[Add the logo of your company here]

The onboarding of [Company Ltd]

Instructions for new employees

Welcome on board!

It’s nice to have you on board! This is an info package of the most important things you should know about us so that our cooperation gets a smooth start. Please don’t hesitate to ask us advice or help in case something is unclear.

It’s great to have you on board!

Who are we?

*Give a brief introduction of your company here. Tell about your products and services, and what makes your company special.*

* *What do we produce?*
* *Who do we help with our products and services?*
* *What are our customers like?*
* *Why are we better than our competitors in what we do?*

Why do we do what we do?

*Tell about your customers and the mission of the company here. This section is meant to motivating and sharing the value of your work – each one of us wants a job with a meaning.*

* *How do our products and services help our customers?*
* *What are the things our customers value the most in us?*
* *If you have reference videos or customer stories, you can use them here*

How do we work?

*Tell about the values and culture of the company here.*

* *What kind of working is valued by us?*
* *What are our values? What kind of employees do we have?*
* *What kind of working culture do we have?*

It’s great to have you on board!

*Here you can add a video or a photo and greetings from the management or the superior.*

Job description and actions related to it

Job description and main responsibilities

*Give the job description here and write down the main responsibilities related to it.*

*Please note that here you can tell how this particular job has an effect to the company as a whole!*

How do we work?

*Give instructions on your company’s working culture. What kind of behaviour is expected from the employees?*

* *What is our distinctive behaviour like?*
* *How do we behave in problematic situations?*
* *What kind of behaviour can we expect from our colleagues?*

***Please note that especially for the younger employees it might be good to add instructions on how it is allowed to use one’s own phone during working hours.***

The most important communication channels

*Do you have an Intranet or a work-related social media channel? How does one get informed of new things and happenings?*

* *Which communication channels should the employees keep track on and how often?*
* *From where does one get a username to the necessary systems?*
* *What is the common information channel of the workplace and what kind of rules do you have in relation to communicating there?*
* *How does one inform others of something?*

Working hours, breaks and working premises

Working hours and breaks

*Describe the working hours and their determination.*

* *How long are the work days?*
* *What kind of breaks do the shifts include? Is it allowed to leave the working premises during the breaks?*
* *Where can one see the shifts?*

Working premises

*Tell about the working premises the employees can use and what kind of rules you have in relation to using them.*

* *What kind of rules do you have on the common premises?*
* *Do you have instructions relating to access control?*
* *Do you have changing rooms, staff spaces or kitchen?*
* *How can one book meeting rooms?*

Salary payments and work-time related entries

Salary payments

* *When is the pay day?*
* *How is the salary term defined?*
* *How are the salaries calculated? What does the salary consist of?*

***Remember to instruct the employees on who they should send their tax cards and account numbers to!***

Instructions on making work-time related entries

*If you have an access control system at use, it’s appropriate to create graphic instructions on making the most common entries and correcting the entries made.*

Occupational health and getting sick

Occupational health

*Who is your occupational health service provider and what are the contact details?*

* *In which cases should one contact the occupational health services?*
* *When is it recommendable to contact the occupational health services?*

Getting sick

* *How long can one stay home by own announcement?*
* *Who should be notified about sick leaves?*

Work safety and ergonomics

*Add here the instructions relating to work safety. Instructions with pictures are best remembered.*

* *Who does one inform of potential deficiencies in work safety?*
* *What should one do in case of an accident?*
* *What kind of machinery can one use independently?*
* *Are there things one can’t do alone?*

Working clothes and equipment

How to dress to work

*Write down instructions on how to dress to work. These instructions are meant to make the life of an employee easier! Give examples of suitable working outfit!*

* *How formal should one dress when working with us?*
* *Are there things relating to work safety or ergonomics that should be taken into account when selecting working outfit?*
* *Can one have visible piercings or tattoos?*
* *Are there any instructions on hair style or make-up? Should long hair be tied up?*

Working equipment

*Describe the working equipment and where to get it from.*

Data security

Handling customer data

* *How do we handle customer data?*
* *What kind of information one must be extra careful with?*
* *To where and what kind of information can one save?*
* *What should one do if a password gets lost of deficiencies in the system are discovered?*

Confidentiality

*What is included in the confidentiality obligation and why?*

Contact details

*Write down the most important contact details here.*