

PERFORMANCE IMPROVEMENT POLICY

1. PURPOSE: This policy provides the guidelines to address unsatisfactory work performance. The policy plans are intended to establish a structure corrective action to improve and prevent a recurrence of unsatisfactory work performance measures.

2. SCOPE: This policy applies to all the full-time employees of the organization.

3. DEFINITION: To provide a mechanism that allows continuing dialogue between reporting managers and employees for improved employee work performance.

4. STATEMENT:

- A performance improvement plan is a document that lists where an employee is falling short and what they can do to improve.
- It's a tool used to work with an employee to improve the performance and behavior and to address performance discrepancies identified in a performance management process.
- It outlines the exact nature of the employee's underperformance.

5. PURPOSE & BENEFITS:

- Better Company Culture.
- Save time and money.
- More effective than performance reviews.

6. DEFINITION OF NON-PERFORMANCE: Unsatisfactory Work Performance can encompass a variety of work behaviors that includes, but is not limited to:

- Inability to complete work assignments or correct errors in a reasonable amount of time;
- Inability to or unwillingness to learn new tasks or skills or to work collaboratively;
- Inability to exercise good judgment;
- Inability to receive or take instruction/direction; or
- Violation of rules or policies or inappropriate conduct.

7. POLICY: There may be instances where initial or continued unsatisfactory work performance may result in immediate adverse employment action, up to and including termination. Factors to be considered include, but are not limited to:

- The length of time the employee has been employed or has been in the position;
- The seriousness or egregiousness of the unsatisfactory performance;
- The impact the unsatisfactory work performance has on the essential business needs of the organization or the department; and
- The role and responsibilities of the employee.

The Reporting Manager needs to raise the concern with the HR Team (hr@caizin.com) in writing to initiate a PIP.

Reporting Managers are encouraged to use this [PIP Template](#) as a guideline for the development of a PIP, and where possible, include employee input on the ways to correct/remedy the Unsatisfactory Work Performance.

- A description of the Unsatisfactory Work Performance;
- Standards and expectations that must be attained;
- An explanation of the period of evaluation (e.g., thirty (30) days); and
- A statement that unless the level of improvement is made and sustained, termination of employment could occur.

During the time specified in the PIP, the Reporting Manager will meet regularly with the employee to provide feedback on the employee's progress. One-on-one weekly or biweekly meetings with the employee and Reporting Manager are encouraged where the Reporting Managers should provide formal reviews for the PIP period.

The HR Team may also meet individually with the employee to provide counsel on ways to improve performance, as well as to discuss other employment or training options.

Throughout the duration of the PIP up to its expiration, the Reporting Manager will determine if the work performance meets the established standards. If the standards have been achieved, the Reporting Manager will notify the employee in writing of the successful completion of the PIP. If some performance improvement is made, the Reporting Manager has the discretion to extend the period of evaluation or PIP for additional time, but under no circumstance should the total period of the PIP extend beyond a total of three (3) months.

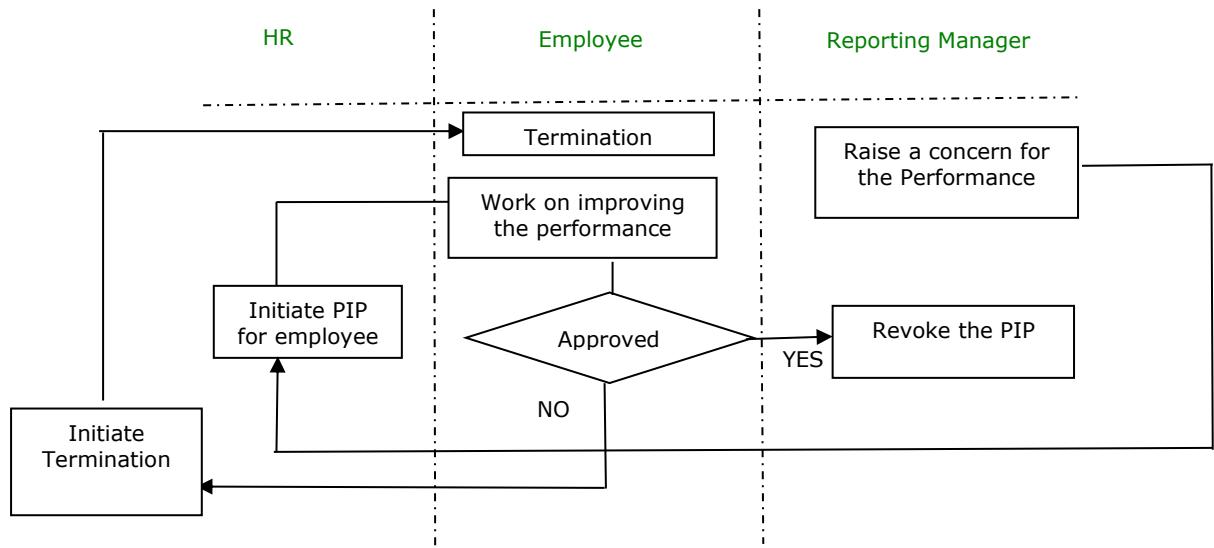
If there is evidence that the employee cannot or will not improve work performance, either during the PIP period or at its expiration, the Reporting Manager will do a final review with the HR Team to determine if termination is warranted.

During this review, alternative possible outcomes, such as reassignment, transfer, or demotion, may be considered based on the specific circumstances.

In the event, the HR Team if agree with the recommendation to terminate, the employee will be notified of the termination in writing and/or in person by the HR Team, including their final date in the workplace.

8. PROCESS

Reference Flow Chart



9. **EXCEPTIONS:** Any Deviation to this policy must be approved by the HR team.