



HUMAN HABITATS

Performance Improvement Process

Executive Policy

August 2024

Policy Summary

Policy Name: Performance Improvement Process

Attributable to: Operations & Directors

This Policy is to confirm the process for handling staff performance issues, implementing Performance Improvement Plans (PIP) and subsequent Terminations.

The aim is to be constructive when performance does not match the expectations of the HH business leadership. The focus is to be fair, transparent, and consistent in the approach to addressing performance issues:

- Provide a structured approach for addressing performance issues.
 - Outline the procedures for implementing and reviewing a Performance Improvement Plan (PIP).
 - Define the process for terminating employment if performance does not improve.
 - Ensure all parties understand their roles and responsibilities during the PIP/Termination process.
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Performance Improvement Plan (PIP) Process

Identifying Performance Issues

Human Habitats is committed to maintaining high performance and professionalism among its staff.

When a supervisor identifies performance issues not meeting the required standards, they must document them and discuss them with the employee. The supervisor should provide specific examples of the performance gaps and outline the expected performance standards.

Initiating a PIP

If particular performance issues persist, a PIP will be initiated. The PIP should include:

- Specific performance objectives and expectations;
 - Measurable goals and outcomes;
 - A timeline for achieving the required improvements (typically 30, 60, or 90 days) involving a fortnightly meeting; and
 - Support and resources available to the employee to help them improve.
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PIP Process

At the formal meeting held to discuss the PIP with the employee where the PIP will be reviewed in detail, giving the employee opportunity for questions and feedback. The following individuals must be present:

- The employee's direct supervisor;
- The employee; and
- Employee support person (if requested).

Throughout the PIP period, the supervisor must regularly monitor the employee's progress and provide constructive feedback.

During meeting and informal catchups, the aim is to review progress, address challenges, and adjust the PIP if necessary.



Post-PIP Evaluation

Human Habitats is dedicated to fostering a productive and supportive work environment. This policy is to ensure that performance issues are addressed fairly and systematically, providing employees with the opportunity to improve while maintaining the organisation's standards of excellence.

At the end of the PIP period, a final review meeting will be conducted to evaluate the employee's performance against the PIP objectives. The following individuals must be present:

- The employee's direct supervisor;
- The employee; and
- Employee support person (if requested).

During this meeting, the supervisor will provide a summary of the employee's performance and determine whether the objectives have been met.

Outcomes

Based on the evaluation, the following outcomes are possible:

- *Successful Completion*
If the employee meets the PIP objectives, they will be removed from the PIP and continue in their role with regular performance reviews.
 - *Extension of PIP Period*
If some progress has been made but the objectives have not been fully met, the PIP may be extended further with revised goals and continued support.
 - *Unsuccessful Completion*
The termination process will be initiated if the employee fails to meet the PIP objectives.
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Termination

If termination is deemed necessary, the staff member will be alerted in the Post-PIP Evaluation meeting. The following individuals must be present:

- The employee's direct supervisor;
- The employee; and
- Employee support person (if requested).

The reasons for termination and any relevant documentation will be clearly communicated to the employee during this meeting.

Documentation and Final Pay

HH will prepare:

- A termination letter outlining the reasons for termination and the effective date; and
- Final pay calculations, including any owed salary, unused leave entitlements, and other applicable payments.
- The coordination of the return of company property, the revocation of access rights, and the completion of any exit interviews or surveys to gather feedback from the departing employee.

All discussions and documentation related to the PIP and termination process will be treated with the utmost confidentiality and shared only with those who have a legitimate need to know.

Exceptions

Where required an external HR representative can be engaged to support HH with the process.

