

UK Probationary Period

Summary

- Probationary periods are the initial periods within a contract before an employee is confirmed in post subject to satisfactory performance and conduct.
- If you are subject to a probationary period it will have been confirmed to you in your contract of employment. If you're unsure of whether or not a probationary period applies to you please talk to the person you report to.
- There are benefits for both you and your manager. You will receive an appropriate induction and training for your new role and a formal structure for learning the new job.
- Probationary periods:
 - Are generally for a 3 month period. However, certain roles have been specified as requiring a 6 month probationary period. In addition, probationary periods can be extended because of extenuating circumstances.
 - Have different notice periods.
 - Have a different disciplinary and capability procedure.
 - Can apply to fixed term contracts, but not agency temps.

Zurich Basics and Treating Customers Fairly

Our policies and practices have been reviewed to ensure that they align and support Treating customers fairly. In all our employment practices and procedures we seek to demonstrate the values outlined in Zurich Basics and treating Customers Fairly. Zurich Basics provides a strong foundation for our work on ensuring that we treat our customers fairly. In particular with regards to the probationary periods we aim to act with:

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| Integrity | <ul style="list-style-type: none"> • We treat everyone in a fair and honest manner. • We comply with all applicable laws, regulations and internal policies. |
| Excellence | <ul style="list-style-type: none"> • We aim for the highest quality and strive for continuous improvement in all that we do. • We test what we do and how we do it for fairness, diversity, trust and mutual respect. |

Background

This policy applies to all UK employees who have a probationary period in their contract of employment.

Definition of a Probationary Period

A probationary period is a defined period of time at the start of a new appointment. It is designed to help managers and enable newly appointed employees to achieve acceptable standards of performance and conduct. We will be looking to identify your skill level, aptitude and performance, and you will have the opportunity to assess whether the role and the organisation meet your expectations and aspirations. We may use probationary periods when you're new to Zurich, including moving from a fixed term contract to permanent contract.

The Benefits of a Probationary Period

Research indicates that a significant number of organisations use probationary periods, and benefits include the following:

For the Employee, the Probationary Period:

- ensures your induction, training and development has a formal structure, which enhances your opportunity to settle into Zurich;
- provides a formal structure for training and development which means you regularly meet with the person you report to. This gives you opportunities to discuss progress, learning needs, concerns or issues and increase effectiveness;
- gives you an opportunity to demonstrate your capabilities and potential.

For Zurich the Probationary Period:

- establishes and supports a proper induction. We can ensure a pattern of effective supervision and fully assess development of the role. There is proof that probationary periods help employees learn their job and become more effective more quickly;
- allows managers to confirm that your skills match the role and check on training needs;
- allows managers to fully assess your working environment, rather than solely through the selection process, this gives us a firmer idea of a person's capabilities before confirming employment;
- offers an abridged process for dismissing an employee, if the probationary period is not successfully completed.

Principles for operating a Probationary Period

- When the probationary period starts the person you report to will clearly define the standards, targets and responsibilities which you will be expected to achieve within the probation period by performing to the required standard. These should be documented, with a plan for delivering any training required.
- Throughout the probationary period the person you report to is required to provide the appropriate and agreed training and development needed for you to carry out the role.
- The manager is required to hold a minimum of three performance review meetings, usually monthly. Please note that the third meeting needs to be held before the end of the probationary period. If you are meeting the required standard this frequency of formal meeting should suffice, but for those experiencing difficulties further meetings may be both desirable and necessary.

At such meetings, the person you report to should:

- provide feedback on your performance in relation to the agreed targets,
- identify and agree any training needs,
- provide you with the opportunity to raise any issues or concerns you may have and agree resolutions/actions.

All meetings need to be documented. If any disciplinary matters or issues of capability arise during the probationary period these will be dealt with in accordance with the disciplinary and capability procedure for probationary periods.

Outcomes of a Probationary Period

The probationary period will have one of four outcomes:

- Progress has been successful and development has reached the agreed standard. Your employment is confirmed. This is an opportunity to reinforce positive behaviour and praise employees.

- Where termination is appropriate due to capability or disciplinary issues, employees should be given two weeks notice. Termination can occur before the probationary period has finished in cases of gross misconduct or where the disciplinary or capability policy for probationary periods has been completed (see above).
- A period of extension, (for a maximum of three additional months) is agreed. This will be used where it is considered that you are likely to be able to reach the required standard and where there were reasonable extenuating circumstances for not doing so within the initial probationary period. (For example if an employee was injured and off for two weeks, the period can be extended by two weeks.) In such cases, the same process of target setting and review should be followed.
- You decide to end the contract by providing your manager with two weeks notice.

Fixed Term contracts (does not include Agency Temps)

Probationary periods may also be applied to fixed term contracts where the nature of the role, seniority and length of contract warrants the investment in the employee's learning and development.

Terms and Conditions

Notice - employment can be ended if either Zurich or you give two weeks written notice during the probationary period.

A separate disciplinary and capability procedure applies during a probationary period – please refer to the disciplinary and capability procedure for probationary periods.

All other terms and conditions are as stated in your contract of employment.