

# WELCOME

to the Team!

## Consultant Care Process

We're glad you're here

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# Consultant Care Process

## Welcome to Team Navitas!

### We are delighted to have you on board.

As you adapt to and explore the company policies and work culture, it is our conscious effort to conduct a smooth onboarding process and ensure your success by providing continued engagement and support. We believe that it all starts here – the more valued and nurtured our employees feel, the better services they can provide to our esteemed clientele.

As an integral part of our Human Resources Department, Navitas has a robust team of Workforce Relationship Coordinators (WRC), a dedicated team for consultant care. WRC professionals work closely with the Navitas program/project managers (PM) and are dedicated to consultant care that begins at onboarding and extends through client introductions and continuous engagement, all the way to offboarding processes.

## Key Responsibilities of WRC



Onboarding and system set-up into various portals and benefit enrollments



Being the POC for questions, concerns, issues, etc.



Maintaining constant communication and open lines through intranet, emails, phone calls, and in-person meetings



Providing company-wide and candidate-specific information on opportunities for training and development, career coaching, financial planning assistance, wellness programs, and recreational activities



Conducting monthly and quarterly meetings for performance status check



Conducting safe and seamless offboarding processes

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## Onboarding & Orientation

Once you accept the offer, WRC reaches out to you to start the onboarding process. There will be a follow-up email with the instructions to execute any necessary documents. You will be inputted into the company system and provided access to various portals, as required. A thorough orientation meeting is scheduled to provide company knowledge and policies, client-specific information/code-of-conduct, and other portal access information. For eligible candidates, WRC provides company equipment and an office badge. WRC will be available and in touch with you until your join date to answer any questions or concerns you may have. WRC will share the reporting details along with first day expectation that are specific to client requirements so that you are fully prepared for day-one.



## First Month Follow-up

WRC will engage with you to set up and ensure your access to Navitas and client-specific portals within the first week of your assignment. Monthly meetings will be conducted between you, Navitas PM, and WRC to understand the pulse of your contribution on the project and share any information that may be passed down by the client's procurement team. This will provide you with valuable insights to the client's expectations and a clear path forward. Answers to these questions will help us navigate concerns, giving us the opportunity to proactively resolve them with the client quickly and efficiently.



Is the role offered as per your expectations and is your skillset aligned with the client's requirements?



Are you fully accustomed with the client code-of-conduct and portal usage?



Any early concerns/grievances about the role that might cause you to leave the assignment?



Tools, software, or training that may be required by the client for delivering the job?



## Quarterly Meetings

Once you are settled into the project, monthly follow-ups are then converted to Quarterly Meetings. In these meetings, our WRC team will gather information, including your satisfaction level on the project role, as well as with Navitas as a firm. Most of our clients provide quarterly performance feedback for our consultants, which is reviewed by our designated PMs and then discussed in these meetings. In addition to performance feedback, our WRC team looks for changes that may have occurred in the project, including:



Is there potential for expansion of the project?



Are there any vacancies in the project?



Has the client made any requests, such as recommendation of referral candidates?



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## Truly Team Navitas

We understand and recognize the sentiments of our consultants working on-site and being away from the company. To mitigate this sense of detachment, we make every effort to involve you in all our achievements, recognitions, and celebrations! As part of our continuous effort of providing you a positive experience at Navitas, we conduct and offer numerous benefits and opportunities to stay engaged and connected.

### Internship & Mentoring Programs

Navitas conducts annual internship programs for high school and college-level students. We provide our employees with an opportunity to mentor students on specific technologies, program design, and execution. These opportunities will help you in further growing your career into a managerial role.

### Tech Talks & Meetups

Navitas organizes monthly Tech Talks on the latest technologies that are executed by our eminent thought leaders. You will have free access to these events. We also encourage you to extend the invitation to your social and professional networks!

### Recognitions (Awards & Accolades)

Navitas values the efforts and commitments shown by our consultants and recognize them through annual awards and recognitions, including Star Performer, Going Above and Beyond, 5-10-15 year Service Anniversaries, and Client's Choice Awards. We share these achievements with our community by posting on our social channels and monthly newsletters.

### Benefits Webinars

Our benefits team provides information on insurance enrollments, retirement savings planning, wellness programs, and more to provide you with helpful information to maintain a healthy work-life-balance.

### Training Programs & Brown Bag Sessions

Navitas offers credits towards yearly trainings and certifications. The WRC and your designated PM will assess your skillset on a quarterly basis and recommend any trainings and certifications, whether offered by Navitas or externally. You will also be given opportunity and a platform to conduct Brown Bag sessions for your fellow colleagues on a topic of your choice, providing you an opportunity to showcase your expertise and interests.

### Recreational Activities

You will have the opportunity to participate in various recreational activities, including picnics, happy hours, volunteer work, and more. We feel that these activities help bring us all together as a Navitas Family.

### Social Media Connects

Our website and marketing team engages our consultants on social media by sharing latest topics related to our core service offerings. We encourage you to follow our website and stay connected on our social accounts on LinkedIn, Facebook, and Twitter for Navitas' latest news and events – keep your eyes out for monthly prizes, too!



## Offboarding Process

At the end of contract duration or termination of the project, our WRC will reach out to you to initiate the offboarding process. They will inform you of any required procedures to be followed as per the client or as per Navitas policies, including returning of the client/company equipment and other facility badges and accesses. Other information provided include the final payments, benefits information, and relieving letter, along with employment verification. Our benefits and compensation team will reach out to you for COBRA enrollments and any outstanding expenses to be paid, if applicable. We value your services; therefore, we will ensure your exit in an efficient and respectful manner.