

## JOHN READINGS PTY LTD

### Policy and Procedures

POLICY TITLE:	PERFROMANCE IMPROVEMENT
ADMINISTERED BY:	DIRECTOR, HUMAN RESOURCES MANAGEMENT
APPLICABILITY:	ALL EMPLOYEES

### Policy Statement

John Readings is committed to continuous improvement, and encourages employees to continue to grow and develop. John Readings is also committed to providing all employees with the training and/or development activities necessary to enable successful on-job performance. For those employees who are currently performing above standard, the company also provides training and/or development activities to enable those employees to continue to improve and to prepare them for advancement.

### Policy Objective

The objective of this policy is to ensure that all John Readings employees are provided with appropriate learning and development opportunities to improve their performance.

### Procedures

- All employees with more than three months service are to have a development plan that has been agreed with their manager/supervisor. This plan will form the basis for ensuring that they are provided with the

appropriate learning and development opportunities to enable them to successfully perform in their current roles. The plan can be reviewed at any time, but a new plan should be completed at least every 12 months,

- Employees may participate in a variety of training courses provided by the training and development section of the Human Resources Department. Each course is part of a curriculum, designated as suitable for either all staff, or for supervisors and above or managers and above. The decision as to which courses are required by an employee is made by the supervisor/manager, in conjunction with the employee, using the development plan,
- The Education Assistance Program is available to all full-time and part-time employees. This program is designed to encourage job enhancement education and the completion of externally recognised degree and diploma courses. For further information contact the training and development section.
- Job specific training is provided by individual divisions/departments. Employees will be given fair and equitable access to training in order to acquire skills relevant to their current position and/or company requirements. To be accepted to a job specific training course, employees will be assessed for suitability against criteria which include, but are not limited to:
  - Current performance,
  - Experience,
  - Identified skills gap,
  - Availability,
  - Customer service orientation,

- Performance appraisal,
- Absenteeism,
- Warnings.