# Performance Appraisal Process Manual
## Alten Calsoftlabs (India) Private Limited Internal Document
## Version 6.0 / September 2020

## Copyright Information

## Revision History

| Version | Change Description | Sections | Date | Author | Approver |
|---|---|---|---|---|---|
| 0.1 | Performance Appraisal Process Manual –Initial Document | All | 1-Mar-11 | Vaidyanathan P | Ramandeep Singh |
| 1.0 | Approved Document | All | 1-Mar-11 | | Ramandeep Singh |
| 1.1 | Manual revised in new Format | All | 5-Jan-15 | Vaidyanathan P | Ramandeep Singh |
| 2.0 | Approval Document | All | 9-Jan-15 | | Ramandeep Singh |
| 2.1 | Online Appraisal process incorporated | All | 10-Mar-15 | Vaidyanathan P | Ramandeep Singh |
| 3.0 | Approved document | All | 10-Mar-15 | | Ramandeep Singh |
| 3.1 | Review of document | All | 11-July-16 | Vaidyanathan P | Ramandeep Singh |
| 4.0 | Approved Document | All | 12-July-16 | | Ramandeep Singh |
| 4.1 | Addition in Confirmation appraisal for new joiners' session | Sec 2 | 21-Jan-19 | Vaidyanathan P | Ramandeep Singh |
| 5.0 | Approved Document | All | 21-Jan-19 | | Ramandeep Singh |

| 5.1 | Manual revised with New logo | All | 04-Sep-20 | Vaidyanathan P | Ramandeep Singh |
| 6.0 | Approved Document | All | 04-Sep-20 | | Ramandeep Singh |

## Tables of Content

## Objective and Scope of this Document

The Appraisal Process Manual shall apply to all employees employed by **M/s. Alten Calsoft Labs (India) Private Limited** and all other branches existing and future come into existence in this group either in Karnataka or anywhere else in India

This document outlines Appraisal process and eligibility of the employees for appraisal at Alten Calsoft Labs (India) Pvt Ltd and encompasses the statutory regulations for the employees of Alten Calsoft Labs (India) Pvt Ltd.

The update frequency of this document is once in a year. If there is any major change in setup, it will be reviewed during the year as well. The version available on intranet will always be considered current.
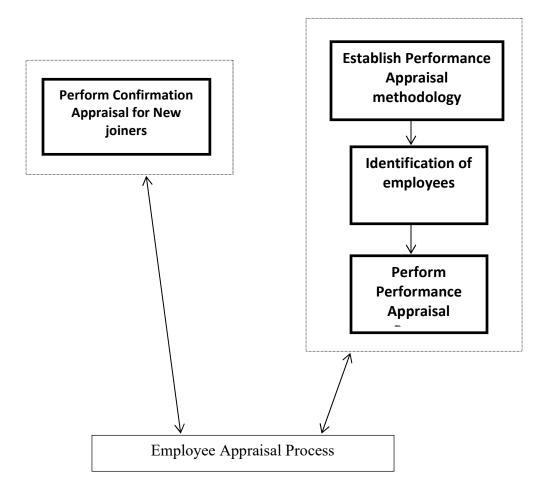
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## Abbreviations

- HR---- Human Resource
- GH--- Group Head
- PM --- Project Manager
- HR-M --- Human Resource Manager

## 1. Process Flow Diagram and Procedure of Performance Appraisal

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│  ┌───────────────────────┐  │        │  │  Establish Performance         │  │
│  │  Perform Confirmation │  │        │  │  Appraisal                     │  │
│  │  Appraisal for New    │  │        │  │  methodology                   │  │
│  │  joiners              │  │        │  └────────────────────────────────┘  │
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        │        Employee Appraisal Process             │
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## Procedure

| Input | Task | Output |
|---|---|---|
| Appraisal form<br><br>Employee Performance during probation period<br><br>Employee performance during appraisal period<br><br>Performance Appraisal period completion | 1. Perform Confirmation Appraisal for New joiners<br><br>2. Establish Performance Appraisal Methodology<br><br>3. Identification of eligible employees<br><br>4. Perform Performance Appraisal Process. | Subordinates self-rated appraisal form<br><br>Supervisor appraisal form<br><br>Rating of Employees using PRIDE Scale.<br><br>Confirmation or Extension of probation period. |
| **Entry Criteria** | | **Exit Criteria** |
| Performance Review Period Completion / Probation Completion period | | Completed Appraisal<br><br>Salary Hike, Salary Hike with Promotion<br><br>Confirmation Letter |
| **Verification** | | |
| Review the Self-Rating given by the Subordinates (Manager)<br><br>Review the Supervisor Rating & Subordinate Rating (GH) | | |

## 2. Confirmation Appraisal for New Joiners

a. Initiate the process of Confirmation Appraisal for the employees completing the probation period as mentioned in the offer letter (HR)

b. The probation period shall come to an end as indicated in the offer letter or in the event of giving a letter of confirmation to the employee, whichever is earlier (HR)

c. Employee probation confirmation is automated and executed via MYACL

d. Confirm the employee based on the feedback provided by the appraiser in the Probation Review document (HR-M)

e. Update the employee database in Office Connect and changed the status as Confirmed (HR)

## 3. Performance Appraisal Methodology

a. Evaluate the employee performance once in a year (Between March-April) based on competency-based assessment (HR)

b. For new joiners, the Periodic Performance Appraisal shall start upon once the employee get the confirmation (in the next Appraisal cycle) (HR-M)

c. The employee shall be assessed in the competencies based on the role he / she perform. (HR Head) [Competency is defined as a combination of: –Knowledge – Skills –Process abilities required to perform a role / job]

d. At ALTEN Calsoft Labs Competencies are drawn for all job roles. This competency skill includes General, Project Specific, Hard-Skills, Soft-Skills and Optional Skills. These competencies serve as a benchmark in assessing employees and their performance

e. ALTEN Calsoft Labs (India) Pvt Ltd follows 180-degree Performance Appraisal method. In this method, employee has to self-rate himself first and then reviewed

by his/her immediate supervisor and a confirmation from senior supervisor/PM/GH.

f. Following are the attributes used to measure the performance of the employee

Personal Attribute

➢ Personal Attributes refers to a trait, circumstance, condition in an individual.

➢ Resources would be rated on list of personal attributes in their work place;

- Communication (Written & Oral)

- Integrity and Sensitivity

- Proactive & Passionate

- Adhering to Dress Code

- Self-Disciplined

- Adaptability and Flexibility

- Punctuality (Leave pattern & Attendance)

Professional Attributes

➢ Professional Attributes refers to a talent, skill, personality in an individual to engage in a specific activity to achieve organizational goal.

➢ Factors focused on professional attributes are

- **Performance-** Job Knowledge, Problem Solving & Trouble Shooting, Strategic Thinking, Teamwork, Project Review and Status Report, Innovative thinking and approach, Customer/ Client management, Self-Accountable & Responsible for tasks assigned, prioritizing of tasks/meetings/Schedules, Works on projects as team, exchanging idea & contributing skills, Computer Skills (knowledge on related software tools)

- **Quality-** Adherence to Company process/Policies, Process & Policies Knowledge, Delivers high quality work according to specifications, Usage of Quality tools & Frameworks

- **Training and Certification-** White papers published / Process improvements / Guidelines / Templates / Certification, attended 40 hours of training for this FY, Training imparted for this FY

- **Potential-** Leadership Abilities, Willingness to take higher responsibilities, Contingency Planning, Foreseeing Risk & Risk management, Openness/Responsive to feedback, Contribution to organization initiatives, Decision Making Capabilities, Interpersonal Skills, Ability to work independent & with team, Handling Stress / Pressure.

g. Rate the Performance of an employee using **PRIDE** Rating Scale

**PRIDE** Scale details as follows

- **Poor** – This needs no explanation. Ideally, we would not like to have any our employees in this category. Employees in this category are the ones who are not willing to improve upon their work.

- **Responsive** – Ideally, we would not like to have employees in this category too. This is a category where employee's performance is poor but at least he / she is responsive to the feedback and showing inclination to improve upon his deficiencies.

- **Involved** – Employees falling under this category are the ones who are able to deliver what is given to them. They are neither willing to take additional responsibilities nor are they capable of.

- **Dynamic** – These are set of self-motivated employees who are able to deliver what is assigned to them and always wanting more, energetic, vibrant, willing to shoulder additional responsibilities

- **Excellent** – As the word goes, an all-rounder, excellent in his / her performance, never fails in the deliverables, overcomes hurdles on his own, and never requires a follow up. These are set of employees who can face any kind difficulty and come out of it with flying colors.

The Tally of PRIDE Score under each category as follows:

| P | R | I | D | E |
|---|---|---|---|---|
| 0 - 35 | 36 - 50 | 51 - 75 | 76 - 90 | 91 - 100 |

## 4. Performance Appraisal Eligibility Criterion

Identify the eligible employees for the performance appraisal (HR)

> **Eligible criteria of an Employee**

An Employee is eligible to become a part of the performance appraisal process when he/she is given a confirmation and has completed minimum 6 months of continuous service with Alten Calsoft labs (India) Pvt Ltd.

> **Non-Eligibility criteria of an Employee**

Employees serving probation period or whose probation got extended are not eligible to become a part of Performance Appraisal process.

## 5. Performance Appraisal Process

a. Initiate Performance Appraisal Activity (HR-M) & activate the Performance Appraisal module in Office Connect (Office Connect team)

b. Communicate the Initiation of Performance Appraisal Process to all the eligible employees via Mail (HR-Head)

c. Define timeline to complete the Self Appraisal process in the mail (HR Head)

d. Complete & Submit the Self-Rating Appraisal Form via the provided link in Office Connect (Intranet) within the defined timeline (07 days) (Employee), Changing of content is not entertained after submitting the appraisal form.

e. Reminder mail goes to the employee 02 days before the cutoff date via Office Connect to complete his / her self-rating in appraisal form

f.  On Submission of Self Rating, mail triggered to Supervisor via Office Connect about the same.

g.  In Office Connect Appraisal Column, Supervisor can view his team's Self Rating Submission Status by clicking on button named "Team". The Tick mark in "Green" shows the submission of the employee's Self Rating and Cross mark in "Red" shows that employee is yet to submit the same.

h.  Review the ratings of the Employee's Self-Rated Appraisal and submit the employee's rating in the office connect within 15 days (Supervisor)

i.  In case of Promotion recommendation, click against the employee's Promotion Status provided in the same sheet in office connect and status will change to "Yes" (Supervisor)

j.  Discuss with employee on the provided performance rating (Supervisor)

k.  Supervisor can edit his/her Rating for the employee (in case required) before the cutoff date. Reminder mail goes to Supervisor 02 days before the cutoff date to submit his ratings. On Submission by Supervisor, the Status of the Supervisor Rating column against the employee will change to "Green "Tick mark

l.  Review the Employee's and Supervisor's rating in Office Connect by clicking on the button name "Team" anytime during the appraisal process (GH)

m.  Approve and submit the employee's rating in the office connect within 15 days (GH)

n.  In case of non-satisfaction regarding the Supervisor's decision/rating, challenge on the same. (GH)

o.  The rating of the GH will be deciding factor for PRIDE rating.

p.  Communicate the outcome of the performance appraisal to the employees via mail (HR Head)

   Outcome of the performance appraisal shall be

   - Promotion with Salary hike
   - Salary hike
   - Performance Link Variable Pay

- Probation Confirmation
- Training recommendation
- Probation Extension