



Performance Management Policy and Procedure

Approach, Purpose and Scope

At Metaverse VR (MVR) we're ambitious both for realising our business goals and fulfilling your potential. We encourage curiosity, are open to ideas and want you to feel comfortable and at your best by being authentically you. If you want to develop, we will support you to have a successful career with us.

Our point of view on performance is based on trust and enablement and connecting our people to why they do things.

Our approach to "Performance Management" is based on trust and enablement and connecting our people to why they do things. Our policy aims to establish a performance culture by:

- Aligning your objectives with MVR goals
- Encouraging attributes and behaviours aligned to our values
- Providing a supportive, development-oriented relationship with your line manager and colleagues

This policy applies to all employees who have completed 6 months continuous service.

Continuous Feedback and Informal Check-ins

At MVR, performance management is about having regular supportive, future focused conversations regarding your progress with your line manager. These conversations are key to building trust, confidence and engagement with our overarching goals, empowering and motivating you.

To facilitate regular feedback, we encourage regular "Check-ins" organised by you. These could be once a week, fortnight or month to provide you and your line manager with an opportunity to talk about how you are progressing towards your objectives.

Check-ins are:

- Developmental conversations are where objectives are set and progress is reviewed
- A joint process where you and your line manager work in partnership to remove any barriers to growth and performance
- An opportunity to talk about your strengths and to find ways to capitalise and build on those
- A genuine 2-way discussion which is supportive and fact based
- Given in real-time, especially for developmental purposes, to be most effective
- Future focused and cover what you need to move towards (rather than stop doing)

Objectives

Objective setting is important, as objectives give you clarity of direction and tangible success criteria. You will have individual objectives relative to your skills and your ambition to develop. Your line manager will be able to share how your objectives link to wider team objectives as well as the strategic goals of the organisation.

Objectives should seek to capitalise on your strengths, by focusing on where you should concentrate your effort and energy to have the greatest impact for the team and the organisation, while also furthering your development and career aspirations.

Your objectives should define ‘what’ you are aiming to achieve, and also ‘how’ you are planning to achieve them, giving you the opportunity to use your initiative and demonstrate attributes aligned to our organisation values.

To ensure they remain relevant, we encourage you and your line manager to review your objectives on a regular basis, adjusting them as required to remain relevant and meaningful to our organizational goals.

Personal Development Plan

You should have a “Personal Development Plan (PDP)” to help you progress towards your next career or personal development goal. Please revisit your plan at regular intervals with your line manager, to ensure you are getting the support you need, as well as giving you the opportunity to raise any queries.

Your PDP can include short-term aims linked to your current objectives or the nature of your project, together with longer term aims in support of your career development and aspirations.

Recognising Success

Our intention is to be able to reward you for your hard work and performance. The ability to recognise success at an individual level, relies on the overall success of the organisation.

Performance will be measured based on achievement of organisation-wide goals set and communicated throughout the year by the leadership team.

Your performance will be measured based on the achievement of, and progress towards, your individual objectives agreed with your line manager. Your line manager will review these with you at the conclusion of the performance review period, nominally April to March each year. Your line manager has the discretion to make awards under this policy, subject to satisfying the organisation goals criteria.

Performance Improvement

Our “Performance Management Policy and Procedure” works alongside our “Disciplinary Policy and Procedure”. Occasionally it may be appropriate to address poor performance as misconduct, which may warrant disciplinary action.

Conversations regarding any under performance in role can be difficult for both you and your line manager. However, it is only through tackling individual performance issues that we can maximise the performance and wellbeing of the wider team.

If you are underperforming in role, you will normally be aware you are, and while it may feel awkward, talking through the issue(s) with your line manager should result in a plan to address any shortfall in delivery.

To be effective, your conversation(s) with your line manager should be:

- A 2-way discussion
- Based on facts rather than opinion of a person or a situation
- Focused on diagnosing the root cause of the problem
- Focused on solutions and improving the situation.

Informal Performance Management

If your line manager identifies an issue with your performance, they will either raise the matter with you during a 'check-in' or invite you to meet with them. This first informal meeting will be used to discuss the reasons for your underperformance and for you to respond. Your line manager will provide you with examples to support their concerns about your performance or behaviour. You will have an opportunity to explain your reason(s), which could include a gap in skills, insufficient training, insufficient support, poor communication or issues with working relationships.

If the reason for your underperformance is due to a gap in skills or insufficient training, you will be provided with training and a reasonable period of time to improve. If your underperformance is due to insufficient support, tools or other resources, then assistance will be provided if appropriate.

Notes of your informal meeting and any agreed actions should be shared with you and kept by your line manager. The action plan should clearly lay out your line manager's specific concerns regarding your performance, the improvement required, the timeframe for achieving the improvement and the consequences of not improving.

Formal Capability Management

In the event your performance does not improve sufficiently with the support provided and within the timeframes given, your line manager will write to you outlining their concerns and invite you to a capability meeting to discuss them. You have the right to be accompanied to this and any formal capability meeting by a colleague.

In the meeting, your line manager will provide you with examples to support their concerns about your performance or behaviour and you will have an opportunity to respond and explain your reason(s).

Please make all reasonable efforts to attend this meeting, as non-attendance without good reason could result in your line manager making a decision based on the available evidence.

Upon completion of this meeting, your line manager will decide whether they believe there is an issue with your performance, and if so, you will be issued with a formal warning (in line with our "Disciplinary Policy and Procedure").

The severity of the warning will be dependent on the level of seriousness of your unsatisfactory performance. The first formal stage will usually be to issue a written warning. If your performance continues to be unsatisfactory, then your line manager will continue to follow the steps outlined in the "Disciplinary Policy and Procedure" up to and including dismissal if appropriate.

Any formal performance written warning issued by your line manager will normally set out:

- their concerns regarding your poor performance
- the improvement(s) required
- the timeframe for you to make the improvement(s)
- any planned review meetings to check progress
- what the outcome is if the planned improvement is not achieved
- how long the warning will remain on your file for.

Dismissal

If there is still no improvement in your performance after a final written warning has been issued, you may be dismissed with notice or pay in lieu of notice.

In exceptional circumstances, if you are underperforming you may be demoted or moved to another role in the organisation as an alternative to dismissal, if this is something you are comfortable agreeing to.

Appeals

Our procedure for addressing capability issues formally, aligns to the same right of appeal and procedure for employees, as outlined in our “Disciplinary Policy and Procedure”.

Keeping a record of your Performance Check-ins

A record of your Performance Check-ins will be saved to BrightHR (our HR management application) for your reference and as a record of meetings where appropriate.

©Metaverse VR Limited

Registered in England: 13684068, VAT No: GB 399750824.

Registered office: 3.05, Innovation and Collaboration Hub Portsdown Technology Park, North Hill Portsmouth, PO6 3RU

Tel: +44 (0) 2393 552 794 Email: info@metaverse-vr.co.uk