



Unsatisfactory Performance Policy

The Company will always endeavour to ensure that employees achieve and maintain a high standard of performance in their work. To this end it will ensure that standards are established, performance is monitored, and employees are given the appropriate training and support to meet these standards.

An employee may be dismissed for unsatisfactory performance or misconduct, after a warning has been given, in accordance with the disciplinary procedures as set subsequently. What is considered unsatisfactory performance or misconduct may depend upon the circumstances.

Where the manager first establishes that an employee's performance is unacceptable, an informal discussion will be held with the employee to try to establish the reason. Should the discussion result in a decision that the standards are not reasonably attainable the standards will be reviewed.

Should the interview establish that the performance problems are due to the employee's personal life, the necessary counselling and/or support will be provided. If it becomes apparent that the poor performance constitutes misconduct the disciplinary procedure will be invoked.

If it is decided that the poor performance emanates from a change in the organisation's standards, those standards will be explained to the employee and help will be offered to obtain conformity with the standards. A non-exhaustive list of examples could include:

- Negligence, carelessness or general lack of capability in performance of the employee's duties.
- Failure to comply with reasonable instructions/lawful orders.
- Bad timekeeping.
- Absence without permission.
- Poor attendance record.
- Breach of company rules.
- Excessive time wasting.
- Poor appearance or inappropriate standard of dress.
- Discourtesy to customers, the public, or other employees.

Should the employee show no, or insufficient improvement over the next **3** months, a formal interview will be arranged between the employee, their representative/colleague and Line Manager

The aims of this interview will be to:

- Identify the causes of the poor performance and any remedial treatment or training required.
- Explain clearly the shortfall between the employee's performance and the standards.
- Obtain the employee's commitment to reaching the standard and issue an improvement notice in accordance with the disciplinary procedure.
- Set a reasonable period for the employee to meet the standard and agree to monitoring
- Advise the employee what will happen if that standard is not met.
- The outcome will be recorded in writing and kept on file. A copy will be available to the employee.

At the end of the review period a further informal interview will be held at which time:

- If improvement has been made the employee will be advised and encouraged to maintain it.
- If improvement have been made but the standard has still not been met the period will be extended.
- If there has been no improvement the appointed person will explain to the employee that they have failed to improve, consideration will be given as to whether there are vacancies which the employee might be competent to fill.
- The employee will be given the option of accepting a vacancy or being dismissed and will be given full details of any vacancy available in writing before being required to decide.

- In the absence of vacancies, the employee will be told that the employer has no alternative but to dismiss. The employee will be invited to give their views on this before the decision is taken. Employees may appeal against their dismissal in writing to Mr Andy Hulme within 5 working days of the decision to dismiss by the company stating their reasons for the appeal.