

Objective

Create a written document that describes the types of misconduct you will discipline staff for, the consequences they will face and the procedure you will follow to discipline them. This procedure will be explained to staff when they first join your business, must be accessible to them at all times and you must remind them of it at least once a year.



1: Decide what behaviours and actions are unacceptable

Make a list of the behaviours and actions that you feel are unacceptable. These could include things like not wearing a uniform correctly, repeatedly being late, unexplained absence, abuse, sexual harassment, theft and violence etc.



2: Decide which are minor and which are serious

Divide these behaviours into two categories such as 'minor misconduct' for things like not wearing the uniform correctly and 'serious or major misconduct' for things like theft.



3: Decide what the consequences are for minor and serious misconduct

It is important that you have lesser consequences for 'minor misconduct' than you do for 'serious misconduct'. For example, you should explain what would lead to verbal or written warnings, demotion, suspension from work or dismissal. You must also ensure that the consequences your employees face do not include any of the following:

Physical punishment | Verbal abuse or insults | Withholding wages, food or accommodation | Confiscating personal property | Physical restraint or incarceration (locking someone up)



4: Write down the process you will follow to discipline staff

You can decide what procedure you will follow when you discipline staff. Travelife recommends that this includes the following:

1. Ensuring that managers/supervisors establish the facts surrounding an accusation
2. Informing the employee of the issue as soon as possible
3. Holding a meeting with the employee to discuss the issue
4. Allowing the employee to be accompanied at the meeting by their own representative
5. Giving the employee an opportunity to defend themselves and/or explain their actions
6. Deciding on appropriate action and informing the employee
7. Providing employees with an opportunity to appeal the decision
8. Ensuring any trade union requirements, laws or other regulations have been taken into account



5: Communicate the procedure to staff

You should:

1. Make sure all new employees know about the procedure by including it in your terms and conditions of employment or a staff handbook that they sign when they join, or formally adding it to the agenda/schedule of your staff inductions.
2. Make sure it is always accessible by displaying it in a staff area such as a break room or on your company intranet if all employees have access to it and you provide tablets/computers for them to use.

More Information & Resources

Travelife Detailed Guides: Human Rights, Fair Labour Practices