

<b>Policy Name:</b>	<b>PERFORMANCE MANAGEMENT</b>		
<b>Policy #:</b>	AD 6.2	<b>Last Updated:</b>	2021-12-03
<b>Issued By:</b>	SUPPORT SERVICES BUREAU	<b>Approved By:</b>	SURREY POLICE BOARD
		<b>Review Frequency:</b>	AS REQUIRED

**RELATED POLICIES**

**1. PURPOSE**

- 1.1. To ensure all Surrey Police Service (SPS) Employees receive regular feedback, guidance, and coaching on their work-related duties and assignments.
- 1.2. To ensure Supervisors provide expectations and constructive performance evaluations of their Employees on a regular basis.
- 1.3. To provide an opportunity for Supervisors and Employees to plan and take definitive steps to achieve annual and career goals and objectives.

**2. SCOPE**

- 2.1. This policy applies to all SPS Employees.

**3. POLICY**

- 3.1. Supervisors will conduct work performance reviews of their Employees on a regular basis to:
  - i. ensure that satisfactory levels of performance are maintained;
  - ii. provide opportunities to identify potential for career progression and development;
  - iii. provide coaching and mentorship when required; and
  - iv. identify training needs and address performance issues in a timely manner.

## 4. PROCEDURE

### Sworn Members

- 4.1. Supervisors of Members will conduct a Performance Appraisal of their Members at least once per calendar year. Supervisors of Members will also conduct a mid-year check-in of their Members' work performance.
- 4.2. The annual Performance Appraisal of Members must be completed prior to January 31<sup>st</sup> of the following year.

### Probationary Members

- 4.3. Supervisors will conduct two (2) Probationary Performance Appraisals of Members during their first twelve (12) months of employment with SPS. These Probationary Performance Appraisals will occur at the six (6) and twelve (12) month intervals of the first year.
- 4.4. For Police Recruits, the twelve (12) month probationary period commences after graduation from the Police Academy. For Exempt (experienced) Members, the twelve (12) month probationary period commences upon the date of hire.
- 4.5. If the final Probationary Performance Appraisal has been completed within the last four (4) months of the calendar year, the annual Performance Appraisal will not need to be completed until the end of the following year.

### Civilian Employees

- 4.6. Supervisors of exempt civilian Employees shall conduct a Performance Appraisal once per year and the annual evaluation must be completed prior to January 31<sup>st</sup> of the following year.
- 4.7. Supervisors of civilian Employees who are union members shall conduct a Performance Appraisal of their Employees at least once per calendar year. Supervisors should also conduct a mid-year review of their Employees' work performance. The annual Performance Appraisal of civilian Employees must be completed prior to January 31<sup>st</sup> of the following year.
- 4.8. Supervisors of unionized civilian Employees who are new hires in their probationary period will have their Probationary Performance Appraisals completed as per the provisions of their Collective Agreement.

### Performance Evaluation

- 4.9. Each Member, and the Member's Supervisor, must complete a Performance Evaluation form specific to the rank of the Member whose performance is being evaluated:
  - i. Inspector, completes AD-6201
  - ii. Staff Sergeant, completes AD-6202

- iii. Sergeant, completes AD-6203
- iv. Constable, completes AD-6204

- 4.10. Each civilian Employee and their Supervisor must complete a Civilian Employee Performance Evaluation, Form AD-6205.
- 4.11. Where an Employee is new to a specific position and the Supervisor has insufficient knowledge of performance with which to prepare an adequate evaluation, the Supervisor may request an extension of the due date from the Inspector, Employee Services Section (ESS) or delegate. The Supervisor may also request through ESS that the Employee's previous Supervisor assist with the Performance Appraisal.
- 4.12. All documentation by a Supervisor concerning an Employee's work performance will become part of the Employee's Service Record or personnel file.
- 4.13. If a civilian Employee disputes their Performance Appraisal, they have an opportunity to make comments and discuss the issue with their Manager and ESS. Following a meeting with both the Employee's Supervisor and Employee, the Manager may make changes to the report as necessary, clearly identifying the changes with an explanation of their decision.
- 4.14. A Member may appeal their Performance Appraisal by submitting the appeal in writing to the Deputy Chief Constable, Support Services within fourteen (14) days after the receipt of the Performance Appraisal. The Deputy Chief Constable, Support Services or delegate, will undertake to investigate the dispute and will notify the Employee and Supervisor of their decision within thirty (30) days of the appeal.
- 4.15. Police leadership competencies for Performance Evaluations are aligned with those developed by the Canadian Police Knowledge Network and the Canadian Police Sector Council (see Appendix B).

## **APPENDIX A: DEFINITIONS**

“Employee” means a sworn Member or civilian employee appointed by the Surrey Police Board.

“Manager” means an exempt civilian Supervisor.

“Member” means a sworn Police Officer appointed by the Surrey Police Board.

“Supervisor” means a Team Leader, Manager, Sergeant, Staff Sergeant, Inspector, Superintendent, Deputy Chief Constable, or person acting in that role.

## **APPENDIX B: REFERENCES**

Community Safety Knowledge Alliance (2020) *Modernizing Police Leadership Competencies: Final Report*  
<https://www.cpkn.ca/wp-content/uploads/Modernizing-Police-Leadership-Competencies-FINAL-CONDENSED-REPORT.pdf>