

How to Guide for Onboarding a Colleague

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The purpose of this how to guide

The purpose of this guide is to provide you with the tools and guidance to successfully onboard a new colleague into your team and plan each stage of their onboarding and induction journey, ensuring the best experience for the colleague.

Why it is important

We want every colleague to have a smooth experience when joining the Society, ensuring they feel welcome and valued. Colleagues who are onboarded and inducted well are more likely to remain with The Midcounties Co-operative and speak positively about the Society.

Consider including and involving the team in the new colleague's induction plan; they can support you with inducting the new colleague, as well as being a buddy to them to help them navigate their first few weeks at The Midcounties Co-operative.

A new colleague should:

- Feel welcome.
- Be clear about what's expected of them.
- Learn how things are done at The Midcounties Co-operative, including key terms and language used.

We know every colleague is different and their requirements will vary, so it's always a good idea to take the time to get to know your new colleague, find out what they want from their induction and adapt the process to suit their needs.

Inspiring your Colleagues

Great planning creates a great welcome for colleagues. Some of our colleagues have shared their thoughts below:

My manager spent time finding out how I was doing, which made me feel welcomed and gave me the opportunity to ask any questions.

My manager called me before my first day to discuss my induction plan so I knew what to expect on my first day.

I arrived in the office on my first day and my equipment was all ready for me.

My line manager scheduled in some of my meet and greets, which really helped me to get to know people in my first couple of weeks.

I went into my workplace to collect my uniform before my first day, so I had the opportunity to meet some of my colleagues which really put me at ease.

I had a check-in with my manager on my first day, and they shared the ambitions for the team and me. I really knew what was expected and that felt great and exciting.

Tasks to complete before the Colleague's first day

When your new colleague has accepted their position and you've agreed their start date, it's good practice to be fully prepared for their first day, and arrange for them to have access to all the relevant systems, equipment and training for them to have a high-quality induction.

This may include:

- Ordering their uniform and name badge (if applicable).
- Ordering their equipment e.g. laptop, mobile phone (if applicable).
- Contacting the colleague to make them aware of what to expect on their first day e.g. what time to arrive, what time they'll finish, what to wear, arrangements for lunch and whether they'll need to bring their own refreshments, parking or travel arrangements, what to expect on their first day, etc.
- Booking them onto the local induction (Trading Group specific).
- Assigning a Buddy for the new colleague and brief the Buddy on how to support the colleague during their first few weeks e.g. having the same lunch break as the new colleague, showing the colleague how to complete key tasks, checking in with the colleague regularly to see whether they have any questions or concerns, etc.
- Creating the new colleague's induction plan for their first few weeks to include: training on the key tasks they'll be completing as part of their role, meet and greets with key stakeholders and colleagues, when you'll share the team's priorities and plans, when they'll have their check-ins, etc. Ideally, the colleague's induction plan should be shared with the colleague prior to their start date. It may also be appropriate to ask the colleague if there's anything in particular they would like to have covered during their induction to ensure the plan is tailored to their individual needs.
- Planning when they'll complete the Society Onboarding Journey and any other e-learning modules relevant to their role, ensuring these are spread out over the course of their probation period.

The Colleague's first day

On the colleague's first day, they will need an introduction to their new workplace and some key policies and procedures. Please see below examples of what you may cover with the colleague during Day One.

Supporting Notes for Deliverer of Day 1 Induction	Tick when completed:	Any further action/ support
Tour of the workplace including: <ul style="list-style-type: none"> • Introduction to colleagues and their Buddy • Signing in requirements • Parking information • Colleague room and facilities • Store and cleaning cupboards (if applicable) • First Aid box location • Any other relevant information 		
Breaks, including: <ul style="list-style-type: none"> • How and when breaks are taken • Break allowance (making reference to their contract) • The Smoking policy and where colleagues can go to smoke/ vape 		
Fire Safety and Fire Evacuation, including: <ul style="list-style-type: none"> • The evacuation procedure • The alarm point locations • How to sound the alarm 		
Payroll, including: <ul style="list-style-type: none"> • How and when the colleague is paid • What they can expect to be paid in their first pay • How to access their payslip 		
Colleague Engagement, including: <ul style="list-style-type: none"> • The importance of attending colleague meetings • Date of the next colleague meeting • Any workplace/ Society events booked • When the Pulse Survey is sent out, how to access and the importance of completing this 		
Dress Code, including: <ul style="list-style-type: none"> • The Dress Code/ Uniform Policy (where appropriate) • Expectations including, suitable footwear, nail varnish, piercings, etc 		
Annual Leave Entitlement, including: <ul style="list-style-type: none"> • Confirmation of their annual leave entitlement • How to request annual leave through the Workforce Management System 		
Absence Management, including: <ul style="list-style-type: none"> • The importance of attending work • The procedure for reporting absence and the Absence Management Policy 		
Health and Safety, including: <ul style="list-style-type: none"> • Where to access the Health and Safety policies and the Health and Safety Policy Statement • The completion of the Health and Safety One Stop modules on i.Learn • Any PPE needed to do their role 		

Society Onboarding Journey

Top tip

It is a good idea to spread out the completion of this over the colleague's induction plan so they're not too overwhelmed in their first few weeks and are more likely to retain the beneficial information shared about the Society.

The Society Onboarding Journey has been created to introduce new colleagues to The Midcounties Co-operative. Each section gives an insight into a different part of the Society, what makes us different and the benefits available for colleagues. The below infographic outlines the content in each section and the recommended timeframes for completion. Each section takes on average 10-15 minutes to complete.

Week 1: Your Journey Starts Here

- A welcome from Phil Ponsonby
- The history of The Midcounties Co-operative
- What a Co-op is
- Our purpose, values and TRUST pillars
- WorkJam, Colleagues Connect and the Colleague Handbook
- Colleague Benefits, Annual Leave and Pay
- Tips for New Starters

Week 2: Your Co-op

- Recap on Section 1
- The Board, AGM and Member TRUST Measures
- USDAW
- Membership
- Our Trading Groups

Weeks 3-4: Your Wellbeing Comes First

- Five ways to Wellbeing
- Mental Health Champions
- GroceryAid
- Colleague Council and Pulse Surveys
- Check-ins

Weeks 5-6: Your Chance to Make a Difference

- Diversity and Inclusion and the Inclusion Allies Network
- DOES Values
- Our Community Work
- Fairtrade

Weeks 7-8: Your Development

- Approaches to learning
- i.Learn
- Leadership Development and Talent Conversations
- LEAP Apprenticeship Programmes

Weeks 9-10: You've Arrived

- Reflection on the colleague's journey so far
- Preparation for Probationary Check-in
- A look back over the previous modules

Check-Ins

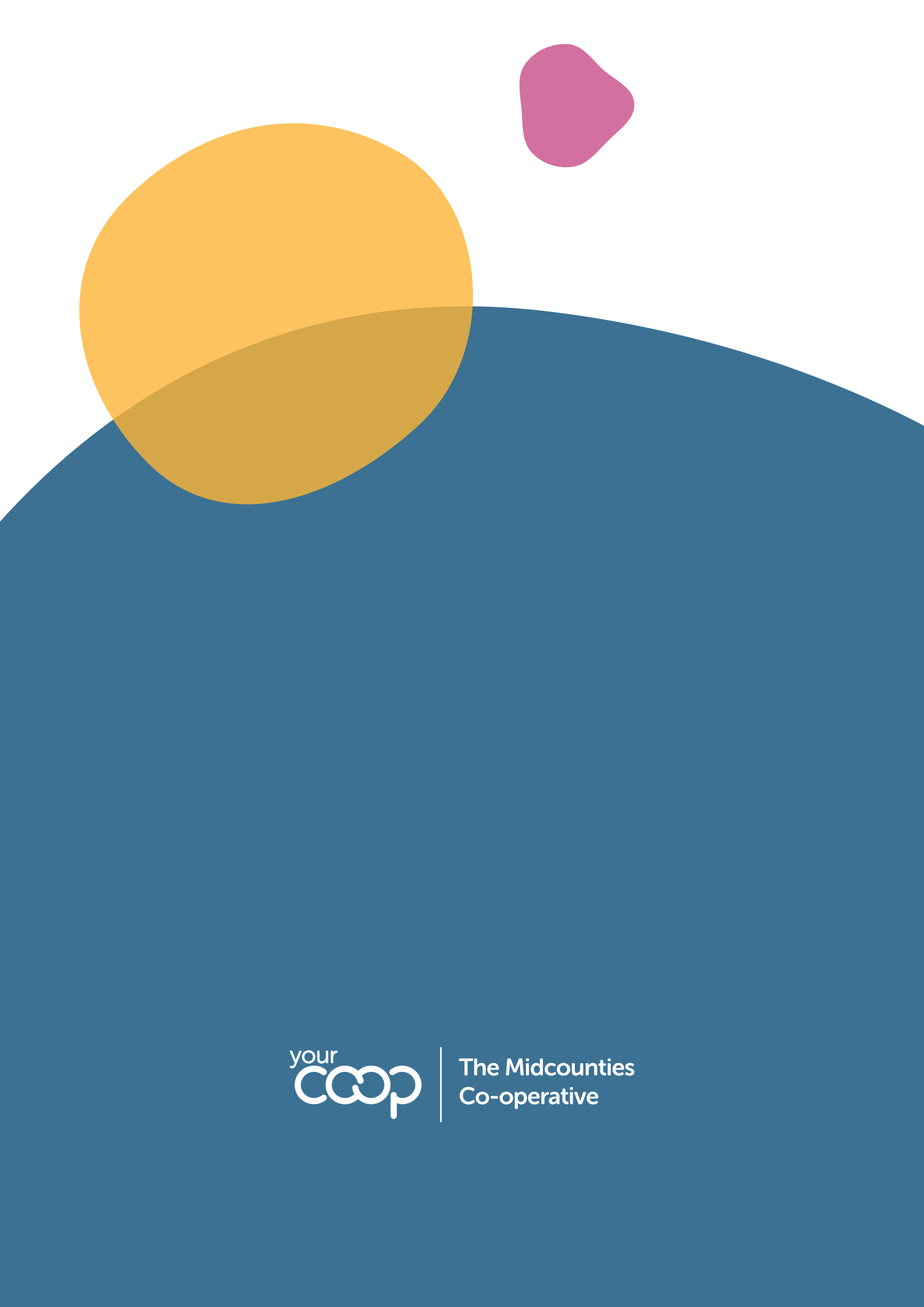
Checking in with your new colleague is an important part of their induction journey. It's a great way to gauge how well a new colleague is settling in and is an opportunity to address any questions or concerns they may have. It is also a chance to review their induction plan, including how they're getting on with it, how they're progressing with their induction and compliance modules, and if any changes or amendments need to be made to their plan.

Check-ins are generally colleague-led, and the colleague can request a check-in whenever they feel they need one. You can also book in a check-in with a colleague when necessary, however, as a minimum during the colleague's probation period you should have a check-in:

- At the end of their first day
- At the end of their first week
- At the end of their first 4 weeks
- At the end of their first 8 weeks
- At the end of their probationary period (13 weeks)

Remember, there is a [Manager's Toolkit](#) on Colleagues Connect to help you prepare for the check-ins and have great conversations with your colleagues.

For more information around onboarding a colleague and how to manage the probationary period, please visit the [Probation Period policy](#) on Colleagues Connect.



The Midcounties
Co-operative