

## AA018 Performance Improvement Policy



### **Performance Improvement Policy**

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# AA018 Performance Improvement Policy

## 1. PURPOSE

The purpose of this policy is to outline the process for dealing with employee performance which is below expectations through the Performance Improvement Plan (PIP)

## 2. SCOPE

This policy applies to all employees.

## 3. POLICY

Managers will set clear expectations for all employees regarding performance and behaviours required to support team and company objectives and values.

Managers will continuously monitor the performance of all employees reporting to them, to ensure that performance is maintained at or above an acceptable level.

Recognition of good or outstanding performances should be frequent and timely, in accordance with the Bridhaven's recognition policy.

Should performance or behaviour fall below expected levels, then the Manager will discuss such short-falls, reinforce expectations and specify the time frame for improvements to be made.

In the event of such improvements not being achieved within the specified time frame, then a Performance Improvement Plan will be issued, formally documenting the issues and improvements expected.

### A PIP is:

Corrective, Positive & Constructive:	a way of improving performance, consistent with managerial coaching
Real time:	assures periodic feedback on results
Supportive:	gives encouragement and recognition for improvements
Strictly confidential:	as with all HR activities, this is to be discussed only with relevant Managers and HR.

## 4 PROCEDURE

A PIP is a formal written document that outlines the problem(s), the action plan(s) for improvement, and the mutual obligations of the Manager and the employee.

Specifically, a PIP should include the following key elements:

- a) The critical elements of performance considered unacceptable. Managers must provide employees with specific examples of performance that is not acceptable.
- b) The improvements that must be attained in order to demonstrate acceptable performance.

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- c) A reasonable period of time for the employee to achieve the required level of performance. This is dependent on the nature of the problems and the specific situation.
- d) The type of supervisory assistance to be provided to the employee if required in improving his/her performance.
- e) The requirements that the employee must improve to an acceptable level of performance by the conclusion of the PIP and maintain that level of performance for at least one year from the start of the PIP.
- f) Bridhaven reserves the right to implement disciplinary action pursuant to its Disciplinary Procedure in parallel with the operation of a PIP. Also, if the employee's performance does not meet an acceptable level of performance by the conclusion of the PIP or is not sustained for one year from the start of the PIP this will lead to disciplinary action or further disciplinary action, as the case may be.
- g) Managers may extend the period of the PIP if, at the end of the initially established period, the employee's performance is still not acceptable or if the manager is unable to determine that the employee's performance has improved to an acceptable level (only if circumstances changed during the PIP period e.g. sickness or change of business circumstances). Such extensions should be infrequent and provided only when the circumstances of the particular case clearly warrants additional time.

A copy of the PIP will be placed on Employees file but will be disregarded after 12 months (although in exceptional cases, the period may be longer) subject to Employee achieving and maintaining the required standards of performance during that period.

Underperformance is not to be confused with misconduct. Misconduct issues are dealt with under Brídhaven's Disciplinary Policy and Procedure.

A PIP is a way for Bridhaven to formally communicate to you that your performance is not up to standard, as well as a way for Bridhaven to help you. Ultimately, Bridhaven wants your performance to improve.

### 5. Further Information

For further information about this policy, please contact Human Resources. This policy may be subject to change.

### 6. Document Revision Record:

Revision No.	Reviewed by:	Date:	Changes: Yes/No	Reason for Review