

Rosa Alvarez

Date: 14 July 2026
Our Reference: OSL/C4799E89
Document Type: Letter

Dear Rosa,

This letter outlines the agreed performance objective set for you, aimed at supporting our ongoing commitment to operational excellence within your role as HR Advisor.

Following recent discussions and in line with our operational goals, you have been assigned a key objective relating to improving efficiency during peak service load handling at the depot.

The objective is to reduce the average unload-to-dispatch turnaround time for peak service loads from the current 18 minutes to 13 minutes, representing a 28% reduction, within an eight-week timeframe.

It is important to maintain safety standards and compliance with driver-hours regulations throughout this process.

Your progress towards this objective will be monitored through weekly depot reports, which will detail the average turnaround time for peak loads in minutes, the percentage of loads processed within the target of under 13 minutes, as well as incident reports related to any safety or driver-hours compliance issues.

To support you in achieving this objective, we will provide additional resources during the peak periods, including a temporary agency coordinator, along with a dedicated one-day crew briefing on updated loading routines.

You will also have access to monthly coaching sessions led by Ravi, as well as ongoing HR assistance to track the relevant metrics and prepare weekly reports.

A formal review of your progress is scheduled for 20 March 2026, at which point we will assess the achievements to date and discuss any further support required.

Please ensure you familiarise yourself with the outlined objective and support arrangements, and reach out promptly should any clarification or assistance be needed in meeting these goals.



LETTER DETAILS

Employee
Rosa Alvarez

Role
HR Advisor

Case type
Set Objectives / KPIs

Reference
HRA-C4799E89



KEY DATES

Completed
14 July 2026

First review
20 March 2026

In the meantime, we encourage you to actively utilise the support available to optimise performance and maintain compliance.

[Name]

[Position]

Yours sincerely,

For and on behalf of HRHeaven QA Sample Employer