



GETWELL HEALTH SYSTEMS, INC.

EMPLOYEE FEEDBACK GUIDELINE

I. Performance Feedback, Performance Reviews, and Corrective Action

Managers have a responsibility to consider their employees' performance and development, managing and assessing the work that needs to be done, and also providing opportunities for professional growth and development. The Corporation, through its Managers, intend to promote the active participation of the employees in the achievement of the corporate goals and in its governance. This can only be achieved by integrating these principles in the individual performance of each employee. The three (3) key components of performance management are regular performance feedback, performance reviews, and, where needed, corrective action or progressive discipline.

A. Performance Feedback

Regular conversations should take place throughout the year between managers and employees, and employees are encouraged to seek feedback from their managers. Managers should informally alert employees to any performance issues as soon as possible. Managers have a responsibility to address work-related concerns and complaints and employees have a responsibility to participate in such communications. Many performance concerns can be resolved when they are promptly brought to the employee's attention in a constructive way. Moreover, good performance may be enhanced if employees are given timely and positive feedback.

Supervising employees who work alternative schedules or from other locations presents additional challenges for the manager. The manager needs to ensure that off-site employees are working at the same level (or higher) as on-site employees, and that off-site are well incorporated into any work teams.

B. Performance Reviews

In addition to regular feedback, a more formal annual performance review should be given. It is the manager's responsibility to ensure that performance reviews take place with all employees. The opportunity for one-one-one feedback may be particularly important for staff working a hybrid or completely remote schedule.

A performance review should include a discussion of the past year's performance, working relationships, and career development. Specific goals for the upcoming year should be determined, and any areas requiring improvement should be clearly stated. Self-appraisals are encouraged. Managers should review any self-appraisal before the performance review

meeting. This is also a good time for the manager to review and update a job description, where needed.

A copy of the completed review should be given to the employee and also placed in the personnel file. The review document itself should state that it will become part of the personnel file. In addition, a process should be in place to show that the employee received the completed review document, for example, by getting the employee's signature on the document, or by using an electronic recording system.

An employee who disagrees with any content in a performance review may write a response, which must then be kept with the performance review.

C. Corrective Action

In some instances, employees may fail to satisfy the expectations of their managers or adequately perform the duties of their jobs. Instances of poor performance or failure to comply with Institute policy may require corrective action.

Poor work performance or misconduct should be brought to the attention of the employee promptly by their manager. Under most circumstances, the employee should be given a meaningful opportunity to improve his or her work performance. A discussion between the manager and the employee should provide the employee an opportunity to understand the manager's concerns and provide any explanation, which may resolve the issue. If the concerns are not resolved, disciplinary measures may be warranted to address poor work performance or misconduct. The exact nature of any corrective action depends on the nature and seriousness of the issue, the employee's past record, the impact on the work unit, past treatment of similar issues in the work unit, and any other mitigating or aggravating circumstances. Progressive disciplinary measures will not apply in the event of a serious offense that warrants termination proceedings.

II. Implementation

Managers should consult their Human Resources Department when considering any disciplinary action. Particular care should be taken before imposing a disciplinary suspension or termination in response to performance issues in order to ensure compliance with the Labor Code of the Philippines. Any involuntary termination must be approved in advance by the Human Resources Department.