

Policies and Procedures

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CHAPTER: Human Resources	ISSUED: 3/1/02	REV. A 3/17/04	REV. B 3/13/15
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PURPOSE

Creighton University strives to offer a harmonious and orderly work environment that promotes respect among employees and supports efforts to achieve the highest level of professionalism. All employees are expected to adhere to established standards of conduct and performance.

SCOPE/ELIGIBILITY

This policy applies to all employees in Levels A through M.

POLICY

The University expects employees to follow standards of conduct that will protect the interests and safety of all students, patients, visitors and employees. Conduct that is offensive and discredits the University interferes with business operations. Employees are expected to satisfactorily complete duties in a business-like manner and assume responsibility for performance and conduct.

Guidelines for supervisors regarding acceptable employee behavior:

- Employee performance expectations should be clearly set forth in the job description and annual performance evaluation. When performance problems occur, the preferred disciplinary approach will focus on solving the problems through a process of corrective counseling, if possible and practical.
- The corrective counseling process will center on communicating an expectation of change and improvement while also informing the employee of the consequences for non-improvement.
- Corrective counseling will focus on identification of areas in which employee's performance needs improvement.
- In administering this policy, application of the corrective action will be properly documented and applied consistently, objectively and fairly.

Guidelines for employees regarding acceptable behavior:

- Employees should strive to perform all duties as set out in the job description and annual performance evaluation, maintain a record of excellence and adhere to the University's policy regarding performance and conduct.
- Cooperate on two-way communication with supervisors regarding performance and conduct issues.
- Seek clarification from supervisors to prevent performance or conduct issues in situations where rules or standards may be unclear to the employee.

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When corrective counseling fails or its use is deemed not appropriate by the University, it is important that supervisors follow the formal disciplinary steps described below.

Except as set out in Procedure 7, supervisors may not implement any disciplinary steps of this policy without first consulting with Human Resources. Extenuating circumstances may require a supervisor to take immediate action to maintain a safe environment.

Each situation will be addressed on an individual basis and may include consultation with the applicable Vice President and/or the Office of the General Counsel at the discretion of Human Resources.

PROCEDURES

1. It is the duty and responsibility of every employee to be aware of and abide by existing policies and procedures. Supervisors are encouraged to assist employees in obtaining copies of policies and procedures through websites such as: <http://www.creighton.edu/generalcounsel/cupolicies/> or contact a Human Resources representative.
2. Every employee is responsible for the satisfactory performance of assigned duties, as stated in the job description. A copy of the job description may be obtained from the employee's supervisor or Human Resources.
3. Employees are encouraged to request additional job-related training when needed. Likewise, supervisors are encouraged to make time available for employees to attend appropriate learning opportunities.
4. Creighton University supports progressive discipline as a method of addressing employee issues such as unsatisfactory work performance or misconduct. The University has adopted the following guidelines for use by supervisors in most situations. Nothing stated in this policy or elsewhere is intended to create a contract of employment, or to modify the status of persons who are otherwise "at will" employees.
 - a. The corrective counseling process will include warnings coordinated through Human Resources, prior to presentation to the employee to explain the unacceptable behavior/performance. The University reserves the right to accelerate actions based upon the severity of the circumstances. The following steps are to be used as a guideline:
 - 1) A verbal warning is used when the supervisor verbally counsels an employee. A written record of the discussion, acknowledging receipt by the employee's signature, noting the date, event and specific corrective action will be prepared by the supervisor. It will also be noted on the original document that a copy will be placed in the employee's official personnel file in the Human Resources Department.

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- 2) A formal written warning is used for behavior or violations a supervisor considers serious or as a follow-up when a verbal warning has not helped to remedy/improve the unacceptable performance and/or conduct. A written warning, acknowledging receipt by the employee's signature, noting the date, event and specific corrective action will be prepared by the supervisor. It will also be noted on the original document that a copy will be placed in the employee's official personnel file in the Human Resources Department.
- 3) The University may require the employee to participate in a Performance Improvement Plan (PIP) not to exceed 90 days. Within the PIP, the employee must demonstrate a willingness and ability to meet and maintain established work performance and/or conduct requirements. At the end of the PIP, the employee will either be returned to regular employment status or terminated. If, at any time during the PIP, the employee does not demonstrate significant and consistent improvement, the employee may be terminated *before* the conclusion of the PIP at the discretion of the University.
- 4) In addition, in those cases where appropriate, a suspension of employment up to three days, with or without pay, may be implemented by the University for the purpose of conducting an investigation. Following an investigation, an employee will be informed of the results of the investigation and of the next actions to be taken up to and including termination.
5. An employee may utilize any of the following options available to assist in resolving any performance or conduct issue:
 - a. An employee may submit a written response to any performance and/or conduct action within three business days of the action taken. A written response should be submitted to the supervisor and to Human Resources for placement in the employee's official file.
 - b. An employee may contact Human Resources to confidentially discuss the situation or to request a meeting with the supervisor or the supervisor's supervisor if deemed appropriate or helpful for resolution by Human Resources.
6. Supervisors may be required to take immediate action to maintain a safe environment and will not be required to undertake any further implementation of the Employee Performance and Conduct Policy. In the event of serious misconduct by an employee, employment may be suspended, with or without pay, or the employee may be or immediately terminated.

Examples of serious offenses include, but are not limited to:

Fighting	Failing to comply with licensing or certification requirements
Insubordination	Misuse of University credit card
Timesheet violations	Reporting to work/working while
Falsifying University records	

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Sleeping on duty	under the influence or possession
Dishonesty	of intoxicants
Stealing	Job abandonment
Breach of confidentiality	Possession of a weapon

7. Creighton University reserves the right to administer appropriate disciplinary action for all forms of inappropriate performance and/or conduct. No list of rules can include all instances of conduct resulting in disciplinary action. Sound judgment and common sense prevail.

ADMINISTRATION AND INTERPRETATION

Questions regarding this policy should be directed to the Human Resources Department.

AMENDMENTS OR TERMINATION OF THIS POLICY

Creighton University reserves the right to modify, amend, or terminate this policy at any time.