



# **INDUCTION AND ON-BOARDING POLICY**

## Table of Contents

1. INTRODUCTION .....	3
2. DEFINITIONS .....	3
3. PRINCIPLES AND PURPOSE .....	4
4. PROCEDURE GUIDELINES PRIOR TO ARRIVAL OF NEW EMPLOYEES.....	4
5. ON ARRIVAL FOR FIRST- AND SECOND-DAY INDUCTION.....	5
6. PROCESS OF ON-BOARDING (LONGER TERM) AFTER INDUCTION.....	5

## 1. INTRODUCTION

- 1.1 The Induction and On-boarding of new employees are critical in ensuring the comprehensive introduction of newly appointed staff members to the operations, ethos and culture of the Municipality including their speedy integration and long-term retention.
- 1.2 It is furthermore an important component of the Municipality's recruitment, selection, capacity building and staff retention strategies and procedures.
- 1.3 A newly appointed employee must be successfully assimilated and integrated into the municipality and the positions as part of the long-term on-boarding process.
- 1.4 The process entails several events that will take place over a protracted period, which shall include exposing the employee to the municipality's primary goal, the division and post duties, and an opportunity for the employee to forge positive relationships with the rest of her/his colleagues.
- 1.5 Communication (verbal/written) across departments is promoted during on-boarding, to encourage teams to work together from the start in order to better understand what each other's everyday work entails and to ultimately lead to more efficient communication.

## 2. DEFINITIONS

- 2.1 "**Induction**": means a formal entry into the organization, position, or office.
- 2.2 "**Employee**": has the meaning ascribed to it by the provisions of Section 200A of the Labour Relations Act.
- 2.3 "**Employer**": in the context of this policy means the Overstrand Municipality that remunerates its employees.
- 2.4 "**On boarding**": refers to processes in which new employees are integrated into an organization and in the context of the policy, the Overstrand Municipality.
- 2.5 "**Supervisor**": means a person who directs and oversees an employee or a group of employees or a department in an organization.

### **3. PRINCIPLES AND PURPOSE**

- 3.1 All new municipal employees shall be required to attend a two-day induction programme on the first and second working day of the month, commencing on an employee's date of employment.
- 3.2 Induction programmes should ensure that new employees must have a clear understanding of the operations of service of the Municipality, as well as its structure, strategy, objectives and mission and vision.
- 3.3 The purpose of the induction and on-boarding programmes is to:
  - 3.3.1 Welcome new employees to the Municipality in such a manner that projects a positive image of the Municipality.
  - 3.3.2 Enable Supervisors/Managers to introduce a new employee to his/her work environment and colleagues.
  - 3.3.3 Facilitate the integration of a new employee into his/her task functions, the different departments, groups, and the Municipality as a whole.
  - 3.3.4 Provide a new employee with complete information about the Municipality's policies, health and safety requirements, operating procedures, services, and benefits.
  - 3.3.5 Highlight and introduce a new employee to overall performance standards.
  - 3.3.6 Implement a solid foundation for a new employee to take up the challenges of the post and to build commitment and loyalty to the Municipality.
  - 3.3.7 Implement open communication channels (email, verbal, written etc.) for the swift delivery of the above work output.

### **4. PROCEDURE GUIDELINES PRIOR TO ARRIVAL OF NEW EMPLOYEES**

- 4.1 The Human Resource representative must, prior to arrival as part of the employment contract ensure that a new employee receives the following documentation/information:
  - 4.1.1 Appointment letter
  - 4.1.2 Recruitment Officer contact details
  - 4.1.3 Inform the employee where to report for first- and second-day induction.

- 4.2 Their Supervisor/Manager will ensure that the new employees' workstation (only applicable to office employees) have access to equipment, protective clothing, etc, without undue delay after the second day induction.

## **5. ON ARRIVAL FOR FIRST- AND SECOND-DAY INDUCTION**

- 5.1 Human Resources are responsible for the following:
- 5.1.1 Welcoming of new employees
  - 5.1.2 Code of Conduct for Municipal staff members must be read and signed by new employee to confirm receipt thereof.
  - 5.1.3 Overstrand Conditions of Service must also be read and signed by new employee to confirm receipt thereof.
  - 5.1.4 Give an overview of staff benefits.
  - 5.1.5 Support provided for general administration (personnel file created, benefits explained, completing of applicable forms.
  - 5.1.6 Occupational Healthcare Practitioner and Employee Wellness Practitioner must complete necessary forms (first day induction).
  - 5.1.7 Job description must be provided by Recruitment and Selection representative.
  - 5.1.8 Different departments of Municipality to discuss policies and procedures.

## **6. PROCESS OF ON-BOARDING (LONGER TERM) AFTER INDUCTION**

- 6.1 A Manager/Supervisor shall appoint a suitable Team leader within a department or section to assist and advise the new employee.
- 6.2 The Supervisor shall ensure that the following is done face to face (vis-à-vis) with the new employee:
- 6.2.1 Explain the specific department's functions (orientation checklist by departments).
  - 6.2.2 Explain reporting lines.
  - 6.2.3 Introduce the new employee to his/her co-workers.
  - 6.2.4 Describe the overall structure of the workplace, and indicate to the new employee the location of the entrances and exits; the cloakroom, clocking system, where the employee will be stationed etc.

- 6.2.5 Explain the operation of the phone system (only applicable to office employees).
- 6.2.6 Remind employee that he will start on a probation period of 6 months as discussed during HR induction.
- 6.2.7 Issue uniforms, protective clothing.
- 6.2.8 Familiarise the employee with equipment that will be used by them.
- 6.2.9 Confirm working hours (clock in, clock out and lunch)
- 6.2.10 Inform new employee that in the event of an emergency before or after working hours, he or she must inform his/her immediate supervisor of the emergency.
- 6.2.11 Give the employee a guided tour of the municipal work areas and introduce him/her to colleagues with whom they will interact and make them familiar with the office/workstation (only applicable to office employees).

<b>POLICY SECTION:</b>	HUMAN RESOURCES
<b>CURRENT UPDATE:</b>	N/A
<b>PREVIOUS REVIEW:</b>	N/A
<b>APPROVAL BY COUNCIL:</b>	31 JULY 2024