



MITEL Corporation
350 Legget Drive
P.O. Box 13089
Kanata, Ontario
Canada K2K 1X3
Telephone: (613) 592-2122

May 11, 1994

To Whom It May Concern:


This is to confirm that Catherine L.E. Ross has been a part-time employee of Mitel Corporation since April 13, 1992.

Our records indicate that Catherine has been away for a total of 95.5 hours in the past twenty-five months. This would include any time taken as vacation or illness.

Attached are Performance Reviews for fiscal 1992/93 and 1993/94.

We trust this is satisfactory.

Sincerely,



Anne Robitaille
Representative
Human Resources Operations
MITEL CORPORATION

This is Exhibit "C"

of the Affidavit

of Catherine Ross

sworn May 16, 1994

A Commissioner, etc.



/kb



MITEL Corporation
350 Legget Drive
P.O. Box 13089
Kanata, Ontario
Canada K2K 1X3
Telephone: (613) 592-2122

May 11, 1994

To Whom It May Concern:

This is to confirm that the bearer of this letter Catherine L. E. Ross has been an part-time employee of Mitel Corporation since April 13, 1992.

Catherine is presently employed as an Administrative Assistant I and is currently earning an annual salary of \$26,040.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Anne Robitaille', written over a horizontal line.

Anne Robitaille
Representative
Human Resources Operations
MITEL CORPORATION

/kb

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SUMMARY

CATHERINE ROSS, 1993/94

Catherine has spent the whole of this fiscal in COD and has had the assignment extended twice. She would be interested in a full time position in this area should one arise.

Catherine would like to take more training on software packages and I suggest she look into the courses offered by the Multi-Media Centre.

Comments on review form reflect an overall good.

Employee Signature C. Ross Date Apr 7/94

Supervisor Signature Bob Lussner Date Apr 7/94

Reviewer's Supervisor Signature Margaret Date Apr 8/94

Handwritten notes:
1-11 4-11-94 29

March 5, 1993

TO: Bonnie Perrigard

FROM: Barb Quesnel

INPUT FOR YEAR END REVIEWS

Bonnie, it's that time of year again, and as one of the people Catherine Ross has worked for during this fiscal, I would appreciate it if you would fill out this review form. Any input you give will be used as part of her year end review.

I would like to have it back ASAP in order to get started on the process.

Thanks for your help.

Barb

Probationary and Temporary Employee Performance Review

NEW EMPLOYEE
 TEMPORARY EMPLOYEE
 STUDENT EMPLOYEE

NAME OF EMPLOYEE <i>Catherine Ross</i>	POSITION TITLE <i>Admin Assistant</i>	REVIEW DATE
DEPARTMENT <i>Public Relations</i>	TIME IN POSITION <i>8 months</i>	LOCATION <i>Corp</i>
NAME OF SUPERVISOR <i>Bonnie Ferrigard</i>	POSITION TITLE	

SECTION I
Use these criteria when evaluating the employee's demonstrated performance.

EXCELLENT - Outstanding performance in all areas. Far exceeds the principal objectives of the position. Assumes additional responsibility and has demonstrated exceptional accomplishments.

VERY GOOD - Exceeds the principal objectives and requirements of the position in most areas. Assumes additional responsibility and has demonstrated above average accomplishments.

GOOD - Meets the principal objectives and requirements of the position in most areas. May exceed objectives in some areas and fall short in others, but overall performance is good. Seeks additional responsibility.

REQUIRES DEVELOPMENT - Did not fully accomplish all of the principal objectives and requirements of the position. May require additional training, guidance, or time in position to fully satisfy those objectives and requirements. Performance requires some improvement.

UNSATISFACTORY - Did not satisfy the principal objectives and requirements of the position. Considerable improvement in most or all areas of performance is required.

PERFORMANCE FACTOR	COMMENTS	EVALUATION
A. WORK QUALITY & QUANTITY THE RELIABILITY, ACCURACY AND VOLUME OF WORK PRODUCED.	<i>Catherine was faced with the task of getting up to speed on a job with the assistance of the person previously in it. She did very well in terms of learning quickly and in producing the work required.</i>	EX VG <input checked="" type="checkbox"/> G RD UN
B. JUDGEMENT THE ABILITY TO MAKE WELL-REASONED, SOUND DECISIONS WHICH AFFECT WORK PERFORMANCE.	<i>Catherine would sometimes be in the position of manning the office alone and did well in terms of her judgement on dealing with certain situations.</i>	EX VG <input checked="" type="checkbox"/> G RD UN
C. INTEREST & INITIATIVE THE COMBINATION OF JOB INTEREST, DEDICATION AND WILLINGNESS TO EXTEND ONESELF TO COMPLETE ASSIGNED TASKS.	<i>Catherine took on the responsibility of producing our company employee newsletter while working with us and although she had no prior experience in this regard, she did a good job with it.</i>	EX VG <input checked="" type="checkbox"/> G RD UN
D. ORGANIZATION ABILITY TO PLAN WELL IN ADVANCE AND FULFILL COMMITMENTS AND RESPONSIBILITIES IN A LOGICAL, ORGANIZED MANNER.		EX VG <input checked="" type="checkbox"/> G RD UN

PERFORMANCE FACTOR	COMMENTS	EVALUATION
E. COMMUNICATION ABILITY TO CONVEY VERBAL AND WRITTEN INFORMATION.	Catherine did a good job in terms of dealing with people both on the telephone and in person.	EX VG <input checked="" type="checkbox"/> G RD UN
F. TEAMWORK THE WORKING RELATIONSHIP ESTABLISHED WITH FELLOW EMPLOYEES IN WORKING ENVIRONMENT.	Catherine got along well with everyone in the department.	EX <input checked="" type="checkbox"/> G G RD UN
G. DEPENDABILITY THE RELIANCE WHICH CAN BE PLACED ON AN EMPLOYEE TO PERSEVERE AND CARRY THROUGH TO COMPLETION ANY TASK ASSIGNED INCLUDE COMMENTS ON ATTENDANCE AND PUNCTUALITY	Catherine was helpful in terms of being available for some early morning starts re United Way Campaign Kick-off.	EX VG <input checked="" type="checkbox"/> G RD UN
H. OVERALL PERFORMANCE SUMMARY	Catherine came into a job that turned out to be somewhat different than originally explained but did well in terms of her performance and enthusiasm.	EX VG <input checked="" type="checkbox"/> G RD UN

SECTION II: RECOMMENDATIONS

NEW EMPLOYEES

RECOMMENDATION:

CONTINUE IN PRESENT ASSIGNMENT

DEVELOPMENT NEEDED

TERMINATION (GIVE REASONS)

TEMPORARY AND SUMMER EMPLOYEES

RECOMMENDATION:

WOULD YOU RECOMMEND FOR REHIRE? YES NO

WOULD YOU LIKE THIS EMPLOYEE TO RETURN TO OUR AREA? YES NO

The person is back from maternity leave so job no longer available

IS BACKGROUND/EXPERIENCE APPROPRIATE FOR CONSIDERATION AS A PERMANENT EMPLOYEE? YES NO

SECTION III: EMPLOYEE COMMENTS

YOU, THE EMPLOYEE, ARE ENCOURAGED TO ADD COMMENTS TO THIS REVIEW

SECTION IV: ENDORSEMENTS

I AM SIGNING THIS EVALUATION TO ACKNOWLEDGE THAT MY MANAGER AND I HAVE DISCUSSED THE ABOVE COMMENTS

B. ... March 1992

EMPLOYEE SIGNATURE

DATE

Probationary and Temporary Employee Performance Review

NEW EMPLOYEE *P.T. Pool* TEMPORARY EMPLOYEE STUDENT EMPLOYEE

NAME OF EMPLOYEE <i>Catherine Ross</i>	POSITION TITLE <i>Admin 1</i>	REVIEW DATE
DEPARTMENT <i>Admin Services</i>	TIME IN POSITION <i>1 yr.</i>	LOCATION <i>Kanata Ph III</i>
NAME OF SUPERVISOR <i>Pat Sumrell</i>	POSITION TITLE <i>Supervisor Office Services</i>	

- Use these criteria when evaluating the employee's demonstrated performance.
- EXCELLENT** - Outstanding performance in all areas. Far exceeds the principal objectives of the position. Assumes additional responsibility and has demonstrated exceptional accomplishments.
 - VERY GOOD** - Exceeds the principal objectives and requirements of the position in most areas. Assumes additional responsibility and has demonstrated above average accomplishments.
 - GOOD** - Meets the principal objectives and requirements of the position in most areas. May exceed objectives in some areas and fall short in others, but overall performance is good. Seeks additional responsibility.
 - REQUIRES DEVELOPMENT** - Did not fully accomplish all of the principal objectives and requirements of the position. May require additional training, guidance, or time in position to fully satisfy those objectives and requirements. Performance requires some improvement.
 - UNSATISFACTORY** - Did not satisfy the principal objectives and requirements of the position. Considerable improvement in most or all areas of performance is required.

PERFORMANCE FACTOR	COMMENTS	EVALUATION
WORK QUALITY & QUANTITY RELIABILITY, ACCURACY AND VOLUME OF WORK PRODUCED.	<i>Learns quickly + produces required amount of work in Pub. Relations. mit. Ent - alot of effort in all tasks Problem areas Powerpoint are improving</i>	<input type="checkbox"/> EX <input type="checkbox"/> VG <input checked="" type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN
JUDGEMENT THE ABILITY TO MAKE WELL-REASONED, SOUND DECISIONS WHICH AFFECT WORK PERFORMANCE.	<i>Makes good judgement, callisuation the call decision was the 2.0 - Pub Rel mit. Ent. Decisions well thought out.</i>	<input type="checkbox"/> EX <input type="checkbox"/> VG <input checked="" type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN
INTEREST & INITIATIVE THE COMBINATION OF JOB INTEREST, DEDICATION AND WILLINGNESS TO EXTEND ONESELF TO COMPLETE ASSIGNED TASKS.	<i>P.R. Did a good job of producing company newsletter with no prior experience mit. Ent - shows great initiative in tackling all assigned tasks.</i>	<input type="checkbox"/> EX <input checked="" type="checkbox"/> VG <input type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN
ORGANIZATION ABILITY TO PLAN WELL IN ADVANCE AND FULFILL COMMITMENTS AND RESPONSIBILITIES IN A LOGICAL, ORGANIZED MANNER.	<i>no comments from P.R. mit. Ent - good - needs more experience in organizing MAC files.</i>	<input type="checkbox"/> EX <input type="checkbox"/> VG <input checked="" type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN

PERFORMANCE FACTOR	COMMENTS	EVALUATION
E. COMMUNICATION ABILITY TO CONVEY VERBAL AND WRITTEN INFORMATION.	Works well with people both in person & on phone (P.R) Expresses herself well.	<input type="checkbox"/> EX <input type="checkbox"/> VG <input checked="" type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN
F. TEAMWORK THE WORKING RELATIONSHIP ESTABLISHED WITH FELLOW EMPLOYEES IN WORKING ENVIRONMENT.	Gets along well with fellow employees (P.R) mit Ent - gets along well with other mit Ent employees.	<input type="checkbox"/> EX <input type="checkbox"/> VG <input checked="" type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN
G. DEPENDABILITY THE RELIANCE WHICH CAN BE PLACED ON AN EMPLOYEE TO PERSEVERE AND CARRY THROUGH TO COMPLETION ANY TASK ASSIGNED. INCLUDE COMMENTS ON ATTENDANCE AND PUNCTUALITY.	comes in early when work required it is limited way kick off etc (P.R) mit Ent - Generally completes all tasks, speed on some MAC packages could be improved.	<input type="checkbox"/> EX <input type="checkbox"/> VG <input checked="" type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN
H: OVERALL PERFORMANCE SUMMARY.	showed enthusiasm & performed well in a job that changed with time (P.R) mit Ent - Performed quite well overall, no being hard to improve where necessary.	<input type="checkbox"/> EX <input type="checkbox"/> VG <input checked="" type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN

SECTION II: RECOMMENDATIONS

NEW EMPLOYEES

RECOMMENDATION:

CONTINUE IN PRESENT ASSIGNMENT

DEVELOPMENT NEEDED _____

TERMINATION (GIVE REASONS) _____

TEMPORARY AND SUMMER EMPLOYEES

RECOMMENDATION:

WOULD YOU RECOMMEND FOR REHIRE? YES NO

WOULD YOU LIKE THIS EMPLOYEE TO RETURN TO YOUR AREA? YES NO

IS BACKGROUND/EXPERIENCE APPROPRIATE FOR CONSIDERATION AS A PERMANENT EMPLOYEE? YES NO

SECTION III: EMPLOYEE COMMENTS

YOU, THE EMPLOYEE, ARE ENCOURAGED TO ADD COMMENTS TO THIS REVIEW

Org. skills with Mac files - it is a continuation of chaotic existing file system.
Next year's review will be better if I hope this is a good one. I am generally pleased with all outlined above.

SECTION IV: ENDORSEMENTS

I AM SIGNING THIS EVALUATION TO ACKNOWLEDGE THAT MY MANAGER AND I HAVE DISCUSSED THE ABOVE COMMENTS.

C. Ross EMPLOYEE SIGNATURE Apr 12/93 DATE

B. Luessl SUPERVISOR SIGNATURE Apr 12/93 DATE

Marg M'Guegn REVIEWER'S SUPERVISOR SIGNATURE Apr 13/93 DATE

Probationary and Temporary Employee Performance Review

 NEW EMPLOYEE

 TEMPORARY EMPLOYEE

 STUDENT EMPLOYEE

NAME OF EMPLOYEE CATHERINE ROSS	POSITION TITLE ADMIN ASSIST.	REVIEW DATE
DEPARTMENT COI	TIME IN POSITION 1 1/2 YEARS	LOCATION KANATA
NAME OF SUPERVISOR ROB MILNE	POSITION TITLE HEAD OF WIRELESS, COI	

SECTION I

Use these criteria when evaluating the employee's demonstrated performance.

- EXCELLENT** - Outstanding performance in all areas. Far exceeds the principal objectives of the position.
Assumes additional responsibility and has demonstrated exceptional accomplishments.
- VERY GOOD** - Exceeds the principal objectives and requirements of the position in most areas.
Assumes additional responsibility and has demonstrated above average accomplishments.
- GOOD** - Meets the principal objectives and requirements of the position in most areas.
May exceed objectives in some areas and fall short in others, but overall performance is good. Seeks additional responsibility.
- REQUIRES DEVELOPMENT** - Did not fully accomplish all of the principal objectives and requirements of the position.
May require additional training, guidance, or time in position to fully satisfy those objectives and requirements. Performance requires some improvement.
- UNSATISFACTORY** - Did not satisfy the principal objectives and requirements of the position.
Considerable improvement in most or all areas of performance is required.

PERFORMANCE FACTOR	COMMENTS	EVALUATION
A. WORK QUALITY & QUANTITY THE RELIABILITY, ACCURACY AND VOLUME OF WORK PRODUCED	Shown great improvement over time and now handles all routine tasks effortlessly. Should now take on more.	E D C B A X
B. JUDGEMENT THE ABILITY TO MAKE WELL-REASONED, SOUND DECISIONS WHICH AFFECT WORK PERFORMANCE	Good at catching things needed to be done and helping with priorities. Has improved greatly while up here.	E D C B A X
C. INTEREST & INITIATIVE THE COMBINATION OF JOB INTEREST, DEDICATION AND WILLINGNESS TO EXTEND ONESELF TO COMPLETE ASSIGNED TASKS	Always gets things done, and always happy to help out. The whole group has appreciated the effort.	E D C B A X
D. ORGANIZATION ABILITY TO PLAN WELL IN ADVANCE AND FULFILL COMMITMENTS AND RESPONSIBILITIES IN A LOGICAL ORGANIZED MANNER	Always getting most important things handled first.	E D C B A X

E. COMMUNICATION

ABILITY TO CONVEY VERBAL AND WRITTEN INFORMATION.

Quick at getting important info across. Very clear when returning from trips etc.

EX
G
G
PO
UN

F. TEAMWORK

THE WORKING RELATIONSHIP ESTABLISHED WITH FELLOW EMPLOYEES IN WORKING ENVIRONMENT.

Liked by group, works well with all people she supported

EX
G
G
PO
UN

G. DEPENDABILITY

THE RELIANCE WHICH CAN BE PLACED ON AN EMPLOYEE TO PERSEVERE AND CARRY THROUGH TO COMPLETION ANY TASK ASSIGNED. INCLUDE COMMENTS ON ATTENDANCE AND PUNCTUALITY.

Handles situations involving co-ordinating meetings, trips etc very well. These things can be trying but she gets them done.

EX
G
G
PO
UN

H. OVERALL PERFORMANCE

SUMMARY

Shown a lot of improvement in organization and ability to handle routine things very easily. Could take on more. Good job!

EX
G
G
PO
UN

SECTION II: RECOMMENDATIONS

NEW EMPLOYEES

RECOMMENDATION:

- CONTINUE IN PRESENT ASSIGNMENT
- DEVELOPMENT NEEDED _____
- TERMINATION (GIVE REASONS) _____

TEMPORARY AND SUMMER EMPLOYEES

RECOMMENDATION:

- WOULD YOU RECOMMEND FOR REHIRE? YES NO
- WOULD YOU LIKE THIS EMPLOYEE TO RETURN TO OUR AREA? YES NO
- IS BACKGROUND/EXPERIENCE APPROPRIATE FOR CONSIDERATION AS A PERMANENT EMPLOYEE? YES NO

SECTION III: EMPLOYEE COMMENTS

YOU, THE EMPLOYEE, ARE ENCOURAGED TO ADD COMMENTS TO THIS REVIEW

SECTION IV: ENDORSEMENTS

I AM SIGNING THIS EVALUATION TO ACKNOWLEDGE THAT MY MANAGER AND I HAVE DISCUSSED THE ABOVE COMMENTS

Handwritten signature

March 28/94

Handwritten signature
EMPLOYEE SIGNATURE

Handwritten signature

March 5, 1993

TO: Rob Milne
FROM: Barb Quesnel

INPUT FOR YEAR END REVIEWS

Rob, it's that time of year again, and as one of the people Catherine Ross has worked for during this fiscal, I would appreciate it if you would fill out this review form. Any input you give will be used as part of her year end review.

I would like to have it back ASAP in order to get started on the process.

Thanks for your help.

Barb

Probationary and Temporary Employee Performance Review

<input type="checkbox"/> NEW EMPLOYEE	<input type="checkbox"/> TEMPORARY EMPLOYEE	<input type="checkbox"/> STUDENT EMPLOYEE
NAME OF EMPLOYEE <i>Catherine Ross</i>	POSITION TITLE	REVIEW DATE
DEPARTMENT <i>MITEL ENTERPRISES</i>	TIME IN POSITION	LOCATION
NAME OF SUPERVISOR <i>Rose Milne</i>	POSITION TITLE	

- SECTION I**
Use these criteria when evaluating the employee's demonstrated performance.
- EXCELLENT** - Outstanding performance in all areas. Far exceeds the principal objectives of the position. Assumes additional responsibility and has demonstrated exceptional accomplishments.
 - VERY GOOD** - Exceeds the principal objectives and requirements of the position in most areas. Assumes additional responsibility and has demonstrated above average accomplishments.
 - GOOD** - Meets the principal objectives and requirements of the position in most areas. May exceed objectives in some areas and fall short in others, but overall performance is good. Seeks additional responsibility.
 - REQUIRES DEVELOPMENT** - Did not fully accomplish all of the principal objectives and requirements of the position. May require additional training, guidance, or time in position to fully satisfy those objectives and requirements. Performance requires some improvement.
 - UNSATISFACTORY** - Did not satisfy the principal objectives and requirements of the position. Considerable improvement in most or all areas of performance is required.

PERFORMANCE FACTOR	COMMENTS	EVALUATION
A. WORK QUALITY & QUANTITY THE RELIABILITY ACCURACY AND VOLUME OF WORK PRODUCED	<i>Catherine puts a lot of effort into all tasks. She has had trouble with some files such as coverprint but has improved her speed with it and has shown good effort at learning and improving.</i>	<input type="checkbox"/> EX <input type="checkbox"/> VG <input checked="" type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN
B. JUDGEMENT THE ABILITY TO MAKE WELL-REASONED, SOUND DECISIONS WHICH AFFECT WORK PERFORMANCE	<i>All decisions including when to raise a question regarding something, are well thought out.</i>	<input type="checkbox"/> EX <input type="checkbox"/> VG <input checked="" type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN
C. INTEREST & INITIATIVE THE COMBINATION OF JOB INTEREST, DEDICATION AND WILLINGNESS TO EXTEND ONESELF TO COMPLETE ASSIGNED TASKS	<i>Catherine has shown great initiative in taking all tasks assigned. She always attempts to complete everything given to her, and as smoothly as possible.</i>	<input type="checkbox"/> EX <input checked="" type="checkbox"/> VG <input type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN
D. ORGANIZATION ABILITY TO PLAN WELL IN ADVANCE AND FULFILL COMMITMENTS AND RESPONSIBILITIES IN A LOGICAL, ORGANIZED MANNER	<i>Generally good, some more experience/training at organizing office environments would be good.</i>	<input type="checkbox"/> EX <input type="checkbox"/> VG <input checked="" type="checkbox"/> G <input type="checkbox"/> RD <input type="checkbox"/> UN

PERFORMANCE FACTOR	COMMENTS	EVALUATION
E. COMMUNICATION ABILITY TO CONVEY VERBAL AND WRITTEN INFORMATION.	Everything is usually very concise.	EX VG <input checked="" type="checkbox"/> G RD UN
F. TEAMWORK THE WORKING RELATIONSHIP ESTABLISHED WITH FELLOW EMPLOYEES IN WORKING ENVIRONMENT.	Catherine is working well with all the Mital Enterprises employees.	EX VG <input checked="" type="checkbox"/> G RD UN
G. DEPENDABILITY THE RELIANCE WHICH CAN BE PLACED ON AN EMPLOYEE TO PERSEVERE AND CARRY THROUGH TO COMPLETION ANY TASK ASSIGNED INCLUDE COMMENTS ON ATTENDANCE AND PUNCTUALITY.	Generally, Catherine will reliably complete all assigned tasks. Based on some (involving MAC packages) could be better but she has been trying to improve constantly.	EX VG <input checked="" type="checkbox"/> G RD UN
H. OVERALL PERFORMANCE SUMMARY	Overall, she has performed quite well and is working hard at at improving her speed at certain some tasks.	EX VG <input checked="" type="checkbox"/> G RD UN

SECTION II: RECOMMENDATIONS

<p>NEW EMPLOYEES</p> <p>RECOMMENDATION:</p> <p><input type="checkbox"/> CONTINUE IN PRESENT ASSIGNMENT</p> <p><input type="checkbox"/> DEVELOPMENT NEEDED _____</p> <p><input type="checkbox"/> TERMINATION (GIVE REASONS) _____</p>	<p>TEMPORARY AND SUMMER EMPLOYEES</p> <p>RECOMMENDATION:</p> <p>WOULD YOU RECOMMEND FOR REHIRE? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>WOULD YOU LIKE THIS EMPLOYEE TO RETURN TO YOUR AREA? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>IS BACKGROUND/EXPERIENCE APPROPRIATE FOR CONSIDERATION AS A PERMANENT EMPLOYEE? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p>
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SECTION III: EMPLOYEE COMMENTS

YOU, THE EMPLOYEE, ARE ENCOURAGED TO ADD COMMENTS TO THIS REVIEW

SECTION IV: ENDORSEMENTS

I AM SIGNING THIS EVALUATION TO ACKNOWLEDGE THAT MY MANAGER AND I HAVE DISCUSSED THE ABOVE COMMENTS.

EMPLOYEE SIGNATURE

M. D. ... Apr 2/93

DATE
Apr 2/93

**PERFORMANCE MANAGEMENT
PRE-REVIEW QUESTIONNAIRE**

NAME OF EMPLOYEE <i>Alma Koss</i>	POSITION/TITLE <i>Admin Assistant</i>
DEPARTMENT <i>Admin Services</i>	TIME IN POSITION <i>15 months (12 of 1992)</i>
NAME OF SUPERVISOR, MANAGER (PERFORMANCE REVIEWER) <i>Bob Guenzel</i>	POSITION TITLE OF REVIEWER <i>Supervisor Admin Services</i>

This form is to be completed by the employee and handed to the reviewer prior to the review. To assist you in completing the form, some ideas for answering the questions have been set out in each case. These suggestions are by no means mandatory or exhaustive, please answer the questions in your own way.

1 What do you feel you have accomplished in your job, over the review period?

- Have you achieved your objectives?
- Any specific personal success.
- How well do you feel you have performed overall?
- Skills learned and developed.
- Training courses attended.

Although I have not achieved to date ^{the} ~~my~~ objectives of full time employment with MITEL, I have learned a great deal more about the ^{internal} ~~the~~ administration processes of MITEL. I feel that I have done a good job in any task assigned.

2 Are you generally content with your job and its requirements? If not why not?

- Do you find the work on which you have been involved easy/difficult/challenging?
- What do you have difficulty with?
- Do you get enough explanation of what you are expected to do?

The work is well explained but it is easy I would like ~~some~~ more challenging clients in my job.

3 What suggestions for improvement would you like to make about your work environment?

- What suggestions do you have for improving working methods?
- Do you have enough space to work in?
- Is the lighting adequate?
- Does the noise level worry you?
- What about the break area?

The work environment is fine. I believe
at my work station will be healthy but for
the most part I am comfortable.

4 What are your general comments about your department and the company?

- Are you happy with the way the department is run?
- Can you suggest areas in which we seem weak and any ways in which we can improve?
- How do you feel about the company conditions of work?
- How do you get along with people within our department and from other departments?

I feel very positive about the company
itself; its working conditions & the way
it is run.
I enjoy the people I work with & I
guess I get along well with them.

5 What work objectives would you like to achieve in the next year?

- What tasks in the department do you see presenting you with interest and challenge?
- Do you see yourself in some form of supervisory/leading role?
- What areas do you prefer to work in?
- What training do you feel would help you with your work?

To learn as much as possible re: different
software packages.

6 How do you see your long-term career progression?

- How long do you see yourself operating at your present level?
- Do you want to move into any other department or function in which you feel you could find more interest or progress in a direction?
- What makes you think that way?

I would like to move into Consumer Sales
 I think my skills have expanded. I've
 gained a lot of experience in the
 sales business with the company
 - I don't know.

see myself at present level

7 Any other comments?

- Any comments on how you feel about Mitel?
- This is an opportunity to tell the company about any areas you feel need improving. If you are not happy with anything - say so.
- Put forward any ideas you may have on the way in which things can be improved.

I have a very positive feeling about Mitel -
 the far as improvements go? Senior Mgmt.
 seems to be doing a very good job in this

If there is insufficient room for your answers to any of the questions, please continue on back of Page 2.

C. Ross
 EMPLOYEE'S SIGNATURE

March 16/94
 DATE

Barb Quessnel
 REVIEWER'S SIGNATURE

Apr 7/94
 DATE

Margie Greig
 REVIEWER'S/MANAGER'S SIGNATURE

Apr 8/94
 DATE

PERFORMANCE MANAGEMENT PRE-REVIEW QUESTIONNAIRE

NAME OF EMPLOYEE <u>CATHERINE ROSS</u>	POSITION TITLE <u>ADMIN. ASSIST. 1</u>
DEPARTMENT <u>HITEL ENTERPRISES</u>	TIME IN POSITION <u>4 MONTHS</u>
NAME OF SUPERVISOR, MANAGER (PERFORMANCE REVIEWER) <u>ROB MILNE & BONNIE FERRICARD</u>	POSITION TITLE OF REVIEWER <u>AVP / M.E. & DIR / P.R.</u>

This form is to be completed by the employee and handed to the reviewer prior to the review. To assist you in completing the form, some ideas for answering the questions have been set out in each case. These suggestions are by no means mandatory or exhaustive, please answer the questions in your own way.

1 What do you feel you have accomplished in your job, over the review period?

- 1 • Have you achieved your objectives?
- 2 • Any specific personal success.
- 3 • How well do you feel you have performed overall?
- 4 • Skills learned and developed.
- 5 • Training courses attended.

1) YES I HAVE ACHIEVED MY OBJECTIVES - i.e. TO LEARN
2
NEW JOBS WITHIN 1 YEAR.
2) I MADE THE TRANSITION ~~BE~~ SUCCESSFULLY BACK

INTO THE WORK FORCE. 3) I THINK I HAVE DONE A GOOD JOB - I CERTAINLY WORKED HARD
4. LEARNED NEW SOFTWARE PEGA - POWERPOINT 5. NONE

2 Are you generally content with your job and its requirements? If not why not?

- 1 • Do you find the work on which you have been involved easy/difficult/challenging?
- 2 • What do you have difficulty with?
- 3 • Do you get enough explanation of what you are expected to do?

1) EASY.

2) NO. 3) FIND THAT EXTENSIVE QUESTIONING IS NECESSARY

IN THE BEGINNING OF A NEW POSITION TO GET AN OVERALL PICTURE OF THE JOB.

3 What suggestions for improvement would you like to make about your work environment?

- What suggestions do you have for improving working methods?
- Do you have enough space to work in?
- Is the lighting adequate?
- Does the noise level worry you?
- What about the break area?

CONSISTENT COMPANY-WIDE PROCEDURES WOULD
HELP, PUBLISHED, AND DISTRIBUTED AND UPDATED
AS REQUIRED PROCEDURES AND DISTRIBUTED
TO ADMINIS. WOULD STREAMLINE OPERATIONS

4 What are your general comments about your department and the company?

- ① • Are you happy with the way the department is run?
- ② • Can you suggest areas in which we seem weak and any ways in which we can improve?
- ③ • How do you feel about the company conditions of work?
- ④ • How do you get along with people within our department and from other departments?

① YES. I LIKE WORKING FOR MITEL.
② NO.
③ THERE ARE GOOD WORKING CONDITIONS
THROUGHOUT.
④ VERY WELL - THEY ARE A NICE GROUP OF
PEOPLE.

5 What work objectives would you like to achieve in the next year?

- What tasks in the department do you see presenting you with interest and challenge?
- Do you see yourself in some form of supervisory/leading role?
- What areas do you prefer to work in?
- What training do you feel would help you with your work?

I WOULD LIKE TO ACHIEVE A FULL TIME
^{BOTH} POSITION WITH A HEAVY ADMINISTRATIVE
FOCUS AS WELL AS THE POTENTIAL TO ~~INCREASE~~
INCREASE RESPONSIBILITIES OVER TIME.

6 How do you see your long-term career progression?

- ① • How long do you see yourself operating at your present level?
- ② • Do you want to move into any other department or function in which you feel you could find more interest or progress in a direction?
- ③ • What makes you think that way?

① 2 YEARS.

② SEE SECTION 5.

③ I KNOW MYSELF AND WHAT I WANT IN A JOB

7 Any other comments?

- ① • Any comments on how you feel about Mitel?
- ② • This is an opportunity to tell the company about any areas you feel need improving. If you are not happy with anything - say so.
- ③ • Put forward any ideas you may have on the way in which things can be improved.

① I FEEL VERY POSITIVELY ABOUT THIS COMPANY. IT HAS WEATHERED A VERY DIFFICULT TIME. THE EMPLOYEES ARE ALSO VERY FRIENDLY / HELPFUL / SUPPORTIVE

② PLEASE SEE SECTION 3

If there is insufficient room for your answers to any of the questions, please continue on back of Page 2.

Catherine Ross
EMPLOYEE'S SIGNATURE

March 15, 1993
DATE

B. Quarnell
REVIEWER'S SIGNATURE

Apr. 12/93
DATE

Marg M. Heagy
REVIEWER'S MANAGER'S SIGNATURE

Apr 5/93
DATE