

HOW DO WE CARRY OUT APPRAISALS?

Prepare in advance

For sign-off appraisals, follow the below timeline for success:

Throughout the contract	<p>Continuously assess performance, collate any performance documentation. Keep records of all appraisals due so that you can plan your time accordingly:</p> <ul style="list-style-type: none">• 30 days - for all new crew (or new to position)• Sign off - for any crew member leaving the vessel (except dismissal)• Line Manager sign off - for any appraisals due within one month after you sign off or if any particular feedback needs to be given to the crew member or passed to the next Manager before your sign off. If you are a department Head, you must deliver appraisals to your Managers/Supervisors as part of your handover (unless you have worked with them for less than 30 days)• Interim – to record high performance, to recommend for promotion
10 days before sign off	Prepare the appraisal document (s)
7 days before sign off	Send the prepared appraisal document to the HR Manager and your department Head for checking
5 days before sign off	Once checked onboard, the HRM will send your appraisal document to the relevant corporate Manager for comments (if necessary)
4 days before sign off	Make any final amends to the document, ensure the crew member is aware of the time and location of their appraisal meeting
3 days before sign off	Appraisal meeting with crew member
2 days before sign off	Send signed, scanned appraisal to the HR Manager Return original appraisal to the crew member (unless the crew member has refused to sign)
1 day before sign off	HR Manager will send all scanned appraisals to the crewing department in Monaco

Complete a professional appraisal document:

- Appraisals are confidential documents and are to be stored and handled as such by all parties i.e. computer locked when not in use, printed documents stored in a clearly labelled envelope
- Be fair, act with integrity, be honest and consider Silversea standards at all times when appraising your team
- Consider your ratings carefully; take time to rate your employees against the competencies.
- Only correct, professional English language is to be used on appraisal documents. No slang or jargon is to be used on appraisal documents; they are formal documents and must be written and presented as such
- Complete all relevant sections of the document with accurate information
- Be constructive when writing Training and Development Requirements
- Refer to relevant documentation. It is your responsibility to manage performance and communicate to the crew member throughout their contract. All documentation paints a picture of the crew members overall performance for that contract. 'Improvement Required' at the end of a contract should not come as a surprise to the crew member.
- Consider the crew members achievements during their time on board. What challenges have they overcome? Have they received any awards or recognition?
- You do not need to select the re-hire status for a 30 day or interim appraisal but must always select the re-hire status for a sign off appraisal. When the line Manager is signing off, the re-hire status is only applicable if this will be the employee's final appraisal before sign off
- If you are issuing a no-re-hire, the HR Manager and Department Head must be aware of this in advance. In this case, the appraisal may be issued on the day of departure
- Crew members with 2 formal warnings during their contract will usually be issued a no-re-hire, please discuss with your HR Manager
- If someone is receiving a no-re-hire, it would usually be expected that their appraisal would say 'Improvement Required'
- If there are performance concerns during a contract, we must use the Performance Improvement Notice (PIN), not an interim appraisal

Conduct a professional appraisal meeting

- Invite the crew member in advance
- Allow plenty of time for a quality conversation
- Ensure you have a private, quiet location
- Consider inviting the HR Manager to be present if necessary
- Prepare any relevant supporting documentation
- Consider how you will deliver any constructive feedback
- Discuss the appraisal in depth, give feedback and listen to the employee
- Encourage the crew member to write comments
- The crew member signs and dates the appraisal first, you will sign and date next
- If a crew member refuses to sign the appraisal, you can write 'refused to sign' and encourage them to write comments as to why they have not signed * in this case, they do not receive a copy of the appraisal
- You (the Manager) are responsible for taking the appraisal to the department head for signature and date and then scanning the document and sending to the HR Manager. You (the Manager) are also responsible for returning the original appraisal to the crew member