



## Onboarding Process Guide

The onboarding process ensures a smooth start for new hires and rehires by maintaining clear communication, adhering to company standards, and following market-specific guidelines. Below is a streamlined onboarding process.

**Market-Specific Start Dates:** New hires in the DFW, Austin and Houston markets start only on **Thursdays** and **Fridays** (please align offer letters and onboarding tasks accordingly).

### 1. Offer Letter and Start Date

- After the final in-person interview has been conducted and verbal acceptance has been given by the candidate, the hiring manager sends the offer letter, ensuring the start date is at least 3 business days (Monday through Friday) after the offer date. For example, if an employee receives an offer on a Thursday, the start day would need to be the following Tuesday or later.

Signing and Exporting:

- Ensure the candidate signs the offer letter before updating their status to "Hire" and exporting to ADP. The HR team will not proceed with the next steps without the signed letter. When updating the status, select one of the following options:
  - New Hire ON Sites: For Store Staff Only (WX101, WX201, WX501, etc.)
  - New Hire OFF Sites: For Maintenance, IT, Area Directors, Regional Directors and Corporate Staff

### 2. Background Check and Onboarding Packet

HR initiates the background check request with Checkmate and notifies the new hire to complete the required information. The hiring manager should encourage the candidate to promptly complete this step to avoid delays.

- If the background check takes longer than 5 business days from the date of completion by the candidate, the HR team will issue a **Conditional Offer Letter**, and the candidate will begin work. Please note this is not 5 days from the background check being sent; this is 5 days from the candidate consenting to the background check.
- If the background check results do not clear, HR will notify the candidate and the hiring manager.

Onboarding Packet:

- HR sends the onboarding packet to the candidate via ADP for immediate completion. The hiring manager should encourage the candidate to promptly complete this step to avoid delays.

### 3. HR Task and Timeline Management

- New Hire Tasks: All ADP tasks must be completed by the new hire before HR finalizes onboarding.
- HR Finalization: HR completes final onboarding steps in ADP and sends the welcome email **2 days before the start date** listed on the offer letter.

## Key Guidelines for Hiring Managers

**Maintain Communication:** Ensure candidates complete all onboarding steps in a timely manner to prevent delays. If the start date needs to be changed, a revised offer letter must be sent, and [recruiting@whitewatercw.com](mailto:recruiting@whitewatercw.com) must be notified.

**Track Progress:** Use the [ADP Onboarding Tracker](#) or log in to the [ADP Dashboard](#) to monitor new hire progress. The Onboarding Tracker is updated every morning Monday through Friday by 10 AM. **Please note that if a new hire fails to complete the onboarding packet within 2 weeks, they will be automatically removed from the queue and required to restart the onboarding process. The manager will receive a notification to rescind the offer.**

**Welcome Email Protocol:** The welcome email serves as the final confirmation that the new hire can begin work and must align with the start date listed on the offer letter. **Putting an employee to work prior to the welcome email is against company policy and may result in disciplinary action, up to and including termination.**

**Resources:** Visit the Recruiting page on the company intranet for a step-by-step guide on JazzHR and how to complete each of the onboarding steps.

For additional support, reach out to [Recruiting@whitewatercw.com](mailto:Recruiting@whitewatercw.com) or call 844-715-1250 and select option 2.