

Induction Policy

Version Number	1
Revision Date	22 September 2023
Department	Business Support and Transformation
Author	Organisational Development Manager
Reason for Policy Creation/Revision	New approach to employee induction process.
Data Protection	This policy complies with our Data Protection Policy and Procedures.
Equalities	This policy ensure that we have equal protection in place for employees.
Sustainability	N/A
Proof Read By	Head of HR and OD
Date Approved	26 October 2023
Approved By	SMT
Next Review Due	26 October 2026
Audience – Training and Awareness Approach	Awareness through bitesize sessions and mailing. Guidance provided to managers and ongoing HR Business Partner support to reaffirm importance of this policy, communicate expectations, and encourage continuous improvement.
Effective Date	2 November 2023
Internal References – Policies & Procedures (Located on The Hub)	Induction Procedure Probation policy and procedure Employee Performance Review Policy and Procedure
External References	

INDUCTION POLICY

1. Policy Purpose

- 1.1 Hanover is committed to supporting the continuous development and success of its employees. Induction and probationary periods play a crucial role in this commitment by providing a positive employee experience for a consistent approach to the development and retention of employees.
- 1.2 The 'Welcome to Hanover' event is where new employees will be welcomed to the organisation, introduced to other team / directorates, gain understanding of our strategy, familiarise with our valued customers, and Hanover's values.
- 1.3 It is important that new employees become acquainted with the workplace as swiftly as possible and that they have all the information necessary to effectively carry out their new role. It is equally as important to make new employees feel welcome and comfortable in their new workplace and that there is someone to call on when questions arise.
- 1.4 The same principles of induction can apply to internal employees when changing roles after a promotion, transfer, or returning to work, where they can benefit from experiencing a structured induction plan for training and support in their new role.

This policy aims to:

- Create a positive first impression of Hanover and support integration with the team.
- Provide a warm welcome for new team members and help new employees settle in.
- Orientate new employees on Hanover's culture, values, and people and ensure employees they know what the vision and purpose of Hanover is.
- Provide understanding of what is expected of an employee in their role and how they will be managed and supported.
- Ensure access to health, safety, and wellbeing information as required by law.
- Promote structured learning opportunities that are tailored to the role.
- To provide opportunity for new employees to give feedback at the end of the induction process and identify areas for continuous improvement.
- Facilitates the 'Welcome to Hanover' event to foster a strong sense of belonging for a smooth integration into Hanover.

2. Policy Scope, Explanations, or Requirements

- 2.1 Who this policy applies to: This policy applies to new all newly hired employees regardless of their role or grade, both full-time and part-time employees, as well as temporary or contract workers to ensure consistency in induction practices. This policy can also apply to employees who have been internally transferred or promoted to a new role within Hanover to ensure employees receive appropriate training, support, and orientation in their new position.
- 2.2 Induction process: Hanover's systematic and organised approach to introduce newly hired employees to their roles, Hanover's culture, values, policies, procedures,

INDUCTION POLICY

available training, key contacts, and overall work environment to support employees throughout their probationary period and beyond for successful integration into employee performance review policy and procedure.

3. Business Support and Transformation (BST) Responsibilities

- 3.1 Employee induction is primarily a shared responsibility between HR / OD and the hiring manager who collaborate with ICT, Health and Safety and wider teams for the employees smooth onboarding, induction, and probation period.
- 3.2 Oversight and development of the induction policy and process on an ongoing basis and the monitoring and reporting of successful induction is the responsibility of the Organisational Development Manager.
- 3.3 The HR and OD team and wider BST team play a crucial role in coordinating and managing the onboarding process and are responsible for ensuring that all the necessary paperwork, identification badges, contracts, and legal requirements are fulfilled and coordinate with other teams and directors to ensure the employees smooth transition into employment.

4. ICT Responsibilities

- 4.1 ICT play a significant role with technical support and ensuring that new employees have the necessary tools and resources to perform their role effectively. This includes setting up employee equipment and software, user accounts and permissions, offering technical support, and sign posting cyber security and data protection information.

5. Health and Safety Responsibilities

- 5.1 Health and safety play a crucial role in the induction of new employees by ensuring that a new employee is well informed and properly trained in health and safety protocols, fostering a healthy working environment from the beginning of their employment.

6. Manager Responsibilities

- 6.1 Managers have a responsibility to implement the induction policy and procedure and use the induction plan template to prepare a detailed induction plan in collaboration with the HR and OD team prior to a new employee joining Hanover.
- 6.2 Providing employees with pre-arrival information, planned on-the-job activity, meetings and introductions, and the Welcome to Hanover Event for a positive experience of Hanover.
- 6.3 Managers are responsible for referencing the learning and development needs for each role when managing the probationary period and induction process.

INDUCTION POLICY

- 6.4 Notifying the Health, Safety and Wellbeing Manager that the employee will be working from home and ordering any PPE equipment.
- 6.5 Introducing new employees to their team and developing them in their new role. Managers play a key role in communicating expectations, clarifying objectives, scheduling training attendance, and evaluating progress during the probationary period and induction process for a successful probation period which carries through to the 121 meetings and employee performance review process.
- 6.6 The manager is responsible for uploading the latest version of the completed induction plan to the HR Portal at key stages and ensuring the employees development is continuous:
- Week 1
 - Month 1
 - Month 3
 - Month 6
- 6.7 By using the induction policy and procedure and reviewing progress in line with the probation policy, the manager will have provided an employee with a solid foundation during a successful probation period to continue employment and the subsequent employee performance management process.
- 6.8 In line with the probation policy, a manager can support an employee's successful probation period which is confirmed at month six, where the employees pay can be adjusted in line with Hanover's pay framework.

7. Employee Responsibility

- 7.1 Employees have a responsibility to actively engage in the induction process by attending and completing scheduled events and cooperate with training providers.
- 7.2 Employees are expected to raise any issues or problems which may affect completion of planned induction events to their manager at the earliest possible opportunity so that, where possible, events can be rescheduled.

8. Induction Objectives

- 8.1 Pre-Arrival
- 8.2 Some of the induction can be provided in advance of the new employees start date after accepting the offer of employment.
- 8.3 The provision of information about Hanover and making contact before the new employees first day helps build familiarisation with Hanover and the job.
- 8.4 Welcome to Hanover Event

INDUCTION POLICY

- 8.5 The 'Welcome to Hanover' event is a full day event that occurs multiple times throughout the year. The aim of this event is to help employees meet other employees, understand more about Hanover, our strategy, values, and our customers.
- 8.6 Job Induction
- 8.7 Induction into the job is an essential part of the induction process and compliments the probation policy and procedure.
- 8.8 Use of the induction plan template guides manager activity to compliment the probation policy and procedure. The manager's activity helps to ensure the employee is appropriately welcomed, receives the appropriate level of development and monitoring of performance.
- 8.9 The job induction should help the new employee:
- understand the role and responsibilities,
 - the expectations of the role,
 - understand how they will be managed,
 - access to key information,
 - highlight any training and development required.
- 8.10 The specific activities depend on the role demands and the discretion of the manager. Job inductions take place within the team with support available from Health & Safety, HR, ICT and Finance where appropriate.
- 8.11 New employees are to be made aware of the probation policy and procedure during the induction process.

9. Challenges and non-participation

- 9.1 At Hanover, we understand there may be instances where employees face challenges or express reluctance to participate in the probationary period and induction process. In such cases, our approach is to foster a supportive and constructive environment where we aim to address these challenges collaboratively. We believe in open communication and offer resources and assistance to help employees overcome any barriers to engagement. This includes a commitment to making any reasonable adjustments to accommodate employees with disabilities to ensure everyone can fully participate.

10. Data Protection

- 10.1 Hanover is committed to safeguarding personal data during the employee probationary review and induction process and adhere to all applicable data protection laws and regulations.
- 10.2 Hanover recognises the confidentiality of employee probationary period and induction process documents and discussions. Access to this information is limited to

INDUCTION POLICY

their manager, their senior manager, and the HR & OD team and will be stored securely on a secure HR System.

11. Monitoring & Evaluation

- 11.1 The effectiveness of this policy will be reported to Senior Management Team reporting of Key Performance Indicators that measures retention of new employees at six months, and the number of induction template forms returned.
- 11.2 'Experience surveys' are issued via the HR system for new employees to return feedback on their experience of the induction process at month one, month three, and month six.
- 11.3 The 12-month employee performance review will report on whether a new employee is performing to an expected standard.
- 11.4 Exit interviews are also an additional source of monitoring and evaluation that provides opportunity for continuous improvement.

12. Review

- 12.1 Hanover undertakes to review this policy regularly, at least every three years, with regard to:
 - Applicable legislation, rules, regulations, and guidance
 - Changes in Hanover
 - Continued best practice