



INDUCTION AND ORIENTATION POLICY

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1. INTRODUCTION

We welcome you as a member of our team at Overberg District Municipality (ODM). The purpose of your induction and orientation is to ensure that you understand where you fit in and to help you to feel part of the ODM team. All employees will undergo an induction and departmental specific orientation programme on appointment, promotion or transfer.

We hope that after your induction and orientation, you will fit into your workplace and provide excellent customer service. As an employer we believe in developing a quality workforce by ensuring all staff are trained to maintain the highest standards of performance and deliver excellent customer service. We also wish to offer our employees satisfying and challenging career opportunities.

2. PURPOSE & OBJECTIVE

To ensure that consistent and effective processes are used to induct and orientate new employees or existing employees who have been appointed into new position, and to provide guidelines and a framework to enabling and facilitate the integration of newly appointed employees in the Municipality.

All newly appointed employees must be effectively inducted into the Municipality as induction is regarded as a vital part of employee recruitment and integration into the workplace. This policy defines the Municipality's commitment to ensure that all staff are supported during the period of induction, to the benefit of the employees and the Municipality.

This policy, and guidelines (Annexure A) aim to set out general steps for Managers and newly appointed employees to follow during the induction process. It is expected that all Managers and employees will adhere to this policy.

3. DEFINITIONS

Induction: Familiarising a new employee with the Municipality, his/her conditions of service, policies, procedures and fellow colleagues.

Orientation: The process to familiarize the employee with their own work environment, job requirements and to make him/her familiar with specific organisational circumstances.

4. IMPLEMENTATION OF THE POLICY & PROVISIONS

This policy applies to all employees at the Overberg District Municipality, including existing employees who have been promoted or transferred within the Municipality, and requires any newly appointed employees to undergo an induction programme.

The Manager/Supervisor must ensure that the employee undergoes an Induction and Orientation programme as soon as the employee commences employment with the Municipality.

Active participations during the induction and orientation process for all newly appointed employees are required from all relevant role players, such as,

- Human Resources Officials
- All relevant Manager/Supervisors
- Unions

In order to secure an effective induction process, the Municipality will ensure that:

- The induction process is properly structured and offers thorough familiarisation with working environment, procedures and policies,
- Managers and Supervisors are trained how to induct newly appointed employees and are provided with a checklist or set of guidelines (Annexure A) which they should apply consistently
- A comprehensive set of relevant human resources policies and procedures (training and development, employment equity, performance management, grievance and discipline, leave, terms and conditions of employment, promotion, career development, recruitment and selection) is made available and explained to the newly appointed employees.
- Newly appointed employees sign that they have received and read the Municipality's policies and procedures – a signed copy of which is kept on the employee's file,
- The requirements of the job are explained in a language and manner that the newly appointed employees understand,
- Newly appointed employees are made aware of the importance of treating colleagues fairly and challenging any unlawfully discrimination behaviour, and
- Newly appointed employees are assigned "buddies" for their first month of employment – these are work colleagues from the same department who play an informal role in assisting the new employee to become more familiar with and integrated into the working environment.

Officials, implementing this policy, are required to make reference to the latest delegation framework and identify the appropriate delegations applicable to this policy, which may be subject to change from time to time.

Attached is a guideline (Annexure A) to both Manager/Supervisor and the new employee as to the roles and expectations of an Induction and Orientation Programme.

5. INDUCTION & ORIENTATION PLAN AND PROCEDURES

To achieve successful induction, a systematic plan will be followed which will enable records to be kept and thus ensuring that information is not disregarded.

Although induction is important to all newly appointed employees, anyone who is promoted or transferred from one position to another should also be inducted. The actions to be taken by the Line Manager to induct and orientate a new employee as described in this policy.

5.1 ROLE OF THE DEPARTMENT: HUMAN RESOURCES

HR will be the first calling place for newly appointed employees. The following areas will be covered within the first week of appointment:

- a) A warm welcome to the Municipality. The Municipality and relevant department will be outlined, and a brief description of the Municipality given.
- b) The need for confidentiality regarding the Municipality will be highlighted
- c) Salary scales and allowances, method of payment, leave entitlements, hours of work, retirement funds and medical aid will be explained in detail.
- d) Information will be given on the Leave directive/absenteeism policy and procedure, including method of reporting absence.
- e) The discipline and grievance procedures will be fully explained and written copies of these supplied.
- f) The Municipality's smoking policy will be explained in detailed.
- g) Brief tour of building, including facilities and introductions where applicable.
- h) Ensure that the newly appointed employees are well informed.
- i) Confirm induction details and complete all relevant induction forms.
- j) Arrange an aide and/or transport to working location.

Follow-up by the Department: Human Resources

- It is important to follow-up on the initial induction within/after the first four (4) weeks.
- Employees should be asked how they are settling in and whether they require any additional information.
- Views on the induction procedure should be welcomed and noted. Any comments should be in writing to the appropriate department, so that changes be made as required.

5.2 ROLE OF THE EMPLOYEE:

Documents required from Employees:

- Certified copy of Identity document,
- If married, certified copy of Wife/Spouse's Identity document and Marriage certificate,
- Beneficiaries'/Nominees' Identity documents and/or Birth certificates,
- Proof of banking/Banking details,
- Tax certificate/information/details,
- Driver's licence (if applicable)
- Proof of Address

To settle down into your new job, you should become familiar with:

- Your team members, Superiors and Managers
- The work surrounding, and
- Your position and functions as prescribed and explained in your Job Description

After your induction presentation, you need to:

- Complete all HR related documentation provided by HR Official.
- Read through the relevant documents provided by the HR Official.

It is the responsibility of the newly appointed employees to ask for information and actively participate during the induction. These employees must ensure that they fully understand their terms and conditions of employment, as well as the standards of performance expected in their positions.

Employees must fully understand and appreciate the size, scope and overview of the Overberg District Municipality (ODM). The employees will learn about the vision and mission of the ODM, the values that we subscribe to, and the services we provide. Employees also need to understand all the benefits that are available as well as the policies and procedures relevant to his/her position.

5.3 ROLE OF THE SUPERVISOR/MANAGER:

Employees will often ask for relevant information, and it is the role of the Supervisor/Manager to assist these employees. Should it not be possible to assist these employees, they need to be referred to the Human Resources Department for assistance.

A representative (Supervisor/Manager) of the employing department must guide (assist) the newly appointed employees during the induction period. The following points should be covered:

- Details on the departmental structure should be provided, supplying names of key personnel.
- Introductions should be made to relevant managers and staff members, especially persons with whom the employee will be working
- A tour of the department/workplace should be given, indicating the location of fire alarms, first aid equipment, toilets and other facilities.
- Issued Job Description (JD) to newly appointed employees and explained all job responsibilities as prescribed in JD
- Safety precautions should be emphasised – the relevant health and safety official may be invited to perform an induction presentation.

- Procedures relating to incidents/accidents and the reporting thereof should be explained.
- Important information must be emphasised but in general, queries should be dealt with as they arise.

1. Before the employee commences employment:

- a) Plan the induction and orientation activities to cater for individual needs and ensure (all stakeholders) relevant participants are available to welcome and induct the new employee.
- b) Compile an Employee Orientation and Induction file with relevant documentation to the specific job to which the employee has been appointed. (Refer Checklist for documents to be included)

2. During the orientation phase:

- a) Monitor progress, using the Induction Checklist for Managers.
- b) Conduct performance reviews and document the outcome of such discussions.
- c) Ensure that the employee understands and is familiar with all aspects of the business and work environment, including:
 - Their terms and conditions of employment,
 - The rules, policies and procedures regulating their employment,
 - The Municipality's organisation structure,
 - The job he/she is expected to do, as per job description, including the Core purpose/function of the job.
 - Monitor the Performance Management System (PMS)
 - Their competency requirements, and
 - All safety and emergency procedures, including the name of the Occupational Health & Safety Representative and First Aider, emergency escape routes and assembly points.

6. ORIENTATION AND INDUCTION CHECKLISTS

The purpose of these checklists is to enable the Supervisor/Manager to orientate each new employee to the immediate work environment and to facilitate and ease the integration of the employee into the work environment. It is a guide and may be expanded to include matters specific to a department/division.

Guidelines are provided to conduct an employee induction, ensuring that all important employment practices are communicated. It is good workplace practice to orientate employees regularly or when changing employment practices.

Annexure A: Supervisor/Manager's Orientation checklist

Annexure B: Department: Human Resources & Employee's Induction checklist

ANNEXURE A

SUPERVISOR/ MANAGER'S ORIENTATION CHECKLIST

Subject	Date completed	Signature
Arrange/Prepare office (accommodation), point out office, seating, workstation, furniture/equipment, stationary, etc.		
Department: Human Resources to arrange for supervisor/ manager to obtain a briefing and additional information needed on new employees		
Introduce the employee to his/her supervisor/manager		
Introduce the employee to co-workers/team members and show them their place of work		
Hand the new employee all relevant job specific documentation, eg. job description		
Explain job duties: highlight responsibilities, standards of performance and determine criteria for deadlines		
Give a brief overview of the performance management system and ensure that new employee receives formal performance management training		
Explain departmental/divisional organogram, purpose and function		
Explain working intervals (hours of work, lunch times, tea breaks, etc)		
Complete User Account Application form Request PC/Laptop/Internet/Wi-Fi & User ID (if applicable)		
Discuss all relevant emergency and safety procedures, familiarise new employee with all health & safety officials and what to do in the case of an emergency, and indicate escape routes and assembly points		

NAME:	ID No:
EMPLOYEE No:	DEPARTMENT:
JOB TITLE:	START DATE:
CELL PHONE No:	TELEPHONE No (h):
ORIENTATION DATE:	ALTERNATIVE No:
MANAGER'S/SUPERVISOR'S NAME & SIGNATURE:	

Original document to be retained by the Department: Human Resources on Employee's personnel folder.

I, the undersigned, hereby confirm that the above-mentioned information and procedures have been communicated to me.

EMPLOYEE SIGNATURE

DATE

I, the undersigned, hereby confirm that the above-mentioned information and procedures have been communicated to the above-mentioned employee.

SUPERVISOR/MANAGER SIGNATURE

DATE

ANNEXURE B

DEPARTMENT: HUMAN RESOURCES & EMPLOYEE'S INDUCTION CHECKLIST

Subject	Date completed	Signature
Conduct an Induction presentation		
Familiarise the new employee with the following: <ul style="list-style-type: none"> • Municipality's organisation structure & functions • Brief tour of office environment 		
Discuss the following: <ul style="list-style-type: none"> • Official working hours, lunchtimes, breaks, etc. • Policies and procedures eg. Leave, Smoking policy, Dress code • Use of phones, parking arrangements • Medical aid schemes • Homeowner allowance scheme • Retirement funds • Batho Pele • Code of Conduct – Municipal Systems Act • ODM Code of Ethics • Communication structures • Disciplinary & Grievance procedures 		
Prepare an Employee Folder <u>Documents to be in folder:</u> <ul style="list-style-type: none"> • Advertisement • Application form and/or CV with supporting documents • Letter of Appointment including terms and conditions of Employment • Acceptance letter from appointed employee • <u>"Sign On & Complete" documentation:</u> <ul style="list-style-type: none"> ➤ Private & Confidentiality form ➤ Personal Information form ➤ Salary/Payroll documentation ➤ Relevant Retirement & Beneficiary forms ➤ Group Life insurance and Beneficiary form ➤ Relevant Medical Aid forms ➤ Relevant Trade Unions forms 		
Ensure all sign-on documents are completed and submitted to the Salary Office (Payroll)		
<ul style="list-style-type: none"> • Complete User Account Application form • Request PC/Laptop/Internet/Wi-Fi & User ID (if applicable) 		

Keep this Induction checklist on the employee's folder for later use and/or Labour Relations purposes, for example, to demonstrate to the CCMA or Labour Court that employment practices have been communicated to the employee. **Original document to be retained by Department: Human Resources on Employee's personnel folder.**

I, the undersigned, hereby confirm that the above-mentioned information, policies, and procedures have been communicated to me.

EMPLOYEE SIGNATURE

DATE

I, the undersigned, hereby confirm that the above-mentioned information, policies, and procedures have been communicated to the above-mentioned employee.

HUMAN RESOURCES OFFICIAL

DATE



EXTRACT FROM THE COUNCIL MINUTES HELD ON 22 AUGUST 2022

Item A8. 22.08.2022

COUNCIL POLICIES

S Mdewu: Manager Human Resources

(Ref.: 9/1/B & 6/39/2)

PURPOSE

To present the new and/or revised policies to Council, for adoption.

BACKGROUND

The Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) prescribes the executive and legislative authority of a municipality.

Section 11(3) states that a municipality exercises its legislative or executive authority by-

- (a) developing and adopting policies, plans, strategies and programmes.
- (d) administering and regulating its internal affairs.

Section 86(1) states that a municipality must develop and adopt a policy framework for the establishment, regulation and management of an internal municipal service district.

PROGRESS

In conforming to the above executive and legislative authority of the Municipality, policy workshops were conducted on 14, 15 and 25 July 2022, respectively, with Management and the Unions, and Councillors.

POLICIES PRESENTED DURING WORKSHOPS

Policies workshopped with Management and the Unions on 14 and 15 July 2022:

Performance- and Risk Management

- 1) Performance Management and Development Policy Framework (amended)
- 2) Code of Ethics (amended)
- 3) Anti-Corruption and Fraud Prevention Plan (amended)
- 4) Anti-Corruption, Fraud and Financial Misconduct Policy (amended)
- 5) Combined Assurance Policy Framework (amended)

Human Resources

- 6) Recruitment and Selection Policy (amended)
- 7) Induction Policy (new)
- 8) Exit Interview Policy (new)
- 9) External and Internal Bursaries Policy (amended)
- 10) Grievance Policy (new)
- 11) Education, Training and Development Policy (new)
- 12) Integrated Human Resources Framework Policy (new)
- 13) Employment Equity (new)

Emergency Services

- 14) Shift Leader Policy (Fire Department - new)
- 15) Promotion Policy (Fire Department – new)

It is noted that the above policies were workshopped with Councillors on 25 July 2022, except for the Employment Equity Policy.

OUTSTANDING POLICY TO BE WORKSHOPPED WITH COUNCILLORS

The Employment Equity Policy will be workshopped with Councillors on 22 August 2022, prior tabling of all applicable policies (as previously workshopped), for consideration and approval by Council on the same day.

ICT POLICIES

The following ICT policies were tabled to the ICT Steering Committee during November 2021, and the Corporate Services Portfolio Committee on 7 March 2022. Following the in principle approval of ICT policies on 22 August 2022, all ICT policies will be further workshopped with Councillors for re-adoption in December 2022.

- 1) ICT Change Management Policy
- 2) ICT Access Management Policy
- 3) ICT Migration and Disaster Recovery Plan
- 4) ICT Performance Plan
- 5) ICT Operating System Security Controls Policy
- 6) ICT Security Controls Policy
- 7) ICT Strategic Plan
- 8) Municipal Corporate Governance of Information and Communication Technology

FINANCIAL IMPLICATIONS

Provision will be budgeted for regarding any financial implications in terms of the policies.

STAFF IMPLICATIONS

None

LEGISLATIVE FRAMEWORK

Local Government: Municipal Systems Act, 2000 (Act 32 of 2000)

ATTACHMENT

List of revised and/or new policies

RESOLVED : (Proposed by Cllr. R Mokotwana and seconded by Cllr. B Mkhwibiso)

- 1) Cognisance was taken of the policies.
- 2) Council approves the policies.

CERTIFIED A TRUE EXTRACT FROM THE MINUTES OF THE COUNCIL MEETING HELD
ON 22 AUGUST 2022.



R BOSMAN
MUNICIPAL MANAGER