SOP: Staff Onboarding and Orientation Tasks

This SOP details the **staff onboarding and orientation tasks**, covering the procedures for welcoming new employees, providing essential company information, outlining job roles and responsibilities, facilitating training sessions, introducing workplace policies and culture, and ensuring smooth integration into the team. The goal is to enhance employee engagement, productivity, and retention by delivering a comprehensive and consistent onboarding experience.

1. Purpose

To outline a standard procedure for onboarding and orienting new staff, ensuring an organized and positive introduction to the company.

2. Scope

This SOP applies to all new employees, managers, and HR personnel involved in onboarding and orientation activities.

3. Responsibilities

- **HR Department:** Coordinate and deliver the onboarding program, documentation, and compliance.
- **Hiring Manager:** Introduce job role, responsibilities, and facilitate team integration.
- **IT Department:** Provide technology access, equipment, and technical orientation.
- **New Hire:** Complete necessary documentation, attend orientation sessions, and actively participate.

4. Procedure

1. **Preparation Before Start Date**
   - Send official offer letter and employment contract for signature.
   - Prepare workstation, computer, and necessary tools/access.
   - Set up email, login credentials, and software permissions.
   - Assign onboarding buddy or mentor.
   - Distribute welcome package (policy handbook, company swag, etc.).
2. **Welcome and Introduction**
   - Welcome the new hire on their first day.
   - Provide office tour (or virtual tour); introduce to team members and key stakeholders.
   - Review organizational structure and company history.
3. **Documentation and Compliance**
   - Collect completed paperwork (tax forms, ID verification, signed agreements).
   - Review confidentiality, cybersecurity, and data privacy policies.
4. **Job Role & Performance Expectations**
   - Provide job description and clarify duties and responsibilities.
   - Discuss key performance indicators (KPIs) and evaluation timelines.
5. **Training and Development**
   - Enroll new hire into required training programs (health & safety, compliance, job-specific skills).
   - Schedule meetings with team members and stakeholders.
   - Set up time for systems and tools training by IT/support team.
6. **Integration and Culture**
   - Introduce company mission, values, and culture.
   - Outline policies on attendance, code of conduct, dress code, and communication channels.
   - Encourage participation in team activities and company events.
7. **Check-Ins and Follow-Up**
   - Schedule check-ins at 1 week, 1 month, and 3 months post-start date.
   - Provide opportunities for feedback and address questions or concerns.

5. Documentation Checklist

Document	Responsible	Due Date
Offer Letter / Contract	HR	Before Start Date

Onboarding Forms (Tax, ID, etc.)	HR	Day 1
Policy Handbook	HR	Day 1
Role Description	Manager	Day 1
Training Records	HR/Trainer	As Completed
IT Access Log	IT	Day 1

6. Review and Continuous Improvement

- Gather feedback from new hires after the onboarding process.
- Update SOP annually or as needed to reflect organizational or policy changes.
- Use feedback to improve future onboarding practices.

Document Control

Version	Date	Change Description	Author
1.0	2024-06-13	Initial creation	HR Department