

NEW EMPLOYEE ORIENTATION GUIDE

Prior to your new employee's first day, planning their orientation is key to ensure a smooth onboarding experience. To ensure each new employee is provided with an excellent introduction to their new role with Intertek, the following guidelines have been developed.

It is the **manager's** responsibility to ensure that these activities are completed with all new employees:

- Develop positive perception about the organization and Intertek culture
- Provide a stellar first impression of Intertek, reinforcing the employee's decision to join the Intertek team
- Offer the basic and fundamental information, resources, and training necessary to succeed in their new role
- Help the new employee become fully productive in the shortest period possible
- Create an engaging work environment with a sense of purpose, belonging, and pride in their contributions

Employee Name: _____

Date of Hire: _____

Supervisor/Manager: _____

Location: _____

Prior to Start Date:

- Complete the [Pre-Hire Onboarding Checklist](#) prior to the new employee's start date
- Ensure new hire has first-day details and contact information for their arrival

First Day Objectives:

- Welcome new employee and show them the area in which they will be working
- Manager completes [First Day Confirmation Form](#) in Fusion *immediately* upon new hire arrival
- Ensure new hire meets with the local I-9 processor to complete Section 2 of Form I-9 (within 3 days of hire)

Introduction to Intertek:

- Introduce new employee to key facility staff that they will need to know, including their mentor(s)
- Tour the facility and go over location specific rules (ie. smoking policy, break room usage)
- Review local emergency plans, building security, recycling and energy awareness protocols
- Discuss Intertek culture, review relevant videos on Intranet that demonstrate our Total Quality promise.
- If possible, supervisor or co-worker should accompany new employee to lunch on first day

Introduction to their new role:

- Review job description in detail, discussing responsibilities and expectations
- Discuss reporting relationships, talk through organizational chart, and share team contact information
- Review breaks and lunch schedules, dress code expectations, PPE requirements, etc.
- Discuss sign-in and time keeping expectations and review expectations for reporting an absence
- Review Health & Safety rules, schedule all required safety training for the new employee, and order PPE
- At end of first day, employee should reconvene with their new manager to answer any questions and discuss the remainder of the first week's schedule

First Week Objectives:

- If applicable, manager processes **Sign-On Bonus** or **Relocation Bonus** in Fusion for new employee
- New hire completes assigned LUCIE learnings – ensure **10X Onboarding** is assigned to them for completion
- Employee enters Emergency Contact in Fusion and verifies personal and work contact information is correct
- Meet with new employee regularly. Provide an opportunity to ask questions each day
- Review [Compliance Hotline](#) and [Safety Incident Reporting](#) procedures
- Provided instructions to set up email signatures to [Intertek Brand Guidelines](#)
- Discuss goals and objectives of the department (short- and long-term) and their role within achieving those goals
- Discuss department structure, and explain the expectations of interacting with other individuals professionally
- Employee [registers for ADP](#), enters [direct deposit](#), completes their [W-4 forms](#), and reviews benefits (if applicable)

- Demonstrate how to submit timesheets, enter time off, and discuss the time-off approval process
- If applicable, ensure the new employee has PeopleSoft access for expense reimbursement and discuss Intertek travel policy and expense reporting.
- If appropriate, have the new employee submit a Bank of America credit card application to [Finance](#)
- Help the new employee navigate the Intertek Intranet, directory, and [HR Employee Resources](#) and [HR Contacts](#)
- Ensure that the new employee has all required PPE to begin hands-on training for their job, as applicable
- At the end of Week 1, check understanding of responsibilities and procedures. Provide opportunity for questions.
- Schedule future touch base meetings to review the new hire's development as appropriate
- Remind benefit-eligible employees to make benefits elections in ADP by the end of their ***first 30 days of employment***

First Month Objectives:

- Help the new employee to understand Intertek's business and how they support the company's success
- Ensure new employee has access to all department resources (Intranet, SharePoint, network drives, etc.)
- Provide clear initial objectives and deliverables with your new employee and discuss performance expectations
- Introduce MY 10X JOURNEY concept and ask them to begin brainstorming their own personal goals for the remainder of the year
- Schedule follow-up meeting to discuss MY 10X JOURNEY goals - first meetings should be light in content/goal development, and focus on the employee completing orientation and being ready for success within their new role
- Review clients and services we provide to them, helping the new employee to feel engaged in the work they do
- Continue with on-the-job training methods, partnering the new employee with peer trainers, check in and provide additional support where needed
- Remind benefit-eligible employees to make benefits elections in ADP by the end of their ***first 30 days of employment***

Months 2-5 Objectives:

- Continue regular 1:1 meetings to address opportunities, providing balanced feedback, and acknowledge progress
- Ensure new employee checks the intranet and their email at least weekly for company news and relevant information. This will also ensure their account remains active and avoid time consuming IT resets later.
- Create opportunities for informal discussions for in-the moment coaching opportunities and address concerns
- Gauge training progress, performance, efficiency, job fit, and engagement within their role regularly
- Schedule and conduct 90-day review of probationary period with new hire
- Ensure the employee regularly checks in LUCIE for any additional training that may be assigned to them
- Coordinate midyear meeting to review the new employee's MY 10X JOURNEY goals, discuss progress and performance, and revise as necessary. Align additional expectations as they progress in their role.

Months 6-12 Objectives:

- Provide engagement opportunities for employee, such as cross training within the department, stretch assignments, and work-related learning opportunities
- Regularly discuss training progress, performance, efficiency, job fit, and employee engagement with new hire
- Begin the annual MY 10X JOURNEY within the first 12 months of hire. Focus on performance and opportunities for growth, employee development, and goal setting for the next 12 months

Additional department specific items:

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