FACILITIES, REAL ESTATE & AUXILIARY SERVICES

PERFORMANCE REQUIREMENTS AND DISCIPLINARY ACTION

PURPOSE

To establish consistent performance requirements for both management and non-management employees (staff members) and to outline a procedure that supervisors/managers are to follow in addressing a staff member's performance. Facilities' staff members are classified as salaried staff, hourly, or professional.

POLICY

Performance requirements are to be outlined at the start of employment and reviewed at least annually by a member of the management team.

The policy of the Facilities organization is to use the following procedure to help unsatisfactory performers raise their performance to an acceptable level. If a staff member fails to meet specified work standards and continues to perform unsatisfactorily despite the supervisor/manager's warnings, he or she will be terminated. Supervisors/managers are responsible for ensuring that the Facilities organization's policy on addressing performance problems is carried out fairly and consistently.

PROCEDURE

The following procedure outlines the appropriate order in which corrective actions should be taken. Use of these guidelines by supervisors/managers will ensure that the staff member has been given adequate notice of unsatisfactory performance or conduct before any serious action is taken.

VERBAL/WRITTEN WARNING. When a staff member's performance is considered unsatisfactory and the offense does not call for immediate suspension or termination, it is the supervisor/manager's responsibility to counsel the staff member verbally and in writing. When counseling the staff member, the supervisor/manager should explain the consequences of continued unsatisfactory performance and provide direction on how to correct the problem. The supervisor/manager should encourage the staff member to sign the formal document(s) used in counseling (including the Disciplinary Action Form).

WRITTEN WARNING. If offenses continue to occur following a verbal/written warning and counseling, the supervisor/manager should document these offenses as well as the steps previously taken to help the staff member correct the infraction.

SUSPENSION. A supervisor/manager may suspend a staff member pending an investigation of alleged infractions or as a result of serious work-related concerns. Depending upon the severity of the offense, a written notice should be given to the staff member before a decision is made to suspend or terminate the individual. The type of suspension will depend upon the type of infraction committed by the staff member. When a staff member's behavior is considered to be gross misconduct, the supervisor/manager may send the staff member home immediately pending further investigation. The Assistant Director level or above must always be involved as the next management level in the suspension of any staff member. In addition, a staff member is encouraged see a Faculty and Staff Assistance Representative when they incur a minimum suspension of (1) day NTO. The staff member's supervisor/manager may make appointments directly with the Faculty and Staff Assistance Office for the staff member.

TERMINATION. If the staff member's performance fails to improve after the previous steps have been taken, he or she must be terminated. If a staff member is given the option to resign, the supervisor/manager should request a letter of resignation.

In every instance, the supervisor/manager must use good judgment and discretion to ensure that the rights of the staff member, as well as those of other staff members and the interests of the Facilities organization and the University of Delaware Community are protected.

REASONS FOR DISCIPLINARY ACTION (These examples are not all-inclusive.):

Possession of a lethal weapon.

Drinking alcoholic beverages or using drugs while on University of Delaware property, or reporting to work under the influence of alcohol or drugs.

Threatening, fighting with, or assaulting other staff members (employees) or members of the University community.

Use of abusive or vulgar language.

Stealing.

Sleeping on the job.

Failure to perform an assignment at an acceptable level of accuracy or to carry out a reasonable work request of a supervisor/manager and/or designee.

Failure to comply with safety and health rules.

Failure to maintain the department's good reputation and image.

Failure to comply with the workplace violence prevention program.

Failure to report to work on a regular basis and/or on time.*

Failure to properly notify supervisor/manager of absence either 15 minutes before or up to 15 minutes after shift starts.

Refer to the Attendance Policy guidelines for dealing with staff members who do not report to work on a regular basis and/or on time.