

## Line Manager 3-point appraisal rating scale guidance

Through 2024, driving a performance-led culture is a strategic priority as we seek to drive a step change in business results. We have aligned with the rest of Carnival Corporation and moved to a three-point scale for performance ratings across fleet. This change simplifies the approach in performance assessments to make sure everyone has clarity about how they have performed during their tour.

Your team members performance will be assessed at the end of each tour in the following way:

Performance Scale Descriptors	
<b>Successful</b> <i>Achieves performance expectations consistently. Accomplishes the right results with the right behaviours. A reliable contributor to the team and Carnival UK.</i>	<b>This shows the individual has done a really great job!</b> <ul style="list-style-type: none"><li>Throughout the tour, the individual has met all their responsibilities, lived out Culture Essentials, and demonstrated our brand behaviours in everything they've done.</li><li>They have had a great impact on the people around them and their departments.</li><li>At times, they may have done over and above what is expected.</li></ul>
<b>Needs improvement</b> <i>Has areas for improvement in how they perform their role.</i>	<b>At times, the individual has not met their job responsibilities or displayed the expected behaviours</b> <ul style="list-style-type: none"><li>Feedback has been received on more than one occasion where the individual has not met required responsibilities and/or behaviours of the role.</li><li>Following receiving the feedback and required support, the individual has still not improved by the end of their tour.</li></ul>
<b>Exceptional</b> <i>Significantly exceeds performance expectations with broad impact. Drives exceptional results and models the right behaviours.</i>	<b>This individual has really stood out above their peers in how they have performed and behaved.</b> <ul style="list-style-type: none"><li>The individual has significantly and consistently exceeded the expectations of their role.</li><li>They have looked for ways to support others, enhance guest experience, improve ways of working or team success.</li><li>They have received multiple pieces of feedback from others acknowledging their exceptional work.</li></ul>