



STANDARD OPERATING PROCEDURE

Employee Onboarding Procedure

Provide a consistent, secure, and supportive transition from accepted offer through the employee's first 90 days.

DOCUMENT ID	RO-DEMO-SOP-001
PROCESS OWNER	Hiring Manager
VERSION	1.0 - DEMONSTRATION
REVIEW CYCLE	ANNUAL OR AFTER MATERIAL CHANGE

DOCUMENT INTENT

This finished demonstration shows how Renewed Operations converts operational knowledge into a controlled, trainable process. Before use, the client must validate names, systems, legal requirements, service commitments, safety controls, and approval limits.

PROCESS DEFINITION

Purpose	Provide a consistent, secure, and supportive transition from accepted offer through the employee's first 90 days.
Scope	Applies to all employees from accepted offer through the 90-day review. Contractors and temporary labor should follow a separately approved variation.
Trigger	A written offer is accepted and a start date is confirmed.
Process end	The 90-day review is documented, remaining development actions have owners and due dates, and the onboarding checklist is closed.

ROLES AND ACCOUNTABILITY

ROLE	ACCOUNTABILITY
Hiring Manager	Owns readiness, expectations, training plan, feedback, and 30/60/90-day reviews.

ROLE	ACCOUNTABILITY
HR / Office Lead	Owens employee records, required documents, policy acknowledgements, and checklist control.
IT / Systems	Creates approved access, equipment, security controls, and termination-ready asset records.
Trainer / Buddy	Demonstrates work, observes performance, and records competency evidence.
New Employee	Completes required documents and training, protects credentials, asks questions, and demonstrates the work.

REQUIRED INPUTS AND READINESS

- Approved offer and start date
- Final job description and reporting relationship
- Role-specific training checklist
- Required payroll, tax, eligibility, policy, safety, licensing, and confidentiality documents
- Approved system access and equipment request

PROCEDURE

Execution Steps

01**Open and assign the onboarding record****Owner:** HR / Office Lead

Create one controlled onboarding checklist. Confirm legal name, preferred name, role, manager, location, start date, work schedule, pay classification, and required documents.

Completion standard: A checklist owner, due dates, approvers, and missing inputs are visible.

Evidence: Onboarding record and pre-start exceptions list

Escalate when: Any offer, classification, eligibility, licensing, or payroll information is incomplete or inconsistent.

02**Build the first-90-day plan****Owner:** Hiring Manager

Define the employee's first-week agenda, training sequence, expected outputs, decision authority, performance measures, and 30/60/90-day objectives.

Completion standard: The plan states what good performance looks like and who will train each critical task.

Evidence: Approved 90-day plan and scheduled check-ins

Escalate when: Required work has no qualified trainer, clear standard, or safe training method.

03**Prepare access, workplace, and equipment****Owner:** IT / Operations

Create named accounts using least-privilege access. Prepare the device, software, building access, tools, PPE, uniforms, workspace, and asset record. Test each item before the start date.

Completion standard: Every required item works; credentials are individual; equipment is recorded and ready.

Evidence: Access approvals, system test, and signed asset checklist

Escalate when: Access is excessive, shared, unapproved, or unavailable for required work.

04 Send the welcome and arrival plan

Owner: Hiring Manager

At least two business days before the start date, send arrival time, location or login details, parking, dress or PPE expectations, first-day agenda, manager contact, and documents to bring.

Completion standard: The employee acknowledges the plan and knows where to go, when to arrive, and whom to contact.

Evidence: Welcome communication and acknowledgement

Escalate when: The start date, location, manager, or required documentation is uncertain.

05 Conduct day-one orientation

Owner: Hiring Manager / HR

Welcome the employee; complete required documents; explain the company, customers, role, conduct, safety, security, timekeeping, communication, and escalation expectations; introduce the team and tour the workplace.

Completion standard: Required documents are complete and the employee can explain how to report time, hazards, concerns, and absences.

Evidence: Signed acknowledgements and orientation checklist

Escalate when: A required document, safety control, accommodation, or policy question remains unresolved.

06 Train, observe, and certify critical work

Owner: Trainer

For each critical task: explain the purpose, demonstrate the standard, allow supervised practice, observe independent performance, correct gaps, and sign off only when the standard is demonstrated.

Completion standard: The employee performs the task safely and correctly without step-by-step prompting.

Evidence: Task-level competency sign-off with trainer and date

Escalate when: The employee cannot meet the standard, the task changes, or unsafe behavior occurs.

07 **Review progress and remove blockers**

Owner: Hiring Manager

Hold check-ins after week one and at 30, 60, and 90 days. Review results, role clarity, workload, training, relationships, questions, risks, and development needs. Assign each action an owner and due date.

Completion standard: Feedback is specific; blockers and development actions are documented; expectations remain clear.

Evidence: Check-in notes, updated plan, actions, and final checklist closure

Escalate when: Performance, conduct, safety, attendance, accommodation, or role-fit concerns require formal support.

CONTROLS AND MEASUREMENT

Rules, Records, and Review

NON-NEGOTIABLE CONTROL RULES

- Never share passwords or reuse another employee's account.
- Do not allow unsupervised critical work before required safety and competency approval.
- Do not mark training complete based only on attendance; the employee must demonstrate the work.
- Store personnel information only in approved systems with appropriate access.
- Escalate legal, payroll, safety, licensing, accommodation, or conduct questions to the authorized owner.

PERFORMANCE MEASURES

KPI	DEFINITION	STARTING TARGET
Day-one readiness rate	New hires with all required access, equipment, workspace, and agenda ready before arrival / total new hires	>= 95%
Required training completed on time	Required training completed by due date / required training assignments	100%
90-day retention	Employees active at day 90 / employees who started 90 days earlier	Track trend
Time to role competency	Calendar days from start date to completion of role-critical sign-offs	Reduce without lowering standard
Onboarding action closure	Check-in actions closed by due date / total actions due	>= 90%

RECORD RETENTION AND CHANGE CONTROL

Store records in the company's approved system according to its retention, privacy, and security requirements. The process owner reviews this SOP at least annually and after any material incident, system change, regulatory change, service change, or recurring failure.

Prepared by	Reviewed by	Approved by
Renewed Operations demonstration	Client process owner	Authorized leader
Date: _____	Date: _____	Date: _____