



Performance Review Process

Applies To: All UAC Staff (Centre Managers, Coaches, Admin, Support Staff, Franchise Clubs)

Review Cycle: Every 6 months (Mid-Year & End-of-Year)

Purpose: To ensure consistent, structured evaluation of staff performance, aligned with UAC standards, values, and athlete-first culture. This process supports development, identifies training needs, and drives high performance across all UAC facilities.

Scope

This SOP applies to:

- Franchise-owned and HQ locations
- Centre Managers
- Strength & Conditioning Coaches
- Basketball Coaches
- Casual/Part-Time staff
- Franchise Owners who manage staff

Evaluation Criteria

A. Performance KPIs (Role-Specific)

Centre Manager KPIs:

- Sales targets
- Retention metrics
- Facility audit results
- Lead conversion
- Team performance & compliance

Coaches (S&C & Basketball):

- Session quality
- Athlete development tracking
- Class attendance
- Parent/athlete feedback
- Safety & professionalism

General Staff:

- Attendance & punctuality
- Task completion accuracy
- Customer service

B. Behaviour & Culture

All staff are assessed on:

- Respect & Communication
- Teamwork
- Professionalism
- Integrity
- Athlete-first Mindset
- Health & Safety compliance

C. Development & Initiative

Review includes:

- Engagement in learning
- Contribution to club culture
- Ownership of tasks
- Problem-solving & initiative

Review Meeting Procedure

1. Prepare Environment

- Private room
- No interruptions
- Documents ready (self-review, KPIs, attendance logs, feedback logs)

2. Open the Discussion

- Acknowledge contributions
- Set a positive tone
- Clarify that review = development, not punishment

3. Compare Assessments

- Discuss employee self-assessment vs manager assessment
- Address discrepancies constructively

4. Provide Specific Feedback

- Use examples
- Link feedback to UAC values and expectations

5. Discuss Development Needs

- Technical skills
- Coaching quality
- Sales or customer service
- Compliance & safety

6. Set SMART Goals for Next 6 Months

- Specific, measurable, achievable, relevant, time-bound

7. Final Comments & Agreement

- Employee may add comments
- Both sign the Review Form

8. Store Documentation

- Upload to employee file (Google Drive or HR system)
- Franchise Owner + HQ (if required) retain a copy

Poor Performance Protocol

If performance falls below acceptable levels:

- Manager creates a Performance Improvement Plan (PIP)
- Timeline: 30–60 days
- Weekly check-ins
- After review period:
 - ☒ Improvement = return to normal review cycle
 - ☒ No improvement = escalate to HR / Franchise Owner for corrective action

Confidentiality

All review documents are confidential and must only be shared with:

- Centre Manager
- Franchise Owner
- HQ HR (if required)