

Onboarding & Retention

November 2018

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*Focusing on what matters.
ThePeopleProject.*



Who we are in Denmark



Roche Pharmaceuticals



Roche Diagnostics



Roche Diabetes Care



Roche Innovation Center Copenhagen (RICC)

Focus on Recruitment and Onboarding

Recruitment



Thorough Process

3 touchpoints:

- 1st interview
- 2 tests and feedback
- Meet the team

Onboarding



Long and Thorough Introduction:

- Initiated by HR
- Input by Line Manager
- Customized to each position
- Industry requirements

Why Did we Innovate?

Feedback from new employees, 3, 6 and 9 months evaluation

Thesis by an HR student from CBS

Feedback

- It is a loooong process
- I want to start my real job earlier
- Lovely, warm welcome
- The lonely month

How did we respond?

- Individualized process
- Kept the personal touch
- Flowers, pre-reads, note from buddy

What does an introduction programme look like?

- BuFirst two days pre-booked (breakfast with team, intro in IT, introduction tour in house, meeting with line manager etc.) by HR
- siness appointments booked by LM
- Everything is ready (office, sign on door, IT equipment, iPhone)
- Employee books him/herself upon arrival
- GM and Dept Heads every 3 months

| | | | | |
|-----------------|---|--|--|-----|
| 08.30-17.00 | Winterconference at Brøndby stadion | | | |
| | Appointments within first two weeks | | | |
| 07-03-2018 | Intro to local SOPs | Compliance Coordinator, Jacob M. Nielsen | | JMN |
| 14-03-2018 | Intro to HR | HR Director, Linda Vestergaard | | KØW |
| kl. 11.00-12.00 | SOP-reading/e-learning | | | |
| | Appointments within first month | | | |
| | Intro to ENLI/Symphony | Health Care Compliance Officer, Suzan Frederiksen | | |
| 15-03-2018 | Intro to CHRIS/Orkide/Intranet | HR Coordinators Karina Wroblewski | | KØW |
| kl. 11.00-12.00 | Review of Performance Management/Bonus principles | Steffen Jensen, Head of Procurement & Facilities | | |
| | Introduction to Touchpoint | Steffen Jensen, Head of Procurement & Facilities | | |
| | Intro Concur | SAP specialist, Allan Elbek | | |
| | Intro Ariba and budgets | Peter Gubbjertsen, Head of Financial Analysis and Accounting | | |
| | SOP-reading/e-learning | | | |
| | Appointments within first two months | | | |
| | Intro to Complaints and falsifications | QP, Sandra Steendal | | |
| | Adverse training/Medical information | Drug Safety & Medicinsk Info Manager, Patricia Bjørnscholdt | | |
| | AERO training | Drug Safety & Medicinsk Info Manager | | |
| | SOP-reading/e-learning | | | |
| | Appointments within first 3 months | | | |
| | 3-month check-in | Steffen Jensen, Head of Procurement & Facilities | | |
| | Intro to Compliance/Code of Conduct/BEIR | Head of Compliance & Quality, Pia Poulsen | | |
| | Appointments within first 6 months | | | |
| | Intro to Roche a/s | GM, Richard Wright | | |
| | Lunch with GM | GM, Richard Wright | | |
| | Intro Procurement | Head of Procurement & Facilities, Steffen Jensen | | |
| | Intro Drug Safety | Head of Drug Safety & Medical Information, Gitte Tandrup | | |
| | Intro External Affairs | External Affairs Director, Mari-Ann Retz | | |
| | Intro Customer Strategy | Ad Interim Customer Strategy Lead, Mette Parving | | |
| | Intro Product Strategy | Customer Strategy, Christina Andersen | | |
| | Intro Project Strategy/AVM | Head of Strategic Projects, Signe Bay | | |
| | Intro Market Access | Market Access Director, Claus Andersen | | |
| | Intro Finance/ab/IV/biotech handling | Finance & Operations Director, Gian Andrea Bionetti | | |



GPTW – What does it say about welcoming?

| Fællesskab | 31 | Jeg kan være mig selv, når jeg er på arbejde. | 116 | 96% | 97% | -2% |
|------------|--|--|-----|------|-----|-----|
| | 40 | Vi fejrer særlige begivenheder. | 118 | 99% | 99% | 0% |
| | 34 | Medarbejderne udviser omsorg for hinanden. | 115 | 98% | 99% | -1% |
| | 1 | Min arbejdsplads er et rart sted at arbejde. | 117 | 97% | 99% | -2% |
| | 56 | Det er et sjovt sted at arbejde. | 115 | 97% | 95% | 1% |
| | 55 | Som ny på arbejdspladsen føler man sig velkommen. | 112 | 100% | 99% | 1% |
| | 13 | Når medarbejderne skifter arbejde eller afdeling, tages der godt imod dem. | 100 | 97% | 99% | -2% |
| | 39 | Der er familie- eller teamfølelse på arbejdspladsen. | 118 | 93% | 94% | 0% |
| 48 | Alle tager ansvar for at få tingene gjort. | 115 | 99% | 95% | 4% | |



Retention

- Turnover: 11% in 2017

