

Progressive Discipline Policy (PDP)

Policy: At Shakti by TELUS we are committed to fostering a positive work environment through clear expectations, fair practices, and continuous improvement. In instances of work-related concerns, we implement a progressive discipline process to address issues related to incompetence or misconduct effectively.

Types of Problems Addressed and Definitions:

- **Incompetence:** When an employee lacks the skills or ability required for the job.
- **Misconduct:** Breach of rules impacting workplace efficiency and safety.

1. Progressive Discipline Steps

1.1. Dealing with Incompetence:

- Clearly outline job expectations in the company policy.
- Communicate these expectations transparently to all employees.
- Promptly address unacceptable work, providing clear feedback to the employee.
- Offer reasonable supervision, training, and instruction to support improvement.
- Issue a clear warning that failure to meet expectations could lead to dismissal.
- Allow sufficient time and opportunity for the employee to meet job expectations.
- If there's no improvement, as a final step, consider dismissal.
- Maintain detailed written records of all interactions.

1.2. Dealing with Misconduct:

- Give the employee an opportunity to explain their perspective on the misconduct.
- Collect all relevant facts surrounding the misconduct.
- Issue a verbal warning outlining the consequences of further misconduct.
- If the problem persists, provide a written warning to the employee.
- If necessary, suspend the employee, clearly communicating job expectations.
- Attempt to reach an agreement with the employee after the suspension.
- As a final step, consider dismissal if the misconduct continues.
- Maintain comprehensive written records throughout the process.

2. Summary Dismissal for Severe Misconduct

In cases of severe misconduct, Shakti by TELUS reserves the right to exercise summary dismissal. This entails immediate termination of the employee's contract. However, it is crucial to act promptly, as allowing the problem to persist may be perceived as condoning the behavior. Delayed action can compromise the ability to use summary dismissal as a justifiable reason.

3. Mitigating & Aggravating Factors:

Consider various factors such as intentionality, acceptance of responsibility, the nature of the infraction, employee tenure, and work history in assessing the severity of the issue.

4. Checklist for Progressive Discipline:

Incompetence:

- Set clear, reasonable job expectations in the company policy.
- Communicate expectations clearly to all employees.
- Address unacceptable work promptly.
- Provide supervision, training, and instruction.
- Issue warnings about potential dismissal.
- Allow time and opportunity for improvement.
- Consider dismissal if no improvement.
- Keep detailed written records.

Misconduct:

- Allow the employee to share their perspective.
- Collect relevant facts about the misconduct.
- Provide verbal and written warnings.
- Consider suspension if necessary.
- Attempt to reach an agreement post-suspension.
- Consider dismissal if the misconduct persists.
- Maintain comprehensive written records.

5. Disciplinary Actions

This is a general process that will be followed with regard to disciplinary actions taken by the company. This is intended to be a general outline, however severity, risk and intention must be considered in each situation and the course of action tailored to the context of the circumstance. The more policy violations or breaches of Safe Operational Procedures (SOP) the greater the severity of discipline escalation.

*Depending on the severity and risk posed by behavior there may be immediate removal from worksite and or suspension.

Before Enacting The PDP

Informal Communication of Issues: Verbal communication of workplace issues is occurring, with clear identification of the issues and expectations for course correction being established.

- No formal documentation is occurring.
- In the event that an issue is persisting between parties at work and numerous attempts at resolution have failed an escalation to the Human Resources Department may be warranted.

Enactment of the PDP

First Formal Communication of an Issue: In the event that workplace issue(s) are not able to be resolved informally.

- An Official complaint will be made, and the Human Resources Department will enact the PDP Policy.
- The respondent will be notified of the infraction by the Human Resources Department.
- The respondent will complete a form of acknowledgment that the **Verbal Warning** has been received.

Second Formal Communication of an Issue: If the same behavior continues, a **Written Warning** is issued and documented by Human Resources.

- A meeting with relevant team members will be arranged to discuss the situation.
- Clear expectations and timelines will be outlined for a corrective action plan.
- A **Performance Improvement Plan (PIP)** is created by Management, and the respondent must sign off to acknowledge their commitment to completing the plan.

Third Communication of an Issue: If the same behavior is observed and there is a willful lack of compliance then termination or suspension may be possible.

- If the same behavior persists and there is **willful non-compliance**, termination or suspension may be considered.
- A final meeting with relevant personnel is held to discuss the escalation of the issue.

By adhering to this progressive discipline policy, we aim to correct behavior, enhance employee productivity, and create a positive workplace culture.

Review: As part of our commitment to ongoing safety improvements this policy and procedure will be reviewed once every three years and or in the event of a safety incident.

Reviewed 2024/01/01

Reviewed 2024/12/09

Reviewed 2025/04/01