

People Services Contract Workflow

People Services Contract Workflow

INTRODUCTION

The countries that have contracts issued by the People Services team are at the moment:

- Belgium (XPLOER site)
- Brazil
- China (excludes Taiwan site)
- France
- Italy
- Portugal
- United Kingdom (excludes Oldbury Site)
- Spain

The team doesn't issue contracts for grade S23 and above, International hires, Internal Moves, Internships and External Employees/Contractors.

TYPES OF CONTRACTS AND THEIR RESPECTIVE WORKFLOWS

Belgium (XPLOER site)

- Non-Cadre employees and cadre up to S22 from Bruxelles (XPLOER)
1. The candidate sends all documentation needed in Onboarding and it's concluded.
 2. People Services Starts to issue the contract and sends it via DocuSign to the site HR to be signed.
 3. The HR Site receives an e-mail with the contract and signs it inside DocuSign.
 4. After the HR Site signature, the candidate receives the document via e-mail (personal) and signs it.
 5. After all signatures, the HR site, candidate, and People Services receive a copy of the document.
 6. Document is sent to local payroll teams via ticket, due to legal information in the contract shared by the HR site on the process.
-

Brazil

- Non-Cadre employees and cadre up to S22
1. The candidate sends all documentation needed in Onboarding and it's concluded.
 2. The HR Site is informed via e-mail by People Services of the new hiring. It is requested from the Site HR to fill out a [form](#) with further information needed for the contract.
 3. People Services Starts to issue the contract and sends it via DocuSign to the site HR to be signed.
 4. The HR Site receives an e-mail with the contract and signs it inside DocuSign.
 5. After the HR Site signature, the candidate receives the document via e-mail (personal) and signs it.
 6. After all signatures, the HR site, candidate, and People Services receive a copy of the document.
-

China

- Non-Cadre employees and cadre up to S22
 - **Note:** Taiwan site is not part of the scope
1. The candidate sends all documentation needed in Onboarding and it's concluded.
 2. People Services Starts to issue the contract and sends it in PDF via email to the site HR to be signed.
 3. The HR Site receives an e-mail with the contract and signs it.
 4. On the 1st day of work, the employee signs the document on-site.
 5. After all signatures, the HR site scans the contract and sends it to People Services.
 6. People Services receives and stores the signed contract in the Employee File.

France

- Non-Cadre employees and cadre up to S22
- FFF is to be considered as a normal employee
- Trainee moving to regular employee (this trigger is not automatic, please submit a request [here](#))
- International Hires

1. The candidate sends all documentation needed in Onboarding and it's concluded.
2. The HR Site is informed via e-mail by People Services of the new hiring. It is requested from the Site HR to fill out a [form](#) with further information needed for the contract.
3. People Services Starts to issue the contract and sends it via DocuSign to the site HR to be signed.
4. The HR Site receives an e-mail with the contract and signs it inside DocuSign.
5. After the HR Site signature, the candidate receives the document via e-mail (personal) and signs it.
6. After all signatures, the HR site, candidate, and People Services receive a copy of the document.

Italy

- Non-Cadre employees and cadre up to S20

Notes:

- FFF is to be considered as a normal employee
- Dirigenti excluded

1. People Services receives the offer accepted case and sends the [form](#) to the HR Site.
2. The first contract is generated by People Services, downloads it in PDF format, and sends it to the Site HR, with Deputies and Recruiter in CC. People Services asks to proceed with the onboarding process.
3. The Site HR receives the contract in PDF and shares it with the employee.
4. The Site HR replies to the email saying whether or not the contract will be accepted.
5. Once the onboarding process is concluded People Services creates the contract and sends it to the Site HR.
6. Site HR receives the contract through DocuSign and signs it.
7. The candidate receives the contract via e-mail, already signed by Site HR, and signs it, also through DocuSign.
8. The document is sent to local payroll teams via ticket, due to legal information in the contract shared by the HR site on the process.

Portugal

- Non-Cadre employees and cadre up to S22
- Trainees
- Exit Certificate
- IHT Addendum
- Late Shift Addendum
- Effective Letter
- Trainee moving to regular employee
- International Hires

Please find more information regarding Contract Management [here](#)

Note: Unless referring to a new hire, the contracts are only sent in a 15 days-cycle.

Note: Trainees moves to regular employee should always happen on the 1st of the month.

1. The candidate sends all documentation needed in Onboarding and it's concluded.
2. People Services Starts to issue the contract and sends it via DocuSign to the site HR to be signed.
3. The HR Site receives an e-mail with the contract and signs it inside DocuSign.
4. After the HR Site signature, the candidate receives the document via e-mail (personal) and signs it.
5. After all signatures, the HR site, candidate, and People Services receive a copy of the document.

United Kingdom

- Non-Cadre employees and cadre up to S22

Note: Oldburry site is not part of the scope

1. The candidate sends all documentation needed in Onboarding and it's concluded.

2. The HR Site is informed via e-mail by People Services of the new hiring. It is requested from the Site HR to fill out a [form](#) with further information needed for the contract.
 3. People Services Starts to issue the contract and sends it via DocuSign to the site HR to be signed.
 4. The HR Site receives an e-mail with the contract and signs it inside DocuSign.
 5. After the HR Site signature, the candidate receives the document via e-mail (personal) and signs it.
 6. After all signatures, the HR site, candidate, and People Services receive a copy of the document.
-

FAQs

Q: If a correction or change is required in the middle of the workflow how should I ask for this?

A: Open a [ticket](#) to the People Services team through Syra

Q: If going on vacation, what procedures should I take?

A: Open a [ticket](#) to the People Services team through Syra to let the team know the date at which you will leave and return, and also who will be responsible for signing the contracts on your behalf.

Q: Where and when will the contract be available for consultation?

A: The contract will be available upon the employee's first day and can be consulted in their respective [employee file](#).

Q: How long will the contract stay available in DocuSign?

A: The contract will be available for 15 days. If it is not signed by both parties during that period, a new one will have to be issued.

Date of last update: 21 Oct 2025

- [How to Sign Documents inside DocuSign](#)