

## **EMPLOYEE PERFORMANCE RECOGNITION**

### **Introduction**

To build a high-performing, motivated, and collaborative workplace, Tivoli Group is implementing a structured Employee Performance Recognition System. This system is designed to acknowledge individual achievements, encourage innovation, strengthen teamwork, and ensure consistent quality across all departments.

The program follows a 15-point annual model, where employees earn points through outstanding performance, valuable ideas, effective communication, collaboration, and technical & behavioral competency. At the same time, poor performance, inappropriate behavior, avoidable mistakes, and similar issues will lead to point deductions and penalties.

### **Purpose**

The purpose of this program is to motivate employees, enhance productivity, and recognize top performers across all departments. By linking points to key performance indicators (KPIs), employees receive transparent, measurable feedback that reflects their contribution to the company's success. This system will be integrated into the yearly performance appraisal, ensuring that recognition and accountability are part of career progression.

### **This performance recognition system is designed to:**

1. Reward excellence by giving points for achieving KPIs.
2. Encourage improvement by providing feedback for negative performance.
3. Identify high performers for career growth opportunities.
4. Address underperformance through structured penalties.

### **Employees are assessed annually based on points earned across their department KPIs. Recognition tiers are:**

1. Tier 1: 15 points – Good performance, recognition certificate.
2. Tier 2: 20 points – Very good performance, bonus or award.
3. Tier 3: 25+ points – Exceptional performance, bonus, award, and priority for promotions. Each department should have only one employee at this level.

### **Employees earning less than 10 points in a year will be:**

Subject to a penalty scheme, which may include warnings, training requirements, or exclusion from benefits program or as per management consideration.





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Area / Department	KPIs / Performance Indicators	Positive Points (+)	Negative Points (-)
Sales	Monthly Sales Target Achievement	+2	-2
	New Client Acquisition	+2	-1
	Personal appearance	+1	-2
	Upselling / Cross-selling & referring	+2	-1
Projects	Project submission on Time	+1	-2
	Client satisfaction	+3	-4
	Quality Management	+3	-3
	Team Collaboration & Reporting	+2	-2
Design / Creative	Timely Delivery of Design Projects	+3	-3
	Design Quality & Innovation	+2	-1
	Project Planning & Structuring	+3	-2
	Internal Collaboration & Feedback Response	+3	-3
HR	Employee Engagement & Satisfaction Initiative	+2	-2
	Conflict Resolution & Employee Relations	+2	-3
	HR Reporting & Data Accuracy (records, files, systems)	+2	-3
	Responsiveness to Employees & Management	+2	-3
Finance	Accuracy of financial reports	+3	-3
	Reports and input timeliness	+3	-3
	Efficiency in updating ERP data and financial cycle closing	+2	-2
	Cost optimization and error reduction initiatives	+2	0
IT	System Uptime & Availability	+2	-3
	Quality of Technical Solutions (no recurring issues)	+1	-2
	Data Security & Access Control	+2	-2
	Implementation of New Systems / Automation	+3	



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Area / Department	KPIs / Performance Indicators	Positive Points (+)	Negative Points (-)
General / Other	Compliance with Company Policies	+1	-2
	Innovation & Initiative	+2	
	Team Collaboration	+2	-3
	Professional Development	+2	-1
	Completing tasks in less time	+1	
	Supporting other departments by generating/facilitating new business opportunities	+3	-1
	Helping teammates to meet urgent deadlines	+2	-3
	Suggesting ideas that reduce cost / time or improve quality	+3	
	Work quality deliverables	+2	-3
	Problem solving	+1	
	Clear communication that prevents issues	+2	-2
	Waving penalties	+ 3	
	Recurring errors and mistakes		-4
	Missing deadline		-3
	Mistakes that affect customer satisfaction		-4
	Incorrect design/specification causing production delay		-5
	Mistakes that cause financial loss or rejected products		-5
	Losing a project due to negligence		-5
	Wrong pricing		-5
	Intentional damages		-5
	Responsiveness	+2	-3
	Ownership and accountability	+2	-1
	Creating complications		-4

Sincerely yours,

Anwar Ghaida  
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