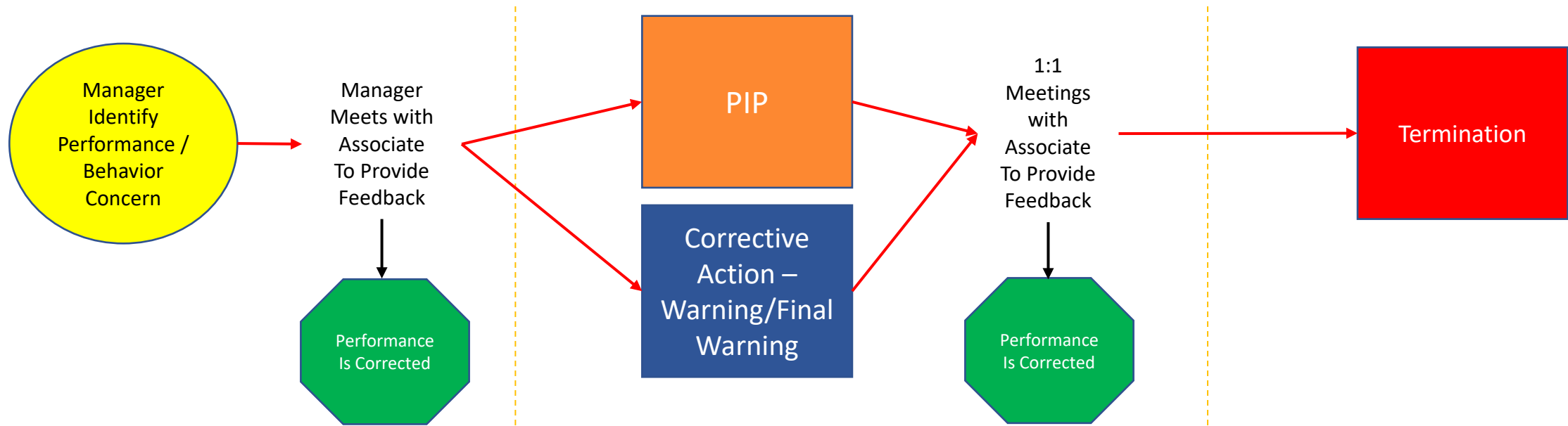


Disciplinary Action Guideline: Unacceptable Performance



Identify Performance/Behavior Concerns (Approx. 1-3 Weeks)

- Manager meets with associate to address performance concerns to have a seek to understand conversation to provide feedback and how they can best support associate for success
- Set expectations and document 1:1 conversations – must follow up with a brief email to associate to recap each conversation including an outline of what expectations must be met
- Give an opportunity for the associate to work to correct areas of concerns communicated by the manager (timeline may vary depending on severity of situation/incident)
- If performance concerns persist after 2 or more weeks of 1:1 conversations with the associate, start drafting Performance Improvement Plan

PIP / Corrective Action (Approx. 3-6 Weeks)

- PIP is for performance related issues where a manager wants to level set job expectations by providing 1:1 feedback conversations to train and develop the associate to get on track of performing again
- Corrective Action is for performance related issues and detrimental behavior that can't happen again or be course corrected
- Refer to one-page reference guide on how to draft Disciplinary Action Document
- Identify areas of concern, the overall impact to the team/business and set expectations that must be met for associate to succeed in their role
- Include dates of incidents and details of previous 1:1 conversations
- 30 days can be used as a general timeline to give associates enough time and opportunity to make improvements in areas of concern
- Ensure RPM has reviewed and approved draft before sending to HR
- After final approval from HR, manager to administer PIP; Send signed copy to HR to file
- Set future weekly 1:1 meeting with associate to discuss progress against the identified action items, provide feedback, support and advice to help the associates be successful
- Continue weekly 1:1 conversations and document - must follow up with a brief email to associate to recap each conversation including an outline of what you are expecting the associate to achieve
- Timeline may vary depending on progress and/or severity of situation/concerns that occur within the 30-day timeframe

Termination

- Termination must be approved by RPM/Department Head before moving forward
- Manager to draft Termination Action Form including dates of incidents, details of incidents to support the termination, dates of 1:1 meetings and summary of the manager actively monitoring and following up with the associate
- Include overall impact to the team/business
- Note: it is important to provide a summary of performance/behavior issues, how the manager addressed them and gave multiple opportunities to make improvements. For these reasons, the manager must move forward with separation
- Ensure RPM has reviewed and approved draft before sending to HR
- After final approval from HR, manager to submit termination request in Workday
- Review Termination Action Form with associate and provide associate with final check
- Send signed copy to HR to file

The timeline of disciplinary actions will vary, but approximately will be 6 weeks. It will ultimately depend on the severity of the situation and incidents that are being addressed. All disciplinary action documents require final approval by HR before it can be administered to associates.