

## **BI-CRA.11.10 Regular and consistent application of performance management (discipline) processes**

### ***Expectation***

Operating sites have effective performance management (including discipline) processes, that reinforce site requirements consistently.

### ***Specify***

Support is provided for timely, high quality work and non conformances are addressed through performance management (discipline) processes include:

1. Training and assessment of understanding of key rules and site performance expectations for all workers and supervisors on site
2. Understanding requirements for following legitimate procedures and instructions
3. Standards of interpersonal relations and communications accepted on the site
4. How to access information on controls and requirements for site areas and tasks being performed
5. Minimum standards for behaviour and dress (PPE, etc.)

### ***Implement***

1. All workers and supervisors are trained in the requirements of the site performance management (discipline) system
2. Supervisors and senior leaders monitor work activities and confirm site requirements are being met during field inspections and reviews of digital records (e.g. video from cameras and audio from radio systems)
3. Records of formal performance/discipline interventions are created and lodged with the relevant functional department (e.g. HR)
4. Clear improvement strategies are developed with workers to help meet and exceed site requirements for safe and productive work

### ***Monitor***

1. Training records are kept in line with training needs analyses (TNA's) and expiry dates trigger requirements for follow up training
2. Senior leaders confirm that supervisors and others are implementing the system in line with site requirements
3. Audits of Safety Management systems confirm that the HSMS and associated performance management systems are performing in line with requirements and trigger follow up opportunities for improvement for consideration by senior leaders as required