

Employee Onboarding Guide

Navigating Global Employment with Confidence and Ease

Introduction

Welcome to the Acumen International's Employee Onboarding Guide, designed to empower global employers and service providers operating across jurisdictions.

Employee onboarding is a critical aspect of managing and developing employee talent for global employers operating an international workforce in the remote work era.

Doing it well can be a challenge if you're running a global business with on-the-ground activities across multiple jurisdictions. Here are some tips to ensure you develop compliant, successful, and smooth onboarding workflows.

Having a world-class onboarding program ensures that your company is staffed with skilled high performers, who can deliver on the stated mission or purpose of the organisation and serve as strategic players within it -regardless of where they are located.

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190 countries

Seamless Global Employment: Employee Onboarding Roadmap

Contract of Employment

1



The employment contract must be written in a clear and comprehensible language, preferably in the official language of the employee's work location. It should outline the employee's role, responsibilities, start date, work hours, salary, benefits, holiday allowances, termination terms, and contract duration (fixed or indefinite).

Non-Disclosure Agreement (NDA)

2



This legal document prohibits the employee from sharing sensitive company information such as trade secrets and customer data with anyone outside the company. It should define what is confidential, the employee's obligations, the NDA's duration, and breach consequences.

Employee Handbook

3



This document introduces employees to the company's culture, mission, values, and structure. It covers virtual office etiquette, key policies like vacation and sick leave, and explains reporting lines for remote work. It's a guide for smooth integration into the company from any location.

Tax Forms

4



Depending on the local tax laws, the employee may need to fill out certain forms to ensure appropriate tax deductions from their pay. It's essential for employers to provide guidance or resources to help employees understand and complete these forms accurately.

Social Security Enrollment

5



If required by local laws, ensure that the employee is registered with the relevant social security or national insurance system. This often involves completing certain forms and potentially submitting them to a government body. Keeping a record of the registration is crucial for compliance and future reference.

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Benefits Enrollment

6



Ensure the employee is enrolled in company-offered voluntary benefits like health insurance and wellness programs, and is registered for country-mandated statutory benefits. Clearly explain the terms of both sets of benefits to the employee.

Work Permit & Visa

7



If the employee is a foreign national, ensure they have a valid work permit or visa. This usually involves checking the validity of the document and ensuring that it allows the employee to work in the given capacity. Stay informed on immigration laws and regulations to maintain immigration compliance and avoid any legal repercussions.

Registration with Labour Office

8



Some countries require employers to register new hires with a government body or labor office. This might involve submitting forms detailing the employee's role, salary, etc. Ensure that you adhere to the deadlines for registration and keep records of the submissions to confirm compliance.

Cybersecurity Training

9



Depending on the nature of the job, especially in remote work settings, cybersecurity training is essential. This training should cover topics like secure communication, protecting sensitive data, recognising phishing attempts, and using secure passwords. Ensure this training complies with local regulations and industry best practices.

Anti-Discrimination and Harassment Training

10



These training programs educate employees about what constitutes discrimination and harassment and how to report such incidents. They can help maintain a respectful and positive workplace environment. It's important to keep records of completed training to demonstrate compliance with laws regarding workplace equality and non-discrimination.

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Compliance with Data Protection Laws

11



If the employee will be handling personal data, they should be trained on data protection laws such as the General Data Protection Regulation (GDPR) in the EU. This training should cover how to collect, store, use, and delete personal data in a legally compliant way.

Emergency Contact Information

12



Obtain the name, relationship, and contact information for at least one person to contact in case of an emergency involving the employee. Ensure that this information is stored securely and is easily accessible to relevant personnel when needed.

Job-Specific Training

13



This will vary greatly depending on the job role, but could involve training on specific software, customer service techniques, product knowledge, etc. The goal is to equip the employee with the knowledge and skills to perform their job effectively.

Social Media Policy

14



Introduce the company's social media policy to new employees, highlighting guidelines on sharing company information, engagement, and maintaining professionalism. Also, address responsible use of personal accounts concerning work matters. Ensure employees acknowledge that they have read and understood the policy.

Technology and Access Setup

15



Ensure new employees receive the necessary technology and access credentials for their role. This includes providing hardware and setting up user accounts for email, software, and tools. Brief them on IT policies and security protocols to maintain a secure work environment.

Payroll Setup

If you are cross-border employer operating across multiple jurisdictions, things can get a little complicated. Multinational employers must be compliant with the rules and regulations of each country they operate in. This includes setting up payroll effectively for compliance as well as smoothly dealing with the different tax laws, social contribution rates, and allowances.

1 →



Register as an Employer

Register with the appropriate government agencies to comply with legal requirements in your country. This ensures that you are recognised as an employer and can fulfil your obligations.

2 →



Obtain a Payroll Tax Identification Number (TIN)

Acquire a TIN to accurately track and report payroll taxes to the relevant government agencies. This number is crucial for tax compliance.

3 →



Understand Country-Specific Regulations

Familiarize yourself with the payroll-related laws, regulations, and requirements of each jurisdiction. This includes tax laws, social security contributions, minimum wage regulations, and any other relevant legislation.

4 →



Gather Employee Information

Collect essential employee details such as names, addresses, Social Security numbers, dates of birth, and job titles. This information is necessary for accurate payroll processing and record-keeping.

5 →



Identify Payroll Components

Determine the various components that make up the payroll process, such as basic salary, bonuses, benefits, allowances, deductions, and reimbursements.

6 →



Create a Payroll Schedule

Establish a schedule indicating how often you will pay your employees following in-country regulations. This helps maintain consistency and ensures timely payroll processing in compliance with legal requirements and employee expectations.

7 →



Process Payroll

Perform payroll calculations, including employee pay, tax withholdings, and deductions. Generate and distribute paychecks or execute direct deposits to fulfil employee compensation.

8 →



File Payroll Reports

Submit necessary payroll reports as required by government agencies. This involves documenting payroll information, tax withholdings, and other required details to ensure compliance with reporting obligations. Understand the tax implications and reporting requirements associated with each component in different countries.

About Us

Through our expertise in local labor and tax regulations, immigration compliance, and employment laws across 190 countries, coupled with our comprehensive range of services, including Global Employer of Record solutions, payroll management, benefits administration, and compliance support, we provide the services and guidance to streamline your HR operations and your organisation's growth.

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