

Subject: General Manager Evaluation

Date Approved/Last Revised: **November 2003**

Responsible Body: Executive Committee or Special Committee Set Each Year

References: Sacramento Natural Foods Co-op Bylaws Article V, Section 5.03

It is the policy of the SNFC Board of Directors (Board) to provide regular performance feedback to the General Manager (GM), and to set performance goals and provide a formal performance evaluation annually.

Annual Review

The Board will conduct an annual formal performance evaluation of the GM. This will include a discussion between the GM and a committee of the Board, and a written evaluation.

Performance Goals

When the Board hires a new GM, performance goals will be agreed upon at the beginning of the first year of employment. Establishing performance goals will be a part of each year's review process. A brief review should be conducted approximately halfway through each year to ensure the goals are still appropriate. (These actions may be taken by the Board as a whole or delegated to a subcommittee.)

Procedure

Two months before the annual review is due, the Board will appoint a committee of three Board members to conduct the evaluation.

All Board members, the GM and direct subordinates of the GM will complete the evaluation questionnaire. The GM will also be asked to propose performance goals for the coming year and to review the job description.

After the questionnaires are completed, the committee will meet to consolidate the scores and Board and staff comments. The committee should make every effort to protect the confidentiality of staff comments as well as to present a clear and unambiguous evaluation to the GM (any disagreements between committee members should be resolved before meeting with the GM).

The committee will prepare a written summary and obtain consensus of the full Board on the evaluation before presenting it to the GM. The committee will provide the GM with a copy of the evaluation at least one day before meeting to discuss it. During the meeting, the committee and GM will also discuss goals for the upcoming year. The Board president and the GM should sign the evaluation, and it should be placed in the GM's personnel file.

After the discussion, the committee will prepare a formal write-up of the discussion for the Board's review. This report may include a summary of the discussion, input from the GM, and suggestions for improving the evaluation process or tool. The committee will also prepare a list and explanation of the new goals, to be discussed/approved at the next Board meeting.

Follow Up

Any changes to the policy, procedure, or evaluation tool should be completed by the Policy Committee as soon as possible after the evaluation.