



Essential™

Providing natural resources for life.

**The Leader's Guide to Onboarding
New Hires**



Introduction

Welcome to the Leader's Guide to Onboarding New Hires. Onboarding is the process immediately after a candidate is hired and becomes an employee. During onboarding, new employees are oriented to the organization and their role, provided with the learning opportunities and training required for their role, and supported by their leader and team to ensure their success as an employee. An effective onboarding program can influence the confidence of an employee, as well as their commitment and likelihood to remain with the organization. At Essential, we want to ensure we are providing the support we can for our leaders, so you are, in turn, able to provide an effective onboarding experience for your new hire.

The onboarding experience is more than just the policies, paperwork, and IT setup. An effective onboarding also helps employees **form strong relationships with you and your teams**. As a leader, you are the face of the company to your new hire. The onboarding experience is critical to solidifying a positive working relationship between you and your new employee and ensuring they are set up for success.

That is where this guide comes in. This guide has been put together to combine the resources and steps required to onboard a new employee in one, easy to find location.

This guide contains checklists, helpful links, and other tools that will result in saved time and effort when leaders welcome a new employee. Please review this guide in detail.

If you have any questions, please reach out to our HR Service Desk HRServiceDesk@Essential.co or to your HR Business Partner.



Leader's Onboarding Guide

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Onboarding Checklist for New Hire

Provide a copy of this checklist to your new hire to reference during their onboarding period.

Pre-hire:
<input type="checkbox"/> Receive Welcome email from Recruiter <ul style="list-style-type: none"> ○ This includes location, time, and other details for day 1, and onboarding quick reference guide (QRG)
<input type="checkbox"/> Complete <i>I-9 form Section 1</i> by clicking on link in email received from Sterling/TalentWise

Day 1:
<input type="checkbox"/> Welcome meet and greet with your leader. Introductions to the team, learn about role, etc.
<input type="checkbox"/> Set up items/software applicable to position (e.g. vehicle, parking pass, etc.) with support of your leader.
<input type="checkbox"/> Take time to settle into new space and tour your work location(s)
<input type="checkbox"/> Receive all personal hardware from IT
<input type="checkbox"/> Access computer/workstation to sign in
<input type="checkbox"/> Review HR Service Center page on the intranet (InfoStream or Peoples Place)
<input type="checkbox"/> Review Quick Reference Guides for Workday actions, located within the HR Service Center
<input type="checkbox"/> Review job-specific training and information, as shared by your leader
<input type="checkbox"/> Upload your picture (a headshot) to Workday and send a copy to your leader so your badge can be created

Week 1:
<input type="checkbox"/> Begin Workday onboarding tasks.
<input type="checkbox"/> Begin training courses in Essential Learning Place Home (skillport.com) ; complete within first 30 days.
<input type="checkbox"/> Ask your leader about the timesheet process: see Appendix for more details.
<input type="checkbox"/> Ask your leader or peers how to order uniforms, if applicable.
<input type="checkbox"/> Reach out to IT for any support or assistance by submitting a ticket thru IVANTI, which can be accessed thru the intranet or by emailing the HelpDesk directly (for the water side of the business, email: HelpDesk@AquaAmerica.com ; for the gas side of the business, email: peopleshelpline@peoples-gas.com)
<input type="checkbox"/> Discuss individual goals and deliverables with your leader

<input type="checkbox"/> Receive a welcome and introduction call or email from your HR Business Partner. <i>Do you have any questions on policies and/or procedures? Would you like help with completing your benefits?</i>
<input type="checkbox"/> Meet with your leader to review your first week.
<input type="checkbox"/> Register for iPay on ADP after your first pay – you will receive an onboarding task in Workday explaining this in detail.
<input type="checkbox"/> Attend New Hire Orientation (first or second week of employment)

30 Days:
<input type="checkbox"/> Complete ongoing training and courses as required in specific department/location/role
<input type="checkbox"/> Along with your leader, set informal goals for your first 6 months
<input type="checkbox"/> Complete Benefits elections; review the HR Service Center site for guidance or contact the HR Service Desk for assistance by calling 1-888-366-3300 or emailing HRServiceDesk@Essential.co
<input type="checkbox"/> Complete new hire training & education in The Learning Place

60 Days/2-months:
<input type="checkbox"/> 2-month touchpoint with your leader – <i>What is working well? Is there additional support or training you need?</i>
<input type="checkbox"/> Complete Workday talent profile.

90 Days/3-months:
<input type="checkbox"/> Complete 90-day new employee survey, sent to you in Workday
<p><i>You're half-way through your probationary period!</i></p>

120 Days/4 months:
<input type="checkbox"/> 4-month touchpoint with your leader – <i>Do you feel supported by your team? What's the biggest obstacle you've encountered so far?</i>

6 Months:
<input type="checkbox"/> Review introductory period evaluation from your leader.
<input type="checkbox"/> 6-month touchpoint with your leader – <i>How confident has your onboarding made you feel? Is there anything you feel you need more training on?</i>
<input type="checkbox"/> Continue to look to your leader to provide feedback and provide them with honest feedback as well.

Leader Onboarding Checklist (For Onboarding New Hires)

*Leader refers to the new hire’s direct supervisor, who would be conducting most of the onboarding activities. This is usually the individual in the Workday Manager role.

New Hire Name:
Start Date:
Job Title:

Pre-hire:
<input type="checkbox"/> Receive congratulations email from recruiter, confirming details such as start date, and including the Manager Onboarding QRG for Workday. Please confirm details to recruiter within 24 hours.
<input type="checkbox"/> Complete task in Workday inbox: Setup Onboarding for New Hire: This involves identifying key team members for your new hire to meet, writing a welcome message, and clicking submit.
<input type="checkbox"/> Complete second and final pre-hire task in Workday inbox: Launch Onboarding for New Hire – Review Documents.* This requires you to review documents, including this Manager Onboarding Guide, IVANTI training guide, and Space Planning Request Form.
<i>*Your new hire cannot access their onboarding tasks until you complete this final step.</i>
<input type="checkbox"/> Submit ticket in IVANTI to request IT equipment and access for new hire no less than 5 business days prior to start date.
<input type="checkbox"/> Ensure workspace is clean and set up for New Hire. Complete space planning form and submit to Facilities at facilities@aquaamerica.com or facilities@peoples-gas.com (where appropriate) no less than 2 weeks prior to start date.
<input type="checkbox"/> Inform your department/team about new hire (start date, title, role).
<input type="checkbox"/> Add new hire to any department specific calendars, email groups etc.
<input type="checkbox"/> Prepare any job specific trainings, information, create a ‘packet’ to provide to new hire and include a first day agenda.
<input type="checkbox"/> Schedule meetings for new hire with key team members in first two weeks.
<input type="checkbox"/> Select an individual to act as a peer resource for the new hire.
<input type="checkbox"/> Check in with your HR Business Partner to confirm other items needed.
<input type="checkbox"/> If your new hire will need any of the following items, please refer to the Appendix for forms and more information: Vehicle, uniform, P-card, BYOD, parking passes.

Day 1:
<input type="checkbox"/> Welcome sit-down with new hire: Introduce them to the team, talk about their role, the

team and department, and schedule weekly check-ins.
<input type="checkbox"/> Have new hire complete requests for items such as P-card, BYOD, uniform if applicable.
<input type="checkbox"/> Provide vehicle (gas card included) as assigned by Fleet, if applicable.
<input type="checkbox"/> Provide parking pass if applicable.
<input type="checkbox"/> After employee completes <i>I-9 form Section 1</i> , click the link received from Sterling/Talent Wise in your email and complete <i>I-9 form Section 2</i> . Copy identification provided and upload in system as prompted. A quick reference guide for how to complete this section is located on the HR Service Center under the 'Careers' page.
<input type="checkbox"/> Provide access to a computer or workstation; you will receive information from IT regarding your new hire's log-in information so you can provide assistance.
<input type="checkbox"/> Assist new hire in enrolling in Duo two-factor authentication. Steps on how to enroll are located on the intranet, under the IT Service Desk portal.
<input type="checkbox"/> Allow new hire time to settle into new space and provide a tour of work location(s).
<input type="checkbox"/> Review the job description and outline priorities, expectations, and onboarding plan for the next 30 days.
<input type="checkbox"/> Review job-specific training, information, and PPE required for the position.
<input type="checkbox"/> Request from Administration to order business cards, if applicable.
<input type="checkbox"/> Submit new hire's photo (headshot only) to Facilities at Facilities@aguaamerica.com (for Essential positions or positions on the water side) or Facilities@peoples-gas.com (for positions on the gas side) for a badge.
<input type="checkbox"/> Exchange contact information with your new hire.
<input type="checkbox"/> Review any pre-planned vacation the new hire has, as discussed and approved during the hiring process, and add it to your calendar. Refer to the new hire's offer letter to determine if the pre-planned and approved vacation time will be paid or unpaid.

Week 1:
<input type="checkbox"/> Show new hire how to complete timesheets; guide the new hire to TimeTrack resources on HR Service Center site.
<input type="checkbox"/> Have new hire start working on all onboarding tasks in Workday and The Learning Place.
<input type="checkbox"/> Ensure new hire understands the day-to-day responsibilities of the role as well as their goals and deliverables.
<input type="checkbox"/> Provide training on various business tools required to do their job (tablet usage, etc.).
<input type="checkbox"/> Introduce new hire to the intranet for company information. Introduce the new hire to the HR Service Center site for easy-to-find employee resources.
<input type="checkbox"/> Meet with new hire at end of first week to review how the week went.
<input type="checkbox"/> Ensure employee is enrolled in an orientation session, in their first or second week of

employment.

Debrief after orientation; answer questions from the employee about the organization; review the organization's values and how they align with the work done in the department and the individual's role.

60 days/2 months:

2-month touchpoint with new hire; discussion points are embedded in the employee's introductory performance evaluation, which is assigned to you in Workday. Document feedback received from new hire in the introductory period evaluation in Workday.

Set informal goals with new hire.

Continue to provide growth opportunities and exposure to your new hire by introducing them to other team members in and out of the department and providing chances to experience other areas. Have new hire visit other departments and locations, if able.

120 days/4 months:

4-month touchpoint around progress to date – What is working well? What support or guidance does your new hire need? Document feedback received from new hire in the section provided in the introductory period evaluation in Workday.

Assign additional training and support as needed.

6 Months:

6-month check-in with new hire; document feedback received from new hire in the section provided in the introductory period evaluation in Workday.

Complete introductory period evaluation in Workday; send for leadership approval, then submit to employee for their review and sign-off.



Appendix

Helpful Links

For Human Resources and employment related questions or guidance, including but not limited to, benefits information, payroll and timekeeping information, policies, the Employee Handbook, Workday user guides, visit the HR Service Center on the intranet via the links below or call the HR Service Desk at 1-888-366-3300.

[HR Service Center - InfoStream](#)

[HR Service center – PeoplesPlace](#)

IT: For IT assistance, including new hire computer access and log-in, email access, Bring Your Own Device (BYOD) program, submitting an IVANTI ticket, etc., visit the IT Help desk pages on the intranet, or contact the help desk directly at the following email and phone numbers:

- **Essential or water side of the business:** email specific questions to HelpDesk@AquaAmerica.com or call 610-645-1051 (or x51051)
- **Gas side of the business:** email specific questions to peopleshelpline@peoples-gas.com or call 412-473-3900 or 1-888-216-0654.

Office/Cube Setup: Email completed space planning form to Facilities@aquaamerica.com for positions within Essential or on the water side or facilities@peoples-gas.com for positions on the gas side, no less than 2 weeks prior to the new hire's start date to request a space be set up or cleaned. Completed forms are required for any workspace set up at the corporate office in Bryn Mawr, PA for Essential and water positions and required for workspace set up at the corporate office in Pittsburgh, PA and all field site locations for the gas side.

Timesheets: Timesheets are completed in TimeTrack. Tutorials for TimeTrack are located on the HR Service Center, as well as pay schedules.

New Hire Training: Assigned automatically in [Essential Learning Place Home \(skillport.com\)](#). Due dates of training courses are assigned in The Learning Place.

Safety Training: Assigned to the new hire by their respective state safety specialist through [Essential Learning Place Home \(skillport.com\)](#) according to monthly schedules as well as specific job requirements. For any questions, please visit the Safety page on the intranet, where you can find the contact information for your state safety specialist.

Employees hired into the role of Gas Fitter will participate in safety training at the McKeesport Training Center.

Parking Passes:

- **Bryn Mawr, PA Corporate Site:** Email Facilities@aquaamerica.com to request a parking



pass if your new hire is working onsite at the Bryn Mawr, PA location only.

- **Pittsburgh/North Shore, PA Corporate Site:** To park in the nearby parking lot, your new hire should complete a parking lease request form to participate in the North Shore Alco Parking Lease Program, and submit it to facilities@peoples-gas.com and Payroll@essential.co. They will then receive a parking pass to park in this lot and will be enrolled in payroll deduction for this program.

Vehicle:

- **Essential or water side of the business:** If your new hire's position was pre-approved to receive a vehicle, please send an email to Fleet@aguaamerica.com 3- 4 days prior to the start date. Provide the name of the new hire, their role, and their employee number.
- **Gas side of the business:** If your new hire's position was pre-approved to receive a vehicle, please send an email to ryan.w.milko@peoples-gas.com as soon as possible. Provide the new hire's name, their role, and their employee number. Vehicles are assigned on a 1:1 basis and may take 4-6 months to be assigned.

P-card:

- **Essential or water side of the business:** If applicable to the role, ask your new hire complete [this P-Card Request Form](#) . The new hire's manager will need to sign, then submit the completed form to podesk@aguaamerica.com. The form will be processed, and the new employee should receive their P-Card in 1-2 weeks.
- **Gas side of the business:** If applicable to the role, ask your new hire to complete the [Credit Card Application form](#) found on the intranet. The new hire's manager will need to sign, then submit the form to PeoplesPayable@Peoples-Gas.com, with "P-Card Application" in the subject line.

Uniform: If your new hire requires a uniform, please order uniforms prior to your new hire's first day if possible or take appropriate steps as outlined below for specific work areas.

- **Water side of the business:** Consult the [Uniforms Page](#) on InfoStream for more information. Please check with your local team for uniform ordering methods, as the process may vary by location.
- **Gas side of the business:** New hires in the Gas Fitter role receive a contract stipend for fire retardant clothing; additional staff may receive credit approval based on the specific position held; this process is managed by the safety department. Hiring managers should provide the new hire's information to the Safety Specialist for the respective shop as soon as possible to start this process.

Mobile Radios for Tablets: If your location utilizes Mobile Radios, please contact FieldServicesIT@aguaamerica.com to link your field employee's tablet.



Congratulations Email to Leader from HR: Candidate in Background Checks

*This is sent by the recruiter when a New Hire signs their offer letter and is ready for next steps. As the leader, please respond to this email within 24 hours!

Hi **NAME**,

Congratulations on your new hire! **NEW HIRE** is in the background and pre-employment process with an anticipated start date of **DATE**. Your new hire will be hired into the system as soon as they are cleared to start, I will let you know when that occurs.

Please complete the New User Request Form through IVANTI, which can be found by visiting the IT Help Desk on the intranets. IT needs at least 5 business days to be able to order all the technology assets and to create an employee profile. Please submit this ticket as soon as possible.

If your new hire's position was pre-approved for a vehicle, please contact Fleet at Fleet@aguaamerica.com (Essential or water side of the business) or ryan.w.milko@peoples-gas.com (gas side of the business), as soon as possible to assign a vehicle. If your new hire will be located at either corporate office or in a gas field office, please complete the space planning request form and submit to Facilities no less than two weeks prior to your new hire starting.

As we get closer to the start date, I will be sending a "WELCOME ABOARD" email. In preparation for that email, **please supply me with the following information:**

First day of work:

Time to Arrive:

Address:

Where to Park:

Contact Person on First Day:

What to Wear:

Manager's Contact Information:

Thank you,

RECRUITER



Congratulations Email to Leader from HR: Candidate is Ready for Hire!

*This is sent by the TA Coordinator once the candidate has cleared all pre-employment requirements and is about to be hired into Workday as an employee. As the leader, you will be responsible to ensure that the New User IT form has been submitted by this point to the IT Helpdesk.

Hello,

Congratulations on your new hire! <Candidate Name> has successfully completed their pre-employment requirements for the <job title> role.

<First name> first day will be <Day, Month xx, 2020>. He/she will receive a “WELCOME ABOARD” email shortly, and he/she will be officially converted to “HIRED” in Workday.

Please note: <First Name>'s onboarding will begin in WorkDay. The I-9 Employment Eligibility Verification will occur in Sterling (the email will come from TalentWise).

As the Hiring Manager, please assist with the following items:

1. **Please complete a New User Request Form in IVANTI**, to request all IT access and equipment, no less than 5 business days prior to your new hire starting if you have not done so already.
2. **Please review the Manager Onboarding Guide and Workday QRGs for Onboarding** (located on the HR Service Center page).
3. **Please provide the following information for your new hire's Welcome Email:**

First Day of Work:

Time to Arrive:

Address:

Where to Park:

Contact Person for First Day:

What to Wear:

What to Bring: I-9 Verification Documents

Please contact me with any questions regarding I-9 Verification, and/or Onboarding processes.

Thank you,

TACCOORDINATOR



Welcome Email to New Hire from HR

*This is sent by the TA Coordinator when the New Hire has cleared background checks, signed all additional documents in Workday and is ready to be hired in the system. Recruiters need leader response to the previous template before they can send out this email.

Hello <First Name>,

Congratulations on your new role as <Job Title> at Essential! We look forward to having you come onboard! Please see below important information to prepare you for your first day:

First Day: Day, January xxth, 2020

Time: x:xxAM

Address: xxxx Street Name, City, State Zip

Where to Park:

Contact Person for First Day:

Manager Contact Information: <Manager Name & Contact>

What to Bring: I-9 Verification Documents

Upon arrival at the address above, please ask for your contact person, <Contact Name>.

Please be prepared to begin your onboarding activities on Day 1, including your **I-9 Employment Verification Form**, and **Workday Onboarding Tasks**:

- **Your I-9 Employment Verification will occur via Sterling** (Attached is a list of acceptable documents; **Access only on 1st Day of Employment**)
 1. Please bring your I-9 verification documents with you on your first day of employment for your manager to review
 2. Please follow the detailed instructions in your email from **Sterling Talent Solutions** (“TalentWise”).

If you have any questions during this onboarding process, please do not hesitate to contact your **Human Resources Business Partner**, <<name, email address>>.

Welcome Aboard!

Regards,

TA COORDINATOR