

Internal Use

Our people experience process.

Overview:

This process is designed to support all Lynch employees to make every Lynch team member journey welcoming, attractive, fulfilling, and full of success and reward.

Our great people are at the heart of all that we do and that we do for our customers. It is our people who enable us to deliver an outstanding service and their “right first time, every time” can do attitude is so valuable to the success of our family.

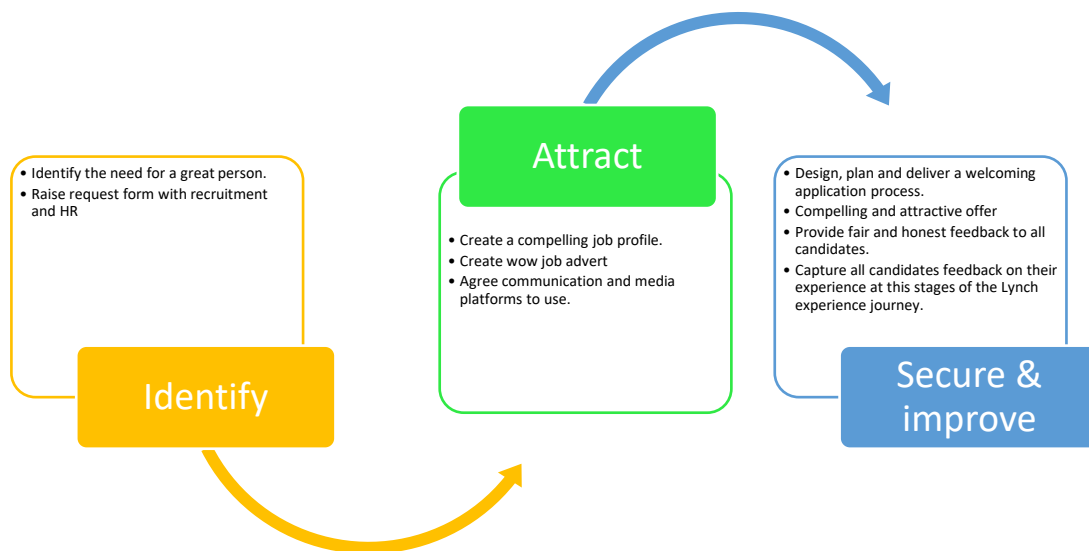
CAN DO, PASSION, ONE TEAM and RESPECT



1. Attracting the best people

The following process details the steps Lynch will take to ensure that we attract the greatest people into our team. The way we contact future talent is crucial to our future as it's the first opportunity we have to wow people with our culture and opportunity we are offering them.

Internal Use



Process Step	Form or Link	Key contact or enabler
Identify the need for a great person	Headcount form	@hiring manager
Raise Headcount form with HR	Issue approved headcount form to HR	@hiring manager
Create a compelling job profile	Job profile template – to be obtained from HR	@hiring manager
Create a wow job advert	Wow job advert template, post internally first via HR, reminding team of referral scheme	@hiring manager with support from HR
Plan and agree social media and communication platforms to use	Issue wow job advert across approved media platforms check possible use of recruitment agencies	@recruitment
Hiring manager to take notes and capture interview questions using Great People Interview Template (choose x1-2 questions per section).	Use Great People Interview Template	@hiring manager
Hiring manager shortlists candidates for second interview.	Recommendation and confirmation of intent to create an offer confirmed to HR.	@hiring manager @director
Compelling and attractive offer.	Approval offers approved and made over the phone.	@hiring manager
Start onboarding process (see below).		

Internal Use

2. Onboarding process:

Day 1 sets the foundations for our people’s careers with Lynch. Preparing for this day is not only highly important to the new team member but is critical to the performance of the Lynch team. Highly engaged team members perform better and a welcoming day 1 that clearly shows commitment and creates a sense of purpose and belonging for the new team member is key to our success.



Process Step	Form or Link	Key contact or enabler
Hiring manager completes headcount form and issues to HR	New headcount form	@director
Confirm start date with HR and Payroll	Confirmation of new starters joining date – <u>at least 1 weeks' notice is required for HR and supporting functions</u>	@hiring manager
Carry out all screening and conditions of employment	As per IS26 IS27001 Use referencing checklist via HR – 2 references and DBS where required	@hiring manager
HR to inform enabling teams (Fleet, IT, Training, HSE)	Email confirmation to allow the teams to start onboarding process	@HR
IT purchase resources for new starter	IT request form (x1 week's notice)	@IT
PPE and Lynch kit order for day 1	PPE request form (you will need to get sizes prior to start) <u>HR will only action for office staff</u>	@HR and Recruitment
HSQE team prepare day 1 induction and site tour	HSQE checklists and forms	@hiring manager @HS Lead
Hiring manager prepares day 1 agenda and welcome package	Welcome pack and day 1 agenda	@ hiring manager
Hiring manager prepares 2-week welcome programme and shares with new starter on day 1.	2-week programme, who to meet, what to learn.	@hiring manager

Internal Use

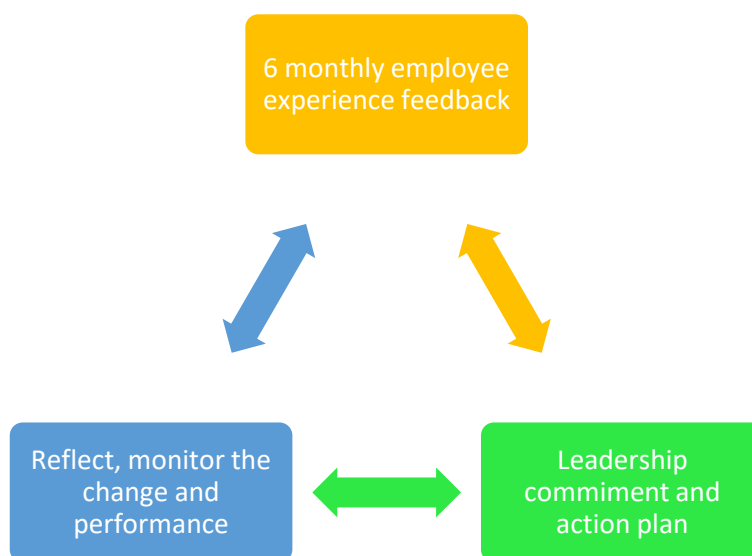
Hiring manager arranges regular check ins to ensure new starter is settling in well, clear expectations on performance are set and provide new starter with the support to excel in their role.	Organise check ins and informal support offered	@hiring manager
HR team to send out Welcome email to all users on day 1.	Welcome to Lynch template and online screen message.	@HR @Marketing

3. Engage process:

Ensuring all team members feel heard, understood, and valued is critical to our success. Providing our people with a voice that enables us to connect them to our future is essential to create a high sense of belonging and purpose that will lead to our collective success.

We undertake 6 monthly employee experience feedback programmes to capture our teams' feedback and take action.

This is not to replace formal and informal engagement with our teams, that comes in the perform stage of our people experience journey.



Process Step	Form or Link	Key contact or enabler
6 monthly employee experience feedback	Employee experience feedback	@HR

Internal Use

Board of directors digest the feedback and create a “you said, we did” action plan	You said we did internal communication	@leadership @Head of People & Culture
Monthly reflection of the “you said, we did” action plan to ensure we complete our leadership commitments.	Internal communication to business to demonstrate action taken	@leadership
Ongoing repeat of 6 monthly process		

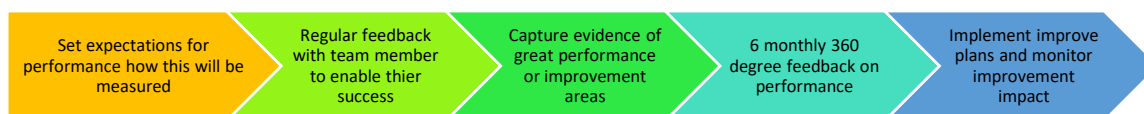
4. Performance Management and Development Process:

One of the most critical parts of the people experience is how we manage performance and enable our people to be the best they can be, but to do that well it is essential we co-create what good looks like for all team members, this provides clarity and purpose for the role and if done well motivates the team member to deliver high performance for the team.

So, the earlier that performance expectations and success measures can be agreed the better the performance will be.

The key to performance reviews is to look forward and manage our great people on their potential more than reviewing past performance, but past performance is also very important to ensure expectations are met or improvement is made.

This process also helps identify high performers and future leaders within the business, which will feed into our business strategy around people development and contingency planning for our growth as a business.



Process Step	Form or Link	Key contact or enabler
Line manager to set clear performance objectives for new starter that align to the team members aspirations and business needs	Enter into HRIS Goal Plan/Setting	@line manager

Internal Use

Line manager to have bi-monthly 1-2-1s with all staff	Outputs captured on 1-2-1 Logbook (including success and opportunities for improvement)	@line manager
Self-appraisal completed 1-2 months prior to 6 monthly appraisal	All staff to complete self-appraisal on HRIS	@line manager
Plan and undertake 6 monthly appraisal for all staff	Complete online appraisal process (closing off actions form last appraisal)	@line manager
Create a goal and development plan for all staff (and or performance improvement plan)	Complete on HRIS	@line manager
Employees deliver against goals and development plan	Update goal/development plan progress and capturing any evidence	@employee
Performance report to leadership team to identify high potential and future leaders.	Review meeting with Directors	@Head of People & Culture
Ongoing repeat of 6 monthly process		

*If any performance issues occur, line manager to refer to disciplinary and grievance process located within Employee Handbook, making sure to notify HR of the decision to enter into either process.

5. Exit process:

Some people will decide to leave our team at some stage of their careers, and this is an exciting time for them, but it is also a critical stage of our people experience journey.

The way the exit is handled is critical to whether the team member becomes a positive Alumni member who recommends our business to future talent and or rebounds back to us with new skills and experiences to enhance our team.

Therefore exiting the relationship fairly, transparently, and respectful is our main objective.

This is also a fantastic opportunity to gain some of the most valuable feedback we can receive, if we obtain our team members views on why they joined us, where we could improve and why they are leaving this will feed into our continually improving people strategy and will help us keep attracting, developing, and retaining the best people.

Internal Use



Process Step	Form or Link	Key contact or enabler
Notification of the team members decision to leave	Email to line manager	@employee
Notification sent to HR and Payroll and HR to arrange exit interview, follow IS04	Email to HR, follow IS04 to ensure return of assets	@line manager
HR to notify enabling team e.g. Fleet, IT, HSQE and Training. Enabling teams to action leavers process.	HR to email enabling team distribution emails, ensure any agency fees due refunded to be chased. Communicated for week prior via weekly reporting.	@HR
Undertake exit interview to obtain vital feedback on team members reason for leaving and ideas for where the business could improve	Exit interview to be logged via People HR	@HR
Collate feedback trends	Produce report to business annually	@HR
Board takes action and influence change across the business	Great people strategy plan	@Board