



CUNARD

Line Manager guidance: Rating appraisal form

We're focused on driving a performance-led culture, creating the conditions for us to deliver the best possible outcomes for the business. Appraisal conversations with team members on how they have performed during their tour is a very important part of the performance process.

Holding an appraisal performance conversation

- ✓ The conversation is confidential and should be held in a place where you cannot be overheard by others.
- ✓ Book a time and place in advance with your team member so they can prepare any thoughts they have about their performance and achievement of tasks. You should also both think about any development targets they may have.
- ✓ During your conversation you must talk through the team member's behaviours, skills and how they have performed against the technical aspects of their role. A performance rating is applied after this conversation.

Completing the online appraisal performance form

- ✓ Ensure the correct personal details and **crew member personal email** address is added to the form.
Please note: a summary of the appraisal will be emailed to the **crew members personal email** address that has been added to the form.
- ✓ The following assessments must be completed using the below rating scale.

| Rating Heading: | Description: |
|--------------------------|--|
| Needs Improvement | Has areas for improvement in how they perform their role |
| Successful | Achieves performance expectations consistently. Accomplished the right results with the right behaviours. A reliable contributor to the team and Carnival UK |
| Exceptional | Significantly exceeds performance expectations with broad impact. Drives exceptional results and models the right behaviours |

- ✓ Demonstrating our White Star Values through our Service Behaviours

| | Needs improvement | Successful | Exceptional |
|--------------------|-----------------------|-----------------------|-----------------------|
| We are Refined | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| We are Thoughtful | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| We are Charismatic | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| We are Proud | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- ✓ Skill and technical aspects of the role

C: Skill and technical aspects of the role

*(Guests can also refer to our colleagues.) **

| | Needs improvement | Successful | Exceptional |
|--|-----------------------|-----------------------|-----------------------|
| Actively demonstrate Culture Essentials behaviours | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Meticulous attention to personal appearance, hygiene, and time management | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Keen to learn new skills | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Demonstrates all technical skill and knowledge to perform all relevant tasks | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Commitment and compliance to all safety requirements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Satisfactory use of necessary equipment | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- ✓ A summary of the conversation in the comments box

D : End of contract discussion summary *

Enter your answer

- ✓ Overall assessment score

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- ✓ Re-Employment Recommendation

If a recommendation is being made not to re-employ, you must share your reasons with your HR Manager before a decision is made. If the recommendation is upheld the crew member must be notified and have a record of the decision.

After you submit the form a summary of the appraisal will be emailed to the crew member.

Please note:

The form can't be saved and then reopened later. If you close it before it's submitted your input will be wiped and you'll have to start again.

If you submit the form and then later need to change it, you must advise your HR Manager. They'll instruct the previous form to be deleted so you can send a new form. In this instance, your team member will be emailed a new copy if the appraisal ratings, comments, or re-employ recommendation changes.