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Appraisal Policy

Revised: 18 March 2021

A scheme is operated by the company for each employee to have his / her performance formally reviewed and appraised at least once during the year. The Company also operates a second performance review system, for remedial action in cases of poor performance.

ANNUAL APPRAISAL

All permanent employees will have their review and appraisal carried out by their Manager.

Temporary employees will have interim or informal appraisals carried out by their Manager at least once during their period of employment. Temporary (Seasonal) staff will also have an appraisal before the end of their probationary period and prior to the end of their period of employment.

All Appraisal interviews will be carried out according to the appropriate Company system. The information about the appraisal system will be distributed to employees prior to the interview taking place. Explanatory notes, an appointment time for the Appraisal interview and a self-assessment form will also be issued. These will allow the employee to assess his/her own performance as well as his/her suggestions regarding individual training needs or requests.

At the appraisal interview, the employee's performance will be discussed as well as his/her view of the performance of KPP.

A plan of action will be discussed and both parties will sign the form. Further discussion may ensue at the request of the employee or Management following an appraisal interview.

The completed form will be retained in the employee's employment record and a copy given to the employee following the interview if requested.

Employees will be given information about training opportunities when arrangements are confirmed. On other occasions during the year an employee can expect to have other informal interviews or discussions as the need arises.

Employees may always discuss problems of a personal or contractual nature with the Personnel Manager, by requesting an appointment or opportunity to do so at a mutually convenient time.

REMEDIAL ACTION

This procedure aims to provide a framework within which managers can work with employees to maintain satisfactory standards and, where necessary, to encourage improvements. We want to ensure that performance issues are dealt with fairly, by establishing the facts and giving the employee an opportunity to respond at a hearing before any formal action is taken.

What is covered by the policy? This policy is used to deal with poor performance. It does not apply to cases involving genuine sickness absence, proposed redundancies or misconduct. In those cases, reference should be made to the appropriate policy or procedure in the Employment Guide.

Identifying performance issues: performance issues should ideally be dealt with informally between you and your supervisor/manager as part of day-to-day management. Where appropriate, a note of any such informal discussions may be placed on your personnel file but such a note will not be equated with formal action to address poor performance in any future capability hearings. The formal procedure should be used for more serious cases, or in any case where an earlier informal discussion has not resulted in a satisfactory improvement.

Informal discussions may help to:

- clarify the required standards.
- identify areas of concern.
- establish the likely causes of poor performance and identify any training needs; and/or
- set targets for improvement and a timescale for review.

Employees will not normally be dismissed for performance reasons without previous warnings. However, in serious cases of gross negligence (which can give rise to disciplinary action), or in any case involving an employee who has not yet completed their probationary period, we may terminate an employee's employment without warnings.

If we have concerns about your performance, we will undertake an assessment to decide if there are grounds for taking formal action under this procedure. The procedure involved will depend on the circumstances but may involve reviewing your personnel file including any appraisal records, gathering any relevant documents, monitoring your work and, if appropriate, interviewing you and/or other individuals confidentially regarding your work.

DISABILITIES

We shall give particular consideration to the question of whether any poor performance may be related to a disability and, if so, whether there are reasonable adjustments that could be made to your working arrangements, including changing your duties or providing additional equipment or training. We may also consider adjustments to this procedure in appropriate cases.

If you wish to discuss this or inform us of any medical condition you consider relevant, you should contact the Personnel Manager.

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CONFIDENTIALITY

Our aim is to deal with performance matters sensitively and with due respect for the privacy of any individuals involved. All employees must treat as confidential any information communicated to them in connection with a matter which is subject to this *Capability Hearing Procedure* (see policy).