**OBJECTIVE**

The purpose is to implement necessary disciplinary measures in the face of a lack on the part of the worker for the fulfillment of the company's policies, procedures, and expectations.

**INTRODUCTION**

Employees should be kept informed of policies and procedures. It should not be assumed that the worker knows everything. It should be made clear when conduct leads to disciplinary action. Every worker, regardless of the position and/or time of service, has the right to be given an explanation of the fault he has incurred, what he/she must do to correct, and what the Manager/Supervisor will do to correct inappropriate conduct and thus achieve the desired objectives.

**RESPONSIBILITY**

* Manager/Supervisor- Has the responsibility to enforce the policies and procedures of the company and give feedback on them.
* Human Resources Manager- Coordinate the processes for the implementation of the sanctions that will be applied.

**PROCEDURE**

Any disciplinary failure and/or violation of the policies and procedures established by the Company will warrant a penalty, in accordance with the Internal Labor Regulations.

Disciplinary action must be applied immediately so that the worker attributes it to the fault itself, and not as a capricious action on the part of the supervisor. It is not the company's policy to let problems go until they accumulate and then apply a vigorous disciplinary action or even dismissal.

All facts should be taken into account and the situation assessed.

* What is the situation?
* What were the consequences of it?
* Were there other people linked to the situation?
* If it has happened before, when, and how often?
* What future consequence is envisaged?

Disciplinary actions, in the face of a particular fault on the part of the worker, shall be punished by means of the reference table for the **application of sanctions,** as follows:

* The first time verbal warning:

Contact the Human Resources department to conduct a meeting with the worker to notify it of the fault and fill out the employee default **format.**

* Second time, written warning:

A meeting will be held with the worker in the Human Resources department to provide an **administrative record,** which will be attached to his personal file. It must be signed by the worker, by the Manager/Supervisor, by the Human Resources Manager, and two witnesses.

* The third time, suspension of work:

Suspend the worker from his duties, without pay for one or up to three days proportional to the severity of the fault. The worker shall be informed in writing of this measure. Such suspension shall be issued by the Department of Human Resources.

Any disciplinary action that is applied will be taken after the worker has been listened to and as required by law.

Warnings or suspensions must be signed by the worker. In the event that the worker refuses to sign, the Manager/Supervisor will explain the situation to two witnesses who must sign at the worker's place.

These penalties shall apply provided that such failure does not constitute grounds for dismissal.

However, recidivism in the faults and/or repercussions that can occur in the company will require immediate dismissal action. That is, if the necessary improvement does not occur, the Worker's Manager/Supervisor, in conjunction with the Human Resources Department will coordinate the dismissal process. The termination of the employment relationship will be carried out by the Human Resources Officer.

Likewise, if the worker incurs any reason for dismissal, in accordance with the provisions of the Contract and Internal Labor Regulations, the employment relationship with the worker shall be terminated.

**FREQUENCY**

Every time a disciplinary action occurs.

**RELATED DOCUMENTS**

* Reference table for sanctions application.
* Employee Default Format.
* Administrative Act Format.
* Employment contract.
* Internal Labor Regulations.

**CORRECTIVE ACTIONS**

The conduct to be changed should be concentrated, the worker will be privately informed, the worker will be involved in finding solutions, a follow-up review date will be established and will be met, progress or improvement presented demonstrating confidence will be recognized.

**VERIFICATION**

This document shall be reviewed at least annually, or where any changes are necessary.

**Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**HR Head of Dpt. General Manager**