

POLICY: PERFORMANCE MANAGEMENT

BACKGROUND

The corporate Performance Management policy is established to facilitate the development of controls that will ensure that roles and responsibilities are clearly defined and understood in order to secure both corporate and individual compliance for Reverside regarding Performance Management. It is the intent of Reverside to promote consistent organisational behaviour by providing guidelines and assigning responsibility for the development of controls where Performance Management is concerned. It should be noted that failure to comply with conduct and procedures relating to Performance Management falls under Misconduct in the Disciplinary Code.

SCOPE OF POLICY

This policy applies to any irregularity, or suspected irregularity, involving employees as well as shareholders, consultants, vendors, contractors, outside agencies doing business with employees of such agencies, and/or any other parties with a business relationship with Reverside. Any investigative activity required will be conducted without regard to the suspected wrongdoer's length of service, position/title, or relationship to Reverside.

OBJECTIVE AND PROCEDURE

Reverside wants to establish itself as the market leader in service excellence and value for money. To be the leader in a very competitive market we need to continuously exceed our customers' expectations every day. This is why we are investing in a rigorous performance management process.

Unless an employee gets feedback on their performance - good and bad - they have no idea of their value to the business, and cannot correct output/behaviour. And when an employee gets a below average salary adjustment or goes through the disciplinary process they have no idea why and what can be done to improve the situation. This is demotivating for all, employees continue to underperform and Managers continue to be frustrated by lack of performance, and overall business results suffer.

Proper performance management can help us all know how we are getting along in our jobs – and with clear direction and feedback we can sharpen our skills and achieve higher goals.

There should be one formal performance discussion each year with each employee as close to their starting anniversary as possible. Performance should be discussed objectively so that the business can reward employees fairly and recognise those that are really making a difference. It is important to have an informal performance discussion at least half way through the year too. Ongoing feedback is very important!

Every employee will be assessed against their own scorecard which will be discussed as close to their start date as possible. Employees performance is both about WHAT they do and HOW they do it. Performance reviews are straightforward two way discussions between a manager and an employee. The forms are easy to use with clear instructions and this ensures that the process will be fairly and consistently applied. Everyone will be told about how they have performed, what to do to improve and how it affects their pay.

The process differentiates between strong and less strong performers, providing the opportunity for higher rewards at the annual salary review for those who perform better. It also emphasises development so everybody will have the opportunity to modify behaviour and improve output in their jobs. It also provides a platform for a personal development plan to help them grow in their careers.

IRREGULARITIES

The Performance Management policy should be taken extremely seriously by all employees. Any employee who fails to comply with the Performance Management Policy, will be subject to disciplinary action.

Irregularities concerning an employee's conduct with regard to the Performance Management policy should be resolved by departmental management and the Director: Human Resources before concerning the Chief Executive Officer.

If there is any question as to whether an action constitutes an irregularity, contact the Director: Human Resources for guidance. The Director: Human Resources must coordinate all investigations with all affected areas, both internal and external.

INVESTIGATION RESPONSIBILITIES

The Director: Human Resources has the primary responsibility for the investigation of all suspected misconduct with regard to the Performance Management policy. If the investigation substantiates that misconduct has occurred, the Director: Human Resources together with the Chief Executive Officer will institute the appropriate disciplinary action against the employee.

CONFIDENTIALITY

The responsible parties must treat all information received confidentially. Any employee who suspects irregular conduct with regard to the Performance Management policy will notify the Director: Human Resources immediately, and should not attempt to personally conduct investigations or interviews/interrogations related to any suspected misconduct (see REPORTING PROCEDURE section below).

Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate need to know. This is important in order to avoid damaging the reputations of persons suspected but subsequently found innocent of wrongful conduct and to protect Reverside from potential civil liability.

AUTHORIZATION FOR INVESTIGATING SUSPECTED MISCONDUCT RELATING TO THE PERFORMANCE MANAGEMENT POLICY

The Director: Human Resources and his/her designated responsible parties will have:

- Free and unrestricted access to all Reverside records and premises, whether owned or rented; and
- The authority to examine, copy, and/or remove all or any portion of the contents of files, desks, cabinets, and other storage facilities on the premises without prior knowledge or consent of any individual who might use or have custody of any such items or facilities when it is within the scope of their investigation. Such activity will be thoroughly documented and recorded.

REPORTING PROCEDURES

Great care must be taken in the investigation of suspected improprieties or irregularities so as to avoid mistaken accusations or alerting suspected individuals that an investigation is under way.

An employee who discovers or suspects irregular conduct with regard to the Performance Management policy will contact the Director: Human Resources immediately. The employee or other complainant may remain anonymous. All inquiries concerning the activity under investigation from the suspected individual, his or her attorney or representative, or any other inquirer should be directed to the Director: Human Resources. No information concerning the status of an investigation will be given out. The proper response to any inquiries is: "I am not at liberty to discuss this matter." Under no circumstances should any reference be made to "the allegation," "the crime," or any other specific reference.

The reporting individual should take cognisance of the following:

- Do not contact the suspected individual in an effort to determine facts or demand restitution;
- Do not discuss the case, facts, suspicions, or allegations with anyone who is not directly involved with the investigation or the outcome of the investigation and who have no legitimate need to know. This includes any family member and/or friend.

OUTCOME

If an investigation results in a finding that irregular conduct with regard to the Performance Management policy has occurred, then the appropriate disciplinary action for Misconduct must occur. The Director: Human Resources is responsible for this procedure and, if necessary, outside counsel may be sought in order to take the necessary disciplinary action.

ADMINISTRATION

The Director: Human Resources is responsible for the administration, revision, interpretation, and application of this policy. The policy will be reviewed annually and revised as needed.

APPROVAL

(Chief Executive Officer)

Date