**NEED INFO ON USING PERFORMANCE IMPROVEMENT PLAN TO ENACT POSITIVE CHANGE – IS THIS ALREADY WRITTEN ON TOPPERS OS????**

**1st Written Warning**

* If an infraction of company policies occurs **after the formal verbal warning a “1st written warning”** is to be issued using the “Team Member Misconduct Form”
* Fill out the form in its entirety
  + Make sure that the date, the store number and team member’s name, as well as the manager on duty’s name is on the form
* Fill in any previous warnings if the team member has received one, including dates, and important notes
* Within the “future action to be taken” box, circle probation for next violation of the same minor nature. Also, document any additional information about the violation.
* Go over everything with the team member, such as what, where and why
* Allow the team member to document a statement about their actions in the “Team Member statement” section
* Sign and date misconduct form as the “manager” issuing the warning
* Goal set with Team Member using the “Performance improvement plan” section of the misconduct form
  + Ask questions, goal set, and have a discussion about what can be done in the future that an incident does not occur again. Document the responses in “Performance Improvement Plan” section
* Place 1st written warning in the team members file

**2nd Written Warning**

* If an infraction of company policies occurs **after the formal “1st written warning”** the 2nd written warning is to be issued using the “Team Member Misconduct Form”
* Fill out the form in its entirety
  + Make sure that the date, the store number and team member’s name, as well as the manager on duty’s name is on the form
* Fill in any previous warnings if the team member has received one, including dates, and important notes
* Since this is the 2nd written warning circle “Probation” in the current action to be taken box
* Within the “future action to be taken” box, circle probation for next violation of the same minor nature
* Document the incident in the “employer statement” box including dates and time of the incident
* Go over everything with the team member, such as what, where and why
* Allow the team member to document a statement about their actions in the “Team Member statement” section
* Team member signs written warning. This is required for the team member to return back to work. If team member continues to refuse to sign the written warning, they are dismissed, and a witness is to sign and date the “signature of witness” line
* Sign and date misconduct form as the “manager” issuing the warning
* Goal set with Team Member using the “Performance improvement plan” section of the misconduct form
  + Ask questions, goal set, and have a discussion about what can be done in the future that an incident does not occur again. Document the responses in “Performance Improvement Plan” section
* Place 2nd written warning in the team members file

**3rd Written Warning-Suspension**

* If an infraction of company policies occurs **after the formal “1st written warning”** the 2nd written warning is to be issued using the “Team Member Misconduct Form”
* Fill out the form in its entirety
  + Make sure that the date, the store number and team member’s name, as well as the manager on duty’s name is on the form
* Fill in any previous warnings if the team member has received one, including dates, and important notes
* Since this is the 3rd warning circle “Suspension” in the current action to be taken box
* Within the “future action to be taken” box, circle termination for next violation of the same minor nature
* Document the incident in the “employer statement” box including dates and time of the incident
* Document any additional information about the violation you would like the team member to know in regards to the future actions to be taken
* Go over everything with the team member, such as what, where and why
* Allow the team member to document a statement about their actions in the “Team Member statement” section
* Team member signs written warning. This is required for the team member to return back to work. If team member continues to refuse to sign the written warning, they are dismissed, and a witness is to sign and date the “signature of witness” line
* Sign and date misconduct form as the “manager” issuing the warning
* Goal set with Team Member using the “Performance improvement plan” section of the misconduct form
  + Ask questions, goal set, and have a discussion about what can be done in the future that an incident does not occur again. Document the responses in “Performance Improvement Plan” section
  + Make clear in the performance improvement plan, that any violation of this nature within the probationary period will result in termination
  + Let the team member know, they are to call when the schedule is to be completed so they can retrieve the next week’s schedule
* Document the responses in the “Performance Improvement Plan” section
* Place 3rd written warning-suspension in the team members file

**4th Written Warning-Termination**

* If this is a major company procedure violation, or you have followed through with the verbal, 1st written, 2nd written, 3rd written (suspension) for minor violations termination may be the appropriate next step
* Schedule a short meeting, either on the spot or a couple days later.
  + If meeting is scheduled for a later date, the team member it is recommended the team member not work any shifts
  + It is not recommended to wait until the end of their shirt to terminate them
* Document the final incident resulting in termination using the “Team Member Misconduct Form”
* Fill out the form in its entirety
  + Make sure that the date, the store number and team member’s name, as well as the manager on duty’s name is on the form
* Fill in any previous warnings if the team member has received one, including dates, and important notes
* Since this is the 4th warning circle “Termination” in the current action to be taken box
* Document the incident in the “employer statement” box including dates and time of the incident
* Document any additional information about the violation you would like the team member to know in regards to the future actions to be taken
* Sign and date misconduct form as the “manager” issuing the warning
* Sit down with the team member and let them know they are being terminated for “X” reason. Try to keep this conversation as short and to the point as possible focusing only on the infraction that resulted in termination
* Retrieve uniform, hat, and store key
  + If they do not have the store key on them at the time, it is recommended to let them have 24 hours to return the key to the store. If they fail to do so in this time frame, you may choose to take further action, such as sending a police officer to their residence to retrieve the key.
* Let ex-team member know how they will receive their final paycheck
  + You may choose to mail it to their residence if you don’t want them back in the store
* Escort ex-team member out of the building
* Have witness team member present during termination sign and date the “witness” section of the employee misconduct form
* Place final termination warning in ex-team member’s personnel file
* If a shift leader, AM, or GM was the individual terminated change all safe codes
* **No matter what team member was terminated, change all door codes to make sure your store remains secure**