Performance & Conduct

Note: It should be understood that some conduct issues can affect an employee’s performance. Also, some performance issues may seem like conduct but may actually be a performance issue where training will eliminate the problem. Always consult with your Regional Human Resources “Employee Relations Specialist” when addressing a performance or conduct problem.

<table>
<thead>
<tr>
<th>Performance</th>
<th>Conduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Can’t do”</td>
<td>“Won’t do”</td>
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<tr>
<td>Typically involves an inability to perform critical elements of the position at the fully or minimally successful level.</td>
<td>Typically involves breaking a known workplace rule (either written or unwritten), regulation or standard of conduct.</td>
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</tbody>
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Examples include:

- Being late with assignments
- Quality of work being minimally successful or unsatisfactory
- Quantity of work being minimally successful or unsatisfactory.
- Work not being completed in a timely manner
- Poor customer service knowledge and skills
- Poor organizational skills
- Incomplete work
- Missing an important project deadline

Examples include:

- Misuse of government equipment, vehicle, charge card, etc.
- Time and leave abuse
- Tardiness, absenteeism
- Unauthorized delay in returning from lunch or break periods.
- Travel Voucher fraud
- Misuse of a computer including pornography
- Damaging government property
- Sexual harassment
- Working under the influence of alcohol or drugs.
- Improper or unauthorized release of sensitive information
- Boisterous or disruptive/disorderly conduct or use of insulting, intimidating or abusive language.
- Deliberately making false statements about others.
- Failure to comply with safety standards.
- Failure or delay in carrying out instructions.
- Refusal to follow a direct order.
- Falsification of government records or documents.
- Gambling while on duty.
- Theft
- Dress code violations