

SECURITY CONNECTED.

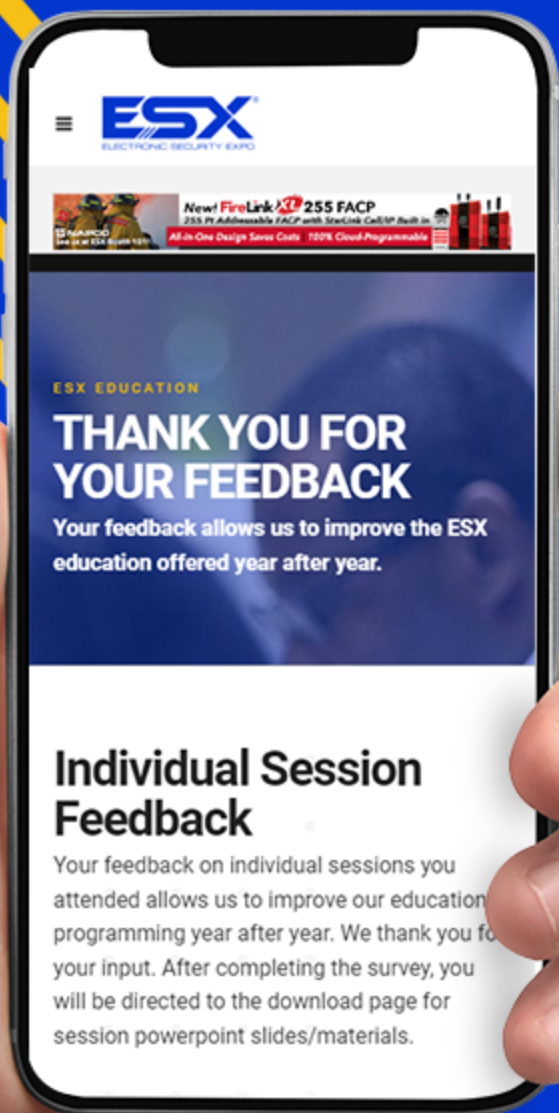


ELECTRONIC SECURITY EXPO

OPERATIONS TRACK

SUCCESSFUL WAYS TO ONBOARD STAFF

ESX FEEDBACK



1

**ANSWER 5
QUESTIONS
ABOUT THIS
SESSION**

2

**GAIN
ACCESS
TO THE PPT
SLIDES**

3

**BE ENTERED
TO WIN A
\$100 GIFT
CARD**

3 GIFT CARDS (\$100 EACH) AVAILABLE FOR SURVEY RESPONDENT RAFFLES

WINNERS WILL BE NOTIFIED THROUGH THE ESX APP



**THE ELECTRONIC
SECURITY EXPO IS
OWNED BY:**

ESA ELECTRONIC
SECURITY
ASSOCIATION®

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TCC

The Connection Xchange

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COURSE OBJECTIVES:

Successful Ways to Onboard Staff

- The main purpose of onboarding
- Why it's better to onboard before they begin interacting with your staff and customers
- The benefits of building connections between new hires, management, and staff
- The key elements to successful onboarding

MEET THE SPEAKERS



**STEVE
FIRESTONE**

**CEO
FIRESTONE
STRATEGIES**



**JEREMY
BATES**

**PRESIDENT
BATES SECURITY**

Bates Security's Onboarding



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Successful On-Boarding – Pre-Hire

- Begins Long Before You Hire
 - Culture
 - Core Values and Core Focus
- Clearly Defined Responsibilities of the Position
- Interviewing Process
 - Personality Assessment Tool
 - Core Values and Core Focus Discussion
- Planning the First Day – Being Prepared for the New Employee



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Before First Day

- All Paperwork Completed
- Welcome Letter
- “Meet the Employee” Profile Email
- Workspace Ready to Go

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MEET THE EMPLOYEE



Jessica

Hello!
My name is Jessica Sutton and I will be joining the team today June 8th as the Communications Manager in the Lexington office.

Also known as Jess or Jess-cuh

My Family

I am getting married this fall to my fiancé, Andrew after a little over 4 years. We have a sweet boy (black Lab), Colonel who just turned 3

Hobbies

- Volleyball- I played in high school and I have a net in our yard to keep me from getting rusty.
- Reading- Thanks to the quarantine. I can't seem to put down a Colleen Hoover book.

Other Super Fantastic Info ...

- I enjoy staying active whether it's a good workout or taking our lab on his "good boy walks".
- I love traveling and planning trips for myself and friends and my favorite destination was the time I went to Ireland and spent St. Patrick's day in Dublin
- Mexican food is #1 in my heart and soul and I will NEVER turn down ice cream!

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The First Day – Our Goals

- Make Them Feel Welcome
- Give Strong Overview of The Company
 - Not just what their position is
 - How we all work together
- Show We Are Organized and Ready for Them
 - They are Important
 - Written Agenda
 - Make a Good Impression



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The First Day's Agenda

Onboarding Schedule

- 8:00am-9:00am – HR (Stacy Vogan)
- 9:00am-9:45am – Safety & Fleet (Regina Welp)
- 9:45am-10am – Break
- 10:00am-11:00am – Operations & Inventory
- 11:00am-12:00pm – Sales & Marketing
- 12:00pm-1:00pm – Lunch with Manager
- 1:00pm – 2:30pm – Meet Senior Leadership
- 2:30pm- 2:45pm Break
- 2:45pm-3:30pm – Support Operations
- 3:30pm-4:15pm – Finance
- 4:15pm-5:00pm – Wrap up with Manager



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The First Day Presentations

- Give Overview of Department Responsibilities
 - What that Department Does for the Customer
- Any Presentations Are Done in PowerPoint
 - Consistency over time
 - Ensure important points always made
- Q&A Time for New Team Member Each Meeting

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Senior Leadership Presentation

- Overview of Company
- Services Review
- Branches Review – Locations, Description, Local Team, Etc.
- Organizational Chart
- Our History & Milestones
- Our Culture
- Company Vision
 - Core Values and Core Focus
 - Plus Other Components Defining Bates Security

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What We Have Learned


- On-boarding doesn't end after day one
 - We have “talked the talk”, now “walk the walk”
 - Continued Intentional Training
- New team members start with same base of knowledge
 - Clearly defines who Bates Security
 - Easier for direct manager to train
- Require Feedback on On-Boarding
 - Very well received – Appreciate Time Investment and Visibility with Company Leadership
 - Information “Overload”
- Big Time Investment



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Finding Candidates

Social Media Branding



WORK SHOP INVEST

Meet Our Leadership Team

-  Patrick Egan, Owner
-  Steve Firestone, President
-  Christian (Kip) Luscia, SPHR, SHRM-SCP, HR Manager
-  Alex Nitterhouse, Director of Sales

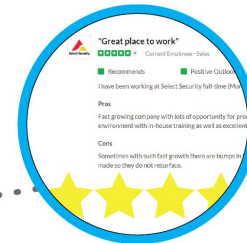
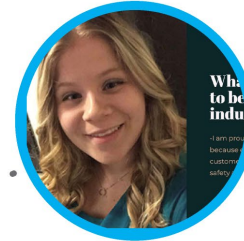
Select Security
Compelling Place To **WORK**

What makes us a compelling place to work?

It's the culture of respect and the value for me as a person at Select Security that makes me feel honored to be part of the team. Because my skills and talents are challenged and appreciated every day, coming to work is something that I look forward to. I'm not just an employee, but a valued member of the team and, in return, I share my positive attitude by showing respect and value to others, transforming a workplace into a team to be proud of.

[Join our Team](#)
[Our Locations](#)

Culture Profiles



Online Reviews



Community Involvement

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During the Interview

Finding the right cultural fit



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You're Hired! (What's next?)

Welcome Video



- What to expect on your first day
- Where to go and what to do
- What you need to bring
- Things you can do to help get settled

HR System Login

A circular inset showing a login form. It has a "Log In" title, a "User Name" input field, a "Password" input field, a "Forgot your password?" link, and a "Log In" button.A circular inset showing a form with three sections: "Title", "Description", and "Category", each with a corresponding input field.

New Hire
Online Forms

A circular inset showing a "Company Update" notification. It includes the Select Security logo, the text "Company Update" and "Week of: 05/21/18", and a table with two columns: "Start Date" and "Position".

Start Date	Position
05/22	Technician

Company
Notification

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First Impressions

- Welcome Box
- Branded Swag
- Photo Badges
- Day One Agendas
- Desk and Technology Setup
- Business Cards & Collateral
- Welcome Card From Team



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The Challenges Faced by New Employees

- Who are these people?
- What do they do in their roles?
- Where does my job fit into the larger picture?
- Why are we here... what is our purpose?
- What are the company's short and long term plans?

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Onboarding isn't...

- Skills based training
- Department / Job specific

Onboarding is about...

- Organizational structure & dynamics
- Culture
- Mission

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What do we talk about?

- Company Culture & Background
- Customer journey from lead to customer... and beyond
- The role each person and department play in the organization
- How process and procedure play a role in our Core Values



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Onboarding Wrap-up

- Heart to Heart conversation with President
- Day full of disclosure and transparency
 - Successes
 - Failures
 - Banking Relations
 - Core Values
 - Growth path
- What has led you to be here today?



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Our Results

- Faster ramp times
- Quicker 'Buy-In'
- Lower Attrition
- Existing Employees Want Included

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Lessons Learned

- Continually evaluate the agenda
- Ensure consistency across sessions
- Attendance is NOT A CHOICE
- It takes time & resources
... but it is worth it.



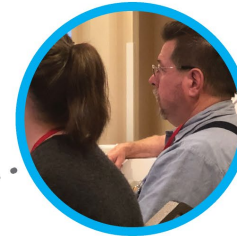
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Onboarding Acquired Team Members

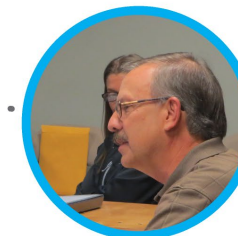
Day One All-Hands Meeting



Go-Team



FAQ Book



New Hire
Onboarding

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Rewards & Recognition



President's Club

- The A-Team Award
- The Clark Kent Award
- The Community Service Award
- Compelling Place to Work Award
- Compelling Place to Shop Award
- Compelling Place to Invest Award
- The Lunar Award
- The Mad Scientist Award
- The Nebula Award
- The All-Star Award
- Employee of the Year

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Core Values Week

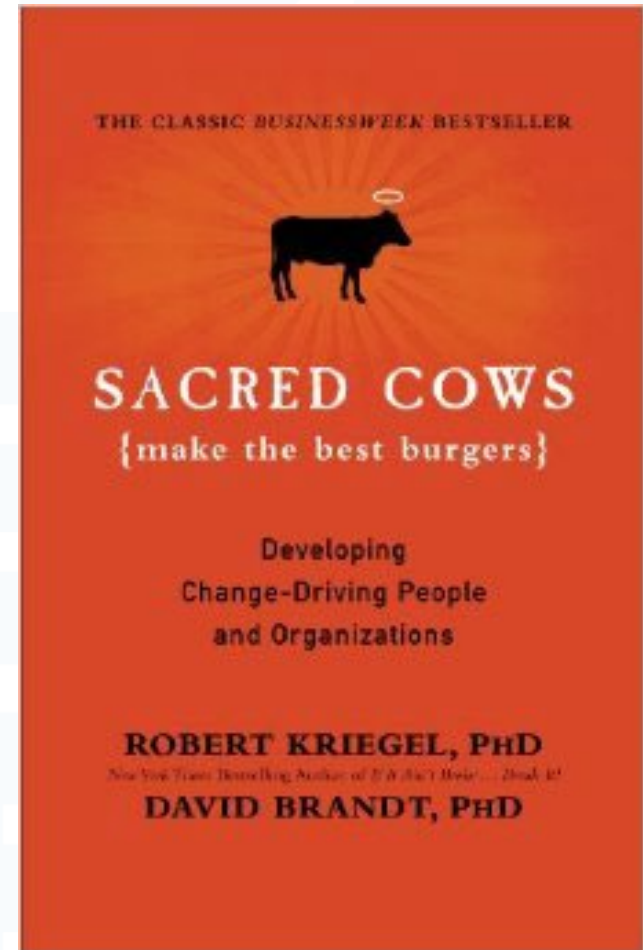


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Sacred Cow Project

- Data Integrity
- Sales Paperwork
- Cancellations
- Moves
- 3rd Party Services / Account Creation
- Financial Reporting
- Department Level Budgeting
- Branch Classification
- Licensing & Permits
- Cost Control
- Remote Programming



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