

# Annapolis Police Department



## GENERAL ORDER

**Number: N.1**

**Issue Date: April  
2009**

**TO:** All Personnel

**SUBJECT:** Performance Evaluations

### **PURPOSE**

The purpose of this General Order is to improve the reliability of the evaluation system by ensuring that there is standardization providing definitions for each category and identifying what information should be considered before making a determination for each rating. This will improve the evaluation system by assuring that each evaluator focuses on the same set of performance behaviors in determining each rating.

### **POLICY**

It shall be the policy of the Annapolis Police Department that all evaluations be conducted in a fair, impartial, and objective manner consistent with this General Order.

#### **I. Required Action**

This system is totally reliant on the supervisor's documentation of relevant observations of the subordinate's performance. Evaluators are required to maintain a job observation file of the member, as well as other supervisor's observations.

- A. Performance evaluations will be conducted annually on each full-time member. This policy does not apply to the appointed agency head/director and those in exempt positions as defined by the Annapolis City Code. The department does not have a reserve officer program. These evaluations will be documented and a copy will be maintained in the member's personnel file. Newly promoted sworn members will be on probation for 12 months and will be evaluated quarterly for a 12 month period from the date of promotion. Probationary officers upon completion of the Field Training and Evaluation Program will be evaluated monthly until the probation period has ended. These evaluations will be documented and a copy will be maintained in the employee's personnel file. The probationary period for newly appointed sworn members will be for 18 months which includes entry-level classroom training before

members are granted permanent status. Newly appointed and newly promoted non-sworn members will be on probation for 90 ninety days from the date of hire or date of promotion. Newly appointed Police Communications Operators will be on probation for 180 days from the date of hire.

- B. A probationary period may, at management's discretion, be extended for no more than half of the original probationary period or for six months, whichever is less. Probationary periods may be extended due to special assignments, injury, illness or to allow for additional observation of an employee whose job performance is considered marginal and who may otherwise not successfully pass his/her probationary period. The member must be advised that their probationary is being extended prior to the expiration of the normal probationary period.
- C. Extensions of this nature shall be indicated in the quarterly evaluation report. Probationary periods for non-sworn members who are covered by collective bargaining agreement (s) may be different than that as outlined above in Sections A and B.
- D. Evaluations are only to cover a specified time period. The actual dates for the evaluation will appear on the face of the Performance Review Form and the performance of the member prior to or following the given rating period should be excluded. Only information during the current period shall be used. The criteria used for performance evaluations are to be specific to the member's assignment during the rating period.
- E. Non-probationary members will be advised in writing whenever their performance is deemed to be unsatisfactory and what actions the member needs to take to improve their performance. This notification must be given to the employee at least 90 days prior to the end of the rating period. If unsatisfactory performance continues, this information should be included in the evaluation report. Some flexibility concerning the 90-day period is allowable if the employee is making a concerted effort.
- F. Supervisors should be prepared to substantiate ratings in the "Unsatisfactory" and "Excellent" categories. Section I of the Performance Review states to describe actions to correct items marked "U". **It shall be the policy of the Annapolis Police Department that Unsatisfactory and Excellent categories need to be described.** This can be described in the Attachment to the City of Annapolis Performance Review Form. Further, supervisors will give specific reasons for the rating (s) through a narrative comment.
- G. Members will receive counseling at the conclusion of the rating period. Refer to the Attachment to the City of Annapolis Performance Review Form. Areas to be included are: results of the performance evaluation just completed, level of performance expected, rating criteria or goals for the new performance period, and career counseling relative to such topics as advancement, specialization or training. There is some flexibility here. A supervisor, for example, may conduct career counseling activities at a separate time. The supervisor will need to ensure that this alternate counseling activity is then documented.

- H. Each supervisor who prepares performance evaluations will be evaluated by their supervisor regarding the quality of ratings given to employees. This will ensure that the supervisors are applying ratings uniformly.

## II. Procedures for the Use of the Evaluation Form

- A. The rater should read the standards for that category beginning with "Unsatisfactory" behavior. Then by comparing job observations with the standards, the proper rating must be chosen. Where the choice is not readily apparent, the rater must evaluate the "pluses and minuses" in the job observations. Both the frequency and consequences of action, positive or negative, must be evaluated. Attention is directed to the phrases and questions that illustrate and clarify each category.
- B. The rater prepares the written summary of the job observations to explain the rating given. The written justifications must be specific and relevant to the category. Ratings of "Excellent" must include not only generalized praise for the officer, but appropriate examples of exceptional performance.
- C. Division Commanders are the reviewers for all personnel in their command. Reviewers have a key role in this evaluation process; they are enforcers of the standards. Reviewers must critically read the justifications provided for each rating and compare it to the standards in this manual. Additionally, the reviewers must evaluate the job observation data provided to determine if it is properly applied.

## III. Overview of Standards

- A. Use of this system will require the supervisor (rater) to review the definitions of each category and the examples very carefully.
  - 1. Unsatisfactory- This term is used for a consistent failure to exhibit proper performance in spite of corrective efforts by supervision. Unsatisfactory behavior results from a varying combination of the member's willingness and inability to perform correctly. Supervisory efforts fail to produce any more than superficial response. Errors are both frequent and serious in consequence.
  - 2. Satisfactory - The term satisfactory is used for the purposes of the evaluative system as meaning acceptable performance. A satisfactory member knows and performs routine duties without major error. While trusted by superiors, a satisfactory member may not always handle exceptional circumstances correctly or consistently. The satisfactory member may make minor errors occasionally, but can and does respond positively to corrective intervention.
  - 3. Excellent- This category is reserved for those who consistently display model behavior for that unit. Excellent performance would include not only the absence of correction or discipline, but examples of demonstrated

achievement beyond what is routinely expected. Excellent performance is pointed out for other officers to emulate.

- B. All raters will be trained.
1. Training will be coordinated through the Administrative Services Division and the Staff Inspections Unit. Training will include but may not be limited to a review of this policy.
  2. Supervisors will receive training on the performance evaluation system during specified In-Service training or as a separate training course.
  3. Any newly promoted supervisor who did not receive the performance evaluation training during specified In-Service training will receive this training as a separate training course or on an individual basis.

#### IV. Rating Categories

This applies to Section I A of the Performance Review form.

- A. **Knowledge of Job-** Technical/legal knowledge comprises the formal body of technical or legal knowledge a member must possess and apply in order to properly perform their assigned duties. The specific legal or technical knowledge required will vary according to assignment, and to a lesser extent, according to rank. For example, if assigned to patrol duties, technical/legal knowledge would include knowledge of those portions of the Transportation Article or Article 27 that are relevant to their assignment, as well as knowledge of accident investigation techniques and procedures and the MAARS manual. If assigned to criminal investigation, technical/legal knowledge would include knowledge of Article 27, case law, Supreme Court decisions, crime scene protection and control, evidence collection and processing and forensic science.

This category further refers to the member's knowledge of, and conformance with, the specific rules, procedures, ordinances, agreements or resources pertinent to the operation of the Annapolis Police Department. In assessing the member on this factor, consider the following wherever applicable: the member's knowledge of the local geographic, political, or social problems and concerns unique to the geographical area, the member's conformance with local ordinances, pacts and the degree to which the member's work activities conform to goals and priorities. Is the member familiar with special orders, operational procedures? When new priorities, goals or procedures are announced, does the member redirect his activities to meet them?

##### **Standards:**

1. Unsatisfactory - Despite supervisory assistance and counseling, the member does not possess the minimal amount of technical and/or legal knowledge required to properly perform the duties of his/her assignment. Errors due to

the member's lack of knowledge are potentially serious in consequence and could reflect poorly on the Annapolis Police Department. Despite repeated supervisory counseling and assistance, the member does not possess the knowledge of the Annapolis Police Department rules and regulations required to properly perform his duties. The member's lack of knowledge and/or lack of compliance reflect poorly on the Annapolis Police Department.

2. Satisfactory - The member generally possesses the technical and/or legal knowledge required to properly perform their duties. Occasionally the member makes minor errors due to incomplete understanding or requests assistance on matters the member should know how to handle on their own. Generally possesses the knowledge of local procedures and conditions required to properly perform his/her duties. Occasionally minor errors occur due to his/her lack of knowledge or failure to conform.
3. Excellent - Displays an exceptional understanding of the technical and/or legal knowledge required for his/her assignment. Is able to clearly explain complex points to others. Displays an excellent knowledge of local procedures and conditions unique to his assignment. Is relied upon as a source of information by others.

**B. Quality of Work** - This category refers to the quality of work produced and as such is a summary of several rating categories. In evaluating the member on this factor, consider a) accuracy, b) variety, c) consistency, d) thoroughness and e) appropriateness. Is enforcement action appropriate, and are the proper charges brought? Does the member "work the book" or limit his/her enforcement action to one or two sections of the Transportation Article, Article 27 or City Code? Does the member display persistence and tenacity in lengthy investigations? Are the member's investigations (both criminal and accident) thorough, or are they willing to get by with the minimum required? Does work have to be repeated because it was done improperly? Is work consistent with the Police Department's mission and policy? If a supervisor, does the quality of the supervisor's work set an example for their group? Does the supervisor make a concerted effort to ensure that work produced by subordinates is consistent with the Annapolis Police Department's mission and policy?

**Standards:**

1. Unsatisfactory - The member's work is of poor quality and/or shows little variety. Regular deficiencies exist requiring repeated supervisory counseling and admonishment.
2. Satisfactory - Usually produces good quality work. Occasionally requires supervision to improve work variety or quality.
3. Excellent - The quality of work is accurate consistent and thorough. Does more than is asked to do and stays focused on the department's mission.

**C. Quantity of Work** - This category refers to the quantity or volume of work produced or undertaken by the member. In evaluating the non-supervisory member on this

factor quantity must be assessed in relation to the type of work performed, its complexity, and the expectations for that type of work at the assigned post. Totals by themselves can be deceiving. The amount of follow-up work and paperwork required for each task must therefore be considered. For assignments where work output cannot be readily or accurately measured, it is appropriate to assess the member on their work energy and their efficiency. In assessing a supervisor's quantity of work, individual productivity should be assessed in relation to: a) number of subordinates supervised, b) the amount of supervision required by his subordinates and c) administrative tasks or auxiliary duties assigned.

**Standards:**

1. Unsatisfactory - Does not produce an acceptable quantity of work for the member's assignment despite repeated admonishments. Does not carry their load.
2. Satisfactory - Produces the desired and expected quantity for the member's assignment.
3. Excellent - Produces an exceptionally high quantity of work for their assignment. Is an unusually energetic and efficient worker. Serves as the model for the Annapolis Police Department

- D. **Ability to Understand Instruction** - This category refers to the member's ability to elicit, comprehend and issue verbal information. In general, does the member listen to and accurately interpret verbal information and instructions? Does the member ask appropriate questions to gain clarification when necessary? Does the member take notes to assist memory when necessary? Does the member express themselves clearly and concisely? Does the member present their ideas and information in logical order without digressing, backtracking or skipping ahead? Are the member's radio transmissions clear? Is the member able to make themselves understood by people of diverse backgrounds? Does the member adapt their style and delivery so that it is appropriate to the situation and to the listeners? Does the member maintain a standard of professionalism in their verbal communications or does the member habitually engage in crude or offensive language, jargon, slang or profanity? If a supervisor or administrator, are their directions timely, unambiguous and complete?

**Standards:**

1. Unsatisfactory - Verbal communication skills are unsatisfactory. Does not comprehend verbal information despite repetition and clarification. Will not listen. Fails to recognize difficulties in comprehension. Does not communicate effectively or acceptably with others.
2. Satisfactory - Comprehends most information and instructions on first hearing. Recognizes difficulties in comprehension and requests clarification. Usually expresses themselves clearly and appropriately.
3. Excellent-Quickly and accurately grasps verbal information and instructions. Displays incisive listening abilities. Always expresses himself with exceptional

clarity and persuasiveness. Verbal communications are always appropriate to the situation.

- E. **Punctuality and Attendance** - For this category, evaluate the member's punctuality in reporting for duty and **work** commitments, and the appropriateness of the member's use of leave. Does the member take care of preliminaries before the start of their shift so that they are ready to work after roll-call? Is the member prompt for court appearances and does the member notify their supervisor of changes in schedule at the member's earliest opportunity? When requesting leave, does the member give their supervisor as much advance notice as possible? Does the member take staffing commitments into consideration before requesting leave? Does the member appear to restrict their use of sick leave to occasions when they are too incapacitated to work? NOTE: Any formal action taken regarding-use of sick leave automatically necessitates a rating of no higher than Satisfactory- Needs Improvement. Formal action includes documented abuse of sick leave, placement on one-day sick leave reporting, and formal counseling following questionable sick leave use.

**Standards:**

1. Unsatisfactory Hours of work and use of leave are unsatisfactory. Displays no awareness of or concern with their own schedule or with staffing commitments.
2. Satisfactory - Is generally conscientious in their hours of work and use of leave, is punctual for assignments. Occasionally minor problems occur that require supervisory attention.
3. Excellent - Always takes care of preliminaries so that the member is always ready for duty at line-up. Is consistently willing to extend tour of duty to complete or accept an assignment. Always uses leave appropriately and provides as much advance notice as possible. The member serves as a model for the Annapolis Police Department.

- F. **Observation of Work Regulations** - This category refers to the member's knowledge of and compliance with the Annapolis Police Department rules and regulations, policies and procedures, as well as any special orders or memoranda issued that are pertinent to their assignment. In any given situation can the employee apply, or recognize as applicable the Annapolis Police Department rules and regulations or policies and procedures that govern that situation? In assessing the member's knowledge, consider any disciplinary or counseling action taken and review work for compliance with established policies and procedures. Note whether manuals are updated as revisions are received.

**Standards:**

1. Unsatisfactory - Despite supervisory counseling and assistance, does not possess the knowledge of Annapolis Police Department rules and regulations required to properly perform their duties. The member's lack of knowledge and/or lack of compliance reflect poorly on the Annapolis Police Department.

2. Satisfactory - Generally possesses the knowledge of Annapolis Police Department rules and regulations required to properly perform their duties. Occasionally minor errors occur due to lack of knowledge or failure to comply.
3. Excellent - Possesses an exceptional knowledge of Annapolis Police Department rules and regulations pertinent to their assignment. Is relied upon as a source of information by others.

G. **Observation of Safety Regulations-** This category refers to the member's knowledge of safety regulations. Does the member follow established safety guidelines? Does the member wear a reflective vest while directing traffic or similar type duties? Is the member safety conscious while handling calls for service? Is the member safety conscious in the workplace?

**Standards:**

1. Unsatisfactory- Despite supervisory counseling does not have safe work habits and does not follow safety guidelines.
2. Satisfactory- Generally follows safety guidelines. Occasionally minor errors occur do to lack of knowledge or failure to comply.
3. Excellent- Follows safety guidelines, is safety conscious and is relied upon as a source of information by others.

H. **Operation and Care of Equipment-** This category refers to the member's care and maintenance of the equipment they use to perform assigned job duties. It also refers to the degree to which the member can be relied upon to have in their possession the necessary forms and equipment needed to fulfill assigned tasks.

In evaluating care and maintenance of equipment, consider both issued equipment (gun, handcuffs, etc.) and equipment assigned (computer, etc.) or used by them to fulfill assigned duties. Consider the following: is the vehicle clean and properly maintained? Do they take proper and timely effort to have damages repaired? Do they clean and oil weapon(s) regularly? Is equipment lost or unnecessarily damaged due to neglect or improper maintenance? Do they properly secure equipment? Do they properly care for specialized equipment? Do they remember their duty weapon when reporting for duty? Are they prepared for foul weather? Are they equipped for routine occurrences only, or are they prepared for unusual situations also? Is their work area clean, neat?

**Standards:**

1. Unsatisfactory- Care for equipment does not meet standards despite repeated admonishments. Repeatedly does not have equipment or forms to perform routine functions despite supervisory guidance and assistance.
2. Satisfactory- Generally takes good care of the equipment under their control. Occasionally needs prompting to conform to standards.

3. Excellent- Pays exceptional attention to the care and maintenance of the equipment under their control. Has the necessary equipment to perform in any situation. Without exception, has forms and equipment necessary to perform routine functions.

- I. **Work Attitude-** This category refers to a member's attentiveness to stated/assigned job duties. In general, does the member conscientiously apply themselves to details of work and carry out routine tasks without prompting, frustration or complaint? Does the member perform duties that they do not like as well as popular assignments? Does the member display tenacity and persistence throughout lengthy investigations, surveillance operations, programs or projects? Does the member balance their varied duties, giving priority to primary responsibilities over secondary or voluntary responsibilities? Is the member habitually somewhere else/unavailable at peak or busy times? Does the member anticipate routine problems and make themselves available to handle them? Does the member constantly attend to personal duties while on duty?

If assigned to a special unit or section, does the member retain a sense of their primary function as a law enforcement officer and take enforcement action when appropriate? If a supervisor, do they maintain an awareness of group productivity and work quality and take action to improve or reinforce the productivity and/or work quality of their group? Does the supervisor act as a supervisor in all appropriate situations -- at a scene does the supervisor willingly supervise someone else's subordinate's work when appropriate?

Does the supervisor make an effort to go to the scene and observe and assist their subordinates? Does the supervisor recognize and accept their supervisory role in training, instructing and observing work performance? Does the supervisor contribute impartial and useful observations on others' subordinates? If an administrator, do they actively support police department goals and incorporate them into local activities, policies and procedures? Does the administrator recognize and accept their role as implementer of the Annapolis Police Department's policy and as a Department representative? Does the administrator accept responsibility for the operation of his division or section?

#### **Standards:**

1. Unsatisfactory - Will not assume responsibility for fulfilling primary job duties despite repeated admonishment. Often waits for specific direction before carrying out routine tasks or completing details of work. Is habitually somewhere else at peak periods. Constantly attends to personal affairs or auxiliary duties instead of primary obligations.
2. Satisfactory - Usually conscientious in attending to **work** details and carrying out assigned tasks without prompting. Generally strives to make himself/herself available to handle routine problems and busy periods. Occasionally neglects minor details of assignment and requires supervisory reminder.

3. Excellent - Displays a keen sense of responsibility and commitment toward the job and their role in furthering the mission of the Annapolis Police Department. Can be relied on to always carry out their assigned work fully and thoroughly without prompting or complaint.

**J. Ability to Work with Others-** This category refers to the member's relationships with other employees of the Annapolis Police Department. In general, is the member cooperative with and supportive of other Annapolis Police Department employees, willing to assist and willing to work in group situations? Does the member demonstrate a concern for other employees of their work group? Does the member belittle the competency of other employees of the Department? Is the member abrasive to others? Is the member interested in the training and instruction of new employees - is the member willing to assist junior members without specific direction? Does the member disagree tactfully? Does the member show proper respect for superiors? If a supervisor, do they bring subordinates' faults/errors to their attention privately? Is the supervisor willing to coach subordinates on performance? Does the supervisor demonstrate respect for and sensitivity to their subordinates? Does the supervisor know their capabilities and adjust for differences in abilities and personalities? Can the supervisors explain deficiencies with tact? Does the supervisor provide positive reinforcement whenever appropriate? If an administrator, does the administrator work cooperatively with other divisions and sections?

**Standards:**

1. Unsatisfactory - Does not work well with others. Fails to assist others when assistance is appropriate. Frequently fails to show proper respect for superiors.
2. Satisfactory - Usually maintains good relationships with others. Occasionally will assist junior members or peers voluntarily. Generally shows proper respect for superiors.
3. Excellent - Intra-agency relationships are excellent. Officer displays a real interest in cooperating with others and voluntarily assists junior members as well as peers or members from other divisions. Is sought after by others. The member's working relationships and respect for superiors is a model for the Annapolis Police Department.

**K. Appearance-** This category refers to the member's grooming, attire, and bearing. Is the member's appearance consistently clean and neat? Does the member's hairstyle conform to the Department's standards? Is the member's uniform or civilian clothing clean, pressed and properly fitting? Are the insignia properly displayed? Are inappropriate accessories worn? If assigned to plainclothes detail, are dress and demeanor appropriate to the situation? Does the member display unattractive personal habits while in contact with the public? Does the member display good posture and proper military bearing? Is weight proportionate to height?

**Standards:**

1. Unsatisfactory- The member's physical readiness is unsatisfactory. Due to lack of physical strength, physical endurance, or physical alertness, the member is a danger to themselves and others. The member's hair, nails or jewelry are not in compliance with department standards. The member's uniform is dirty, wrinkled, torn, etc., and/or the member's leather gear is not polished.
2. Satisfactory- Meets the minimal accepted standards. Does not put forth a great deal of effort in preparing themselves.
3. Excellent- Always pays meticulous attention to all elements of appearance. Projects a model image for the department.

**V. Narrative**

- A. Section I A of the Performance Review Form will be completed for each member according to Section I F of this policy and by using the Rating Categories as a guide. Section I B of the Performance Review Form will also be completed for each member. For additional space use the Attachment to the City of Annapolis Performance Review Form (Section I).
- B. Section II of the Performance Review Form will be completed for all supervisory personnel. In order to complete this section, examples of the member's behaviors/actions will be used. If more space is needed use the Attachment to the City of Annapolis Performance Review Form (Section II).
- C. Section III of the Performance Review Form will be completed for all administrative and professional personnel. In order to complete this section discusses the strengths and weaknesses of the member using examples of the member's behaviors/actions. If more space is needed use the Attachments to the City of Annapolis Performance Review Form (Section III).
- D. Section IV of the Performance Review Form will be completed for all members. Subsection A will be completed by the rater indicating the members overall performance. The following guidelines will be used to complete the performance scale:

Each category will be assigned a rating number:

1. Unsatisfactory "0"
2. Satisfactory "1"
3. Excellent "2"

Each "X" on the rating scale in Section IV, Subsection A of the Performance review is equivalent to 5%, for a total of 100%.

The rater will total up the category numbers and will divide the total by 22, which will give you a percentage. Equate the percentage to the rating scale and circle the appropriate "X".

Example: In section I, you have four Excellent ratings (which total up to 8) and seven Satisfactory ratings (which total up to 7) for a total of 15. Divide 15 by 22 for a total of 68%. Equate the percentage to the rating scale and circle the appropriate "X" closest to the equated percentage number. In this example the "X" to circle would be 7 back from the last "X" on the far right of the scale.

When supervisors are rated the whole Performance Review must be considered not just the categories in section I. Therefore the above formula may not be exact.

- E. All raters must complete the Attachment to the City of Annapolis Performance Review Form in addition to any specific section as outlined above.

## VI. Review and Appeals

- A. When the Performance Review is complete, it will be reviewed and signed by the member's supervisor who will then give it to the member for review. Section I Subsection G requires that the Performance Review be reviewed with the member. The member should then read the Performance Review. The member shall then sign the Performance Review Form. The signature will indicate that the member has read the report and **does not imply concurrence**. If a member refuses to sign, the supervisor should note that circumstance and record the reason or reasons on the Performance Review Form. The member will be given an opportunity to make written comments on the completed performance review. The member will receive a copy of the Performance Review.
- B. The completed Performance Review will then be given to the rater's supervisor who will review it and forward it through the chain of command for review by the Division Commander. Each reviewer will date and initial the evaluation. If the reviewer does not agree with the evaluation, the reviewer may ask for additional justification, however the reviewer may not change the evaluation. Upon review of the Division Commander, the Performance Review will be dated and initialed and forwarded to the Chief of Police or his/her designee for their review and signature.
- C. Appeals
  1. Member's, supervisors and reviewing officials should attempt to resolve disagreements over the Performance Review through informal meetings and discussions.
  2. Should informal resolutions not be reached, members choosing to appeal their Performance Review reports must do so within five calendar days following receipt of the completed Performance Review Form. The appeal must be in

writing, must be in detail and must indicate the specific categories that are contested and must provide specific justification why the category rating is inaccurate.

3. Appeals will be forwarded through the chain of command to the Chief of Police without comment or action. The Chief of Police will review the written appeal and deny appeals which:
  - a. Do not specify the categories contested.
  - b. Present vague or insufficient justification for each contested category.
  - c. Are based on previous evaluations or another supervisor's evaluation.
  
4. The Chief of Police may choose to hear only these categories properly documented. The Chief of Police **will not** adjust ratings on the specific categories appealed. The Chief of Police may ask for justification from the rating supervisor on the specific categories appealed. Based on the justification, the Performance Review may be sent back to the supervisor who prepared the review for reconsideration; however this is not binding on the supervisor.

Michael A. Pristoop  
Chief of Police

References
1. Accreditation Standards 32.2.10, 34.1.7, 35.1.1, 35.1.2, 35.1.3, 35.1.4, 35.1.5, 35.1.6, 35.1.7, 35.1.8, 35.1.9, 35.1.10, 35.1.11, 35.1.12, 35.1.14
2. Maryland Police and Correctional Training Commissions Regulations
3. Charter and Code of the City of Annapolis
4. City of Annapolis Rules and Regulations

**Revision:** This General Order replaces General Order N.1 Evaluation Procedures dated February 2001