

Purpose

ABCA Systems Ltd are committed to supporting every employee to reach their potential and achieve their personal goals, which in turn will assist the organisation to achieve its objectives.

ABCA recognises that employees perform more effectively when they have clear expectations of their job role, targets or objectives, and of the wider aims of the business.

The policy aims to ensure that employees:

- Know what is expected of them i.e. the required standard of performance and how they should carry out their roles effectively
- Receive feedback which aims to improve and develop performance and recognise employees' achievements.
- Identify areas where improvement is required and training and development needs.
- Have a mutually agreed plan to achieve both development goals and employee career development.

Scope

This procedure applies to all employees of ABCA Systems.

The performance appraisal policy supports the performance appraisal process. A formal process is centred on an annual meeting of each employee and their line manager to discuss the employee's work. The purpose of the meeting is to review the previous year's achievements and to set objectives for the following year. These should align individual employees' goals and objectives with organisational goals and objectives.

Core Principles of the Appraisal Policy

1. The appraisal process aims to improve the effectiveness of the organisation by contributing to achieving a well-motivated and competent workforce.
2. Appraisal is an ongoing process with an annual formal meeting to review progress.
3. The appraisal discussion is a two-way communication exercise to ensure that both the needs of the individual, and of the organisation are being met, and will be met in the next year.
4. The appraisal discussion will review the previous year's achievement, and will set an agreed development plan for the coming year for each member of staff.
5. All directly employed employees who have completed their probationary period are required to participate in the appraisal process.
6. The appraisal process will be used to identify the individual's development needs and support the objectives of the Training and Development Policy.
7. The appraisal process will provide management with valuable data to assist succession planning.
8. The appraisal process will be a fair and equitable process in line with our Equality & Diversity Policy.

Performance Appraisal Implementation

Performance appraisal discussions will be held on an annual basis. They will be arranged by the employee's line manager. Line managers are encouraged to provide the opportunity for an additional mid-year review and other informal reviews as necessary throughout the year.

The discussion will be held in private. Information shared during the appraisal will be shared only with senior management and HR. Confidentiality of appraisal will be respected.

All appraisal documents should be issued to both parties prior to the discussion, in order to allow time for both parties to reflect and prepare. These will provide a framework and focus for the discussion.

An overall performance rating shall be provided by the line manager at the end of the appraisal to the colleague, this is based on the overall performance of the employee. The ratings are not meeting expectations, meeting expectations or exceeding expectations. Clear rationale must be provided to support the performance rating.

The Appraisal Discussion

The appraisal discussion will allow an opportunity for both the appraisee, and the appraiser to reflect and comment on the previous year's achievements. It will recognise achievements, and encourage the appraisee in the employee's role.

The discussion should be an open, positive dialogue, and will focus on assisting the appraisee to acquire the relevant knowledge, skills and competencies to perform the colleague's current role to the best of their abilities.

The Appraisal Record

The appraiser (line manager) should complete the relevant form at, or immediately following the meeting, ensuring that it is signed by both themselves and the employee. A copy will be given to the employee. The appraiser will submit the form to HR to be saved in the employee's file. An electronic version of the form can be submitted on the link [ASLPD165 Performance Appraisal Form](#)

Performance Improvement Plan (PIP)

If there are areas which require additional support or development, the performance improvement plan (PIP) is a tool used to clarify areas of underperformance and set objectives for an employee to achieve. It will also detail any support that will be given to the employee and the timeframe for the objectives to be met by. The PIP itself is not a formal sanction, but is instead a constructive tool to support performance improvement, however continuation of underperformance could result in a formal sanction.

A good PIP should;

- Clearly and objectively explain the areas of underperformance.
- Give clear details of what improvement is required providing SMART objectives.
- Provide a timescale for review.
- Detail whether any support or training is to be provided.

A PIP may be implemented following or prior to an appraisal where poor performance is identified.

The PIP document related to this policy and procedure is HR-AB45.

Personal Development Plan (PDP)

The personal development plan (PDP) is a tool to help employees who are meeting or exceeding expectations to grow their talents and abilities further. It also supports the succession planning of the business. A PDP does this by establishing aims and objectives (or goals), identifying support and training needed to realise these, setting how success will be measured and the expected timeframe.

The steps of a good PDP should include;

1. Defining and prioritising goals
2. Setting deadlines
3. Understanding strengths
4. Recognising opportunities
5. Identifying support
6. Measuring progress

A PDP may be agreed at any time between employee and line manager and may run alongside the appraisal process.

The PDP document related to this policy and procedure is HR-AB50.