



# New Hire Audit Report

Page 1 of 5

Release date of report: 13<sup>th</sup> of January 2025

Audit period:

From 1<sup>st</sup> of January 2025 To 10<sup>th</sup> of January 2025

Department: All departments within business

Auditor: Sunna Arnardottir

Report number: HRNH0001

## Executive Summary

This new hire audit was conducted to evaluate the efficiency and compliance of new hires entering into the business as new employees. The primary focus of this audit was on information security and compliance, new hire material updates and accessibility, and new employee integration into the workplace. The audit identified issues with handling of sensitive information and informing HR of new hires, as well as introducing new employees to the business.

## Objectives

The objectives of this audit were as follows:

- **Evaluating handling of personal information** to ensure security of all sensitive information and necessary legal compliance where applicable.
- **Assess if materials regarding new hires is accessible to all applicable** in order to make sure all materials are updated and easily accessible for applicable managers and employees who are enlisted in the buddy system.
- **Analyze training efficiency of new hires into applicable HR processes** to make sure all employees receive proper access and understanding in their own personal matters.
- **Evaluate integration of new hires into the workplace from the date of hire and until the end of their first day** so that all individuals who enter employment with the business start on an equal footing and are treated the same from the moment they are hired.

## Scope

The departments/teams included in the audit were:

- Administration
- Customer Services
- Finance
- Human Resources
- Information Technology
- Legal
- Marketing
- Production
- Research and Development
- Sales

The audit was done during the period of 1<sup>st</sup> of January until 10<sup>th</sup> of January 2025 and looked at new hires entering into the business during the last quarter of 2024 (01.10-31.12.2024). Each department/team was evaluated separately and the results were combined for this report.



## Methodology

The audit was done using the following methodology:

- **Data Analysis:**
  - Data on when new hires receive an employment offer and when the information is received by HR.
  - Data on when new employees begin working and when their workstations have been set up.
  - Data on when/if new employees receive necessary HR related training.
  - Data on when new employees begin working and when/if introduction emails are sent.
  - Data on when/if new employees receive new employee training.
- **Document Review:**
  - Job descriptions and their update history.
  - Workplace rules for each location.
  - Requests to IT regarding setting up and preparing necessary hardware for new hires.
  - Welcome emails.
  - Documents listing introductory routines per department/team.
- **Inquiries:**
  - Managers interviewed for information on accessibility of materials, workplace rules, access to furniture and accommodating features, applicable IT response time to hardware requests for new hires, responsibilities regarding introductory emails and routines, and new hire's first day.
  - Employees participating in the buddy system interviewed for information about their involvement with new hires, materials accessible to them, and routines followed.
  - Four (4) new employees from each team/department were chosen at random to be interviewed on how they experienced the new hire process.

## Key Findings

### Strengths

- **Job Descriptions:** Are all up to date and accessible to applicable managers in the HRIS.
- **HR and new hire training material:** Is up to date and accessible to all new employees as soon as they've been created in HR systems.
- **Buddy system:** All applicable departments have at least two (2) active buddies and no new hire was not assigned to a buddy upon beginning work.
- **Access to accommodating features:** All managers have necessary access to accommodating features for new hires.
  - An improvement is needed in training managers on how to approach the matter on why some employees need and receive accommodating features in a sensitive manner to other employees. This should be studied in a later audit.

### Improvements needed

- **Informing of new hires to HR:** Information new hires is not reaching HR in due time, often leaving new employees unable to participate in new hire training, or even to receive wages.



- **Recommendations:** Documented processes on how departments handle new hires needs to include steps in informing HR of new hires immediately after an employment offer has been accepted.
- **Handling of new hire information:** Not all sensitive information regarding new hires is being sent through secure channels.
  - **Recommendations:** Importance of using secure channels needs to be properly introduced to necessary parties.
- **New employee introduction:** No fixed routine between departments/teams on how new employees are introduced to the workplace, nor is an introductory email sent before their arrival.
  - **Recommendations:** A fixed, documented introductory routine and a template for introductory email for new employees needs to be introduced into the new hire process for all departments.

## Metrics

Metric	Business Target	Actual Rate	Status	Comments
Time from when new hires receive offer until it is sent to HR.	Maximum of twenty four (24) hours.	From two (2) hours to over six (6) weeks.	Exceeded given timeline.	Processes lacking in informing of new hire.
Number of sensitive data not sent through secure channels	Zero (0).	Fourty seven (47).	Greatly exceeded target.	Secure channels for sensitive information not properly introduced.
Number of outdated job descriptions.	Zero (0).	Zero (0).	Met Target.	Metric not included in risk assessment.
Number of inaccessible workplace rules.	Zero (0).	Zero (0).	Met Target.	Metric not included in risk assessment.
Number of departments with at least two (2) in buddy system.	Seven (7).	Seven (7).	Met Target.	Metric not included in risk assessment.
Number of HR related training materials for new hires.	Three (3).	Three (3).	Met Target.	Metric not included in risk assessment.
Number of managers with access to new furniture.	Ten (10).	Ten (10).	Met Target.	Metric not included in risk assessment.
Number of managers with	Ten (10).	Ten (10).	Met Target.	Metric not included in risk assessment.



# New Hire Audit Report

access to accommodating features.				
Number of managers with access to request new hardware for new employees.	Ten (10).	Ten (10).	Met Target.	Metric not included in risk assessment.
Delay of when new employee emails are sent in hours.	Maximum of two (2) hours.	From minus seventy two (-72) hours until never.	Greatly exceeded target.	Introductory routines lacking.
Introductory routines in place.	Ten (10).	Five (5).	Below target.	Introductory routines lacking.
Delay of when new hires complete new employee training in hours.	Maximum of six (6) hours.	From eight (8) hours to never.	Greatly exceeded target.	Training processes lacking in new hire procedures.

## Risk Assessment

Risk Area	Risk Level	Potential Impact	Recommended Action
Processes lacking in informing of new hire.	High	New employees are incapable of receiving training, and even wages.	Set up processes in new hire procedures for all department so HR gets informed of new hires in a timely manner.
Secure channels for sensitive information not properly introduced.	High	Business does not meet basic GDPR legal compliance.	Introduce and enforce the use of secure channels to all applicable personnel, if necessary set up consequences when not used.
Introductory routines lacking (2 metrics).	Medium	New employees often get mistook for unwanted personnel.	Introductory routines should be updated for all new hire processes and generalized between departments.
Training processes lacking in new hire procedures.	Low	Employees might feel disoriented beginning work without proper introduction to the workplace.	Issue will most likely rectify itself if prior issues are properly handled, should be revisited in a later audit.



## Recommendations for Action Plans

Recommendations	Priority	Responsible Party	Timeline
Set up processes in new hire procedures for all department so HR gets informed of new hires in a timely manner.	High	Human Resources Manager or affiliated.	31 <sup>st</sup> of January 2025.
Introduce and enforce the use of secure channels to all applicable personnel, if necessary set up consequences when not used.	High	Collaboration between IT, legal and HR.	31 <sup>st</sup> of January 2025.
Introductory routines should be updated for all new hire processes and generalized between departments.	Medium	Collaboration between HR manager or affiliated, with all departmental managers.	31 <sup>st</sup> of March 2025.

## Conclusion

In summary, the new hire procedure is effective in most areas for most departments. The audit did identify issues resulting in non GDPR compliance and apparent lack of introduction of new hires and new employees.

Implementation of the recommended action plans is critical to meet basic GDPR compliance, as well as to establish a feeling of respect and care towards new hires, and a safe workplace for new employees.

A follow up audit is expected to be done in the first two weeks of quarter three (30.06-18.07.2025) to evaluate if action plans have made any positive progress towards erasing the above mentioned risks. The follow up audit will add necessary objectives to determine if an improvement needs to be made in how to explain to other employees why some employees need and receive accommodating features in a sensitive manner, as well as go over lack of new employee training.

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