

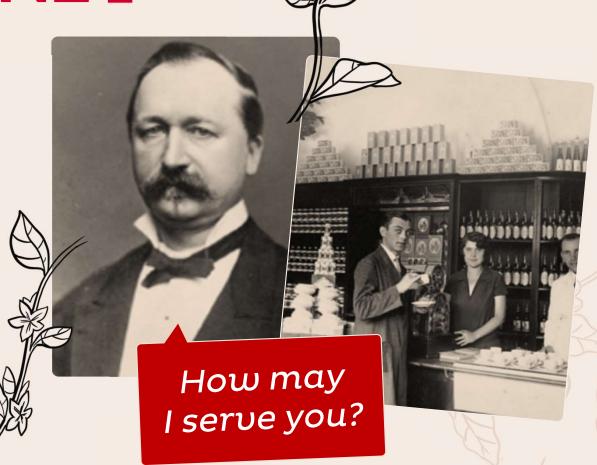


# PAY FOR PERFORMANCE

Lisa Lichtenegger

Global Director People & Culture Julius Meinl Coffee Group JULIUS MEINL I 1862

A 5th generation family business with a long tradition today





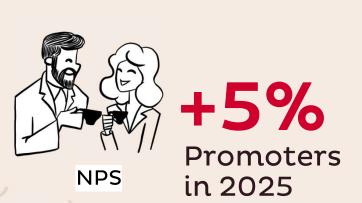


## JULIUS MEINL WORLDWIDE

- More than 1,000 employees
- Represented in 55 countries
- Around 45,000 global HoReCa customers
- 233 million € turnover

## **OUR PEOPLE & CULTURE KPIS**



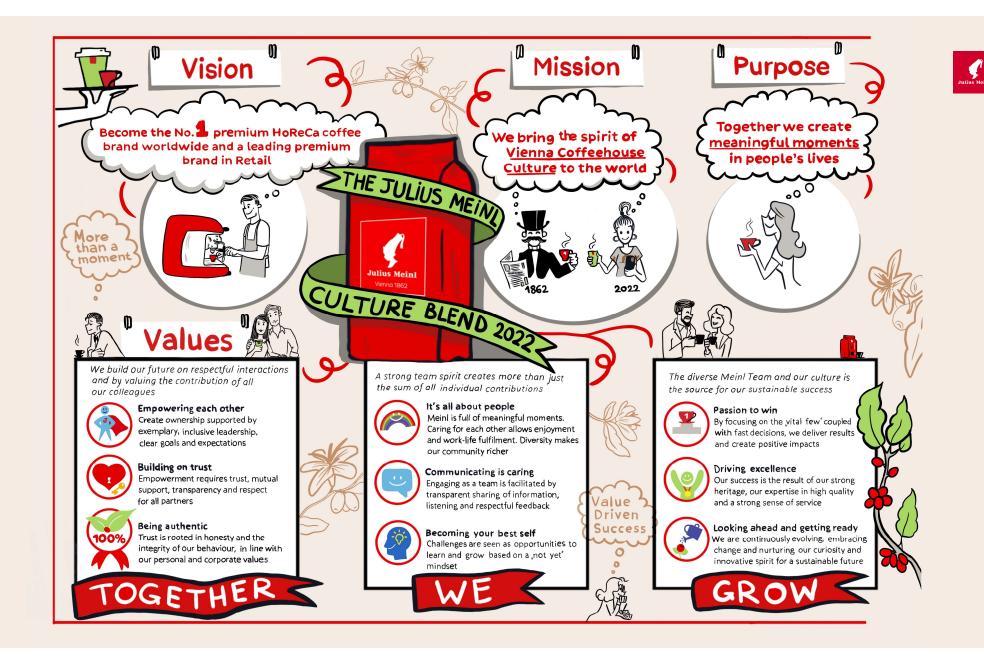


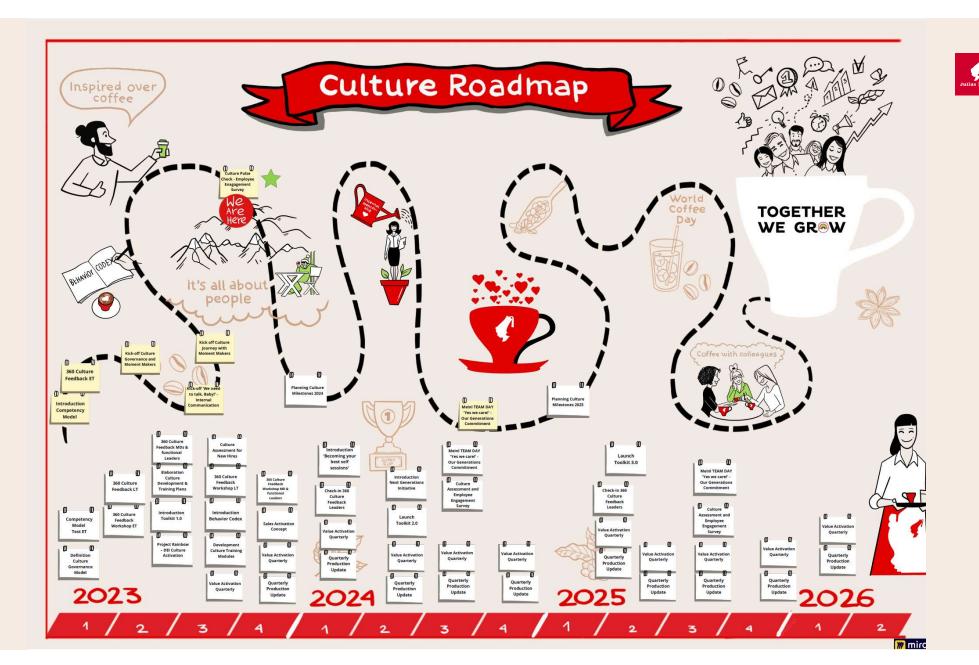
10% Jurnover Rate In 2025



All values at green: Our winning culture is achieved in 2027







## VALUE DRIVEN SUCCESS



We build our future on respectful interactions and by valuing the contribution of all our colleagues



#### Empowering each other

Create ownership supported by exemplary, inclusive leadership, clear goals and expectations



#### **Building on trust**

Empowerment requires trust, mutual support, transparency and respect for all partners



#### Being authentic

Trust is rooted in honesty and the integrity of our behaviour, in line with our personal and corporate values



A strong to a spirit creates more train, the sum of all individual contributions



#### It's all about people

Meinl is full of meaningful moments.
Caring for each other allows enjoyment
and work-life fulfilment. Diversity makes
our community richer



#### Communicating is caring

Engaging as a team is facilitated by transparent sharing of information, listening and respectful feedback



#### Becoming your best self

Challenges are seen as opportunities to learn and grow based on a "not yet" mindset



The divince meini Team and our culture is the source for our sustainable success



#### Passion to win

By focusing on the "vital few" coupled with fast decisions, we deliver results and create positive impacts



#### Driving excellence

Our success is the result of our strong heritage, our expertise in high quality and a strong sense of service



#### Looking ahead and getting ready

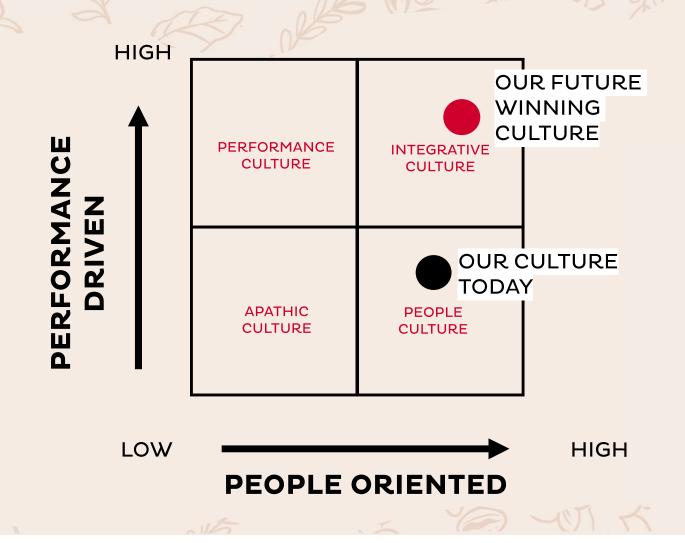
We are continuously evolving, embracing change and nurturing our curiosity and innovative spirit for a sustainable future





## **CULTURE MATRIX**







# MOVING TOWARDS A WINNING CULTURE REQUIRES:

- Propel and reward **PERFORMANCE** &
- Focus and invest in **DEVELOPMENT**



## **OUR OBJECTIVES**



80% - of our employees have a PDP in 2025

**→** 100%

in 2026



90%

of our employees meet or exceed expectations in 2026

## **OUR OBJECTIVES**

## 100%



of our Stars/Top Talents have an aligned career path as of 2025

## 100%

of our Future Stars/ Growth Employees have an aligned career path as of 2026



#### STRATEGIC PRINCIPLES



## WE AIM FOR CLARITY, TRANSPARENCY & EQUITY

WE EMPOWER OUR LEADERS - THE 1<sup>ST</sup> HR MANAGER IS
THE LINE MANAGER

WE PAY FOR PERFORMANCE

TOGETHER WE GROW

WE DEVELOP BUSINESS BY DEVELOPING PEOPLE

WE INVEST IN OUR PEOPLE





OBJECTIVE	STRATEGY	ACTIONS	TIMING		
	ENSURE CLARITY, TRANSPARENCY & EQUITY ON PERFORMANCE MANAGEMENT	<ul> <li>Implementation of a harmonized global</li> <li>Performance &amp; Development process incl.:</li> <li>Guidance for targets incl. success criteria &amp; compensation planning (OB planning)</li> <li>Target setting</li> <li>Calibration process</li> <li>Target evaluation &amp; development plan</li> <li>Compensation review</li> </ul>	Q3/2024		
of our employees have a PDP in	MANAGEMENT	Provide transparency & clarity on individual performance rating	2026		
2025 100% in 2026	EMPOWER OUR Train our leaders	Train our leaders & people on new processes, tools & systems	Q3- Q4/2024		
	PERFORMANCE MANAGEMENT THROUGH DIGITALIZATION	Implementation of decision-making frame in SAP SF Compensation & Variable Pay	Q3- Q4/2024		



OBJECTIVE	STRATEGY	ACTIONS	TIMING
90%	DRIVE PERFORMANCE	Roll-out of performance calibration & performance ratings to the organization	Q1/2025
of our employees meet or exceed expectations in 2026	LEVERAGING CALIBRATION & COMPENSATION	Set-up of performance-linked compensation tools: - Updated variable pay & target guide - Definition of Payband Zones - Salary Increase matrix	Q2/2024



**TIMELINE** 

#### **OBJECTIVE**



100%

of our Stars/Top Talents have an aligned career path as of 2025

100%

of our Future Stars/ Growth Employees have an aligned career path as of 2026 DEVELOP AND GROW OUR PEOPLE ESTABLISHING SHORT AND MIDTERM

CAREER PLANS

**STRATEGY** 

Implementation of upgraded EPD cycle	Q1/2025
Roll-out of Succession in SAP SF	Q1/2025
WORK IN PROGRESS	

**ACTIONS** 



X _			7
OBJECTIVE	STRATEGY	ACTIONS	TIMELINE
		Leadership Development Training Basic & Advanced Pilots	Q3-Q4/2024
Min. 50h	UNLEASH POTENTIAL OF OUR PEOPLE	E-learning platform for skills & competencies development	Q3/2024
of training or coaching per employee in 2025		WORK IN PROGRESS	
2023			



#### PERFORMANCE PROCESS & TOOLS



#### DEFINE & EVALUATE

WE DEFINE PERFORMANCE
AS **BUSINESS TARGETS** +
INDIVIDUAL TARGETS

WE EVALUATE THE TARGET ACHIEVEMENT ON A **SCALE FROM 1-5** 

#### **TOOLS**:

- Top down & SMART Targets
- Target guidance

#### RATE & CALIBRATE

WE RATE PERFORMANCE BASED ON THE EVALUATION OF TARGETS

WE RATE AND CALIBRATE PERFORMANCE ON A SCALE FROM 1 - 5

#### **TOOLS**:

- Performance & Potential Matrix
- Calibration Process
- Rating scale

## REVIEW & COMMUNICATE

WE REVIEW THE
PERFORMANCE DURING
A 1:1 CONVERSATION

WE CREATE CLARITY & TRANSPARENCY BY
GIVING KEY MESSAGES
ON PERFORMANCE

#### **TOOLS:**

- PDP (Performance cycle in PMGM)
- Key messages guidance

## REWARD & MANAGE

WE **PAY FOR PERFORMANCE** AND
REWARD RATINGS 3-5

WE DON'T REWARD, BUT MANAGE RATINGS 1, 2

#### **TOOLS:**

- Salary increase matrix
- Pay band & Zones
- Variable pay Structure
- PIP Performance Improvement Plan



## PERFORMANCE & POTENTIAL MATRIX



⋖	ĺ
-	
느	
2	
낻	
۲	
2	
ш	

EXCEPTIONAL LEADERSHIP	5	ENIGMA/		FUTURE STAR/ GROWTH	STAR/		
HIGH <b>LEADERSHIP</b>	4	ROUGH DIA	ROUGH DIAMOND		TOP TALENT		
HIGH PROFESSIONAL	3	DILEMMA/ INCONSISTENT PLAYER		CORE EMPLOYEE/ SOLID PLAYER	HIGH-IMPACT PERFORMER/ KEY PLAYER		
MODERATE PROFESSIONAL	2		RISK/ LOW PERFORMER		TRUSTED PROFESSIONAL/ EXPERIENCED PERFORMER		
LIMITED	1	LOWILING			EXI EIVEIVEE	DI ENI GINVIEN	
		1 2		3	4	5	
		MISSED EXPECTATIONS	PARTIALLY MET EXPECTATIONS	<b>MET</b> EXPECTATIONS	<b>EXCEEDED</b> EXPECTATIONS	CONSIDERABLY EXCEEDED EXPECTATIONS	

## **CALIBRATION TEMPLATE**



Main achievements in 2023:	
Performance rating 2023 (1-5):	
Potential rating 2023 (1-5):	
Strengths (competencies):	
Development areas (competencies):	
Planned development actions & trainings:	
Successor (own):	
Nomination (successor to):	

EXCEPTIONAL LEADERSHIP **FUTURE STAR/** STAR/ ENIGMA/ GROWTH TOP TALENT ROUGH DIAMOND EMPLOYEE LEADERSHIP HIGH DILEMMA/ CORE EMPLOYEE/ HIGH-IMPACT PERFORMER/ **PROFESSIONAL** INCONSISTENT PLAYER SOLID PLAYER KEY PLAYER MODERATE SOLID **PROFESSIONAL** RISK/ PROFESSIONAL/ TRUSTED PROFESSIONAL/ AVERAGE EXPERIENCED PERFORMER PERFORMER LIMITED MISSED PARTIALLY MET MET EXCEEDED CONSIDERABLY EXCEEDED EXPECTATIONS EXPECTATIONS EXPECTATIONS EXPECTATIONS EXPECTATIONS

\*Please use the dot to position the person on the matrix



PERFORMANCE

## PERFORMANCE RATING



	Rating scale	Title	Meaning			
	5	Considerably Exceeded Expectations	Performance levels and accomplishments far exceed normal expectations. This category is reserved for the employee who truly stands out and clearly and consistently demonstrates exceptional accomplishments in terms of quality and quantity of work that is easily recognized as truly exceptional by others.			
	4	Exceeded Expectations	Performance frequently exceeds job requirements. Accomplishments are regularly above expected levels. Performance is sustained and consistently high with thorough and on time results.			
	3	Met Expectations	Performance clearly and fully meets all requirements of the position in terms of quality and quantity of work. It is described as good, solid performance. Minor deviations may occur, but the overall level of performance meets all position requirements.			
	2	Partially Met Expectations	Performance is noticeably less than expected. Sometimes performs well and meets job requirements, however the need for further development and improvement is clearly recognized.			
5	1	Missed Expectations	Performance must improve significantly within a reasonable period of time if the individual is to remain in this position. Employee is not performing to the requirements of the job.			
1	0	Too new to be rated	Employee is new to the position (less than 1 year). The performance cannot be assessed in the given short time frame.			

#### **GRADING STRUCTURE**



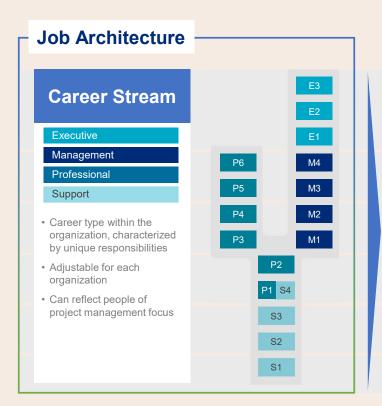




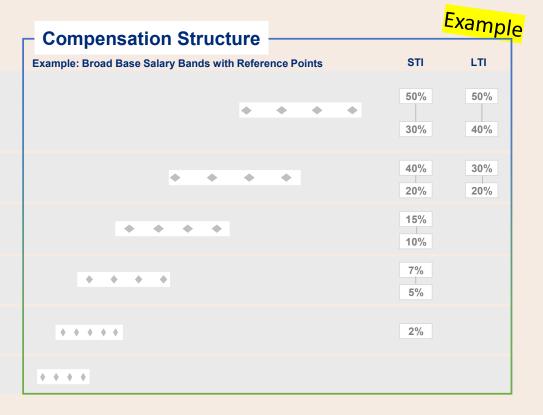












#### SALARY INCREASE MATRIX



			Example			
		1	2	3	4	5
Q	x>maximum			One-off payment	One-off payment	One-off payment
BAN	midpoint <x<maximum< td=""><td></td><td></td><td>Salary increase in percentage * x</td><td>Salary increase in percentage * x</td><td>Salary increase in percentage * x</td></x<maximum<>			Salary increase in percentage * x	Salary increase in percentage * x	Salary increase in percentage * x
PAY	minimum <x<midpoint< td=""><td></td><td></td><td>Salary increase in percentage * x</td><td>Salary increase in percentage * x</td><td>Salary increase in percentage * x</td></x<midpoint<>			Salary increase in percentage * x	Salary increase in percentage * x	Salary increase in percentage * x
	x< minimum			Salary increase in percentage * x	Salary increase in percentage * x	Salary increase in percentage * x

**PERFORMANCE RATING:** Manager's evaluation & outcome of calibration process of employee's performance.

**PAY BAND:** Employee's position within pay band (annual base salary or TDC) compared to the reference market values provided by Mercer Salary increase in percentage: Calculated based on Mercer's GCPR recommendation for salary increase & budgeted/approved amount for salary increase per Business Unit.

#### PAY BAND ZONES



- A zone-based approach is a common philosophy for managing employee pay progression within the range of the pay band.
- This approach targets a zone based on the employee's sustained performance, positioning in the pay band and experience with the organization, as described below:

	SALARY BAND POSITIONING	
MINIMUM	MIDPOINT  •	MAXIMUM
DEVELOPING ZONE	MARKET ZONE	PREMIUM ZONE
Target pay for employees who are new or developing in the job and who are not yet performing the full breadth of duties/responsibilities expected	Target pay for employees who are fully seasoned in the job with the combination of experience and competencies needed to perform all duties and responsibilities expected	Target pay for employees who consistently exceed a expectations with a combination of experience and competencies that justifies premium pay

Based on the employees positioning in the pay band zones, people managers will be empowered to develop his or her direct reports, along the pay bands.



#### FOCUS ON DEVELOPMENT



#### DEFINE & ASSESS

WE DEFINE POTENTIAL AS:

ABILITY TO GROW AND

ACHIEVE IN CURRENT AND

FUTURE ROLES

WE ASSESS THE POTENTIAL ON A **SCALE FROM 1-5**BASED ON OBSERVABLE BEHAVIOURS

#### **TOOLS**:

- Development Plan
- JM Competencies
- Skills Gap analysis
- 360° Feedback

#### RATE & CALIBRATE

WE RATE POTENTIAL
BASED ON OUR OWN AND
OTHER'S OBSERVATIONS

WE CALIBRATE POTENTIAL
ON A **SCALE FROM 1 - 5** 

#### **TOOLS:**

- Performance & Potential Matrix
- Calibration

## REVIEW & COMMUNICATE

WE TALK ABOUT POTENTIAL DURING A 1:1 CONVERSATION

WE **PROVIDE PERSPECTIVE** BY GIVING
KEY MESSAGES

#### **TOOLS:**

- Yearly Review
- Career Path
- Key messages guidance

#### DEVELOP & INVEST

WE **LEVERAGE AND DEVELOP** EXCEPTIONAL &
HIGH POTENTIAL OF
RATINGS 3-5

RATINGS 1-2: WE ONLY INVEST IF PERFORMANCE 3-5

#### **TOOLS**:

- Development Plan
- Promotions
- Assignments
- Trainings



## PERFORMANCE & POTENTIAL MATRIX



_	
F	
Ż	
Į.	
F	
7	

EXCEPTIONAL LEADERSHIP	5	ENIGMA/		FUTURE STAR/ GROWTH	STAR/		
HIGH <b>LEADERSHIP</b>	4	ROUGH DIA	ROUGH DIAMOND		TOP TALENT		
HIGH PROFESSIONAL	3	DILEMMA/ INCONSISTENT PLAYER		CORE EMPLOYEE/ SOLID PLAYER	HIGH-IMPACT PERFORMER/ KEY PLAYER		
MODERATE PROFESSIONAL	2		RISK/ LOW PERFORMER		TRUSTED PROFESSIONAL/ EXPERIENCED PERFORMER		
LIMITED	1	LOWILING			EXI EIVEIVEE	DI ENI GINVIEN	
		1 2		3	4	5	
		MISSED EXPECTATIONS	PARTIALLY MET EXPECTATIONS	<b>MET</b> EXPECTATIONS	<b>EXCEEDED</b> EXPECTATIONS	CONSIDERABLY EXCEEDED EXPECTATIONS	

## **POTENTIAL RATING**



Rating scale	Title	Meaning
5	Exceptional Leadership Potential	Employee demonstrates exceptional potential for more responsibilities. Performs beyond the expectations of the current role. Naturally and enthusiastically takes on leadership opportunities and is always prepared for new challenges.
4	High Leadership Potential	Employee shows high potential for growth in a leadership position. Willing and able to develop further and widen current perspective.
3	High Professional Potential	Employee demonstrates high potential for growth in terms of professional expertise. No willingness or abilities for a leadership role.
2	Moderate Professional Potential	Employee shows some potential for growth in the current role in terms of professional expertise. Could get more responsibilities with further development.
1	Limited Potential	Employee demonstrates low or no potential for growth. Working at full potential, but there is no room for improvement. Has either reached maximum capacity or lacks the motivation to grow further.
0	Too new to be rated	Employee is new to the position (less than 1 year). The potential cannot be assessed in the given short time frame.





# TOGETHER WE GROW

Illustrated by Polina Frydmann

