

This policy is designed to identify and correct employee's performance, problems and behavior that adversely affect their duties, work commitments or interferes with the performance of others or the efficiency of the organization. This procedure is in line with Kazakh Employment Law.

1. The disciplinary procedure refers to the following steps:

**Step 1: Counseling**

**Step 2: Disciplinary Meeting (I)**

Counseling  
Verbal Warning

**Step 3: Disciplinary Meeting (II)**

Counseling  
Written Warning (I)

**Step 4: Disciplinary Meeting (III)**

Counseling  
Written Warning (II)

**Step 5: Disciplinary Meeting (IV)**

Written Warning (III)  
Termination of contract

**Note:** The director or general director reserves the right to change the above procedures any time depending on the severity of the disciplinary scenario. This can lead to suspension, cancellation of contract, deduction of pay and / or back to probation.

2. Depending on the situation, any step may be repeated, omitted or taken out of the sequence. Each case is considered on an individual basis by the administration.
3. For any disciplinary procedure there will be clear and direct communication between the employee and the manager issuing the disciplinary action. This communication will include a meeting with the employee and the general director to discuss the nature of the problem and how it affects the department. During the meeting, the general director will make it clear to the employee that there are specific performance / behavioural expectations of the position, how they have failed to meet the outlined expectations, how the behaviour is to be corrected and a timetable by which the employee can improve.

It will be clearly established that the employee must work on correcting the problem within the defined time table to avoid more serious progressive actions.

4. For all the employee's disciplinary procedure steps should be documented and a copy given to the employee.
5. Disciplinary action should be taken within a realistic time frame that will allow for a positive change in the employee's behaviour or work performance.
6. In case of serious violation or gross misconduct, an employee will be suspended and/or discharged on the first offence. Serious violations include, but are not limited to the following:
  - Theft (unauthorized removal and / or use of TAMOS Education property);
  - Sleeping during working hours;
  - Fighting on the premises or place of work;

- Deliberate or accidental destruction of TAMOS Education property;
- Record falsification or alterations (employment, payroll and benefit records);
- Mishandling or careless treatment of parents, visitors, students or colleagues;
- Disclosure of confidential information;
- Unauthorized possession or concealment of weapons while on the premises or at the place of work;
- Possession, use, sale or purchase of un-prescribed drugs and intoxicants on TAMOS Education campus, working under the influence of alcohol, illegal drugs or intoxicants;
- Rebellious or inappropriate behaviour.

Due to the advent of automated data management and information processing systems, negligent or intentional misuse by employees of such systems is an extremely serious violation of the employee's employment responsibilities as detailed in the acceptable use policy. Such misuse may result in disciplinary action which may take the form of immediate dismissal from employment from TAMOS Education. Misuse of such systems includes:

- Accessing information which is not relevant to the employee's assigned task;
  - Deleting or altering information without authorization;
  - Generating false, misleading or scurrilous information;
  - Using information retrieved from the systems for personal or any other unauthorized use;
  - Any and all abusive treatment of a student.
7. Steps one through five of the progressive action processes should be documented. (It is advised that managers maintain records concerning each step of the disciplinary process). The documentation of the corrective action should be signed and dated by the employee and the manager initiating the action. A copy of the corrective action documentation should be given to the general director and the employee. A copy of the action will be kept in the employee's file.
  8. The employee's signature on the documentation of corrective action does not indicate agreement with the action taken; it acknowledges receipt of the corrective action. If the employee refuses to sign the corrective action, it should be noted by the supervisor that a copy was given to the employee but they refused to sign.
  9. Managers initiating corrective action should consult with the director.
  10. For guidance or advice regarding corrective action, contact the general director.
  11. The General director's decision concerning corrective action is final.

### **COMPLAINTS PROCEDURES**

TAMOS Education recognizes the need for a process by which employees may raise complaints and concerns related to their employment. Differences between an employee and TAMOS Education shall be dealt with in accordance with these guidelines.

The guidelines for complaints are as follows:

1. An employee must initiate their own complaint. Generally, the employee should take up the complaint in a timely manner with the Director. The Director should discuss the matter completely with the employee in a private meeting. The Director should investigate the concern as appropriate, then reply to the employee regarding the complaint within one (1) week (reply can be verbal or written, as appropriate). If the employee feels unable to discuss the matter with their manager/supervisor, they may immediately consult with the General Director.

2. In certain situations, where the matter is not satisfactorily resolved at the manager's level, the employee should seek the assistance or guidance of the General Director.
3. If the Director cannot satisfactorily resolve the problem between the employee and the concerned department manager, then, the Director shall advise the employee to submit the complaint in writing. The employee and manager can bring in other TAMOS Education staff members as witnesses.
4. The General Director shall have one (1) week after the parties meet to respond in writing to the employee. The Director will assist the department in considering the written response to resolve the matter.

## **RESIGNATION / TERMINATION POLICIES**

Resignations and terminations will be handled with the following consistent guidelines:

Some examples of employee termination follow:

- End of a temporary assignment;
- Resignation;
- Discharge for gross or minor misconduct;
- Disability of employee;
- Job abandonment;
- Failure to return from leave of absence.

Several of the above reasons are discussed elsewhere in this handbook. Before proceeding with any termination action, the appropriate policy statement shall be reviewed.

1. When employees voluntarily resign from TAMOS Education, it is expected that they will give TAMOS Education sufficient notice of 90 days.
2. An employee who fails to give sufficient notice as part of their voluntary termination may not be eligible for re-employment.
3. Employees who are transferring from one position to another within TAMOS Education are also expected to comply with the above guidelines or to coordinate an alternative arrangement agreed upon by both the Director. Employees transferring to another position are also required to have a three-month probationary period for the new position.
4. Terminated employees are required to return all TAMOS Education property, including keys, uniforms, tools, materials and Residency card or Visa Documents prior to the issue date of their final pay. They are also expected to make arrangements for clearing of any debts owed to TAMOS Education.
5. When an employee has been terminated or has terminated their employment, an exit interview or outplacement service is appropriate. Any exit issues can be discussed with the General director or their representatives.
6. The Director or Human Resource Manager should promptly process the required termination form(s) to allow efficient handling of final pay, health insurance claims and other relevant matters.

In the unfortunate event of the death of an employee, the manager of the relevant department should inform the Director. Any inquiries by friends or relatives of the deceased should be referred to the Director for furnishing of the proper documents.

### **7. Exit Interview:**

1. Exit Interview will be held 2 days before departure as Notice of the day of flight. Hand over keys, books, instructional materials, paperwork, evaluation, student's records, etc.);
2. Final exit documentation to be signed. (Tax payments, exit clearance, pays lips, etc.);

3. All final OT / Bonuses and any other monies owes will be made;
4. Teacher must come to main office for exit interview.

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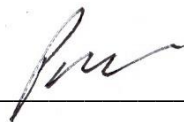


General Director



Lydia Shapovalova

School governor and Cambridge Director



Paul Collier-Woods