



Performance Management & Promotions Cycle

Employee Briefing | July 2025 – June 2026

New Aim Pty Ltd | People & Culture

Today's Agenda



01

Cycle Overview

How PMP & Promotions work together

02

Key Timeline

Important dates from May to August

03

PMP Process

Rating scale, calibration & ELT review

04

Promotions Process

Employee-led, criteria & application steps

05

Eligibility Criteria

5 criteria employees must meet

06

Rating Scale

1–5 scale with High Achiever definition

07

Core Performer & High Performer criteria

Understanding the differences between high performer and core performer

08

Feedback – why and how

1–5 scale with High Achiever definition

09

Showcase your achievements

In both PMP and Promotion processes – your opportunity to shine

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Manager Actions

What you need to do and when

Cycle Overview

Performance Management (PMP)

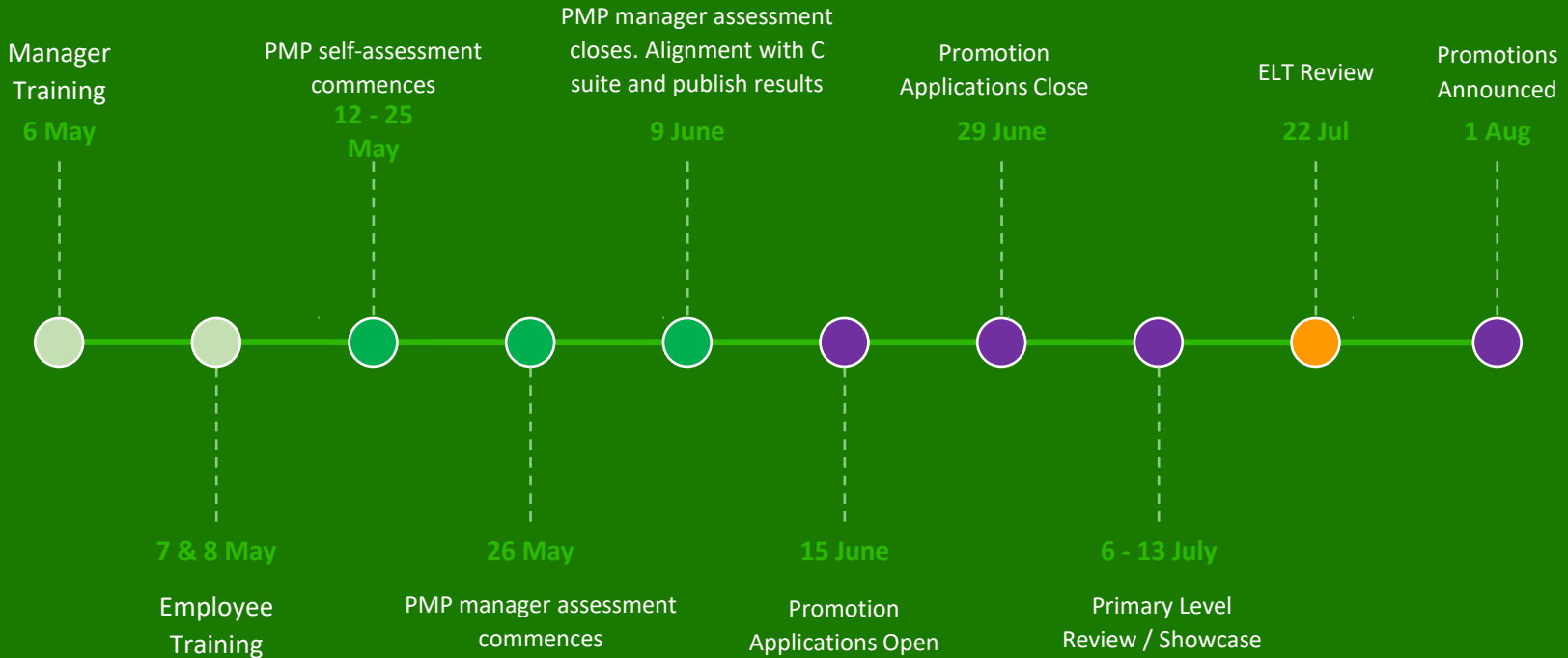
- Review of full years performance
- Ratings assessed on a 1–5 scale
- Covers performance against role expectations and business values
- *New* - includes stakeholder / peer feedback
- Subject to C-suite calibration and review
- Results communicated June 9

Promotions

- Employee-led — you nominate yourself
- Applications via DingTalk platform
- Must meet all 5 eligibility criteria
- Feedback requested from aligned list of stakeholders
- Reviewed at Primary Showcase & ELT
- Decisions confirmed 30 June
- Announcements made 1 August

**ALIGNED
TIMELINE**

Key Timeline



PMP



Promotions



Both



ELT Decision

PMP Process



1

6 – 8 May

Training



Managers trained 6 May ·
Employees trained 7-8 May

English and Mandarin sessions

2

12 – 25 May

Self-assessment review

**Revenue, cost, experience, organizational
capability, and compliance.**

What is the impact to the business value(s) and
describe the actions you have taken to achieve
this business value.

3

26 May – 9 June

Manager Reviews

Managers complete assessments using the
1–5 rating scale aligned to role expectations
and business values.

Align with C-suite on ratings and when
aligned, feedback to team members and
publish on Employment Hero.

PMP Rating Scale

1	Not Meeting Expectations Performance is below the minimum requirements of the role. Immediate improvement plan required.	May require PIP (Performance Improvement Plan)
2	Approaching Expectations Partially meets expectations. Development areas identified with active coaching needed.	
3	Meeting Expectations Consistently delivers on role requirements and contributes to business values as expected.	Eligible to apply for promotion
4	High Performer Regularly goes beyond role requirements. Strong contributor across multiple business values.	
5	High Performer ★ Top performer. See criteria below.	

★ HIGH ACHIEVER: ACTIONS — Steps outside responsibilities · Recognised expert, mentor & teacher · Committed to continuous improvement
OUTCOMES — Exceeds goals · Outsized impact on business value

PMP - Core Performer vs High Performer



Understanding the difference helps employees know where they stand — and what it takes to grow

3 CORE PERFORMER

MAJORITY

The backbone of New Aim — reliable, values-driven people who consistently deliver.

- 1 Consistently Meets Goals**
Achieves targets and KPIs within their role
- 2 Reliable & Self-Sufficient**
Completes work on time with minimal supervision
- 3 Role Model of Company Values**
Lives all 6 values every day:

Passion Innovation Positivity Trustworthy Teamwork Data Driven

PMP Rating: 3 — Meeting Expectations

4-5 HIGH PERFORMER

5 ★

Goes beyond the role. Recognised for outsized impact and leading others forward.

Must satisfy ALL three of the criteria in first 3 steps and one of the criteria in Step 4:

- 1 Exceeds Goals** **A N D**
Consistently surpasses targets — not just meets them
- 2 Outsized Business Value Impact** **A N D**
Material impact on income, cost, experience, capability or compliance
- 3 Demonstrates Key Behaviours** **A N D**
At least ONE of the three behaviours below (OR):
- 4 Steps outside responsibilities OR Recognised as expert / mentor / teacher OR Drives continuous improvement**

PMP Rating: 4 or 5 — High Performer ★

Requesting Peer Feedback in Your PMP



★ **OPTIONAL** — Requesting feedback in the PMP process is optional. There is no obligation. But the benefits of doing so are real.

WHY REQUEST IT — THE ADVANTAGES

1 See Your Blind Spots

Others see things about your work and style that you genuinely cannot see yourself. One honest piece of feedback can save months of unknowingly repeating the same pattern.

2 Signal Confidence & Growth Mindset

Asking for feedback tells colleagues and managers you are self-aware and genuinely invested in improving. It is a career advantage — not a vulnerability.

3 Strengthen Your PMP Evidence

Peer feedback gives your manager a richer, more rounded picture of your performance — especially your impact on those around you and your contribution to the team.

HOW TO REQUEST — GETTING STARTED

- ✓ **Choose 2–3 people**
Select peers who have worked closely with you and will give you an honest, considered response.
- ✓ **Ask a maximum of 3 questions**
Keep it short and focused — fewer, well-chosen questions produce richer, more useful answers
- ✓ **Be specific in what you ask**
Ask about a specific situation or behaviour. Vague questions produce vague answers.
- ✓ **Give them enough time**
Send your questions at least one week before your PMP review so responses are thoughtful.

EXAMPLE QUESTIONS TO ASK

- Q *What is one thing I do well that you'd encourage me to keep doing?*
- Q *What is one thing I could do differently to be more effective in my role?*
- Q *How do I come across when working under pressure or in a challenging situation?*

💡 You are still learning to ask for and give feedback. Start small — one good question asked sincerely is worth more than ten questions asked out of obligation. If you would like to request feedback but need some help - reachout to People and Culture, we can help you with this

Peer Feedback — Tips: Giving & Receiving

"We all need people who will give us feedback. That's how we improve." — Bill Gates

→ GIVING FEEDBACK

1

Be Specific, Not General

Reference actual behaviours and outcomes — not general impressions. E.g. 'In the 3 May meeting, your risk summary helped the team decide faster.'

2

Focus on Behaviour, Not Character

Comment on what the person DID, not who they ARE. 'The report was submitted late' not 'you're disorganised.' Keeps feedback actionable.

3

Balance Strengths with Growth Areas

Acknowledge what is working before raising what could improve — people hear critical feedback more openly when they first feel seen.

4

Make It Timely & Forward-Looking

Feedback close to the event is more useful. Close with a forward-looking statement — what would success look like next time?

SBI MODEL: Situation → Behaviour → Impact

&



RECEIVING FEEDBACK

1

Listen to Understand, Not to Respond

Resist the urge to defend immediately. Let the feedback land. Ask clarifying questions from a place of curiosity, not rebuttal.

2

Separate the Feedback from Your Identity

Feedback is about a behaviour or outcome — not a verdict on you as a person. Practise hearing it as data, not a personal attack.

3

Say Thank You — Even If It's Hard

Acknowledging feedback shows maturity and encourages honesty in future. You don't have to agree to thank someone for sharing it.


4

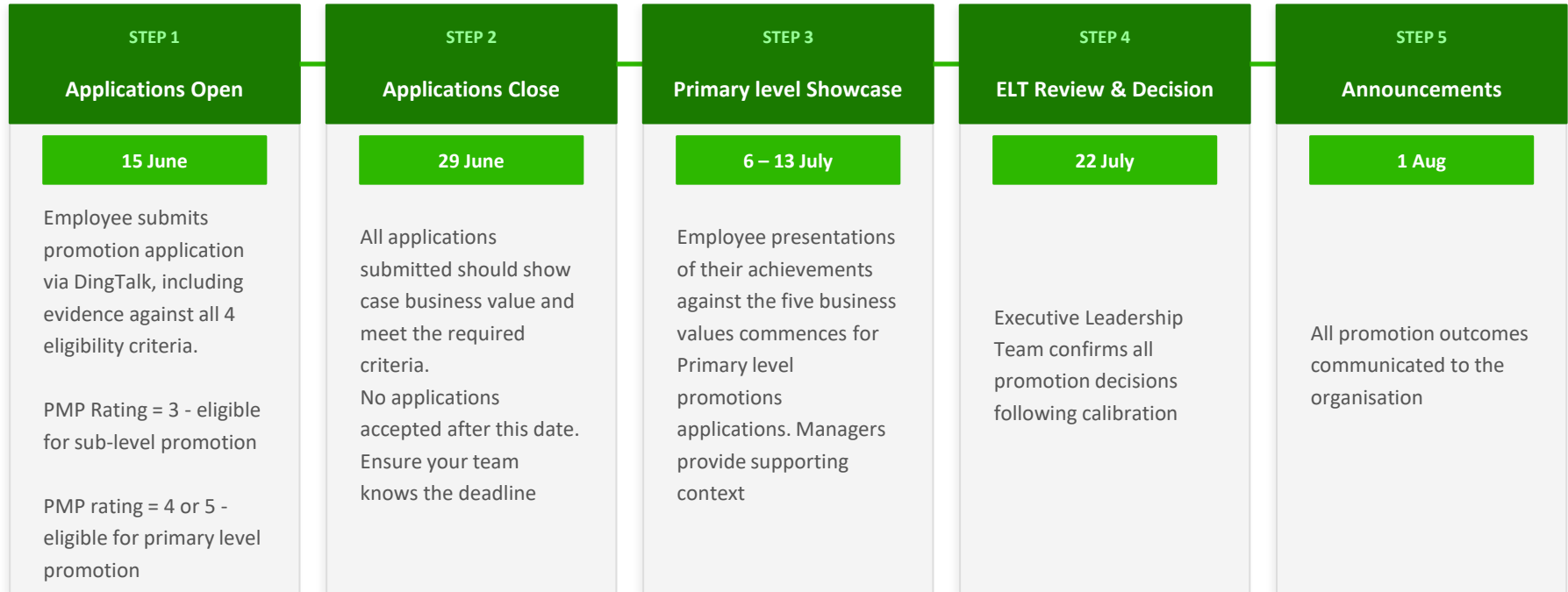
Decide What to Do With It

Not all feedback requires action — but all deserves reflection. Decide what resonates, what you'll act on, and seek follow-up if needed.

REMEMBER: Feedback is information — you choose what to do with it

Promotions Process

 Promotions are EMPLOYEE-LED — employees self-nominate and drive their own application through DingTalk



Promotion Eligibility Criteria

Employees must meet ALL five criteria to be eligible to apply

01

Competency & Business Value Contribution

Must demonstrate competency for the target position AND contribution across all Five (5) Business Values:

Income · Cost · Employee & Customer Experience · Organisational Capability · Compliance / Risk Control

03

Knowledge Base Contribution

Must work to the company values and contribute to the departmental knowledge base through:

Standard Operating Procedure (SOP) OR Internal Training Course

02

Position Tenure

Minimum of one (1) year in current position before applying for promotion.

(until June 2026)

04

PMP rating

Your PMP rating should reflect your performance.

Rating 3 - eligible for sub-level promotion

Rating 4 - 5 - eligible for sub-level or primary level promotion

05

Clean Conduct Record

No active warning on record for the last twelve (12) months prior to application.

✓ All 5 criteria must be met to submit an application

Your Showcase Opportunity



Both PMP and Promotions give employees the chance to demonstrate their value — aligned to New Aim's 5 Business Values

	PMP — Performance Management	Promotions — Career Advancement
	How to showcase in PMP	How to showcase in Promotions
Income	Show revenue impact: eg:upselling, new clients, sales growth or retention outcomes	Utilise your Business Values achievements, from your PMP - Income, Cost Effectiveness, Employee /Customer Satisfaction, Organisational capabilities, Compliance / Risk
Cost Effectiveness	Evidence of process efficiencies, waste reduction or cost-saving initiatives	Review the competencies for the level you are on and outline how you meet these competencies
Employee & Customer Experience	Share feedback - stakeholder feedback and team feedback. (Internal and external)	Review the competencies for the next level and consider what development you need to meet these
Organisational Capability	SOPs authored, training delivered, mentoring provided or knowledge shared to your team	Have you supported team members with training / coaching.
Compliance / Risk Control	Demonstrate adherence to policy, risk mitigation or audit-ready processes	Have you identified ways to support the business by addressing risk controls and continuous improvement

Tip: gather evidence of your contributions against each business value throughout the year — not just at review time and request feedback from stakeholders and peers.

Employee Actions & Responsibilities

- Attend training (7 May)
- Familiarise yourself with PMP policy & process
- Gather data for your self-assessment - consider your performance objectively, against the Business Values
- Request feedback from Stakeholders / Peers you have had significant interaction with
- Schedule your feedback session with your manager
- Review the Career portal for information for information to support your self-assessment
- If you are applying for a promotion, prepare your showcase

 People & Culture is here to support you throughout this cycle, reach out if you need support



The future is in your Hands!
Let's make this cycle a success – together.

Questions? Contact People & Culture

New Aim Pty Ltd | PMP & Promotions | July 2025 – June 2026

Training: 6-8 May | PMP Results: 9 June | Showcase: 6 - 13 July | Announcements: 1 Aug