



*Did you  
know...?*

...You can access  
PACE from any  
internet enabled  
device, such as your  
desktop computer,  
smart phone or  
tablet.

...You have access to  
PACE 365 days of  
the year.

...PACE is your tool  
to record your  
career goals,  
aspirations and  
achievements.

**PACE**

# CONTENTS

## PACE BASICS

These guides will show you the basics of using PACE, including how to log in, how to navigate and how to access and update your employee profile.

[Accessing PACE](#)

[PACE Dashboard](#)

[Profile](#)

## PERFORMANCE REVIEW PROCESS

These guides will walk you through the performance process, and each section of your performance review.

[PACE Process](#)

[Review Sections – Start](#)

[Review Sections – Objectives](#)

[Review Sections – Values](#)

[Review Sections - Career Plan](#)

[Review Sections - Next Steps](#)

## PACE FEATURES

These guides will show you the features of PACE to support your ongoing performance, such as recording comments, meetings, notes, using the app and gaining feedback.

[Comments](#)

[Journal](#)

[Everyday Performance App](#)

[External Feedback](#)

## RATINGS

These guides will show you the specific features of PACE to complete your ratings and evaluations at the end of the performance cycle.

[Rating Your Review](#)

[Rating Offline](#)

[Rating – Next Steps](#)

## MANAGER

These guides will show you the manager features of PACE

[Manager Guides](#)

*Take some time, explore your PACE, and everything it can do  
for you!*

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



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# ACCESSING PACE

To log in, go to <https://crgpace.pageuppeople.com> for Country Road Group or <https://davidjonespace.pageuppeople.com> for David Jones, enter your business email address and your existing PageUp Recruitment password, if you have one.

**PACE**  
*Performance and Career Evaluation*

**Employee login**

E-mail address

Password

☐ Remember my login details

Login

Reset your password

If you do not have a password, click on the prompts to be emailed a new one.

If your account is locked, you can email [peopleassist@countryroadgroup.com.au](mailto:peopleassist@countryroadgroup.com.au) or [peopleassist@davidjones.com.au](mailto:peopleassist@davidjones.com.au) for assistance, using the subject "PACE Password Reset" and include your full name, employee code (SAN) and email address.

**PACE**


## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.

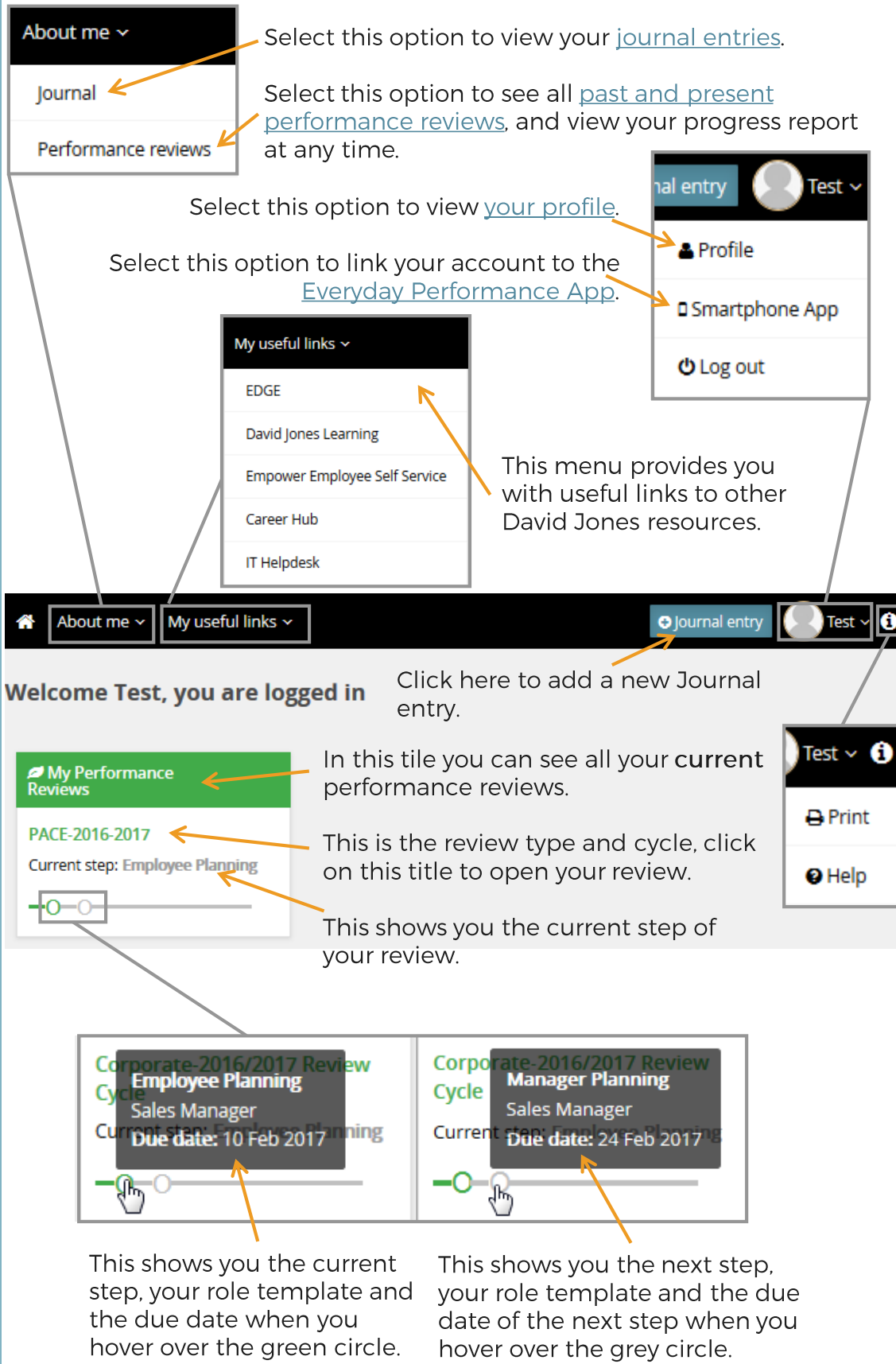


Did you know...?

...All the information you need about PACE and Performance and Incentives at David Jones is available to you at any time on the Performance & Incentives section on EDGE.

...You can navigate back to the PACE dashboard at any time by clicking on the Home  symbol.

# PACE DASHBOARD



**About me** ▾ Select this option to view your [journal entries](#).

**Journal** ← Select this option to see all [past and present performance reviews](#), and view your progress report at any time.

**Performance reviews** ←

Select this option to view [your profile](#).

Select this option to link your account to the [Everyday Performance App](#).

**My useful links** ▾

- EDGE
- David Jones Learning
- Empower Employee Self Service
- Career Hub
- IT Helpdesk

This menu provides you with useful links to other David Jones resources.

**Journal entry** | Test ▾

- Profile
- Smartphone App
- Log out

**Home** | **About me** ▾ | **My useful links** ▾ | **Journal entry** | Test ▾ | **Help**

**Welcome Test, you are logged in**

Click here to add a new Journal entry.

**My Performance Reviews**

**PACE-2016-2017**

Current step: **Employee Planning**

This is the review type and cycle, click on this title to open your review.

This shows you the current step of your review.

**Corporate-2016/2017 Review Cycle**

**Employee Planning**

Sales Manager

Current step: **Employee Planning**

Due date: 10 Feb 2017

This shows you the current step, your role template and the due date when you hover over the green circle.

**Corporate-2016/2017 Review Cycle**

**Manager Planning**

Sales Manager

Current step: **Employee Planning**

Due date: 24 Feb 2017

This shows you the next step, your role template and the due date of the next step when you hover over the grey circle.

PACE

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



## Did you know...?

..Your profile is also your David Jones Resume and will populate on any applications you complete for internal vacancies via the [David Jones Internal Careers site](#).

..If you believe your employment record contains an error, you can contact your HR Representative to have it amended.

...New sections can be added to the profile page.

# PACE

# PROFILE

The left side of your profile is populated from your employment record with David Jones. You can edit your password or add a profile picture here.

The right side of your profile is available for you to edit and update at any time.

You can edit any of these sections in your profile by clicking on the edit symbol (✎) and add new lines by clicking on the the add symbol (+ Add).

example@davidjones.com.au

My journal mail matcher:  
example.brr.lvyqr.ANVIR@m.dc2.pageuppeople.com

NSW, Australia

Employee No.: 111111

Time in Organisation: 1 year, 2 months

Edit picture Edit password

**Position details**

Position title:  
Store Manager

Group:  
Example Organisation Structure

Region / Unit:  
Example Organisation Structure

Store / Department:  
Example Organisation Structure

Reporting to:  
Regional Manager – Example Region - Mrs Example Manager

1-up manager:  
Retail Operations General Manager - Mr General Manager

**Career Achievements**

Click on the pencil icon to add or edit your career achievements and awards on your profile

Career Achievements  
CEO Inspiration Award 2016

**Education history**

The University of New South Wales , Australia  
Bachelor Degree, Business, Management, 2012 (Completed)

Australia

**Employment history**

David Jones

Myer

Super Retail Group

**Mobility**

Click on the pencil icon to add or edit your job mobility on your profile

Which states/countries would you be interested in?  
New South Wales, Queensland

Stores/Areas  
Barangaroo, Bondi Junction, Elizabeth Street, Indoorsopilly, QueensPlaza

Career Achievements:

You can record awards and key achievements throughout your career in this section. These can be with David Jones or previous employers.

Education History:

You can record your education (e.g. Diploma in Beauty Therapy), certifications (e.g. first aid) and memberships (e.g. CPA Australia) here.

Employment History:

You can record your current and previous positions and employers here.

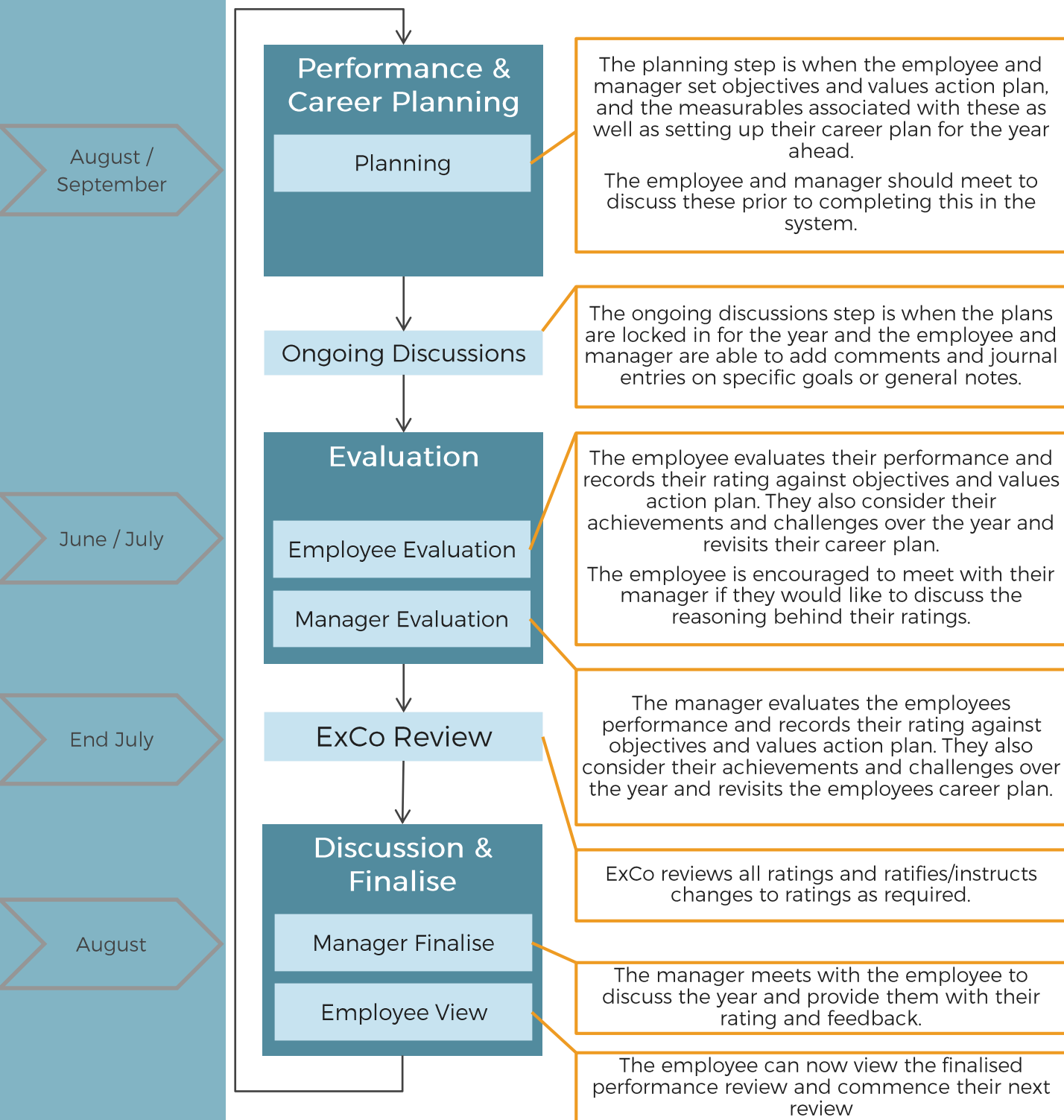
Mobility:

You can record the different locations you would be interested in working if a suitable career opportunity comes up.

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.

# PACE PROCESS



**PACE**

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



## Did you know...?

...The PACE cycle goes through the below stages and steps and you can get more information on the [Performance and Incentives page on EDGE](#).

### Performance & Career Planning

Planning

### Ongoing Discussions

### Evaluation

Employee Evaluation

Manager Evaluation

### ExCo Review

### Discussion & Finalise

Manager Finalise

Employee View

# PACE

# REVIEW SECTIONS

## Start

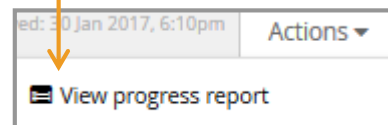
The Start section provides you information and guidance on the current step of your PACE.

This information will change in each step, it is important you read it for each new step of the PACE cycle.

The section you are viewing will be bold in the navigation bar.

Your PACE will save automatically as you make changes and this show the last date and time it was saved. This will also show the overall weighting currently allocated across your entire PACE document (objectives and values combined).

Select this to view a PDF report of your PACE



Total performance weighting: **100%**  
Last saved: 17 Oct 2018, 1:28pm

Hi

Welcome to your Performance and Career Evaluation (PACE). PACE is an important tool to ensure we are all aligned in the delivery of the Strategic Plan. The first step of this process requires you to set your PACE for the year ahead.

The Planning step provides an opportunity to ensure you have a clear understanding of your role through setting and agreeing on the delivery of your objectives. It also provides you with an opportunity to reflect on what meaning our values hold for you, your commitments toward them and how they help you to achieve your objectives.

Prior to completing this plan within the system, you should discuss your objectives and Career Plan with your Manager, HR Systems.

As part of this step, the development of your Career Plan allow you to consider how you can work towards your career goals and identify actions that will assist with this.

These steps are required to be completed by 14 Nov 2018.

For further information regarding the formal performance review cycle, or for guidance using PACE, please refer to the [Performance & Incentives section on EDGE](#) or speak with your manager.



Next →

Click on next to go to the next section.

The diagram at the bottom of this page shows you the full PACE Cycle and highlights the current stage and step.

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



Did you  
know...?

# REVIEW SECTIONS

## Objectives

The objectives section is where you set, comment on and evaluate your objectives for this performance cycle.

This shows the total weighting set up on your PACE document (Objectives and Values combined). This must be 100% before you can continue to the next step of the process.

Each section after the start page has guidance information to assist you in completing the section for the current step of the cycle. It is important you read this thoroughly as it will assist you through the process.

- Title:** This is your objective. This should be a clear title for each of your objectives.
- Measure:** This is the record of the agreement between you and your manager of what you need to do to deliver your objective and how your performance will be assessed.
- Weight:** This is the percentage of your final performance rating that this objective is worth. For example, an objective weighted at 5% is worth 5% of your total performance score (which includes both objectives and values).
- Attachment:** You can attach supporting documents, such as a project scope, reports or steering committee documents to support your objective and measures.

PACE

### HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.





Did you  
know...?

# REVIEW SECTIONS

## Values

The value section is where you set, comment on and evaluate your values action plan for this performance cycle.

This shows the total weighting set up on your PACE document (Objectives and Values combined). This must be 100% before you can continue to the next step of the process.

- Measure: This is the record of the agreement between you and your manager of your values action plan and how you will bring the values to life in your specific role.
- Weight: This is the percentage of your final performance rating that this objective is worth, this is 40% for your Values Action Plan.
- Attachment: You can attach supporting documents support your commitments to your values action plan.

PACE

### HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.





*Did you  
know...?*

# REVIEW SECTIONS

## *Career Plan*

The career plan section is for you to record your career aspirations and plan on how to achieve them. You can also record and review the development activities you intend to complete through the year. These could be activities such as training programs, gaining exposure to different projects or coaching and mentoring.

Each section after the start page has guidance information to assist you in completing the section for the current step of the cycle. It is important you read this thoroughly as it will assist you through the process.

Start > Objectives > Values > **Career Plan** > Next steps

Career Plan

Total performance weighting: 100%  
✓ Saved Last saved: 22 Oct 2018, 8:26am Actions ▾

The Career Plan is an important part of an employee's development and frequent discussions about career development are encouraged.

These discussions may include the areas of the current role that are most satisfying as well as challenging, where there are opportunities to take on additional accountability, as well as the direction the employee hopes their career will go.

Discussing these aspects will allow managers and employees to work together towards career goals and help translate career aspirations into a career plan. The employee is primarily responsible for ensuring that career conversations take place as required.

Once completed, the template below will help guide and structure career planning discussions between managers and employees.

Item

Title\* What are my career aspirations?

Measure

**B I U** | Source

Consider where you see yourself in the future. What about this vision motivates you?

Attachment Upload document

Item

Title\* What are my current strengths that support my aspirations?

Measure

**B I U** | Source

What do you feel you are great at, and how can this aid your career journey?

**PACE**

### HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



Did you  
know...?

# REVIEW SECTIONS

## Next Steps

The next steps section shows you a summary of your PACE and allows you to move it to the next step of the process.

Each section after the start page has guidance information to assist you in completing the section for the current step of the cycle. It is important you read this thoroughly as it will assist you through the process.

Start > Objectives > Values > Career Plan > **Next steps**

Total performance weighting: 100%  
Last saved: 22 Oct 2018, 8:26am [Actions](#)

**Further action is required to finalise this step**

- Please refer to the instruction below

By clicking on "I agree" below, HR Systems will then be able to confirm your PACE. We encourage you to refer to this throughout the year and discuss your progress with HR on a regular basis.

Your journal and comments may be useful in tracking performance and discussions throughout the year, particularly when used in conjunction with the Everyday Performance App. For further information regarding the formal performance review cycle, or for guidance using PACE, please refer to the [Performance & Incentives section on EDGE](#) or speak with your manager.

**Objectives** 60%

1. Company Measure: Support progression of our Good Business Journey (GBJ)	5%
2. Key measure: Achieve or better Store Net Profit (Excl Rent, Outgoings & Depreciation)	10%
3. Key measure: Achieve or better Store Sales Budget	10%
4. Role Specific Measures: Achieve or better Mystery Shop benchmark	10%
5. Role Specific Measures: Achieve or better % Shrinkage to Sales Budget	5%
6. Role Specific Measures: Achieve or better American Express Activations budget	5%
7. Role Specific Measures: Achieve or better Conversion benchmark	10%
8. Role Specific Measures: Successfully builds brand relationships (Q)	5%

**Values** 40%

**Career Plan** 0%

This shows you a summary of each section of your PACE. It will show weightings where applicable and ratings when in ratings when in the evaluation stage of the process.

Your next step: Ongoing Discussions

This shows you the next step of the process.

**Further action is required to finalise this step**

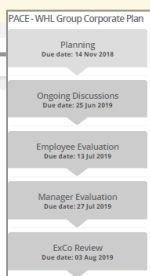
**Approval**  
Approval is required to progress this review to the next step. Please ensure you accept the objectives in this review to proceed.

☒ Notify your manager after you approve

Test, do you approve your review?  
Your manager has not approved this review

**I agree**

Click here to see the entire process and due dates of each step.



Click here to approve and agree with the measures in your PACE. Your manager will then be notified to approve and move your PACE to the next step.

PACE

### HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you  
know...?*

# COMMENTS

You can add comments on all of your [Objectives](#), [Values](#) and [Career Plan](#) at any time after the [Performance and Career Planning stage](#) via the [Everyday Performance App](#) or via your online PACE.

...Your manager can  
also add  
comments on your  
PACE.

▼ Company Measure: Support progression of our Good Business Journey (GBJ) Current

What do I need to do to deliver this objective?

- Considering sustainability in decision-making
- Raising awareness about GBJ
- Supporting relevant GBJ activities

How will I be measured?

- Considers GBJ in decisions
- Raises internal and external awareness through established channels
- Supports the delivery of GBJ activities relevant to the team
- Supports the development of the team's GBJ Action Plan for FY18

Weight: 5 %

External feedback ☐ Request

▼

Ran the teams first planning session for our GBJ Action Plan

Volunteered to assist with a charity partner event

Today at 7:43 PM

Today at 7:41 PM

▼

As well as adding comments,  
you can upload supporting  
documents or link an entry from  
your journal (added either via  
the app or web portal) to the  
objective / values / career plan.

...Your comments  
can help you keep  
track of your  
achievements and  
activities through  
the year to help  
your evaluate  
yourself at the end  
of the year.

When you add a comment, you can save it  
for you and your manager to see, or save as  
private to keep visible only to you (this will  
be listed as a draft comment).

You can click on the three dots to the right  
of your comment to edit, publish (for draft  
comments only) or delete a comment.



Any comments you or your manager have made through the [Everyday Performance App](#) will automatically display if your objective or value was linked to it. To keep comments private through the App, save them to your journal and link to your review later.

**PACE**

## HELP

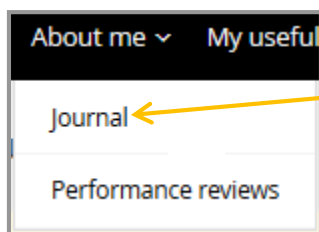
For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you know...?*

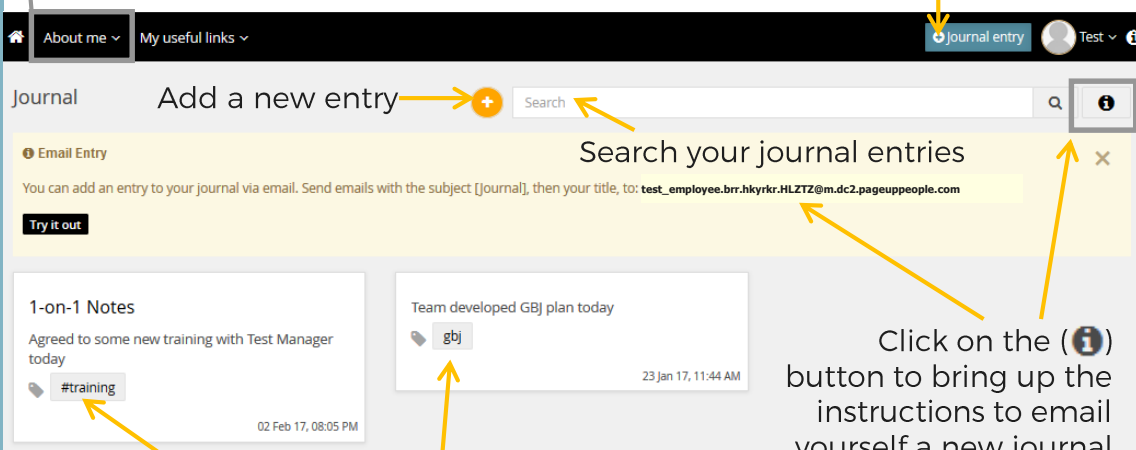
# JOURNAL

You can add journal entries at any time via the [Everyday Performance App](#) or via your online PACE. These can be notes about your career or performance at David Jones, 1-on-1 meeting records with your manager or anything else related to your performance and career!



Access your Journal here

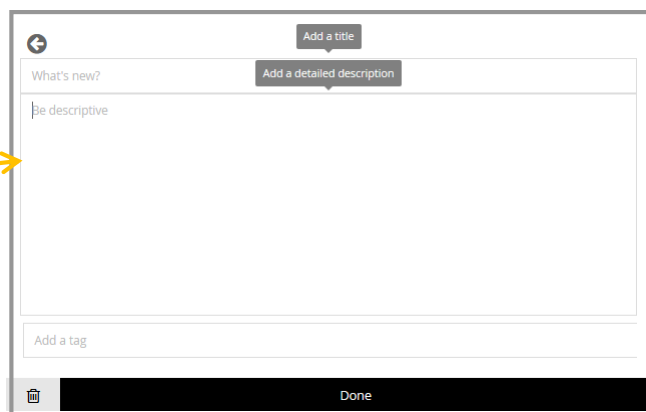
Add a journal entry directly from any screen



Tags are an excellent way to make it easy to find related journal entries as your journal grows!

Click on the (i) button to bring up the instructions to email yourself a new journal entry. You can save your unique email address to your contacts and add a journal entry via email at any time and from any email account.

You can add titles, descriptions and tags to all your journal entries.



Any journal entries you have made or been tagged in through the [Everyday Performance App](#) will automatically display in your Journal.

**PACE**

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you know...?*

# EVERYDAY PERFORMANCE APP

Your [Journal](#) is easily accessible on your mobile device in your pocket. And so are your all of your PACE [Objectives](#), [Values](#) and [Career Plan](#)!

Now you can capture successes and feedback on the go. Share it with others (particularly your manager), and link your ongoing successes to your goals. Even take a photo or selfie to capture the moment.

If you are a manager, you can get to your team reviews quickly.

Make your 1-on-1 catch-up a continuous conversation with your team's goals and feedback right in your hand.

Connect to the app through this menu

Welcome! Before you can access your performance goals and journal, we just need to confirm who you are.

If you are in front of your computer:

Log into your Employee Portal (where you set your performance goals currently).

Under your profile image (top right corner), click 'Smartphone app', and scan the QR code

[Open QR Code Scanner](#)

Don't have access to your computer?

You can open your Employee Portal in your mobile browser.

Follow the instructions in the app and here to link your PACE to your app.

**PACE**

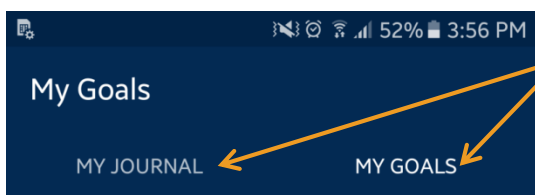
## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you  
know...?*

# EVERYDAY PERFORMANCE APP



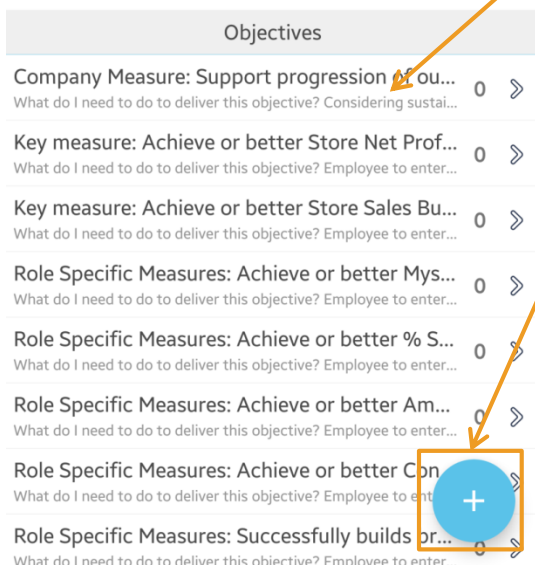
Click on the tabs to view your Journal or your PACE (Goals).



Test Employee

Corporate - 2016/2017  
Review Cycle

Click on one of your objectives or values to add a comment directly to that objective or value.



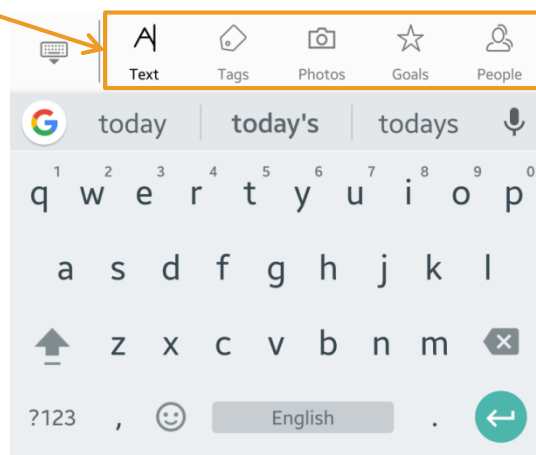
Click on the plus symbol to add a Journal entry, such as a note from your 1-on-1 meeting with your manager.



Team developed GBJ plan today

Type your comment, you can also #tag, add a photo, align to multiple goals (objectives and values) and share with people, such as your manager.

Use the tags to categorise and keep track of your journal entries and comments.



## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.

PACE



*Did you  
know...?*

# EXTERNAL FEEDBACK

You can request external feedback from people you have worked with on your objectives, you can send this to DJs/Group colleagues or external parties. The feedback is visible to both you and your manager.

... External feedback is a great way to gain feedback from people you work with everyday.

...You can access PACE from any internet enabled device, such as your desktop computer, smart phone or tablet.

**PACE**

Company Measure: Support progression of our Good Business Journey (GBJ) Current

What do I need to do to deliver this objective?

- Considering sustainability in decision-making
- Raising awareness about GBJ
- Supporting relevant GBJ activities

How will I be measured?

- Considers GBJ in decisions
- Raises internal and external awareness through established channels
- Supports the delivery of GBJ activities relevant to the team
- Supports the development of the team's GBJ Action Plan for FY18

Weight: 5 %

External feedback Request

Add comment

Click here to request external feedback on your objective/values

External feedback Request

Enter the email address of the person.

You can edit the subject.

You can add a personal message.

The information from the objective or value you are requesting feedback on will populate automatically.

Click here to send.

## Request external feedback

Request external feedback from people you know. Simply enter 1 or more email addresses (separated by a space), update email subject and body, and press send!

hrsystems@davidjones.com x

E-mail subject:

Company Measure: Support progression of our Good Business Journey (GBJ)

Message:

Please give me some feedback on the GBJ session we have had

Following is Test's measurement for 'Company Measure: Support progression of our Good Business Journey (GBJ)'

Company Measure: Support progression of our Good Business Journey (GBJ)

What do I need to do to deliver this objective?

- Considering sustainability in decision-making
- Raising awareness about GBJ
- Supporting relevant GBJ activities

How will I be measured?

- Considers GBJ in decisions
- Raises internal and external awareness through established channels
- Supports the delivery of GBJ activities relevant to the team
- Supports the development of the team's GBJ Action Plan for FY18

☒ Notify me when all recipients have responded

Send e-mail

You will then be able to see any requests you have sent and any responses you receive.

External feedback

2 requests sent

Request sent on Friday, 3 February 2017 11:14:04 AM

Sent to 1 recipients

Request sent on Friday, 3 February 2017 11:12:51 AM

Sent to 1 recipients

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.





Did you know...?

# RATING YOUR REVIEW

You will be asked to rate your performance against your Objectives and Values at the end of each performance review cycle, as well as reflecting on your achievements throughout the cycle period and your career plan.

... The top of each section of your review has information on how to rate and comment on your performance.

▼ Achieve or better Store Sales Budget (Area) Current

How will I be measured?

- Sales against budget of the store for the financial year

Weight: 24 %

External feedback ☐ Request

Add comment ▼

John Employee  
★★★★★  
Not rated

John Employee  
★★★★★  
Improvement Needed

John Employee  
★★★★★  
Achieved All

John Employee  
★★★★★  
Achieved Most

John Employee  
★★★★★  
Exceeded Expectations

You can [add comments](#), [publish comments](#), link [journal entries](#) or [request external feedback](#) while you are completing your self evaluation.

Click on the stars to select your rating for each objective and value, the description of the rating you have selected will appear underneath

... You can rate offline and upload it back to the system if you without internet access during the evaluation period.

... You can view the full performance process, including how overall ratings are calculated on EDGE.

Rating Scale		
1	Improvement Needed	Most of the objectives have not been achieved to the agreed standard (<90%)
2	Achieved Most	Most objectives have been achieved to the agreed standard (90%)
3	Achieved All	All objectives have been achieved to the agreed standard (100%)
4	Exceeded Expectations	The agreed objectives have been significantly exceeded (110%+)

While completing your ratings and comments, think about:

**Your Achievements**  
Detail your contribution in terms of quality, completion and resources using measurable outcomes, not just a list of activities completed

**Any Variances**  
Identify any planned objectives that were not achieved, and comment on any factors that impacted your ability to achieve

**Your Business Impact**  
Specify how your achievements impacted business performance and identify the extent to which you added value

PACE

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you know...?*

# RATING OFFLINE

You can complete your self evaluation offline and upload it back to the system if you will be without internet access during the evaluation period.

John Employee - PACE - Retail Management Incentive Scheme (RMIS)

Start > Objectives > Values > Career Plan > Next steps

Last saved: 8 Jun 2017, 4:49pm

Actions ▾

Click here download a report of your review, including comments to keep offline at any time.

Click here to download an offline version of your review to complete and upload to the system once back online.

Last saved: 8 Jun 2017, 4:49pm

Actions ▾

View progress report

Download to continue offline

## Download a copy of your performance review in PDF Form

Choose one of the methods below to retrieve a copy of your performance review in PDF Form. By downloading a copy of your performance review, you are able to continue your comments and ratings offline. Instructions to sync it back online is in your downloaded copy.



Download



Email to email@davidjones.com.au

You can directly download the document or have it emailed to your David Jones email address.

PACE will remind you at the top and bottom of each page that you have downloaded a copy of that document to complete offline, so you don't make changes to the online document at the same time. If you try to upload an offline document and you have also made edits in PACE online, the upload will send you a failure notification.

John Employee - PACE - Retail Management Incentive Scheme (RMIS)

ⓘ A copy of this performance review has been downloaded to complete offline.

Start > Objectives > Values > Career Plan > Next steps

## Instructions on how on to fill in your performance review form:

- Type your comments into the text boxes
- Select your rating from the drop downs
- Once completed, press the 'Submit' button near the bottom. Your default email application with a pre populated compose window should open up
- All that's left to do is to send that email to submit your performance review form

To upload your edited offline document, follow the instructions found at the start and finish of the downloaded document.

**PACE**

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.

... If you do not make any changes or use the offline document, you can revoke it in the actions menu of your review.

... Your manager can download an offline copy of your review to complete their ratings and comments, if you are locked out due to this, please contact your manager.



*Did you know...?*

... Your review document will save automatically, so you can come back to it at any time.

... You can complete your ratings and comments without submitting, as long as you submit your review by the due date.

... It is up to you to discuss your rating with your manager if you would like to do so before the evaluation is finalised.

# RATING – NEXT STEPS

Once you have complete your self-evaluation and career plan, you will be able to view a summary of your performance review in the Next Steps section prior to submitting your review.

Rating summary		John Employee
▼ Objectives		
1. Achieve or better Store Sales Budget (Area)		Achieved Most
2. Achieve or better Mystery Shop benchmark (Area)		Exceeded Expectations
3. Achieve or better Traffic Conversion benchmark (Store)		Improvement Needed
4. Achieve or better % Shrinkage to Sales Budget (Area)		Achieved All
5. Achieve or better American Express Activations budget (Area)		Improvement Needed
▶ Values		
▶ Career Plan		

Final comments

John Employee

**B** *I* U Source

Final Comment here.

All employees and managers complete a final comment in the Next Steps section of your review. This is a summary of your performance and career evaluation for this cycle for yourself and your manager, in addition to any comments on specific objectives and your career plan. You will be unable to submit your review unless you have completed your final comments.

Once your self-evaluation is complete and you are ready to submit your review to your manager, click the “Go to next step” button at the bottom of the Next Steps page. Once you submit your review, you are unable to change your ratings and comments.

ⓘ Clicking “Go to next step” will move this review to the next step and you will be unable to return to this step

**Go to next step**

**PACE**

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you  
know...?*

# MANAGER CONTENTS

The Manager guides will only show the additional manager features, please refer to the Employee User Guides for all other information.

## PACE BASICS

These guides will show you the basics of using PACE as a manager, including your dashboard and the different ways of viewing your team.

[Manager Dashboard](#)

[Organisational Charts](#)

[Team Details](#)

[Team Performance Reviews](#)

## CREATING & EDITING REVIEWS

These guides will show you how to create a new review document and edit the details of an existing review.

[Create a Review](#)

[Approving a Review](#)

[Changing Managers](#)

## PACE FEATURES

These guides will show you the features of PACE to support your teams ongoing performance, such as recording comments, meetings, notes and using the App.

[Everyday Performance App](#)

[Comments](#)

## RATINGS

These guides will show you the specific features of PACE to complete your ratings and evaluations at the end of the performance cycle.

[.Rating](#)

[Rating – Next Steps](#)

*Take some time, explore your PACE, and everything it can do for you!*

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.

...You can access PACE from any internet enabled device, such as your desktop computer, smart phone or tablet.

...You have access to PACE 365 days of the year.

...PACE is your tool to record your career goals, aspirations and achievements.

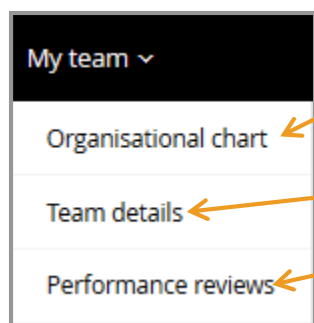
**PACE**



*Did you know...?*

# MANAGER DASHBOARD

As a manager, you have additional menus and tiles on your PACE dashboard to enable you to manage your team.

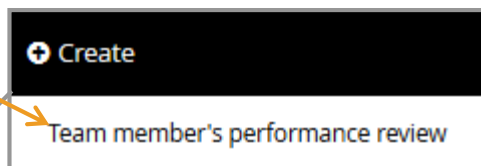


Select this option to see your teams organisational chart.

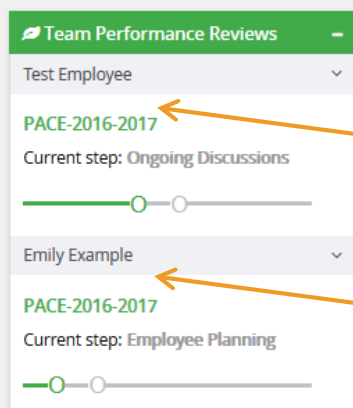
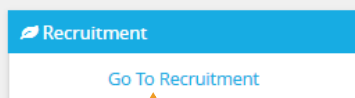
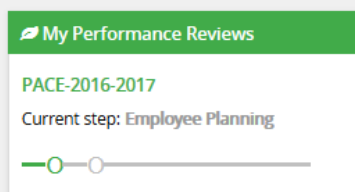
Select this option to see the details of your team members.

Select this option to see a list of your teams performance reviews

Select this to create a performance review for a new starter in your team.



Welcome Example, you are logged in



You can open your team members PACE from here by clicking on the title. This is how you take your manager actions, such as approving the plans, making comments and evaluation.

You can open PageUp recruitment directly from here to recruit for new team members and approve recruitment or offers.

## PACE

### HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you know...?*

...If an employee transfers to your team, this is one of the screens you can take ownership of their review from.

...Your chart is synchronised with the Empower Payroll database every night.

...You can change the reviewing manager when setting up a new performance review or at any time throughout the year.

**PACE**

# ORGANISATIONAL CHART

Your Organisational Chart enables you to see your direct reports details, and drill down to each of their teams details.

**My team**

This is the manager you are viewing the direct reports for, this will be you when you first load the page.

These are the positions and team members who occupy them that report to you directly.

If "flagged" this employee is not required to complete a performance review. Hovering over the symbol will provide the reason (e.g. employee is limited tenure)

N/A indicates a vacant position

**Store Manager**

Employee: Mark Manager

Performance: No current reviews Create a performance review

View: Team View profile View details

Click here to see this managers direct reports in the organisation chart.

Click here to see this employees PACE profile.

Click here to see this employees details. See the [Employee Details](#) guide for more information.

This area shows if there is a current review and its status and allows you to open/[create a review](#).

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.





Did you know...?

# TEAM DETAILS

The team details page allows you to see the activities, confidential notes, profile and performance details of your team.

Home About me My team My useful links Create Journal entry Bob

## My team details

First name:   
Last name:

Position:   
Role:

You can search for a specific team member, position or role

Clear Search

Employee	Position	Role	Performance
(None)	Store Manager	Store Manager	
Mark Manager	Store Manager	Store Manager	0.0
Lucas Peach	Store Manager	Store Manager	0.0

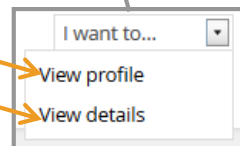
Page 1 of 1 Jump to page  Records 1 to 3 of 3

The position is the team members position in their employment records. The role is the performance review template the team member is attached to.

This is the team members current performance rating.

Click here to view your team members profile

Click here to view the details (activities, notes, performance) of your team member



Mr Lucas Peach Employee

Activity Profile Notes Performance

Profile

Address  
Work: NSW, Australia  
Employee details  
View organisational chart  
Reporting to: Bob Apple

Activity

Date & time	Item
7 Mar 2017, 10:53am Jane Orange	Performance review status changed from <b>Manager Planning</b> to <b>Ongoing Discussions</b> PACE- 2017-2018
7 Mar 2017, 10:50am Jane Orange	Performance review status changed from <b>Employee Planning</b> to <b>Manager Planning</b> PACE- 2017-2018
7 Mar 2017, 10:23am	Performance review manager changed from <b>Mark Manager</b> to <b>Bob Apple</b>

The activity tab shows the changes made to the team members performance review.

You can make confidential notes (not visible to the employee) in the notes tab. These are visible to your manager and Human Resources

Mr Lucas Peach Employee

Activity Profile Notes Performance

Confidential notes

Add note

There are no items to show.

Done

Mr Lucas Peach Employee

Activity Profile Notes Performance

Performance reviews

Review process	Start date	End date	Review Manager	Review step	Status
PACE - 2017-2018	07 Mar 2017	31 Aug 2018	Bob Apple	Ongoing Discussions	Current

Open View report Edit

Done

The performance tab allows you to see past and present reviews, open them, view a report or [edit them](#).

PACE

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.





Did you know...?

# TEAM PERFORMANCE REVIEWS

The performance reviews page allows you to see and edit the your teams past and present performance reviews.

Home About me My team My useful links Create Journal entry Bob

### My team performance reviews

You can search for a specific team member, review process step, status or role

Employee first name:  Employee last name:  Clear Search

Level:  Status:

Review process step:  Role:  🔍 ↻

Employee	Review process	Review step	Role	Start date	Due date		
Lucas Peach	PACE	Ongoing Discussions	Store Manager	7 Mar 2017	31 Aug 2018	<input type="text" value="I want to..."/>	Open review
Andy Banana	PACE <span>NEW</span>	Employee Planning	Store Manager	7 Mar 2017	31 Aug 2017	<input type="text" value="I want to..."/>	Open review

Page 1 of 1 Jump to page

Records 1 to 2 of 2

Open the review (only available for current reviews)

View report on the performance review (for past reviews)

View report on the performance review (for current reviews)

View the review process and due dates for this review

View the team members career plan

Make comments on the review

Edit the review details

Archive their team members review (if a team member no longer needs to complete a review)

- Open review
- View the report
- View progress report
- View the review process
- View the career plan
- Comment on this review
- Edit review details
- Archive

You can edit the reviewing manager from here by clicking the eraser and typing the new reviewing managers name or searching for them using the binoculars.

You may need to delegate a review if you are going on leave during the final review stages, the employee is changing roles, or a new manager is moving in to your team.

### Edit: Performance review for team member

Review start date:\* 7 Mar 2017

Review process:\* PACE - 2017-2018

Review end date:\* 31 Aug 2018

Employee: Lucas Peach

Manager:\*  🔍 ↻

Role:\*  🔍 ↻

Save Cancel

You cannot change the other review details, if more significant changes are required, please contact the Remuneration & Benefits Coordinator or your HR Advice & Business Partner representative.

PACE

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you know...?*

# CREATE A REVIEW

Managers are responsible for creating reviews for new starters in their team who commence mid-way through the performance cycle (i.e. after the cycle has commenced).



## Sales Manager

Employee: Joe Employee

Performance: No current reviews

Create a performance review

[View profile](#) [View details](#)

From the [Organisation Chart](#), you can see any new team members that do not have a performance review. Click on Create a performance review to create the review for your new starter.

...Creating a review will send an email to the team member.

## New: Performance review for team member

The start date will default to the current date; you can make this a future date, for example on the date of your meeting with your new team member.

Review start date:\* 7 Mar 2017

Review process:\* PACE - 2017-2018

Review end date:\* 31 Aug 2018

Employee:\* Joe Employee

Manager:\* Mark Manager

Role:\* Sales Manager

☒ Copy from role

☐ Copy from an existing review

Select the review process for the current cycle. The end date will default from this cycle.

The employee, manager and role will automatically populate. If the manager needs to be adjusted, click on the eraser and type the new review managers name.

Save

Cancel

Always ensure you select copy from role in the radio buttons. This applies the correct template objectives and values that were approved at the beginning of the cycle.

*If any details appear incorrect on your new team member, contact the Remuneration & Benefits Coordinator PRIOR to creating the review.*

**PACE**

## HELP

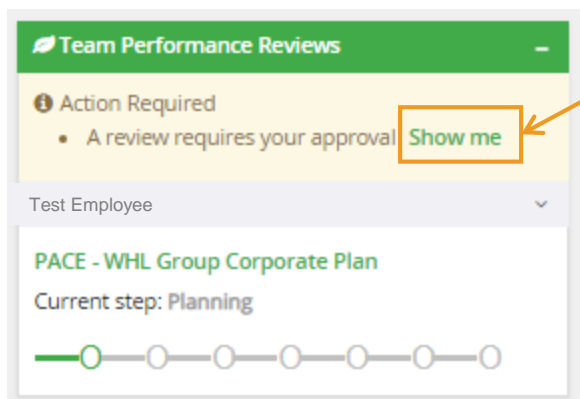
For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you  
know...?*

# APPROVING A REVIEW

Once you and your team member have discussed their review and the team member has approved their PACE, you will receive an email asking you to approve their review/



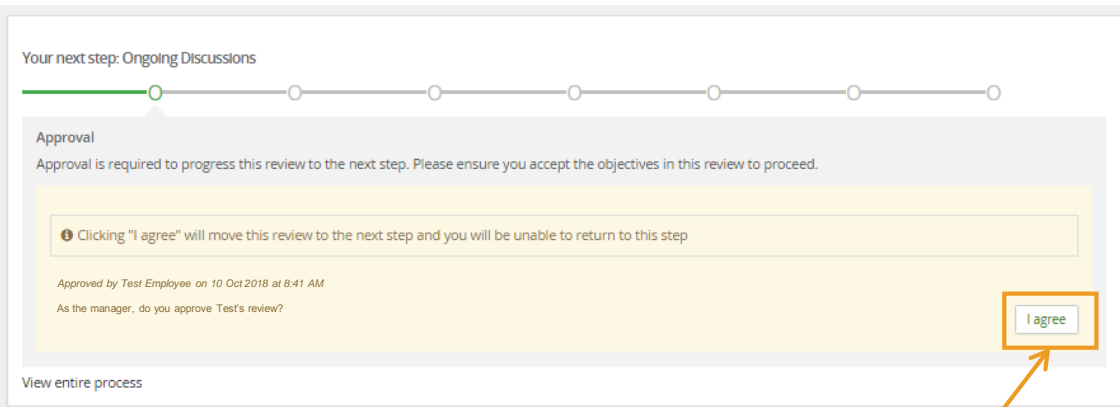
Click here to see which team members reviews are ready for your approval.

Click here to open the team members review.

## Pending approval

Employee	Review process	Review step	
Test Employee	PACE - WHL Group Corporate Plan	Planning	<a href="#">Open review</a>

You can see the date and time your team member approved their review and approve their review on the next steps tab.



Clicking on "I agree" will move your team members review in to the next stage of ongoing discussions. Both you and your team member are required to agree on the review.

**PACE**

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you know...?*

...You can also action this from your team organisational chart.

# CHANGING MANAGERS

When a new team member transfer to your team from elsewhere in David Jones, PACE will automatically pick this up and provide you the option to take over their review.

A yellow Action Required box will appear in your Team Performance Reviews on your dashboard if a new team member has moved in to your team and you are not the current review manager. Click on Show me for the details.

This will take you to your [team performance reviews page](#), where you can see the new team members. Click on Action review.

You can then see the current review manager and choose one of three actions:

- Take over the review (if it is near the beginning of the cycle and you will be performing the performance review)
- Keep the review with the current manager AND create a new review (this action should rarely be taken, as employees should not have more than one review in a cycle)
- Keep the review with the current manager (if it is near the end of the cycle and their current manager will complete the review)

**PACE**

## HELP

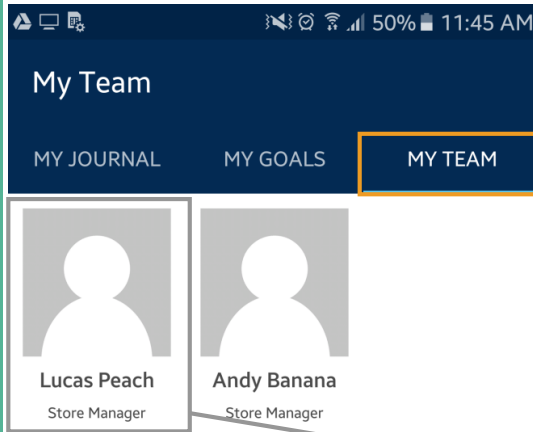
For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



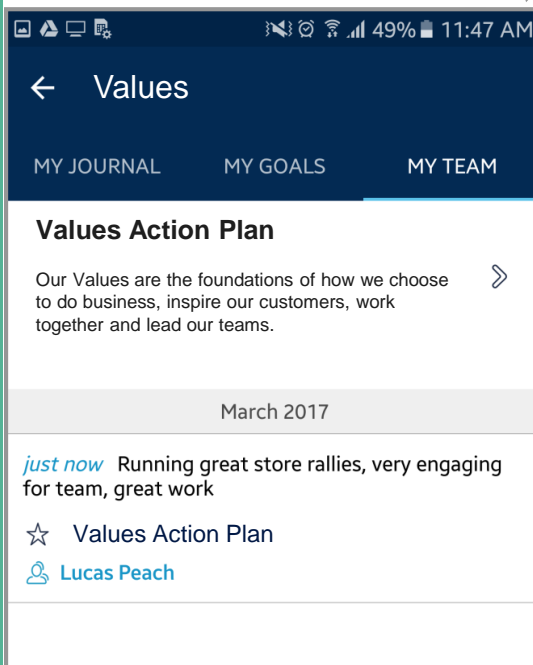
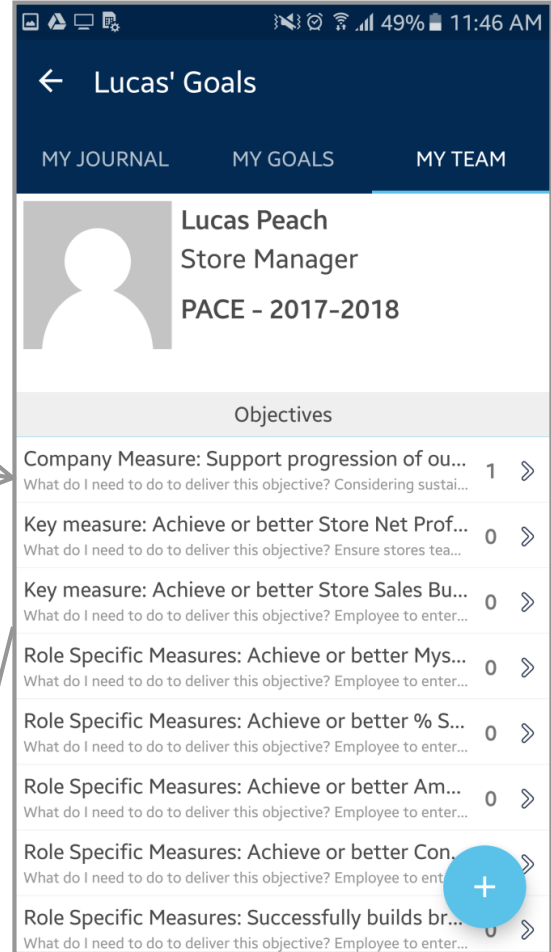
*Did you  
know...?*

# EVERYDAY PERFORMANCE APP

In addition to your own PACE, you can view and comment on your team members PACE from the Everyday Performance App.



You can view and select team members from the My Team tab in the App. You can then view their objectives, values and career plan, as you can when viewing your own in the My Goals tab.



When you make a comment on a team members objective or value, or click on the plus button to add a journal entry when viewing a team member, it will automatically tag them and be visible to the team member.

**PACE**

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.



*Did you know...?*

...You can make comments from the Everyday Performance App or from your desktop, laptop or mobile web browser at any time.

...Ongoing feedback can help your team perform their roles, and PACE can assist you in this.

# COMMENTS

You can comment on your team member reviews at any time using same functionality as commenting on own review.

To comment on a specific objective, value or career plan, open your team members performance review from your dashboard and go to the section of the review you would like to comment on.

▼ Company Measure: Support progression of our Good Business Journey (GBJ) Current

What do I need to do to deliver this objective?

- Considering sustainability in decision-making
- Raising awareness about GBJ
- Supporting relevant GBJ activities

How will I be measured?

- Considers GBJ in decisions
- Raises internal and external awareness through established channels
- Supports the delivery of GBJ activities relevant to the team
- Supports the development of the team's GBJ Action Plan for FY18

📊 Weight: 5 %

**Add comment** ▼

📝 Journal Bob Apple  
Great work on the teams GBJ plan

Today at 11:24 AM

Click on add comment to add a new comment.

Save Save as Draft Cancel

You can then type you comment, and either save as a draft, to keep it visible only to yourself, or save it to make it visible to your team member.

**Add comment** ▼

📝 Draft comment visible only to me  
Confidential comment

Today at 11:44 AM

You will see a note next to the comment if it is saved as a draft.

Click here to edit your comments, whether draft or published.

Click here to publish draft comments.

Click here to delete a comment you have made.

**Edit**

**Publish**

**Delete**

**PACE**

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.





*Did you know...?*

... It is up to you to discuss your rating with your team member if you would like to do so before the evaluation is finalised.

... You can rate your employees review offline, refer to the employee user guide for instructions.

**PACE**

# RATING

As your team members submit their completed Performance Evaluations, you will receive an email alert, to let you know that it is time to measure their PACE.

▼ Achieve or better Store Sales Budget (Area) Current

How will I be measured?

- Sales against budget of the store for the financial year

Weight: 24 %

Add comment ▼

Comment John Employee

Comments on how I have improved Sales against budget for my department

John Employee

★★★★★

Achieved Most

Jane Manager

★★★★★

Not rated

Last Tuesday at 3:07 PM

You can view your team members comments, [add comments](#), [publish comments](#), link [journal entries](#) while you are completing your manager evaluation.

Click on the stars to select your rating for each objective and value, the description of the rating you have selected will appear underneath. You can see your team members self evaluation to guide your rating, comments and discussions.

Rating Scale		
1	Improvement Needed	Most of the objectives have not been achieved to the agreed standard (<90%)
2	Achieved Most	Most objectives have been achieved to the agreed standard (90%)
3	Achieved All	All objectives have been achieved to the agreed standard (100%)
4	Exceeded Expectations	The agreed objectives have been significantly exceeded (110%+)

You must provide commentary in the comments of the objectives and values, on the highlights and challenges from the past year and revisit your team members career plan. These will form part of your discussion once the review is finalised.

*You cannot edit your rating or comments once you have submitted the review.*

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.





*Did you know...?*

# RATING – NEXT STEPS

Once you have complete your manager evaluation, you will be able to view a summary of your team members performance review in the Next Steps section prior to submitting the review for ExCo approval.

You can view a summary of your rating next to your team members self-evaluation, as well as the final overall rating on the Next Steps screen.

Your team member will not see your ratings prior to ExCo approval and finalisation. You can discuss your ratings with them prior to submission at your discretion.

Overall rating	
★★★★★ Achieved All	

Rating summary		
	Jane Manager	John Employee
Objectives		
1. Achieve or better Store Sales Budget (Area)	Achieved All	Achieved Most
2. Achieve or better Mystery Shop benchmark (Area)	Achieved All	Exceeded Expectations
3. Achieve or better Traffic Conversion benchmark (Store)	Achieved Most	Improvement Needed
4. Achieve or better % Shrinkage to Sales Budget (Area)	Achieved Most	Achieved All
5. Achieve or better American Express Activations budget (Area)	Improvement Needed	Improvement Needed
Values		
Career Plan		

All employees and managers complete a final comment in the Next Steps section of the review. This is a summary of your team members performance and career evaluation for this cycle, in addition to any comments on specific objectives and career plan. You will be unable to submit the review unless you have completed the final comments.

*You cannot edit your rating or comments once you have submitted the review.*

Once your evaluation is complete and you are ready to submit the review, click the “Go to next step” button at the bottom of the Next Steps section,

**PACE**

## HELP

For further information regarding the formal performance review cycle, or for guidance, please refer to the [Leader Toolkit](#) or talk to your manager.