activities.

## 4. Procedure

1. **Pre-Onboarding (Before Start Date):**
  - Send offer letter and employment contract.
  - Provide welcome package with company handbook and onboarding schedule.
  - Set up workspaces, access credentials, and necessary equipment.
2. **Orientation (Day 1 - Week 1):**
  - Welcome presentation: company overview, mission, and values.
  - Review policies: HR policies, code of conduct, and benefits.
  - Introduction to team members and assigned mentor.
  - Facilities and safety tour (including compliance and emergency procedures).
3. **Role-Specific Training (Week 1 - Month 1):**
  - On-the-job training tailored to position requirements.
  - System and tool access training.
  - Shadowing experienced employees as applicable.
  - Training on standard operating procedures relevant to the role.
4. **Compliance & Safety Training:**
  - Mandatory compliance modules (e.g., data privacy, workplace safety).
  - Documentation of completion and understanding.
5. **Performance Expectations:**
  - Set clear performance goals and key milestones.
  - Review job description, KPIs, and feedback process.
6. **Ongoing Support & Development:**
  - Regular check-ins (weekly or bi-weekly) with mentor/manager during first 90 days.
  - Access to learning resources and continued training opportunities.
  - Annual/biannual review discussions for ongoing development.

## 5. Documentation and Records

- Onboarding checklist completion
- Signed policy acknowledgments
- Training records (dates, modules, results)
- Performance objectives and progress notes

## 6. Review and Continuous Improvement

The HR department reviews onboarding and training procedures annually, incorporating feedback from new hires and management to ensure continual improvement.

## 7. Contacts

Department	Contact Person	Email/Phone
Human Resources	Jane Doe	j.doe@company.com / x1234
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