



Policy on Onboarding

Overview

This policy provides guidance and direction on the onboarding of new employees at Learning Impact to support them to hit the ground running and become better aligned to the organization's culture, norms and expectations.

Preamble

All new employees would have executed a job offer and acceptance and received a copy of the company's behavioural code and accepted adherence to that code before resumption.

Types of Onboarding

The company has four levels of onboarding as follows:

1. **Organizational Onboarding:** At this level, new employees learn about different aspects of the organization. This onboarding is coordinated by the Office Manager, with support from other employees as provided in this policy.
2. **Departmental Onboarding:** This involves the new employee learning about the activities of their department and unit including products, services, clients and key processes within the department. This is coordinated by the Line Manager supported by other members of the department/unit.
3. **Technical Onboarding:** This involves the employee learning about the technical aspects of their work particularly exposure to intellectual material and resources that are required to ensure that they succeed in their role in their specific department. This is also coordinated by the Line Manager supported by other members of the department/unit.
4. **Digital Onboarding:** Due to the high level of IT driven products and processes, new employees are also required to go through a digital onboarding where they are exposed to the various digital platforms and tools of the Company that are required for their work. This should be completed within two weeks.

Organizational Onboarding

The organizational onboarding will be facilitated by the Office Manager, with support from other employees. New employees will be assigned to a MANCO Mentor – a member of the company's management team that will act as a mentor. In addition, different departments/units will nominate a representative that will be responsible for fulfilling the specific expectations of the onboarding towards the new employee

Specific tasks for the onboarding will be provided by the Office Manager (see appendix). This checklist will be reviewed from time to time and approved by the Company's CEO. The approved general checklist should be placed on the staff KMC



and accessible to all staff. The Office manager will get the names of the specific department/unit representatives and the MANCO mentor from the HODs/HOU's and the CEO as appropriate.

The organizational onboarding is a “pull process”, where the new employee is expected in the spirit of being HUNGRY to reach out to the persons designated to get the information, knowledge and resources captured on the checklist.

The organizational onboarding will take three weeks, and an assessment interview will take place at the end of this period with a panel consisting of the Office manager, the Line Manager, the designated MANCO mentor and the CEO. The new employee will be scored and given feedback that will be incorporated into their confirmation assessment (as applicable).

Departmental Onboarding

This will be organized and implemented by the head of the Department/Unit using a checklist developed within the department/unit and duly approved by the Executive Director overseeing that Department. It would run concurrently with the Organizational onboarding and will be a “pull process” as usual with the new employee driving the learning. The departmental onboarding will take one month.

The line manager and the Office Manager will be responsible for assessing new employees and their assessment and feedback will be incorporated into the assessment of the employee's probation and confirmation decision.

Technical Onboarding

This will also be organized and implemented by the head of the Department/Unit using a checklist developed within the department/unit and duly approved by the Executive Director overseeing that Department. It would run concurrently with the Organizational onboarding and will be a “pull process” as usual with the new employee driving the learning. The content for this should align with the competencies required for the job and should take full advantage of the learning resources available in our physical and digital resources library, Online Efiko and external resources as may be required.

The technical and departmental onboarding will take two months.

The line manager and the Office Manager will be responsible for assessing new employees and their assessment and feedback will be incorporated into the assessment of the employee's probation and confirmation decision.