STANDARD OPERATING PROCEDURE

Employee First Day SOP

Document no.	SOP-ONB-005
Revision	1.0
Owner	HR Manager
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Review cycle	Every 12 months

1. Purpose

To make a new hire's first day organized and welcoming, with everything ready before they arrive and a clear schedule so they know what to expect.

2. Scope

Applies to the single first day of employment for an in-office or hybrid new hire. Pre-start paperwork, remote-specific setup and the broader 90-day onboarding arc are covered by other SOPs.

Definitions

Day-one schedule	The hour-by-hour agenda prepared for a new hire's first day, covering introductions, paperwork checks and initial tasks.
Access badge	The physical or digital credential a new hire needs to enter the building and secured areas.

3. Responsibilities

HR Generalist	Prepares the badge and paperwork verification and greets the new hire on arrival.
Manager	Owns the day-one schedule, introduces the new hire to the team, and closes out the day with a check-in.
IT Administrator	Sets up the workstation and hands over equipment with a working login.
New Employee	Follows the day-one schedule, asks questions, and completes any outstanding first-day paperwork.

RACI matrix

Activity	HR Generalist	Manager	IT Administrator	New Employee
Prepare desk and badge before arrival	R/A	C	C	-
Greet and welcome the new hire	R/A	R	I	I
Hand over equipment and logins	I	C	R/A	R
Introduce new hire to the team	I	R/A	-	R
Run end-of-day check-in	I	R/A	-	R

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Day-one schedule template
- Access badge or key card
- Workstation with pre-configured login
- First-day paperwork checklist
- Office or facility map

5. Procedure

Step	Task	Owner	Done
5.1	**Prepare the desk and workspace** The HR generalist confirms the new hire's desk, chair and basic supplies are ready the day before, and checks with the manager that the workspace is assigned correctly.	HR Generalist	☐
5.2	**Prepare the access badge** The HR generalist arranges the new hire's access badge in advance so it is ready for issuance the moment they arrive, rather than making them wait at reception. **Checkpoint:** The access badge is printed and tested before the new hire's arrival time.	HR Generalist	☐
5.3	**Set up the workstation** The IT administrator sets up the laptop or desktop with the correct logins and core applications installed and tested before the new hire arrives.	IT Administrator	☐
5.4	**Greet the new hire** The HR generalist or manager greets the new hire at arrival, welcomes them, and walks them to their desk or the meeting point for the day.	HR Generalist	☐
5.5	**Verify final paperwork** The HR generalist confirms any outstanding first-day paperwork is signed and collects original identity documents if required for in-person verification.	HR Generalist	☐
5.6	**Issue the badge and give a facility tour** The HR generalist issues the access badge, tests it at a secured door, and gives the new hire a short tour covering restrooms, break areas, meeting rooms and emergency exits.	HR Generalist	☐
5.7	**Hand over equipment and logins** The IT administrator meets the new hire to hand over their equipment, confirm their first login works, and answer any immediate technical questions. **Checkpoint:** The new hire successfully logs in to their core systems before the IT administrator leaves.	IT Administrator	☐
5.8	**Introduce the new hire to the team** The manager introduces the new hire to their immediate team and any key stakeholders they will work with closely, ideally in person or over a short group meeting.	Manager	☐
5.9	**Review the day-one schedule** The manager walks the new hire through the rest of the day's schedule, including lunch plans and any initial low-stakes tasks or reading material.	Manager	☐

Step	Task	Owner	Done
5.10	**Have lunch with the buddy or manager** The new hire has lunch with their manager or assigned buddy as an informal way to ask questions and start building a working relationship.	New Employee	☐
5.11	**Run the end-of-day check-in** The manager checks in with the new hire at the end of the day to ask how it went, answer any lingering questions, and confirm the plan for day two.	Manager	☐

6. Quality checks

- Desk, badge and workstation are fully ready before the new hire arrives.
- The new hire successfully logs in to core systems on day one.
- Every new hire meets their immediate team in person or on video on day one.
- An end-of-day check-in happens before the new hire leaves.

7. Records

- Day-one schedule
- Badge issuance confirmation
- First-day paperwork checklist
- End-of-day check-in notes

8. KPIs

- Percentage of workstations ready before arrival
- Percentage of badges working on first use
- New-hire satisfaction rating for day one
- Time from arrival to first successful system login

9. Common mistakes

- Leaving badge or workstation setup until the new hire has already arrived.
- Overloading day one with paperwork and no real introductions.
- Forgetting to test the badge at a secured door before handing it over.
- Skipping the end-of-day check-in and assuming the day went fine.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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