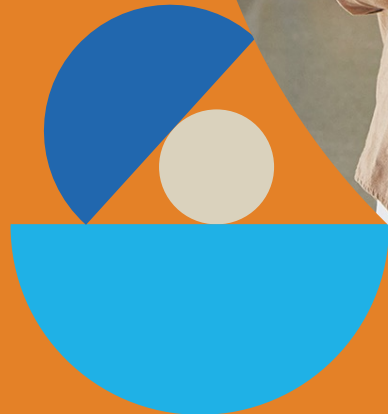


New joiner buddy guide

How you can help new joiners feel part
of the Zurich community more quickly



Becoming a buddy

We're so pleased you're going to be a buddy!

Buddies play a crucial role in Zurich's onboarding process. We've provided some guidance on what it means to be a buddy and how you can be there for your new joiner. As a starting point, we recommend checking in with the new joiner's manager to see why they chose you to be a buddy. They might have something special they want you to share with the new joiner.

Good luck! Take pride in knowing that you're helping a new member of the Zurich team feel welcome and supported.



Onboarding at Zurich

We used insights from the Make a Difference team to keep onboarding as human as possible. We look at how we can help the new joiner, as a person, each step of the way and think back to our own onboarding experiences to ask not only “What do they *need*?” but “What do they *want*?”

We also chatted to recent joiners and, thanks to their feedback, we’ve identified six **moments that matter**. Each is a unique opportunity to consider what information a new joiner needs and how we can support them at this time. Different colleagues will have parts to play throughout the process but, as a buddy, you have the freedom to decide **when, how and how frequently** you interact with your new joiner. Use the guidance on the next pages to help you.

Moments that matter



I chose Zurich
“I am thrilled to be joining Zurich.”



Dynamic first week
“Zurich was definitely the right choice.”



Getting excited
“I feel ready and excited to join Zurich.”



One of the team
“I can actively contribute to the team and role.”



The big day
“What a great first day and fantastic team.”



Ready to excel
“I feel identified with Zurich. I’m excited and engaged.”

Your key role is to offer that day-to-day support and help your new joiner start to build their network. Why not reach out and introduce yourself before their first day to find out if there's anything they need? Remember everyone is different. Be sensitive to your new joiner's personal preferences and take your cue from them.

In the meantime, we've identified three **buddy behaviors** that can really make a difference for a new joiner and three top tips to maximize your impact.

Buddy behaviors



Connect



Include



Support

Top tips

Follow our tips to turn your good intentions into reality.

Keep your word

You might have the best intention of catching up with your new joiner. However, if you never get round to actually scheduling the checkpoint, you'll soon find your agenda quickly fills up with other tasks. Actions speak louder than words - show your new joiner they can count on you. Remember, no matter whether it's an informal coffee or short video call, try your best to honor the appointment.

Ask for support when needed

Buddies support new joiners in their new role, but you're not expected to know absolutely everything or be their only port of call. Point new hires in the right direction for queries you need help solving, such as their manager or service area. (e.g. payroll questions should be answered by the HR Service Center or the equivalent local team).

Be flexible

As we said earlier, everyone is different. Understand that different people have different needs and be flexible with the level of contact and support new employees need, especially during their first 30 days in their new role.



Connect

“My welcome buddy took me out to lunch and explained the program.”

Find ways to get to know your new joiner and build a relationship. Be approachable and, if you can, take them out of the office to get a break from the work environment and business chat.



1. Reach out

Break the ice by starting the conversation. Introduce yourself, let your new joiner know who you are and that you're there to help them start their journey at Zurich.



2. Show them the ropes

If you can, show them around the office. Explain a bit about the team, the kind of projects you'll work on and any traditions such as daily meetings, weekly catchups, after work socializing etc.



3. Grab a (virtual) coffee/lunch

You're allowed to talk about things other than work! Make time to catch up with your new joiner and enjoy something social together – maybe an informal coffee. If you can't do it in person, make sure to turn your camera on to make it more personal and connect better.



Include

“I felt welcomed when the employees in my unit—not just on my team—introduced themselves to me.”

We want new joiners to feel welcome from day one. As a buddy, you have the perfect opportunity to transform them from ‘newbie’ to ‘one of the team’!



1. Invite them to events

Whether it’s a team lunch, toastmasters or after work drinks, ask your new joiner along.



2. Open the conversation

It can be hard to feel included if everyone is telling “had to be there” stories. Explain the context, share the jokes, and ask the new joiner for their thoughts.



3. Introduce them to people

As you get to know your new joiner a bit better, think of other people they would get along with and find ways to connect them.



Support

“My buddy answered all the silly questions I was too afraid to ask.”

A true buddy is there for their new joiner during the first few months. You can help them out by answering questions, offering advice and sometimes even just lending an ear.



1. Anticipate their needs

Think back to what support you needed during your onboarding and offer the same to your new joiner.



2. Be humble

Understand that some people find it hard to ask for support. Share some of the challenges you faced as a new joiner to help them open up.



3. Stay relevant

It's nice to feel knowledgeable but avoid overwhelming your new joiner with everything you've learned at the company. Stick to useful or need-to-know information that will be most helpful.