



Employee Performance Improvement Policy

- I. **Scope.** The Employee Performance Improvement Policy (hereinafter referred to as “policy” or “PIP”) will be administered and applies to all employees of Fairhaven Solutions, LLC.
- II. **Policy Statement.** As per this policy, employees will be offered the opportunity to receive a detailed, actionable, Performance Improvement Plan (PIP) that is specific to him/her when an employee has failed to meet expectations or produce client satisfaction. The purpose of this policy is to correct such actions and to allow the company to support its employees and provide additional resources and tools for them to succeed. The Employee Performance Improvement Policy will provide managers with the structural basis to develop attainable goals through a Performance Improvement Plan that would allow an employee who is performing less than satisfactorily, to enhance productivity and deliverables. A Performance Improvement Plan will be developed by the Owner of the company, or delegated managers and will be subject to approval by a Human Resources (HR) consultant prior to implementation.
- III. **Policy.** As per the PIP template, when a PIP is developed and administered, it will include specific areas of concern for improvement, concise goals and expectations for improvement, actionable and achievable activity goals, a list of resources and management support offered to the employee, expectations and standards to demonstrate progress towards reaching improvement goals, progress checkpoints, and a schedule for follow-up updates at the 30-, 60-, and/or 90-day mark, where applicable. This policy mirrors an approach that focuses on identifying the problem and developing a solution. The PIP will allow managers to assess and discuss unsatisfactory performance and/or behavior; implement attainable goals and a plan to remedy the poor performance; and monitor progress towards achieving the goals and expectations set forth in the plan. Contents of an individual’s PIP are considered confidential and are not to be discussed with clients/customers or any employee other than the individual for which it was developed and those who are assisting in the remedy. Failure to maintain confidentiality of this document will be considered a breach of contract and will result in disciplinary actions.
- IV. **Attachments.** This policy will include (2) attachments. The first attachment is a step-by-step flowchart to determine when a PIP is necessary and will guide managers through the process of corrective action. The second attachment is a template on company header for the actual PIP that will fit most scenarios. The PIP template is the standard format to be used when developing specific PIPs for employees. While the PIP is a template, only the areas that allow for input modification should be changed on a scenario-by-scenario basis.

V. **Effective Date.** This Policy is effective on the date that it is signed by the Owner/President and will remain in effect until a modification is issued.