Performance Management System Policy

#### **Goals**

The BookCafé Group (BCG) performance management system aims to accomplish:

* Clear performance expectations and direction with an emphasis on customer service,
* Provision of feedback and coaching of staff members,
* Identification of training and development needs,
* Documentation of performance.

#### **Principles**

The underlying principles of this policy are:

* Performance management is a shared responsibility between management and employees,
* Performance and learning are encouraged and supported,
* Performance is measured ultimately by the customer.

#### **Policy Guidelines**

The BCG supports a performance management system which comprises:

* Performance planning:
  + Performance expectations are clearly communicated to employees.
* Monitoring employee performance:
  + Performance is monitored from direct observation, customer surveys and results from development opportunities.
* Employee development:
  + Employees receive frequent, specific and timely feedback and are coached to improve performance,
  + Employees are given opportunities to develop identified skill gaps by a wide range of training and experiential activities.
* Evaluating employee performance:
  + Employee performance is evaluated formally at six monthly reviews with the employee’s supervisor,
  + Evaluations are held in accordance with the BCG’s privacy policy, i.e., information is kept strictly confidential, is only collected and used for the purposes of performance management and, is available to the individual on request,
  + Employees must be informed of privacy rights under the Group’s policy.
* Recognition:
* Employees are recognised and rewarded for above standard performance.

**Related Policies/Company Documents**

* BCG Standards of Operation for Performance Management,
* Remuneration Policy.

Updated/authorised

2019 – Jim Murphy CEO