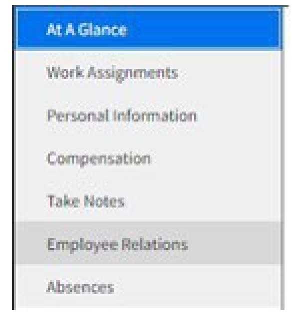
Employee Relations Guide

(Discipline Section)

This guide is to assist leaders and HR in completing the corrective actions. Here are the steps to creating, reviewing, issuing and employee acknowledgement.

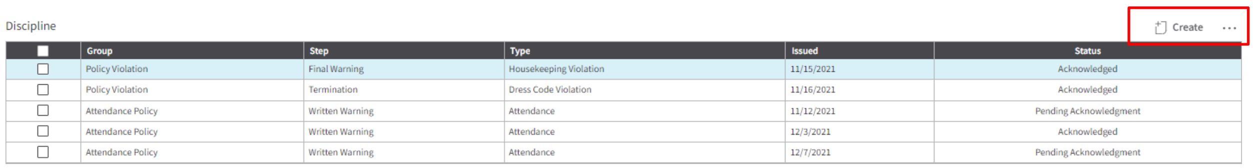


<u>Manager</u>

1. Under the Manager role, go to **My Staff** and select an employee's profile.

2. On the employee's profile, click on the tab labeled **Employee Relations**.

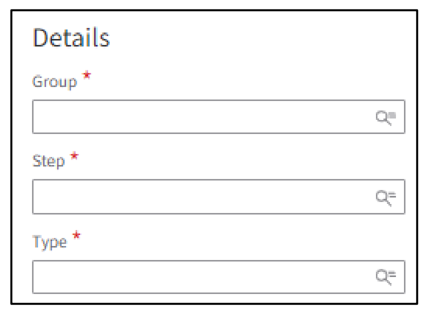
3. Go to the bottom of the page to the **Discipline Section.** You can review historical disciplines by **double-clicking** on each one.



Group	Step	Type	Issued	Status
Policy Violation	Final Warning	Housekeeping Violation	11/15/2021	Acknowledged
Policy Violation	Termination	Dress Code Violation	11/16/2021	Acknowledged
Attendance Policy	Written Warning	Attendance	11/12/2021	Pending Acknowledgment
Attendance Policy	Written Warning	Attendance	12/3/2021	Acknowledged
Attendance Policy	Written Warning	Attendance	12/7/2021	Pending Acknowledgment

4. To create a new corrective action, click the **Create** button.

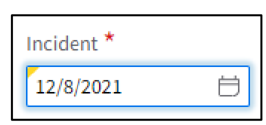
<u>Details Section</u>



1. On the form, you will need to complete the following sections:

- **Group**- you will be able to choose between the following items by clicking the search. Select **Policy Violation**.
- **Step**- select the level of the corrective action.
    a. Written Warning
    b. Final Written Warning
    c. Termination
- **Type**- select the policy that the employee is being disciplined for. Refer to the **Ashley Culture Guide** in **Your Self-Service** on the different policies. Review the complete list to ensure the correct one is select.

2. In the **Incident box**, select the **Date** by clicking on the calendar.



3. In the **Behavior Section**, enter the information about the discipline. This section should include the following:

Behavior *

On December 5th, you were 30 mins late for work. Our schedule start time is 7:00am and your badge in time was 7:20am. Reviewing your attendance record, this will bring you to 6pts within a 365 period from your first incident.

- Dates
- Occurrences
- Observations
- Statements

Examples:

- *Attendance Written Warning:*
  - *On (Insert Date) you were absent from work. This brings you above the allowable limit of unexcused occurrences in a 365-day period. At this time, you have (Insert # of Points) unexcused occurrences.*
- *Attendance Term:*
  - *On (Insert Date of Last Occurrence), you were (absent/late) from work. Your attendance is above the allowable limit of unexcused occurrences in a 365-day period. On (Date of written warning), you received a written warning and on (Date of Final Warning), you received a final written warning regarding your attendance. At this time, you have (Insert # of points) unexcused occurrences.*
- *Policy Final Warning:*
  - *On (Insert Date), you (Describe the incident using details of time, place, actions of the employee, etc.) This is a violation of our Basic Rules of Conduct. You previously received a written warning for violating the Basic Rules of Conduct.*

Consequence

Due to violation of the Attendance Policy, you are receiving a Written Warning. Future violations of this policy may result in progressive discipline, up to and including termination of employment.

5. in the **Desired Behavior Section**, enter expectations the company has of the employee in order to improve. This information should include the following:

- Dates
- Improvement details or metrics
- Additional support (If applicable)

Desired Behavior *

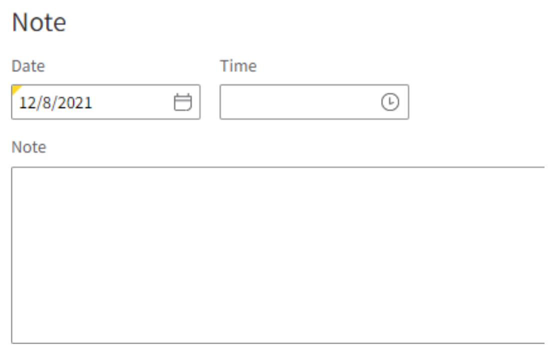
As part of our team's expectation, we hold ourselves accountable for being at work on-time and ready to work at the start of our shift with the rest of our team. This allows our team to start the shift with the ability to meet our production goals.

Effect of Incident

Your work is critical to our business success. Going forward, we appreciate your coming to work on time and working your full scheduled shift to meet our customers' demands.

Note Section

The **Notes Section** is intended to document anything related to the discipline meeting. For example, if the employee disagrees with the corrective action or details get corrected or modified (but discipline is still warranted), or the employee walked out of the discipline meeting, etc. These notes will not be viewable to the employee but will be viewable by your HR Rep or future supervisors of the employee. To add a note to this area, complete the following:



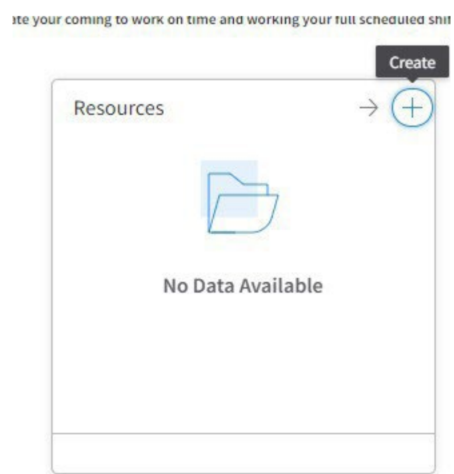
1. Click on calendar in the **Date box** and select the date.

2. The **Time box** is optional for completing.

3. The **Note Section** is where you will add information regarding the discipline meeting.

4. Once these sections are completed, click the **Save** button.

5. See below section how to combine previous **Notes** to corrective action.



Support Documentation Tiles

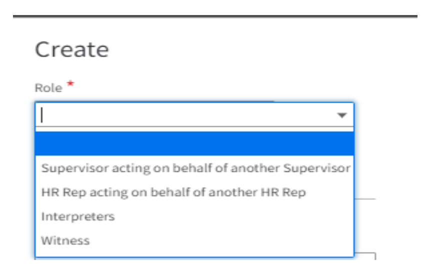
After saving, additional tiles will become available. To add supporting documents or resources to the discipline, review the below sections. Note, no medical documentation should be included here.

A. Resources Tile

This tile should be used to identify who was part of the discipline or the investigation if applicable. To add resources to this section, click the "**+**" sign.

1. To select the **Role**, click the dropdown arrow to select one of the following:

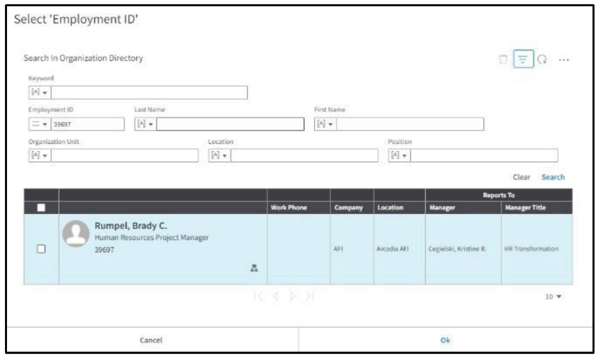
- **HR Rep acting on behalf of another HR Rep** (Filling in for another HR Rep)
- **Supervisor acting on behalf of another supervisor** (Filling in for another Supervisor)
- **Interpreters**
- **Witness** HR Representative, HSS, employees (as applicable)

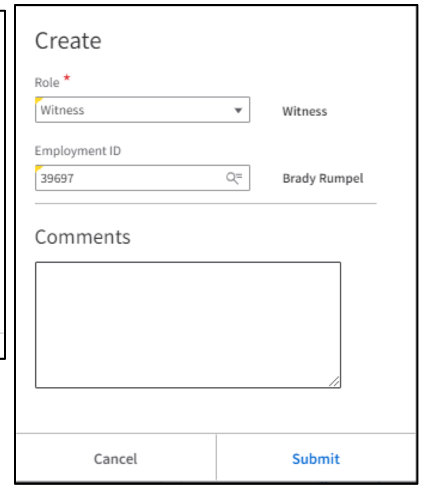


2. To select the employee for this role, click on the magnifying glass. Use the filters to locate the employee.

3. Select the employee and click **Ok**.

4. Add any additional information in the comments section if needed. Click **Submit**.





B. Documentation Tile

The **Documentation Section** will be used to store all documents related to the corrective action. Examples of supporting documents include an employee's attendance record, pictures, statements, emails or a HSS report. These documents can be viewable by the employee if the option is selected as part of the upload. To upload documents to this section, follow these steps:

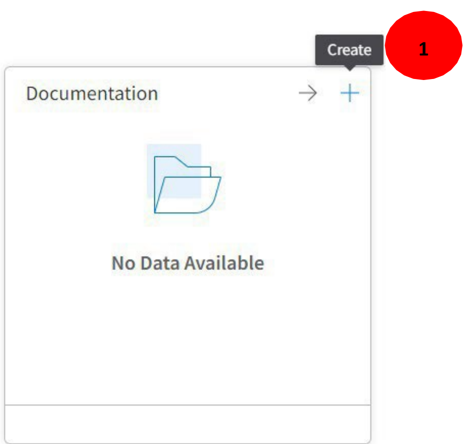
1. Click the **+** sign in the **Documentation Tile**.

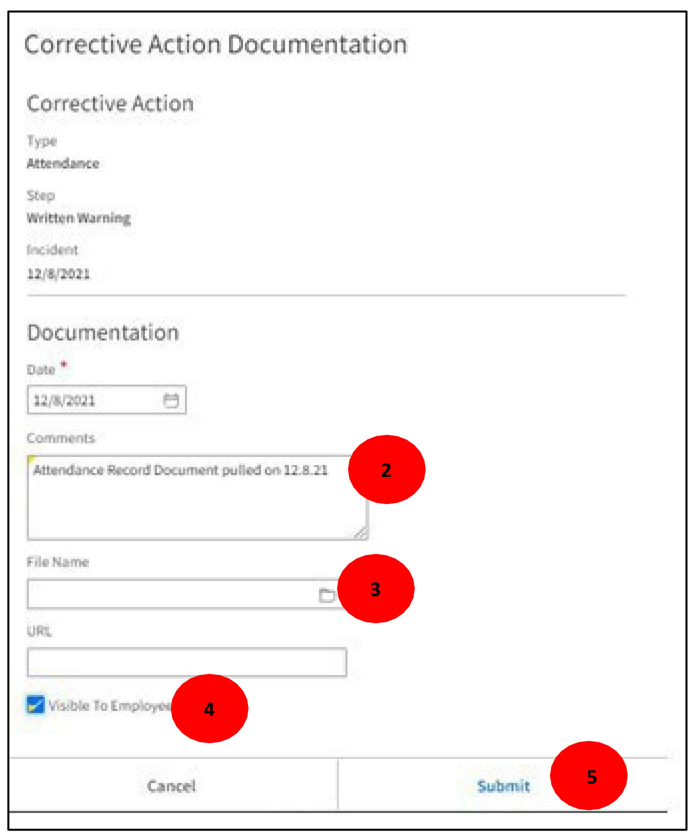
2. In the **Comments Section**, type the name of the document with a brief description. This will appear in the **Document Tile Section**. Be specific as this could become visible to the employee.

3. To upload the file, click on the folder icon. Search for your file and open.

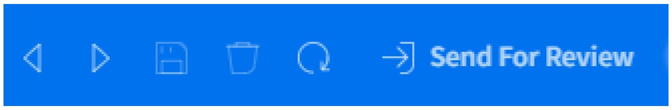
4. Leave the box unchecked for **Visible To Employee**.

5. Click **Submit** to complete the document upload.





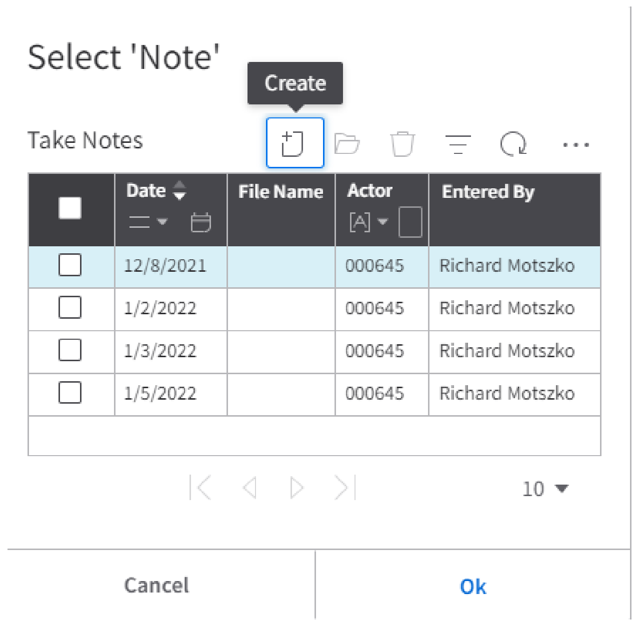
Once these sections are complete, the corrective action will need to be reviewed by your HR Representative. To send it to your HR Representative, click on **Send to Review**. The status will change from **Draft** to **In Review**.



An email will be sent to the HR Representative letting them know that a corrective action has been started.

<u>Notes Tile</u>

Files or previous **Notes** can be attached to the **Notes** to support the corrective action and cannot be seen by the employee. For example, leaders or HR can connect previous notes to the specific corrective actions as documentation. To add notes and attach files, follow these steps.



1. Click on the **+** on the **Note's Tile**.

2. Click the magnifying glass to open notes.

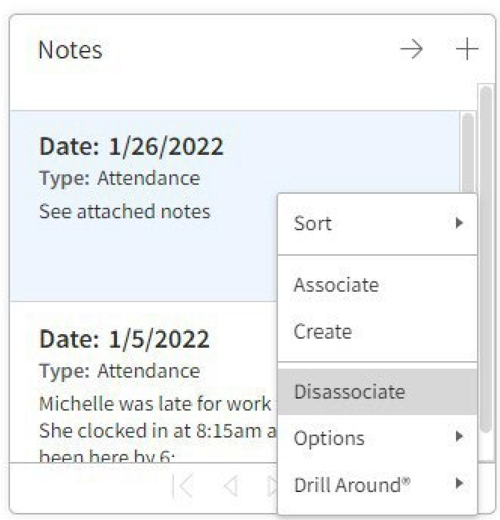
3a. If a note is already created, you can select it and click **Ok**.

3b. If you need to create a new note, click the **+page** icon.

4. In the **Take Note** form, enter the information and attached the file.

5. Click **Submit** and **Ok** to close out the form.

To **remove** a **Note** from this section, follow these steps.



1. In the **Note's Tile**, right-click on the note that will be removed.

2. Select **Disassociate** on the menu bar and click **Ok** to confirm action. The note will be removed.

<u>Human Resources Representative Actions</u>

Once the corrective action has been submitted by the manager, the HR Rep will receive an email to review the workflow. The HR Rep must go into YSS to complete the workflow.


Employee Relations submitted for your review Inbox ×

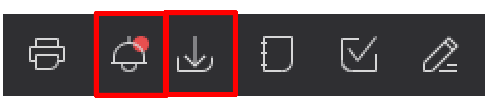
YSS_NoReply@corp.ashley.com
to novgeneralisttest+14

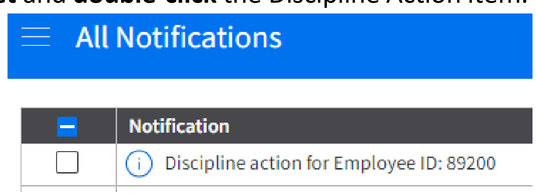
The following discipline has been entered. Please log into YSS to review.

Incident Date:	December 8, 2021
Group:	Attendance Policy
Step:	Written Warning
Type:	Attendance
Employee ID:	
Employee Name:	
Position:	CgFabSp1RKDPlt3 Lvl II
Direct Manager:	Richard Motszko
Org. Unit:	Manufacturing | Casegoods

To review the workflow, following the following steps:

1. Click on the **Notification bell** or **Inbasket** and **double-click** the Discipline Action item.





2. You will need to review the corrective action description that the manager completed. You will be able to add additional **Resources**, **Documentation** and **Notes**. To add additional information, refer to the **Manager** portion.

3. After reviewing the document, you will have to complete one of the following actions:

- **Approve-** this action will send the corrective action back to the manager to be administered to the employee.
- **Cancel-** if the discipline is no longer valid and the corrective action should be deleted (see steps below to **Cancel**).
- **Return-** if the manager needs to make updates to the corrective action (see steps below to **Return**).

4. Once the corrective action is approved, click **Approve**. An email will be sent to notify the manager that the HR Representative approved with next steps.

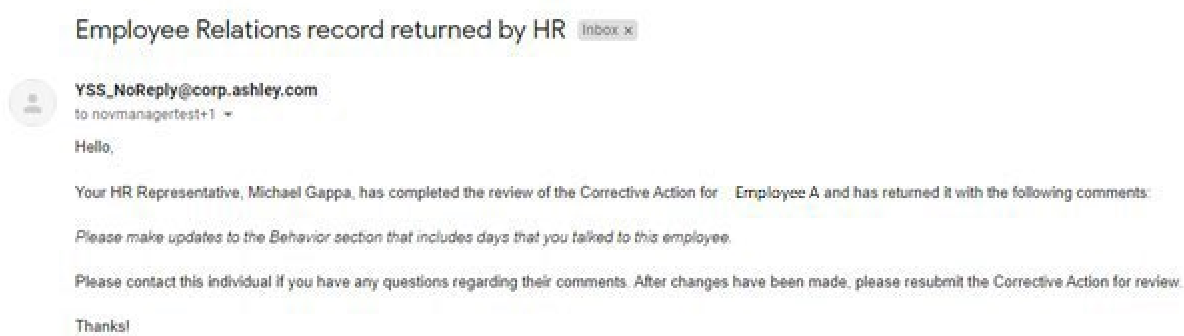
Returning a Corrective Action to a Manager

After review, there might be corrections that the manager will need to make based off HR review. For HR to send it back to the manager to update, follow these steps:

1. Click the **Return** button.

2. A **Response Required** prompt will appear. In this box the HR Rep will explain what the manager will need to fix within the corrective action. This information will appear in the email for the supervisor.

3. Click **Ok** to send to the manager.


Employee Relations record returned by HR Inbox ×

YSS_NoReply@corp.ashley.com
to novmanagertest+1

Hello,

Your HR Representative, Michael Gappa, has completed the review of the Corrective Action for Employee A and has returned it with the following comments:

Please make updates to the Behavior section that includes days that you talked to this employee.

Please contact this individual if you have any questions regarding their comments. After changes have been made, please resubmit the Corrective Action for review.

Thanks!

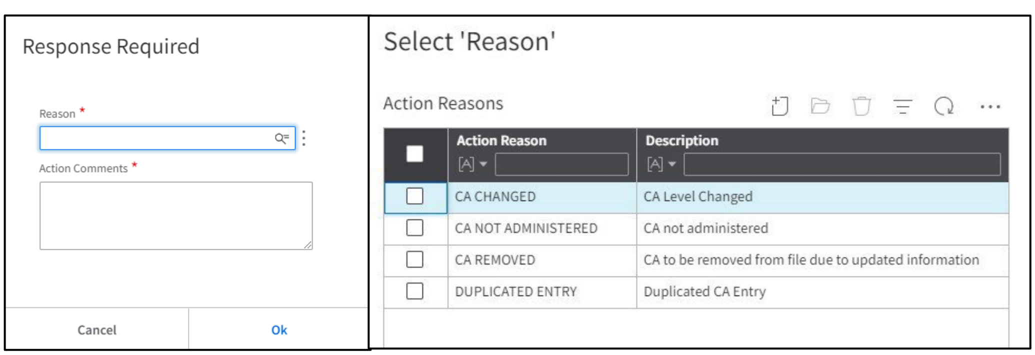
How to Cancel a Corrective Action

After review, it may be determined that the corrective action should not be issued. The HR Rep is able to identify the action reason code to cancel. To perform this action, follow these steps:

1. Click the **Cancel** button.

2. Select one of the **Action Reason** codes for canceling the corrective action.

- **CA Changed**- Based on the investigation, the level or severity of the discipline could change
- **CA Not Administered-** Based on the investigation, it was determined that discipline was not needed, and the corrective action is not needed
- **CA Removed-** Based on the investigation and if the corrective action was issued, it can be removed base on updated information
- **Duplicated Entry**- when one or more corrective actions were created for the policy violation



3. Once the action reason is selected, click **Ok**.

4. In the **Action Comments** section- explain why the corrective action has been canceled and the selection reason.

5. Click **Ok** to submit the form. An email will be sent to the manager notifying them of the canceled corrective action and the comments will show from the HR Representative. In the employee records, the discipline will show canceled.

Employee Relations record canceled by HR Rep Inbox x

YSS_NoReply@corp.ashley.com
to novmanagertest+1

Hello,

Your HR Representative, Michael Gappa, has canceled the Employee Relations record that you submitted for Employee A with the following comments:

Need to change the level of this corrective action to final.

Please contact this individual if you have any questions regarding their comments.

Thanks!

Discipline — Create ...

	Group	Step	Type	Issued	Status
☐	Policy Violation	Final Warning	Housekeeping Violation	11/15/2021	Acknowledged
☐	Policy Violation	Termination	Dress Code Violation	11/16/2021	Acknowledged
☐	Attendance Policy	Written Warning	Attendance	11/12/2021	Pending Acknowledgment
☐	Attendance Policy	Written Warning	Attendance	12/3/2021	Acknowledged
☐	Attendance Policy	Written Warning	Attendance	12/7/2021	Pending Acknowledgment
☐	Attendance Policy	Written Warning	Attendance		Cancelled

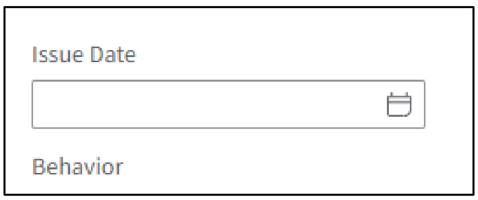
Manager

Issuing Corrective Action to Employee

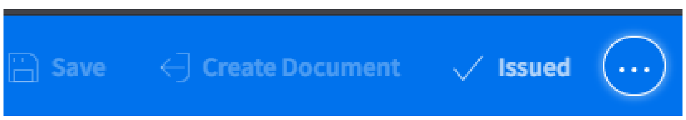
After the HR Representative approves the corrective action, the manager will receive an email notifying the approval and the next steps in the process. The manager will schedule time with the HR Representative and the employee to have the discipline issued and the corrective action reviewed. Here are the steps issue a corrective action to an employee.

1. On a device, review **Discipline** in the **Manager** role. Open and share supporting documents with the employee and with the assistance of HR, review the corrective action document and discuss the incident and details with the employee so they know why they are being disciplined. Document any comments the employee has in the **Notes** section (if necessary).

2. In the **Issue Date** box, enter the date of the discipline meeting.



3. Once the employee reviews the corrective action, click the **Issued** button.



Printing a Corrective Action for Employee

The employee will log into Your Self-Service to Acknowledge the corrective action, you can print the document to share as you go through it with them. To print the document, follow these steps.

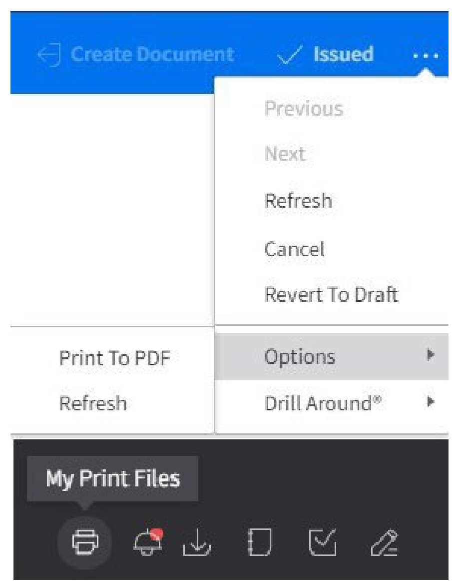
1. Click the **3-dots** next to **Issued**.

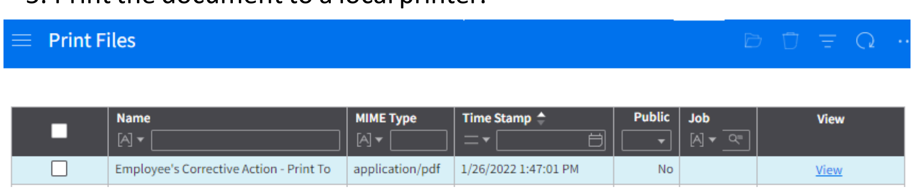
2. On the menu, go to **Option** and select to **Print to PDF**.

3. Name the document and click **Print**. A file will be created and stored in **My Print Files**.

4. Click on **My Print Files icon** and click the **View link**.

5. Print the document to a local printer.





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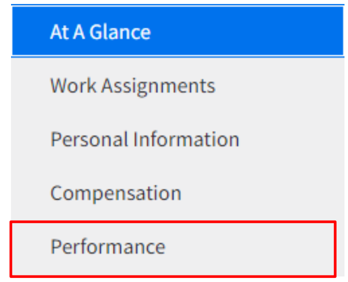
Employee Acknowledgement

Once the corrective action has been issued to the employee during the meeting, the employee will be required to log into their Your Self-Service account. To acknowledge the corrective action, follow these steps:



1. Click on **My Profile.**

2. On the side menu, click on **Performance**.

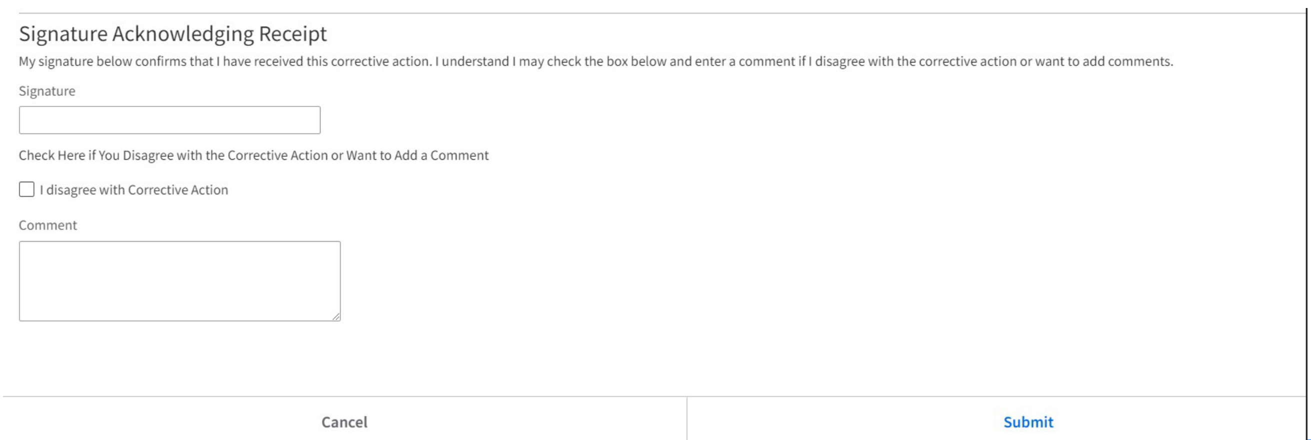
3. Look for the corrective action that has a status of **Pending Acknowledgment**. Double-click to open.

4. Review the corrective action. Click the **Acknowledge** button at the top.

5. An **Acknowledge Corrective Action** prompt will open. Review the information. As stated in the prompt, "By signing below, you acknowledge that you have reviewed this action." To sign the copy, employee must type their legal name in the box. If the employee disagrees with the corrective action, they will need to check the box along with their signature.

6. Additional comments can be added to the **Comment** box.

7. Click **Submit**. The status will change from **Issued** to **Acknowledge.**



Signature Acknowledging Receipt

My signature below confirms that I have received this corrective action. I understand I may check the box below and enter a comment if I disagree with the corrective action or want to add comments.

Signature

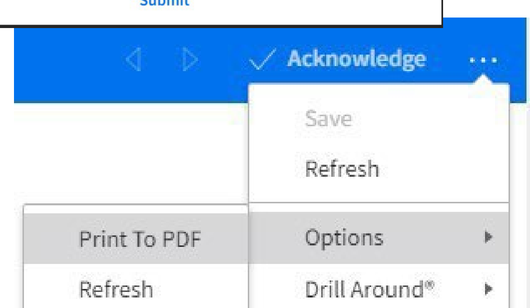
Check Here if You Disagree with the Corrective Action or Want to Add a Comment

☐ I disagree with Corrective Action

Comment

Cancel Submit

Printing a Corrective Action

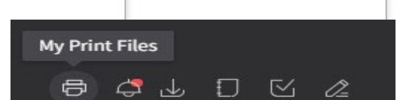


If you would like to print your corrective action, here are the steps.

1. In the corrective action, click the **3-dots** next to **Acknowledge**.

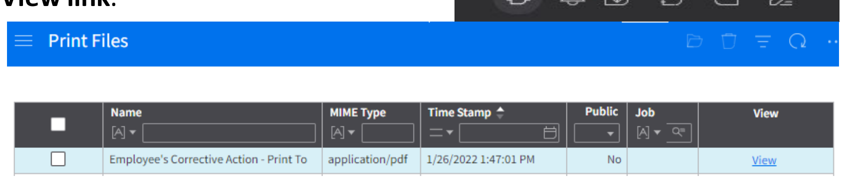
On the menu, go to **Option** and select to **Print to PDF**.

3. Name the document and click **Print**. A file will be created and stored in **My Print Files**.



4. Click on **My Print Files icon** and click the **View link**.

5. Print the document to a local printer.



Print Files

	Name	MIME Type	Time Stamp	Public	Job	View
☐	Employee's Corrective Action - Print To	application/pdf	1/26/2022 1:47:01 PM	No		View

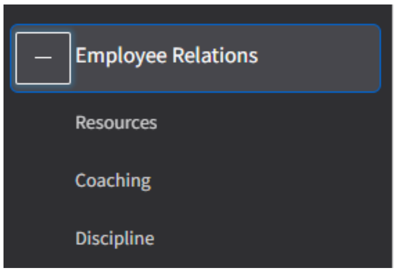
eff. 1.26.24

HR Representative Acknowledge on Behalf of Employee

If the employee is unable to acknowledge or refuses to sign, the HR Representative can sign the corrective action stating the employee received it. To sign the document, follow these steps.

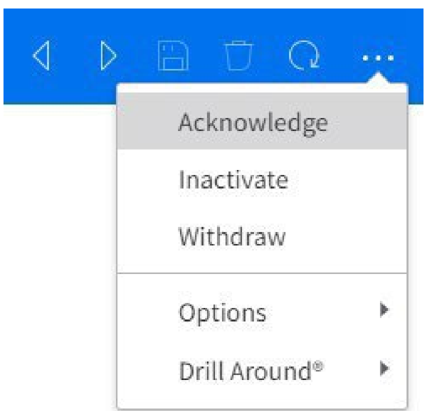
1. Sign in under the **Generalist** role.

2. On the side menu, click the **+** to expand the **Employee Relations** tab. Click the **Discipline** tab.

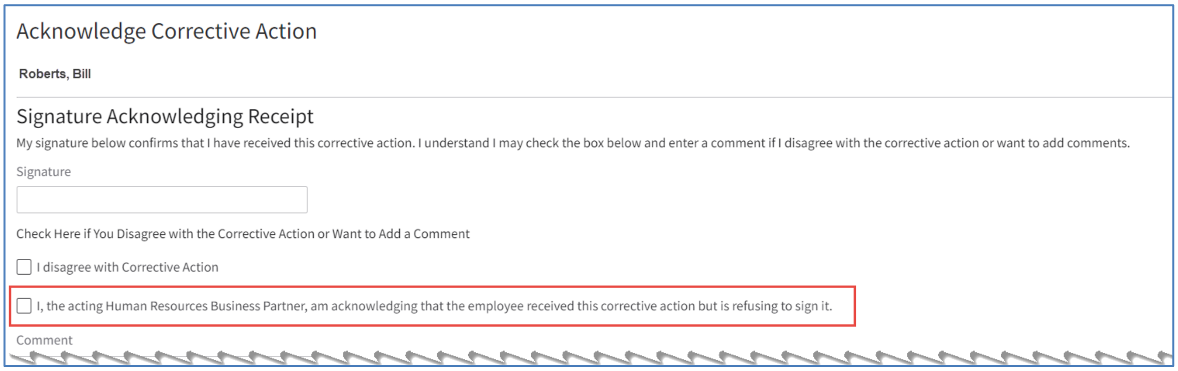


3. Search for the employee and **double-click** on the corrective action.

4. Click on the ellipse (3 Dots) and select **Acknowledge**.



5. In the **Signature box**, the HR Rep will place their name in the box and check the box stating “I, the acting Human Resources Business Partner, am acknowledging that the employee received this corrective action but is refusing to sign it.”



6. In the **Comment** box, the HR Rep will add additional comments of why the employee did not sign. Once complete, press the **Submit** button.

7.

<u>Human Resources Withdrawing or Inactivating a Discipline</u>

Once the corrective action was issued to the employee or acknowledged by the employee, the HR Representative has the ability to **Withdraw** or **Inactivate** a corrective action. These actions are defined below:

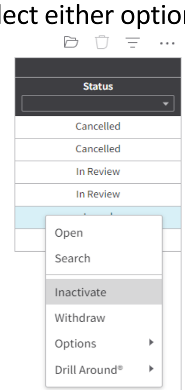
- **Withdraw-** it was determined that the corrective action should not have been submitted to the employee. It will show up in the employee’s record as **Withdrawn**.
- **Inactivate-** this will hide the corrective action from the manager and employee view to all the HR Representative to view before reactivating it.

To perform these two actions, follow these steps:

1. Under the **Generalist** role, click **Employee Relations** on the left side menu bar and click **Discipline**.

2. Search for the employee clicking the filter icon.

3. Under that status column, right-click to select either option.



4. Next, select the reason and provide comments. Once complete, click **Submit**.