CATHOLIC DIOCESE OF DALLAS

Corrective Action and PIP Procedures

Purpose

The Corrective Action process and Corrective Action form allows managers to progressively document, coach and track less than satisfactory performance and/or behavior of a direct report. Use the Corrective Action templates found in Exponent HR.

Overview and Instructions

The Corrective Action form is used to record and present performance and/or behavior deficiencies of an employee. **Managers may issue corrective actions in the order described below or they may start with more progressive actions depending on the severity of the deficiency, i.e., to combine or skip a verbal warning and move directly to a final written warning depending on the facts of the situation and the nature of the offense**. Use a new form each time a corrective action occurs. Sample warnings are available in Exponent HR under Management>Communication> Links & Resources. Place corrective action documents and additional supporting information in the designated section of the employee's file.

Employees refusing to sign a Corrective Action does not negate the corrective action. Note the "employee's refusal to sign" on the document. Reinforce to the employee that the language on the corrective action form which states "your signature acknowledges the discussion" still applies even if they refuse to sign. By signing the document, it does not indicate agreement or disagreement with the plan.

Performance Improvement Plan (PIP)

Performance improvement plans are issued when an employee is not meeting the requirements of the position as outlined in their job description. The PIP must state the dates of the previous corrective actions issued to address the problem; it must state the objective(s) of the plan; it must outline the support that the employee will receive and the timeframe in which the plan will be carried out; it must be clear on what consequences the employee will face if they do not meet the stated objectives. The Manager is responsible for monitoring, measuring and documenting the performance over a period of time (30, 60, 90 days). Use the Performance Improvement Plan template found in Exponent HR under Management>Communications>Links & Resources.

Corrective Actions

Verbal Warning (1st step)- a conversation with the employee to communicate the deficiency. Include the observed behavior or actions; the violated policy name, number and description; and the action plan for improvement. Ensure that clear expectations are set and the employee understands the path forward to success. The manager and employee shall sign and date the Corrective Action Notice form to note that the conversation took place. Explain to the employee that using the Corrective Action Notice documents the verbal warning and at this stage, does not constitute a Written Warning. The Corrective Action template includes important verbiage in these discussions that "improvement must begin immediately and must be maintained" as well as a warning that "failure to improve may result in progressive corrective action, up to and including termination".

Written Warning (2nd step)- documented process addressing the deficiency to include all supporting information on the deficiency, the policy name, number and description and the date and time of the occurrence. Describe,

in detail, the areas needed for improvement and the timeframe to correct the deficiency. The manager and employee shall sign and date the Corrective Action Notice form to note that the conversation took place. Failure to improve may result in further disciplinary action up to and including termination.

Final Written Warning (3rd step) and final notice that immediate need for improvement must occur or termination is likely. Include the policy name, number and description as well as the dates of the last meetings and corrective actions taken so far. Failure to improve at this stage will result in termination. The manager and employee shall sign and date the Corrective Action Notice form to note that the conversation took place.

Suspension (if applicable)- A work suspension without pay may be used in extreme cases where an employee should be removed immediately pending investigation for behavior which causes disruption in the workplace or for potentially unlawful behavior or actions. Suspensions must be clearly outlined with the 1) defined number of days, and 2) the start and end dates. Suspended employees will neither be paid nor be able to use PTO to cover the suspension days.

Termination - separation from employment for cause noting the date and time of the separation and a summary of the previous actions. **As a reminder, all involuntary terminations must be approved IN ADVANCE by the Diocesan Sr. Director of Human Resources. Managers must review the Termination Procedures and Termination Checklist found in ExponentHR prior to meeting with the employee**.

All forms are located under Management> Communications> Links & Resources.