APPENDIX 14D – EMPLOYERS’ HANDBOOK *(Amend to suit business needs and individual’s responsibilities. Remove comments in red before issuing)*

**SAMPLE PERFORMANCE AGREEMENT – MANAGER LEVEL**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Company objective** | **Employee linked objective** | **Next review date** | **Due date** | **Comments/status** |
| To develop and maintain a sustainable and profitable organisation | Costs contained within budget and agreed profit margins are maintained for each quarter |  |  |  |
| To produce excellent quality products | Quality standards met and external accreditation retained for the current year |  |  |  |
| To ensure customers receive products on time | Delivery times met for all standard orders within the reporting period |  |  |  |
| To provide excellent customer service | Customer complaints during the reporting period not exceeding x% and all complaints resolved to customer satisfaction within x days of receipt |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| To provide a safe and healthy work environment | All existing employees trained and aware of health and safety obligations by x date. All new employees to receive health and safety training within x weeks of starting. |  |  |  |
| To provide a rewarding and enjoyable working environment | Employee turnover for the reporting period not to exceed x%.  |  |  |  |
|  | All team member annual and interim reviews completed by x date. |  |  |  |