



## **Performance Appraisal Policy**

### **1. Purpose**

The purpose of this Performance Appraisal Policy is to establish a systematic process for evaluating employee performance, recognizing achievements, identifying areas for improvement, and fostering professional development within the company.

### **2. Scope**

This policy applies to all employees of the company, including full-time, part-time and temporary staff.

### **3. Appraisal Period**

The performance appraisal process will be conducted annually, with interim reviews held semi-annually to monitor progress and address any concerns.

### **4. Appraisal Criteria**

Employee performance will be evaluated based on the following criteria:

- **Job Knowledge and Skills:** Understanding of job requirements and proficiency in performing tasks
- **Quality of Work:** Accuracy, thoroughness and attention to detail
- **Productivity:** Efficiency and effectiveness in completing assigned tasks
- **Teamwork and Collaboration:** Ability to work effectively with colleagues and contribute to team goals
- **Communication:** Clarity, conciseness and effectiveness in verbal and written communication
- **Initiative and Innovation:** Willingness to take on new challenges and suggest improvements
- **Customer Service:** Quality of service provided to internal and external customers
- **Adherence to Company Policies:** Compliance with company policies, procedures and safety regulations

### **5. Appraisal Process**

The performance appraisal process will include the following steps:



**S.J. Abed & Al Sulaimi Catering Group SAOC**

*"We Cater to Your Needs"*

- **Self-Assessment:** Employees will complete a self-assessment form to reflect on their performance, achievements and areas for improvement
- **Supervisor Evaluation:** Supervisors will evaluate employee performance using the established criteria and provide ratings and comments
- **Review Meeting:** Supervisors will conduct one-on-one meetings with employees to discuss performance evaluations, provide feedback and set goals for the upcoming appraisal period
- **Development Plan:** Based on the appraisal, a development plan will be created to address any identified areas for improvement and outline opportunities for professional growth

## 6. Rating Scale

Employee performance will be rated on a scale of 1 to 5, with 1 being "Unsatisfactory" and 5 being "Outstanding"

## 7. Documentation and Record Keeping

All performance appraisal forms, evaluations and development plans will be documented and stored in the employee's personnel file

## 8. Appeals Process

Employees who disagree with their performance appraisal may submit a written appeal to the HR department within two weeks of the review meeting. The HR department will investigate the appeal and make a final determination

## 9. Confidentiality

Performance appraisal information will be treated as confidential and shared only with individuals directly involved in the appraisal process

## 10. Review and Amendments

This policy will be reviewed annually and amended as necessary to ensure its effectiveness and alignment with the company's goals and objectives.

**Joseph J. Abed**  
Director



**Date: 10-03-2025**