# Onboarding Buddy Program Checklist

A buddy is a peer, not the new hire's manager or trainer. Your job is to help [New Hire Name] find their way, meet people and get answers to the questions they would not ask a manager. Expect about 2 to 3 hours in week one and 30 minutes a week after that. Tick each item as you complete it.

## PROGRAM DETAILS

**New hire name**

**Job title and team**

**Start date**

**Buddy name**

**Buddy's job title and shift**

**Manager name**

**Program end date (usually day 90)**

## BUDDY SELECTION (MANAGER OR HR)

- [ ] Has been in the role or a similar role for at least 6 months
- [ ] Meets performance and attendance expectations, with no active written warning
- [ ] Works the same shift, site or schedule as the new hire
- [ ] Is not the new hire's manager, trainer or QA evaluator
- [ ] Agreed to be a buddy and has time freed up in week one
- [ ] Has read this checklist and the buddy briefing

## BEFORE DAY ONE

- [ ] Manager introduces buddy to new hire by email or text
- [ ] Buddy sends a short welcome message: who they are, where to meet on day one
- [ ] Buddy confirms the new hire knows the arrival time, entrance, parking and what to bring
- [ ] Buddy plans lunch or a break together on day one

## DAY ONE

- [ ] Meet the new hire at the entrance or log in to the welcome call
- [ ] Tour: workspace, restrooms, break room, first aid, fire exits, where to get supplies
- [ ] Introduce them to at least five people they will work with

- [ ] Have lunch or a break together
- [ ] Show how to clock in and out, request time off and contact the team if late
- [ ] End-of-day check: "What was confusing today?"

## WEEK ONE

- [ ] Short daily check-in (10 minutes)
- [ ] Explain unwritten norms: how people communicate, when meetings start, what to wear
- [ ] Show where to find policies, the knowledge base and team channels
- [ ] Explain team acronyms and jargon
- [ ] Answer questions about tools and systems, or point to who can
- [ ] Invite them to a team social activity or break group

## WEEKS TWO TO FOUR

- [ ] Check in two or three times a week
- [ ] Let them shadow you on real work for at least one session
- [ ] Ask what they are finding hardest and help them prepare a question for their manager
- [ ] Introduce them to people on other teams they will depend on
- [ ] Share a mistake you made early on and what you learned

## MONTHS TWO AND THREE

- [ ] Weekly 30-minute check-in
- [ ] Ask how their workload, schedule and training are going
- [ ] Encourage them to start helping newer colleagues
- [ ] Ask if they would recommend working here to a friend, and why or why not
- [ ] Day 90 wrap-up conversation: what helped, what was missing

## WHEN TO TELL THE MANAGER OR HR

- [ ] The new hire says they are thinking about quitting
- [ ] Repeated lateness or absences
- [ ] They report harassment, discrimination or a safety concern (report right away)
- [ ] Training gaps that are blocking their work
- [ ] Schedule, pay or transport problems they have not raised

## PROGRAM WRAP-UP (DAY 90)

**New hire: how useful was your buddy? (1 = not at all, 5 = very)**

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

**New hire: what helped most?**

**Buddy: what would make the program better?**

- [ ] Buddy recognized (thank-you note, points, gift card)

Manager signature

Date

**Date**