

Rating Scale Definitions – Updated for 2025

CHANGES TO THE RATING SCALE

This year we have updated our rating scale from a 3-point to a 5-point scale. This will allow for better differentiation in performance.

The objective ratings should be a reflection of the “WHAT” you do, and the Competency ratings should be a reflection of “HOW” you do your work.

OBJECTIVES RATINGS

5 – Significantly exceeded expectations

- All objectives significantly exceeded expectations
- Successfully led through unexpected business need or project beyond core responsibilities
- Performance had a significant/notable impact on our business

4 – Exceeded expectations

- Most, if not all objectives exceeded expectations
- Performance had positive impact on our business

3 – Achieved expectations

- Met all expectations and may have exceeded in some

2 – Partially achieved expectations

- Missed some key deliverable(s)
- Improvement and/or further development may be needed

1 – Did not meet expectations

- Failed to meet and/or achieve Objectives and expectations
- Requires immediate action

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COMPETENCIES RATINGS

5 – Significantly exceeded expectations

- Exceeded expectations in all Competencies and demonstrates our Culture Principles at the highest level, even in challenging situations
- Set the bar and served as a role model among peers and key stakeholders

4 – Exceeded expectations

- Exceeded expectations in most Competencies and consistently demonstrated Culture Principles, showed strong understanding and commitment to our values. Was often seen going above and beyond in embodying them

3 – Achieved expectations

- Consistently demonstrated Competencies and Culture Principles and may have exceeded expectations on occasion
- Viewed by peers & stakeholders as consistently living our culture principles

2 – Partially achieved expectations

- Demonstrated most Competencies and Culture Principles
- There is room for growth, development and/or improved consistency in one or more identified areas

1 – Did not meet expectations

- Struggled to demonstrate multiple Competencies and did not meet expectations related to Culture Principles
- Requires immediate development

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OVERALL RATINGS

5 - Significantly exceeded expectations -

- Significantly exceeded all expectations (Objectives & Competencies)
- Successfully led through unexpected business need or project beyond core responsibilities
- Overall performance had a significant/notable impact on our business

4 - Exceeded expectations

- Exceeded expectations in most objectives and competencies.
- Performance had positive impact on our business

3 - Achieved expectations

- Met expectations and may have exceeded in some

2 - Partially achieved expectations

- Missed some key deliverable(s)
- Improvement and/or further development may be needed

1- Did not meet expectations

- Failed to meet expectations