



CASE STUDY

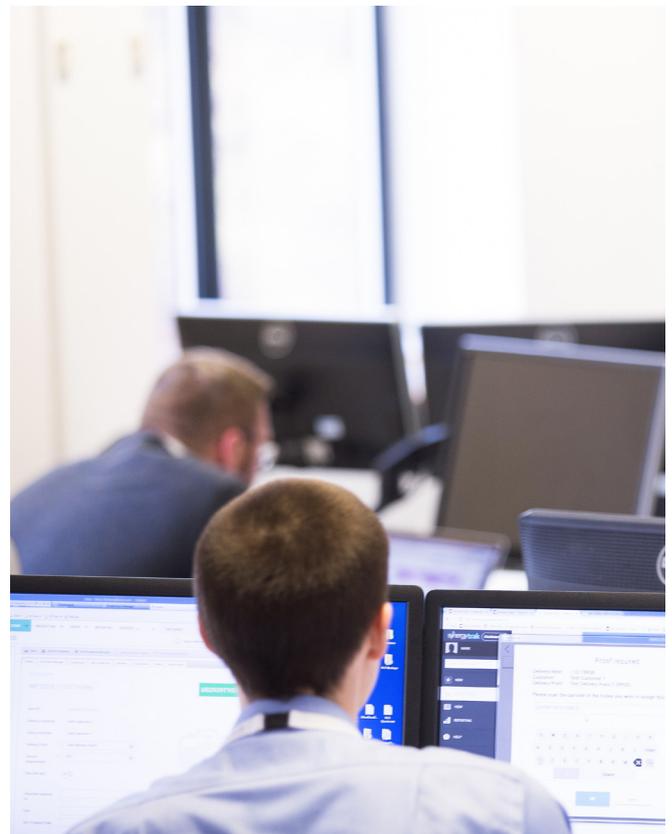
Ever wondered what happens if you start a new job whilst in Lockdown? Laura and Brigette found out when they joined STERIS.

Despite the recent lockdown measures in response to the Covid-19 pandemic, STERIS IMS has very much tried to offer a business as usual approach. Mindful of our teams' safety and welfare at all times.

But what happens if you are due to start a new job whilst in lockdown? Wonder no more, we bring you the experience of two of our recently appointed employees to STERIS.

Laura Williams and Brigette Bryce were due to join STERIS in March and April 2020. Despite the physical challenges, the business still created virtual inductions.

We spoke to Laura and Brigette to find out how they found this virtual process and how it differed to the more familiar physical onboarding experience.



Laura's first week at STERIS

Laura Williams joined the STERIS IT Development Team in April 2020 as a Business Analyst. Prior to Laura's start date she had gone through the standardised interview process and formally accepted her job offer from STERIS on 24th January 2020.

Laura's manager, (Business Analysis Team Leader) ensured she initiated contact prior to Laura's starting date and that Laura had all the equipment that she needed in readiness for her first day.

Laura's first day began with a virtual meeting with her new team. Laura describes this experience as a little strange but also nice.



"As I was at home, I didn't have to worry about my new commute, finding a place to park, getting a building pass and finding my desk. In some ways this alleviated some of those 'first day' nerves which enabled me to focus on getting to know my new team (and learning everyone's names!)."

The team also organised a virtual lunch so she could meet her new colleagues for an informal chat – albeit virtually.

Usually a key part of the onboarding experience includes a sterilization facility tour, giving new employees the opportunity to see a facility and meet the teams.

Despite the physical restrictions in place, the Customer Services Manager at STERIS IMS Leicester organised a virtual tour for Laura of the sterilization facility at Leicester via Microsoft Teams. Mark took Laura through all the departments within the facility and explained what each department did and how it worked.

Laura found this to be extremely helpful. She had seen facility floorplans so knew the general layout however. This virtual tour enabled her

to get an idea of how it could impact projects she was working on and any factors that may need to be considered for future projects.

"I have had a really good grounding of not only the team at HQ in Derby, but also people around the different STERIS facilities too. I can't say that it wasn't difficult. When you meet someone in person, you have body language which you can interpret and of course not everyone feels comfortable on camera. But throughout my first week I got invited to plenty of meetings and met (virtually) as many people as possible."

When it came to work, a lot of the workload is based on the computer anyway. We use various project tracking and logging systems which enables everyone to have oversight of each project, so a lot is already on the computer whether you're in the office or not. But it is the more introductory physical meetings that have been the challenge."

My manager has been great and put in coffee breaks (not just for me but for the team) to meet different people i.e. developers, technical architects etc... just other people that I would naturally bump into within the office environment. This was great as I think you naturally meet people from other areas of the business and other teams whilst making yourself a drink in the kitchen."

The last thing that Laura discusses is adapting to working from home as she has previously been

office based. Her partner already works from home and uses the office so Laura had to create her own workspace on their dining table. Laura's team made sure that she was provided with everything that she needed e.g. docking station, keyboard and mouse which really helped Laura to create her own home workspace.

Laura is now looking forward to going into the office for the first time and meeting everyone in person.

Brigette's first week at STERIS

Brigette Bryce is our newly appointed HR Manager who recently joined STERIS and is based in the South region.

Brigette's first day at STERIS was 23rd March 2020. She collected her laptop and mobile phone from the Basingstoke offices and later on that same evening, Boris Johnson announced the UK lockdown. Brigette has been based at home ever since!

Originally, Brigette's manager (Senior HR Business Partner) had an induction all planned out. This had to be changed practically overnight.

Brigette's new induction plan involved many team meetings via Microsoft Teams. These meetings were all conducted via video chat and enabled Brigette to meet her new team and get to know everyone and their roles at STERIS.

These meetings enabled Brigette to meet everyone that she would be working with and they also ensured that she gained knowledge on current projects that the team are working



on and she started to gain actions from these meetings to start to build her workload. During this time, furlough was also implemented across the UK. Brigette and another HR Manager" instead of Amanda were responsible for communicating this with the STERIS IMS employees based in the South.

“It has been a little strange. When you start a new job, you’re used to going to different sites and meeting new people during face-to-face meetings. So, at the moment I’m at home and not with my colleagues. But we do ensure to ring each other every day, this has helped me to feel like I am included and engaged even though I’m at home.”

STERIS also gained a new Customer during the lockdown period and as a result there was additional work for the HR team to ensure mobilisation was seamless. Again, this relied on technology platforms to help facilitate, however this was not as straightforward as the team hoped.

Brigette explained that this was a challenge as not everyone had access to a camera to enable a video call. Therefore, a lot of these meetings were conducted via the telephone or a voice call, preventing her from being able to “put faces to names”.

Brigette explains that the biggest help during this virtual onboarding process was the

technology available. As she has been able to video call people and see them.

“This has been as close to face to face meetings and normal scenarios as is possible and it’s been a critical tool for us during this time” Brigette told us.

She also explained that it has been really helpful being invited to all of the meetings that she was able to attend as this allowed her to meet everyone she would be working with.

“I am now eventually looking forward to going out on site visits and getting back to normal. But for now, it has been workable and as normal as STERIS could make it for me.”

Careers at STERIS

STERIS is a place where you can have an impact in helping create a healthier and safer world. When you join STERIS, you can count on growing and thriving each day. It’s what we do and how we do it that sets us apart. And our story is still being written.

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