

## Staff Status Changes

When it is determined that you do not want to use a staff member anymore (or even a temporarily delay in using them i.e., poor performance market) or they call off an event for a reason that you are needing documentation, here is the process for that. Once this processed is finalized, I will be updating the staff status change document as well.

1. Staffing manager decides to not use a staff member again for any reason or we need documentation for a call off.
2. **Staffing manager immediately removes their market tag in Zingle and Ubeya**
3. Staffing manager sends an email to ONLY David with the following information:  
Subject line: Staff member name, date and DNU or Call off Documentation needed  
  
Body: Reason for DNU and/or Call off and reference any documented communication regarding this action, i.e., see Zingle chat, see client feedback, etc
4. David will review and forward to HR with approval
5. HR will go through the deletion process and deal with any communication needed

I do not want staffing managers telling staff they are no longer eligible to work events for any reason. Also, I do not want staffing managers to request documentation for call offs. If someone calls off an event and documentation is needed, just forward the request to David as listed above.

### **MANAGEMENT MUST APPROVE ANYTIME A STAFFING MANAGER WANTS TO ACTIVIAE SOMEONE FROM DNU.**

- Poor Performance Market - We use this status for those that the Staffing Manager does not plan to use for a while. We must communicate with the staff that we will not be using them for x amount of time and reason why. The reasons may be:
  - Being late to an events
  - Bad attitude
  - Poor communication
  - Low Rating or overall poor performance
  - Bad review from Roster Manager or Captain
  - Bad review from Staffing Manager.
- When you determine someone needs to go into poor performance, follow the following steps:
  - Communicate with the staff member
  - Send an email to HR asking that the staff member be placed into the poor performance market and the reason why.
  - HR goes into profile section of their profile and adds– PP – Reason – Event Date
  - HR removes their primary market and adds the poor performance market
  - If the reason for moving the staff member to the poor performance market was due to the training test needed, the Staffing Manager will send HR and email stating the quiz was completed and HR will add the primary market back.
  - If the reason was something other than training, the Staffing Manager will notify HR if/when their primary market should be added back.

- Poor performance market will be reviewed periodically to determine next steps with the staff.
- Inactive Market – In an effort to ensure our database is active, we have a corresponding market called [inactive “market name”].
  - At the first of every month, HR will go into Ubeya and run a report that shows all staff members that have a market assigned to them. HR will sort the results by last activity date. If that date is greater than 1 month, then HR removes their primary market and adds the corresponding “inactive” market.
  - No other action needs to be taken. If the staff member reaches out to us wondering where the events have gone, we just explain that they were not active for over a month, so announcement stop going to them. If they are still interested in working, then the Staffing Manager sends an email to HR asking that the primary market be added back, and the inactive market removed.