

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	CONTRACTUAL EMPLOYEE PERFORMANCE APPRAISAL	Ref. No.
DEPARTMENT :	HUMAN RESOURCES DEPARTMENT	HRD-16-01-008
TO :	BRANCH MANAGERS, AREA MANAGER, REGIONAL MANAGER,	JANUARY 05, 2016

OBJECTIVE:

1. To establish standard procedures on Contractual/ Employees Performance Appraisal
2. To ensure implementation of standard Appraisal System as discussed in this policy and procedure.

POLICY:

1. Employment Status

1.1 **Contractual Employment** shall cover a period of 5 Months after passing Trainee period.

1.1.1 Subject for Performance Appraisal on the Third (3rd) Month from the start of Contractual Employment

1.1.2 A confirmation notice will be notified to the contractual employee whether he/she will continue his/her employment or end his/her employment to the company on the Fourth (4th) Month of Contractual Period.

1.1.3 The company may terminate Contractual Employment anytime when necessary as deemed stipulated in the Employment Contract.

2. Performance Appraisal Criteria

2.1 Contractual employee shall undergo performance appraisal to measure effectiveness, growth, and contribution to the organization. It also provides channel to give employees opportunity to improve and measure his/her performance to the job requirement. Employee must achieve at least 80% weighted average on the performance criteria to meet and be qualified for the job expectations.

2.2 Performance Appraisal Matrix

CRITERIA	PERCENTAGE
Actual On-The-Job Performance	70%
Attendance	10%
Adherence to Company Policies	10%
Knowledge	10%
TOTAL	100%

2.1.1 **Actual Job Performance Rating:** This is rated based on actual job expectations. Evaluation is based on completion of Task and Achievement of Assigned Targets

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2.2.2 Attendance Rating: This is based on the following employee attendance Matrix:

2.2.2.1 Rating shall cover whichever is applicable or any higher degree of accumulated tardiness or absences incurred during the appraisal period

Criteria		Percentage
Absence	Tardiness	10
No Absent	No Tardiness	10
1 Absence during Appraisal Period	1 Record of Tardiness during Appraisal Period	8
2 -3 absences during appraisal period	2 -3 Records of Tardiness during appraisal period	5
More than 3 absences during appraisal period (except for hospitalization or severe illness)	More than 3 Records of Tardiness during appraisal period	0 End of Contractual or Employment

2.2.3 Adherence to Company Policies Rating- rating on this criterion can be derived through:

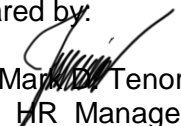
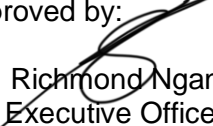
Criteria	Percentage
No Records of Policy Violations	10
With Verbal Reprimand/Warning of Managers	7
Dishonesty and/or with records of suspension higher disciplinary action	0 End of Contractual Employment

2.2.4 Knowledge Rating- This is based on the Trainee's Average Score on all exams that he/she will complete during this period. Average Score shall be published by Training Department.

3. Any violation that would warrant suspension to a Contractual Employee shall deemed default termination.
4. It is a mandatory requirement that a Contractual Employee should strictly commit to the company's policies and procedures.
 - 4.2. Termination of Contractual Period
 - 4.3. End of the Contractual Employment Period after careful assessment of direct manager.
 - 4.4. More than 3 absences during Appraisal Period without any valid reason.
 - 4.5. More than 3 times late during Appraisal Period without any valid reason.
 - 4.6. Failure to meet performance standards as defined in this policy.
 - 4.7. Dishonesty or any violation that would warrant any written reprimand or higher degree of penalty.

PROCEDURE:

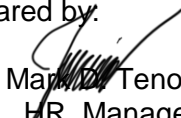

1. Branch Manager
 - 1.1 Direct Manager shall ensure that Contractual Employee will be oriented on performance expectation.
 - 1.1.1 Use the standard Performance Appraisal Template
 - 1.2 Monitor Contractual Employee's performance during this period.
 - 1.2.1 Conduct coaching on key areas to improve.
 - 1.3 Ensure timely evaluation and discussion of trainee's performance appraisal.
 - 1.3.1 Ensure monthly evaluation of the Contractual Employee.
 - 1.3.2 Failure or delay in submission of Performance Appraisal and/or failure to justify performance rating by the direct manager is subject for disciplinary action.
 - 1.4 Discuss performance ratings to the employee.

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- 1.4.1 Make sure that the employee acknowledge the ratings and signed the Performance Appraisal Form.
- 1.5 Submit and discuss recommendation to Area Manager for additional feedback and approval.
2. Area Manager
 - 2.1 Review submitted Performance Appraisal Form.
 - 2.2 Validate performance data and provide additional feedback and final recommendation.
 - 2.3 Submit to HR Performance Appraisal at least 1 month prior end of Contractual Period.
 - 2.3.1 Reviewed Performance Appraisal should be submitted every First week of the month.

3. Performance Appraisal Template Explanation

<u>PARTICULAR</u>	<u>EXPLANATION</u>
3.1 Personal Information	
3.1.1 Name	: Employee's full name (Last Name, Given Name, Middle Initial)
3.1.2 Company Branch	: Assigned Company and Branch
3.1.3 Position	: Employee's Position
3.1.4 Date Hired	: Actual Date hired
3.1.5 Evaluation Period	: Contractual Period which covers the performance appraisal.
3.1.6 Branch Manager	: Assigned Branch Manager who will evaluate the employee.
3.2 Actual Job Performance	
3.2.1 Target	: Indicate expected performance based from assigned Key Performance Indicator(KPI)
3.2.2 Actual	: Indicate monthly Actual Performance delivered by employee.
3.2.1 Percentage	: The template will automatically compute for the performance percentage including the Actual Job Performance Rating
3.3 Attendance	
3.3.1 Absences	: List down total Absences of Employee per month.
3.3.2 Tardiness	: List down total Tardiness of employee per month.
3.3.3 Rating	: Refer to Attendance Performance Matrix to indicate monthly rating.
3.4 Adherence to Company Policy	: Refer to Adherence to Policy Matrix to indicate monthly rating
3.5 Knowledge Rating	: This is yield based through the Online Examination Score. The template will automatically generate computation for the knowledge rating or simply: (Score/10)
3.6 Performance Appraisal Summary	: Generates the total rating based on Key Result Areas.
3.7 Remarks	: Indicate additional feedback for employees improvement. This is provided to communicate justification and remarks from BM & AM
3.7 Recommendation	: Check the item whether the employee pass or failed the performance appraisal based on the set standards.
3.8 Employee Signature Over Printed Name	: Employee's Signature over printed name as

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sign of his/her acknowledgement to the given appraisal.

3.9 Branch Manager's Signature Over Printed Name

: Indicate BM's Signature Over Printed Name as attestation to the Performance Appraisal

3.10 Area Manager's Signature Over Printed Name

: Indicate AM's Signature Over Printed Name as attestation to the Performance Appraisal

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PERFORMANCE APPRAISAL FORM			
TRAINEE INFORMATION			
NAME		DATE HIRED	
COMPANY/BRANCH		EVALUATION DATE	
POSITION		BRANCH MANAGER	
PERFORMANCE SUMMARY			
CRITERIA	Description	PERCENTAGE	ACTUAL RATING
Actual On-The-Job Performance	Based on actual performance of the Job	70%	
Attendance	Based on actual attendance and Attendance Guidelines	10%	
Adherence to Company Policies	Based actual compliance to policies	10%	
Knowledge	Based on actual score from examination	10%	
TOTAL		100%	
ACTUAL ON THE JOB PERFORMANCE (Attach performance summary to support Performance Rating)			
Key Areas	Description	Percentage	Rating
JOB MASTERY	Able to perform assigned task and deliver target/result	30	
PROCESS IMPLEMENTATION	Able to execute branch operational procedures	20	
ATTENTION TO DETAILS	Able to strictly observe details specially in reports	10	
INITIATIVE AND CUSTOMER FOCUS	Able to act proactively in branch circumstances. Able to respond to customers' needs- no customer complaints during this period	10	
TOTAL RATING:		70	
ATTENDANCE APPRAISAL			
10	No Records of Tardiness and Absences	TOTAL ABSENCES	
8	1 Record of Tardiness or Absence	TOTAL TARDINESS	
5	2 Records of Late or Absences	EQUIVALENT RATING	
0	3 or more records of Late or Tardiness		
ADHERENCE TO COMPANY POLICIES			
10	7	0	PERCENTAGE
No Records of Policy Violations	With Verbal Reprimand/Warning of Managers	Dishonest and/or with written reprimand or higher disciplinary action	
NO OF INFRACTIONS	NOTE INFRACTIONS	ACTION TAKEN	
1			
2			
3			
KNOWLEDGE APPRAISAL			
BASIC COURSES:		PERCENTAGE	EQUIVALENT RATING
Admin Policies and Procedure			0
Contracts and Documentation			0
Sales Computation			0
MC Parts and Product Knowledge			0
Warranty and Inventories			0
KNOWLEDGE APPRAISAL RATING			0
RECOMMENDATION:			
() FOR CONTRACTUAL		() END OF TRAINING	
EVALUATOR'S FEEDBACK			
<p><i>I hereby attest that the above ratings were clearly disclosed to me and I acknowledge the recommendation provided in this performance appraisal.</i></p>			
Trainee's Signature Over Printed Name/Date		Manager's Signature Over Printed Name/Date	

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