

Contingent Workforce Onboarding Cheat Sheet



It's essential to onboard contingent workers quickly and efficiently, to maintain productivity and compliance. This **8-step guide** helps you integrate workers into your team, covering **key policies, training elements, and compliance requirements**.

1. Interview and skills check

- **Interview**
Assess work ethic, reliability, hard and soft skills, and role fit.
- **Skills test**
Verify role-specific competencies (e.g. customer service for hospitality, machinery operation for logistics).
- **Reference check**
Confirm reliability and past performance.

2. Onboarding essentials

- **Welcome email**
Provide shift details, uniform expectations, health and safety protocols.
- **Paperwork**
Use digital tools for quick contract signing and compliance documents.
- **Safety briefing**
Cover role-specific safety training (e.g. PPE, lifting techniques, emergency exits).

3. Role-specific training

- **Task overview**
Explain daily duties (e.g. stocking, cleaning, customer service).
- **Hands-on training**
Provide practical training for key tasks (e.g. how to use machinery).
- **Mentorship**
Assign a mentor or 'buddy' for support and guidance.

4. Key policies

- **Shift times and attendance**
Outline work hours and procedures for absences, shift swaps, or taking holiday.
- **Uniform and dress code**
Clarify uniform and PPE requirements.
- **Code of conduct**
Set expectations for professionalism and customer service.

5. Shift management and scheduling

- **Scheduling tools**
Use scheduling or staffing software to manage shifts.
- **Shift briefing**
Hold daily briefings to discuss tasks and priorities.
- **Break and handover**
Ensure smooth transitions between shifts and breaks.

6. Compliance and legal requirements

- **Right to Work**
Check that all workers have valid work authorisation.
- **Industry-specific compliance**
Such as hygiene protocols or equipment handling or fire safety
- **Emergency Protocols**
Make sure workers know emergency procedures and exits.

7. Performance expectations

- **KPIs**
Set clear goals based on role (e.g. speed, accuracy, customer service).
- **Feedback**
Offer real-time feedback for improvement.
- **Check-ins**
Conduct regular performance reviews.

8. Team Integration

- **Introductions**
Introduce new starters to all key staff and assign them a 'buddy'.
- **Communication**
Add them to any company message boards/give access to emails.
- **Recognition**
Also enrol them in any staff recognition schemes.

Key takeaways



Policies and compliance

Ensure clarity on shift expectations, safety, and role-specific compliance.



Training

Provide clear, hands-on training ahead of day one, plus any additional online training.



Support

Offer regular feedback and keep workers engaged, for future opportunities.