

### **Onboarding Policy:**

**Purpose:** The policy governs the onboarding and orientation processes and set out roles and responsibilities to ensure all new employees feel welcome at Bpo Convergence.

**Scope:** The policy applies all ie full time, part time employees.

**Onboarding:** The process of integrating a new employee at an organization to facilitate the acquisition of skill, knowledge and behaviors necessary to be successful in the position through formal processes and informal means.

**Procedures:**

- Before joining candidates can quickly fill in details, upload documents, accept their jobs offer.
- They can also electronically signs forms and other important documents without needing to print or scan a single thing.
- Automatically notify the new hires when they need to submits a document or fill in any details.
- When the candidates accept their offer, the system can instantly update the information like their joining date, office location and company rules and regulations.
- Welcome mails should be given in their personalized pages that offer them the important details like team, contact information and interesting fact about the company.

**First day Agenda:** The new employee's manager will be responsible for setting an agenda for the employees first days. Typical items for the agenda include:

- Greeting to the employee
- Introduction to the team
- Tour of the work areas
- Lunch
- Overview of the position
- Overview of the employees first week
- Job shadowing

### **After 15 days:**

To facilitate the new employees integration, in *Convergence* has introduced a buddy program after 15days of training which pairs up a new employees with more experience peer.

*The purpose of the program is to facilitate the new employee integration in a more informal manner. Typically this includes inviting the employee to join them in a workday social outing, such as lunch or break with their peers.*

*The new employee comes with a wealth of information and previous experiences. As the buddy explains the company methods and style of work at our organization, he or she can make a point to ask the new hire how he/she managed the same processes in their previous position.*

### **After three month:**

- For 3 months, each month along with HR Manager will be sitting with the employee to see how things are going and hear out the new employee's comments, ideas and updates.

If the new employee has certain concerns or issues that need to be addressed, the buddy must inform the HR department to look into the matter and take the needed action if necessary.