

Section 5



Performance Management Policies & Procedures

Europe & Asia Commercial Co., Ltd

Human Resources Department

Updated on 1 July 2019

CONTENTS

	Page
1. Purpose	2
2. Scope.....	2
3. References	2
4. Policies & Practices	3-5
4.1 Setting of Key Results Areas (KRAs)	
4.2 Calibration of KRA's Results & Approval.....	
4.3 Disciplinary Process.....	
5. Appendices.....	6

Performance Management

1. Purpose

The purpose of this section is to build a sustainable performance management process where all staff are fully accountable for their performance and collectively work towards a common goal which is to achieve the Company's mission and vision.

2. Scope

The policies and procedures stipulated herein shall be applicable to all staff at Europe and Asia Commercial Company Limited (EAC), not based at factory sites.

The Company reserves the right to amend or delete any policy or procedure or part of thereof and when deemed necessary. There shall be no retrospective effect on any changes to all terms and conditions or service, policies and procedures.

Should there be a difference between the English and Burmese version, the Burmese version will be regarded as the version to comply with.

3. References

- 3.1 Myanmar Labour Laws and other related laws
- 3.2 EAC Terms & Conditions of Employment
- 3.4 Company Non-Disclosure Agreement
- 3.5 Company Code of Conduct

4. Policies and Procedures

4.1 Setting of Key Results Areas (KRAs)

- 4.1.1 The CEO sets the KRAs of the following year by October – December and cascade to the Directors after discussions.
- 4.1.2 The Directors will discuss the KRAs with their Heads of Departments, before cascading further down.

4.2 Completion of Performance Evaluation Forms

- 4.2.1 Please use the following forms:

- Management, Executives & Supervisory Staff Performance Evaluation Form (appendix PS 5-1)
- Non-Management Staff Performance Evaluation Form (appendix PS 5-2)

The performance review cycles is on monthly basis and the appraisal forms will have to be completed as follows:

Staff Category	Period	Completion timeline
Managers, Executives & Supervisors	Quarterly review + 6 monthly completion	
	January to June	End July
	July to December	End January of next year
Non-Management	Monthly review + 3 monthly completion	
	January to March	End April
	April to June	End July
	July to September	End October
	October to December	End January of next year

4.2.2 Sales Staff :

- The KRAs consists of the KPIs which is measured as part of the incentives, that is paid on monthly basis.
- The performance assessment results are noted on the individual monthly sales assessment form.
- The summary performance from the monthly assessment form will be captured in the Performance Evaluation Forms.

4.2.3 Reporting Managers must make time to conduct appraisal sessions with their subordinates.

4.2.4 All completed Performance Evaluation Forms by end July are to be returned to the respective Heads of Departments for the respective Directors' approval.

4.2.5 For the annual evaluation, the process on 4.2.3 is repeated and final approval will be given by CEO, before the appraisal forms are signed off and submitted to HR for the employees' personal file.

4.3 Calibration of Annual KRAs' Results and Approval

4.3.1 For the annual year end KRA results, HR will provide a name list for the Heads of Departments to log in the individual performance ratings. This list will be forwarded to the respective Directors' review and possible changes.

After the Directors have approved, HR will collate and discuss with CEO. If there is a need to change, HR will advise the respective Directors to review with their Head of Department and revert.

4.3.2 Once the CEO has approved, HR will inform the Directors and Heads of Departments before releasing the results to the staff.

4.3.3 All results/ratings must not be communicated before the CEO's approval is given.

4.4 Disciplinary Process

4.4.1 Reporting Managers must inform HR if the staff performs below 70% target achievement for monthly basis. HR will then issue a warning letter after each month. After three months of no improvement overall (still below 70%) within a year, the employee's employment will be terminated.

4.4.2 Reporting Managers are to consult HR for queries relating to staff discipline and with performance issues.

5. Appendices

1	Appendix PS 5-1	Performance Evaluation Form for Management, Executives & Supervisory Staff
2	Appendix PS 5-2	Performance Evaluation Form for Non-Management Staff