



MYSTERY SHOPPER POLICY

NWH Group Limited
Reviewed- January 2026

1. Introduction

The purpose of this policy guide is to establish guidelines for using the Performance In People, Vision Reporting system within the NWH Group Limited. Performance Vision Reporting is a confidential tool designed to facilitate one-on-one discussions between individuals and their supervisors regarding performance and development. This policy aims to ensure the appropriate and effective use of the system.

2. Confidentiality

- 2.1. The Performance Vision Reporting portal is strictly confidential. Access to the portal should be limited to authorised individuals involved in the performance management process within the NWH Group Limited.
- 2.2. Users of the system must maintain strict confidentiality and protect the privacy of the information shared during the reporting process.
- 2.3. Information shared through the Performance Vision Reporting system should not be disclosed to individuals outside of the reporting relationship unless with the explicit consent of the involved individual.

3. Individual Use

- 3.1. The Performance Vision Reporting system should be used as a one-on-one tool between supervisors and individual employees within the NWH Group Limited.
- 3.2. Supervisors are responsible for initiating and conducting regular performance vision discussions with their direct reports using the system.
- 3.3. Individual employees should use the system to review and provide input on their performance, goals, and development needs.
- 3.4. Individuals should utilise the system to track their direct reports progress, update goals, and communicate any concerns or questions they may have regarding their performance.

4. Supervisory Responsibilities

- 4.1. Supervisors within the NWH Group Limited must ensure that the Performance Vision Reporting system is used consistently and in a timely manner.
- 4.2. Supervisors should schedule regular one-on-one meetings with their direct reports to discuss performance vision reports.

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- 4.3. During these meetings, supervisors should provide feedback, guidance, and support to individuals based on the information shared in the reports.
- 4.4. Supervisors should actively listen to their direct reports, encourage open dialogue, and address any concerns or issues raised during the performance vision discussions.

5. Performance Vision Reports

- 5.1. Performance Vision Reports within The NWH Group Limited should include objective and constructive feedback on the individual's performance, strengths, areas for improvement, and development opportunities.
- 5.2. The reports should align with the NWH Group Limited performance management framework and goals.
- 5.3. Individuals and supervisors should collaborate to set specific, measurable, achievable, relevant, and time-bound (SMART) goals during the reporting process.
- 5.4. The reports should serve as a record of discussions, decisions, and actions taken to support the individual's growth and development.

6. Training and Support

- 6.1. The NWH Group Limited will provide training and support to supervisors and individuals on how to effectively use the Performance Vision Reporting system.
- 6.2. User guides, documentation, and resources should be made available to help individuals navigate the system and understand its purpose.
- 6.3. Support channels, such as helplines or designated contacts, should be established to address any technical issues or concerns related to the system.

7. Compliance

- 7.1. All users of the Performance Vision Reporting system within the NWH Group Limited must adhere to this policy guide and any additional guidelines or procedures established by the organisation.
- 7.2. Non-compliance with this policy may result in disciplinary action, up to and including termination of employment.

8. Review and Revision

- 8.1. This policy guide will be periodically reviewed to ensure its effectiveness and relevance.
- 8.2. Any necessary updates or revisions to this policy will be communicated to all relevant stakeholders in a timely manner.

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By adhering to this policy guide, NWH Group Limited aims to promote a culture of continuous improvement, individual development, and effective performance management.

Signed:

Date: 15/01/2025

Gavin Money

Managing Director

The NWH Group Ltd

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