

Management Guidelines – 05 – New Joinee Orientation Process Guide

1. Management Guideline Number: MAI/HR/MG/10/2012/05.

2. Title of the Guideline: **New Joinee Orientation Process Guide**

3. Scope and Applicability of the Guideline: The Guideline is applicable to all the employees joining the Company at all levels/grades.

4. Objective of the Guideline:

The new employee will feel more at ease with the company, within a shorter period of time. Relatively straightforward queries regarding basic operational issues are dealt in a timely and non-bureaucratic manner. The initial confusion and lack of clarity faced by all new employees is substantially reduced. Other orientation activities, such as classroom and on-the-job training can be related to actual real-world activities, and resulting basic queries can be resolved. Our new employees find out how best to "manage" us, the company, in a supportive and risk-reduced environment. Manager / supervisor time with new employees is freed up to deal with added value issues. The new employee begins to add value more quickly, leading to increased confidence and self-esteem.

5. Definitions:

- a. **The Company:** The Company means Makino India Private Limited (MAI) registered under Companies Act 1956 situated at No.11, EPIP, Bangalore 560066 and also includes its regions in Pune, Manesar, Coimbatore and Chennai and its Service Centers across India which are operational as on today and all such Technical Centers and Service centers established hereinafter by Makino India Private Limited.
- b. **Recruiter:** The employee of Human Resources Department who is handling the recruitment function.
- c. **Buddy:** A buddy is an experienced employee nominated by the HR who partners with a new employee to provide guidance and encouragement during a defined period, typically the first two to three months of employment. (Refer Management Guideline – 09; The Buddy System)
- d. **Manager:** The Manager is defined as the first line manager to whom new joinee reports and whose roles are to:
 - a. Actively drive and assume overall responsibility for the New Employee's on boarding process within his/ her department.

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- b. Check in periodically to monitor progress and provide timely feedback to New Employee.

6. Effective Date: This Guideline is effective from October 01, 2012.

7. Approving and Recommending Authority of the Guideline:

a. Recommending Authority:

- 1. Human Resources Department

b. Approving Authority:

- 1. Mr. D A Biradar

8. Implementing Authority:

- a. The Human Resources Department

9. Controlling Authority:

- a. The Human Resources Department

10. The Guideline:

10.1 The Orientation programme is implemented in three phases as follows:

- a) Phase 1- Pre-day one orientation
- b) Phase 2- Day one Orientation
- c) Phase 3 – Post orientation – first week to 45 days.

10.2 **PHASE ONE: PRE-DAY ONE ORIENTATION:**

Phase one involves providing information and logistical activities that occur from the time the New Employee accepts the offer until the time he/she reports for work. The Manager's responsibilities include:

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- 10.2.1 **Verification of Credentials:** At the time of interview, the recruiter shall verify all the credentials related to the claims done on the Application Form for employment. The following documents should be verified;
- 10.2.1.1 Records and Documents pertaining to the educational qualification
 - 10.2.1.2 Records and Documents pertaining to Past employment
 - 10.2.1.3 Other Certificates and other records claimed by the candidate in the Application form for employment.
- 10.2.2 **Photographs:** Four set of Passport Photograph shall be obtained from the candidate.
- 10.2.3 **Background Check:** On verifying the credentials, the recruiter will ensure background verification through an agency identified by the company. The background check include;
- 10.2.3.1 Verification of past employment
 - 10.2.3.2 Place of residence
 - 10.2.3.3 Conduct of the candidate in the locality of his residence.
- 10.2.4 **New Employee Set-Up:** After the issue of Offer letter to the candidate, the recruiter shall communicate to the Administration department, MIS departments and to the department to which the employee is joining the date of joining and infrastructure required to the new employee as prescribed in Annexure 01.
- 10.2.5 **Pre-employment Medical Examination:** After the candidate accepts the offer, the recruiter shall organize pre-employment medical examination for the candidate in such hospital identified for such purpose by the company. The recruiter shall issue a letter to the candidate authorizing the candidate to visit the hospital for pre-employment medical examination. This activity should be completed during the same week on which the offer is issued.
- 10.2.6 **Buddy Selection:** The HOD / Functional Head shall identify the Buddy in the criteria prescribed under Management Guideline 09 – The Buddy System

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10.3 **PHASE TWO: DAY ONE ORIENTATION:** On Day One, the HR and the Manager is responsible for:

10.3.1 **Organizational Announcement:** The announcement should contain a brief description of the New Employee's background, experience and the New Employee's reporting structure. The new joinee announcement template is prescribed in Annexure 02.

10.3.2 **Welcome and Introduce New Employee to the Team:** Shall meet the New Employee on his/ her first day of work after the employee has met with HR Representative to complete the necessary paperwork. In case, the Manager is not able to meet the new employee, the Buddy shall greet the New Employee. Also during the first day of work, the buddy will walk with the Employee around and introduce him/her to co-workers and other key individuals.

10.3.3 **Schedule Meetings with Key Contacts:** Depending on the New Employee's role, it will be important for the employee to establish contacts with individuals in other organizations, vendors and/ or customers. The Buddy with HR should plan for the New Employee to meet these key contacts.

10.3.4 **Logistics – Desk, Computer, Stationery etc.:** HR shall take the new employee to his/her desk. If necessary, the Manager may delegate this task to the Buddy also. This provides a good impression on the new employee.

10.3.5 **Meeting with New Employee:** The Manager should plan on spending several hours with the New Employee on his/her first day of work to achieve the following:

- Review the contents in the *New Employee On boarding Checklist – Annexure 03* (i.e. list of the activities the New Employee needs to complete in his first 45 days at Makino).
- Review the New Employee's job description, roles and responsibilities.
- Review departmental organization chart and highlight roles and responsibilities of the other team members.
- Senior employees in the grade E5 & above will be introduced in person to Exco Committee members. Preferably on the first day or based on the availability of

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person. For the Regional employees it should be done through Video Conferencing. This is the responsibility of HR.

10.4 PHASE THREE: POST-ORIENTATION (FIRST 45 DAYS)

In Phase Three, the Manager is responsible for:

10.4.1 Providing On-going Coaching: During the first three months of the New Employee's employment, it is required that the Manager and the New Employee have regular one-on-one interactive sessions to discuss the new joinees progress and to give feedback regarding performance. This review is linked to Performance Improvement Plan (PIP) – refer Management Guideline 06.

11 Procedures:

- 11.1 Immediately after the issue of offer letter to the candidate, on confirming the date of joining, the recruiter shall communicate to the Administration Department, the MIS department and the respective Functional Head the date of joining of the new employee and circulate Annexure 01.
- 11.2 On receipt of Annexure 01, the respective responsible employee prescribed in the Annexure 01 shall step into action and arrange the necessary items or things or infrastructure, as the case may be, a week ahead of joining of the new employee.
- 11.3 The Functional Head and the HR shall identify the Buddy within the criteria prescribed under 8.1.3. Such person who is identified as 'Buddy' will be informed about the new employee's background and the responsibility of the 'Buddy'.
- 11.4 On the date of joining, the new employee will report to the recruiter to finish the joining formalities. Subsequent to this, the recruiter shall introduce the new employee to the Buddy.
- 11.5 The Buddy will further introduce the new employee to the Manager and the team. He shall confirm to the requirements prescribed in Management Guideline 09 – The Buddy System.
- 11.6 The Manager on the day –one, shall meet the new employee and shall spend time in explaining and reviewing the contents prescribed under 8.2.2 of this Guideline.

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- 11.7 The Manager shall assign 45 days plan to the new employee and evaluate his performance.
- 11.8 The Performance of the new joinee will be evaluated at the end of 45 days. Three month's plan is later delegated to the new Joinee and reviewed at the end of the period. The performance review shall be shared with the new employee.
- 11.9 The Performance of all new joinees in BM grade will be evaluated by three resident Directors.

11. Deviations: Any deviation to the Guideline needs concurrence of the Vice President Finance & HR.

12. Enclosure:

- 10.1 Annexure 01 – New Employee Setup Format.
10.2 Annexure 02 – Organization Announcement Format.
10.3 Annexure 03 - New Employee on boarding Checklist.

Prepared By: Human Resources Department

Date: October 01, 2012

Approved By:

D. A. Biradar
Vice President – Finance, HR and
Director

Approved By:

Ranjit A. Bhide
President & Country Head
and Director

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Annexure 01

**Makino India Private Limited
List of Infrastructure required to the New Employee**

Name:

Designation:

Department:

Location:

Date of Joining:

Sr. No	Items required	Quantity	Responsibility	Deadline
1	Joining Formalities	1.00		
2	Welcome Card	1.00		
3	Lap Top*	1.00		
4	Creation of e-mail ID*	1.00		
5	Tray	1.00		
6	Pen Stand	1.00		
7	Pen - Blue	1.00		
8	Pen - Red	1.00		
9	Stapler	1.00		
10	Stapler Pins	1.00		
11	Glue Stick	1.00		
12	Pencil	1.00		
13	Eraser	1.00		
14	Sharpener	1.00		
15	Scissors	1.00		
16	Punching Machine	1.00		
17	Note Pad	1.00		
18	Post it Sheets (small)	1.00		
19	Company Diary	1.00		
20	Work Station*	1.00		
21	SIM card*	1.00		
22	Water Bottle	1.00		

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23	Uniform	1.00		
24	Safety Shoe*	1.00		
25	Telephone - Inter Com*	1.00		
26	Access Card	1.00		
Co-ordinated by				

Note: - Some of the infrastructures are not required for all the employees.

* Eg: - Laptop is not required for shop floor employees.

Safety shoe is not required for Sales employees.

Annexure 02

New Joinee Announcement

Dear Colleagues,

We have great pleasure in announcing the joining of Mr/Mrs.....
as..... in.....Department at our.....office with
effect from

He will report to Mr....., (designation)



Photo of the Employee

He is Years old & holds (Qualification).

He hasyears of experience and prior to joining us, was working for
..... (Organization name)

His/her interest includes

We request all in MAI to welcome him/her and wish him/her a rewarding career in Makino.

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Annexure 03

On Boarding Check list for Managers:

ADMINISTRATIVE - Pre- Day one Orientation	
<input type="checkbox"/> Call the new employee to welcome him/her a few days before he/she starts (Optional). <input type="checkbox"/> Communicate to the rest of the team the joining date of new employee(s).	<input type="checkbox"/> Identify team member to be new employee's "buddy" to help them get oriented. <input type="checkbox"/> Add additional task in <i>joining to Success</i> , if any <input type="checkbox"/> Request office space.

INTRODUCTIONS AND TOURS – Day one Orientation			
<input type="checkbox"/> Give introductions to department staff and key personnel during tour.			
<input type="checkbox"/> Tour of facility, including:	<ul style="list-style-type: none"> • Restrooms • Copy centers • Fax machines • Seminar Hall • Training Room 	<ul style="list-style-type: none"> • Notice board • Parking • Play Ground • GYM 	<ul style="list-style-type: none"> • Pantry • Coffee/vending machines • Cafeteria • Emergency exits • Eco-Theatre

First Week to First 45 Days	
<input type="checkbox"/> Introductions to team and co-workers	<ul style="list-style-type: none"> • Make a list of 5-10 key people beneficial for your new employee to meet. (Resources, internal customers) who are critical to first job assignment(s). • Think of opportunities of what leaders beyond immediate manager for your new Employee should meet. • Introduce to a variety of co-workers to make the new employee feel more connected in the organization. • Leverage meetings, lunches and company gatherings as opportunities for the new employee to meet face-to-face with variety of co-workers. • Determine a job shadow/model, or buddy coach, or mentor arrangement for your new employee. • Help your new hire rapidly build network of information relationships that will provide he/she with the critical tacit knowledge and "connectedness" they need

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to quickly become productive.

- Engage new employee in dialog of job assignment(s), job importance and training plans.
 - Provide information and awareness about organizational resources, this will enable your new employee to seek out and obtain the information he/she needs to be productive.
 - Provide new employee with information about company routines and technologies to assist complete their initial tasks
- Engage new employee in dialog on job expectations, job role/descriptions and performance goals for next 3 months
 - Ensure that new employee has clear and achievable performance expectations.
 - Encourage new employee to ask questions and value their ideas.
 - Encourage other employees to respond to questions from the new employee.
 - Communicate department goals and metrics and alignment with division goals. Communicate to employee the progress of developing goals and measures for department.
 - Encourage the new employee to think what his/her goals or development plans
- Review job schedule and hours.
- Review payroll timing, time cards if applicable), and policies and procedures.
- Provide work immediately.
 - First assignment should encourage of building relationships with a wide variety of people to get the work done.
 - Assign new employee to cross-functional project team that exposed them to a board network of resources.
 - Give them an opportunity to develop unique expertise of information that other
 - members will need to tap into
- Teach about department/organization and division