



CORRECTIVE ACTION PROCESS

When an employee's conduct or behavior is inappropriate or violates any established policy, efforts may be made to correct the behavior. The undesired behavior and the corrective action(s) shall be discussed with the employee and documented within ten (10) days of knowledge of the event. Corrective action is not required in the order below, steps may be not be used, pending the level of corrective action required. Severe misconduct or inappropriate behavior may result in direct termination.

Supervisor:

- ✓ *Set a time and place to ensure privacy.*
- ✓ *Make notes about what you want to say in advance.*
- ✓ *Be specific in describing the unacceptable performance or conduct.*
- ✓ *Remind the employee of the rules/acceptable standards.*
- ✓ *State the consequences for the failure to correct or re-occurrence.*
- ✓ *Attach all supporting documentation.*
- ✓ *Send a copy of all documentation to ContinuumHR for the employee personnel file.*

Counseling – The employee is counseled by his/her supervisor regarding the inappropriate conduct or behavior and advised of the need for Corrective Action. A brief written record should be documented on the Corrective Action form and signed by the employee, supervisor and a witness. If the employee refuses to sign the counseling form supervisor will note such.

Written Reprimand – This is a more serious corrective action, which may or may not follow previous counseling efforts. This should detail the reason(s) for the reprimand and the expected corrective action(s) to be taken. This action may be used more than once. The form should be signed by the employee and supervisor, and sent to ContinuumHR for the employee personnel file. If the employee refuses to sign the written reprimand, the supervisor will note such.

Suspension Without Pay – This is an ordered absence from work without pay for a determined period of time and may be used when evidence of violation of policy, rules, laws, and/or safety standards or inappropriate behavior or conduct is conclusive and substantiated. This which may or may not follow previous counseling or written reprimands, and will be documented, signed by the employee and supervisor, and will be placed in the employee's personnel file. If the employee refuses to sign the reprimand, supervisor will note such.

Performance Related Corrective Action

A Performance Improvement Plan (PIP) may be implemented at any point during employment when there is an identified performance deficiency. The PIP is intended to:

- **Identify the Performance Deficiency** – Define the performance, skills or behavior to be improved by citing specific examples.
- **Explain Expectations** – Define the performance, skills or behavior required to be successful and expected job results.
- **Provide an Action Plan** – Define how the supervisor and employee will determine the best approach to solve the problem(s).
- **Provide Support or Training** – Define how the supervisor can assist the employee and/or what additional training can be provided.
- **Provide Ongoing Feedback** – Define periodic review dates and what will be reviewed at each meeting.
- **Evaluate Performance** – Specify the end date (up to ninety (90) days) for the Performance Improvement Plan and the course of action if the performance, skill or behavior has not improved.

The supervisor will monitor and measure improvements to work processes and/or behaviors. PIP documentation will be signed by the supervisor and the employee and placed in the employee's personnel file.