

Performance Review Policy



Here's a Model Policy that you'll need to adapt to reflect the actual performance review procedures, timelines, and criteria you use at your own organization.

1. PURPOSE

To establish a formal, consistent, transparent and fair system of reviewing and appraising employee performance.

2. OBJECTIVES

The system set out in this Policy is designed to, among other things, empower:

- ABC Company and its employees to deliver better service to its customers and clients.
- ABC Company to communicate its performance expectations to employees.
- Employees to know where they stand and how they can improve their job performance.
- ABC Company to make reasonable and informed decisions about bonuses, pay and benefits adjustments, promotions, demotions, lay-offs, etc., based on performance.

3. PROCEDURES

- **Timing of Performance Reviews**
- New employees will be reviewed within 3 months of the date of employment.
- Newly promoted employees will be reviewed within 3 months of the date the promotion takes effect.
- Regular and regular part-time employees will be reviewed at least annually during the month in which their position anniversary date falls.
- ABC Company management, may, at its option, perform supplemental performance reviews at any time.
- Employees have the right to request and receive supplemental performance reviews, provided that they have not received a performance review within the past 30 working days.

- **Performance Review Criteria**

ABC Company department managers and supervisors will establish fair and objective criteria to be used to review the performance of the employees under their charge. Such performance review criteria will be reviewed and approved by the ABC Company HR Manager and other officials. Once approved, such criteria will be attached as a series of Exhibits to this Model Policy.

- **03 Performance Ratings**

Although performance criteria will differ by department and position of employee appraised, performance review will be rated by these same 5 criteria:

- **Outstanding** for exemplary performance that far exceeds performance criteria.
- **Above Standard** for performance that exceeds the level the appraiser normally expects.
- **Standard** for performance that meets but doesn't exceed the appraiser's expectations.
- **Needs Improvement** for performance that falls short of what is normally expected and which requires correction and improvement.
- **Unacceptable** for performance that requires immediate corrective attention and re-appraisal within 90 days. Re-appraisal that results in another "Unacceptable" rating will be grounds for termination.

4. APPLICATION

The performance review system outlined in this Policy is not designed to be punitive or disciplinary but to accomplish the objectives listed in the Policy above. Furthermore, ABC Company and its personnel will apply the above procedures and criteria consistently but not mechanically and make allowance for the individual circumstances of each employee, including but not limited to concerning employees with disabilities and other personal characteristics requiring reasonable accommodation under Human Rights laws.