

AventIQ, a trademark of Mittal Software Labs Limited

Performance Improvement Plan (PIP) Policy

Confidential and Restricted

Objective

AventIQ, a trademark of Mittal Software Labs Limited is committed to fostering a performance-driven workplace while providing employees with the necessary support and guidance to address performance gaps. This Performance Improvement Plan (PIP) Policy outlines a structured process for identifying, documenting, and addressing performance issues fairly and transparently, in compliance with Indian labour laws and the Delhi Shops and Establishments Act, 1954.

Scope and Applicability

1. Coverage:

- This policy applies only to permanent employees of AventIQ, a trademark of Mittal Software Labs Limited or its subsidiaries/group companies.

2. Exclusions:

- Employees on probation, interns, and temporary staff are excluded from this policy.
 - Performance concerns for excluded categories will be addressed directly with HR and the reporting manager.
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Principles of PIP Implementation

1. Constructive Approach:

- The PIP is intended to help employees address performance issues and improve their contributions to the organization.

2. Fairness and Transparency:

- All PIP processes are documented and communicated clearly, ensuring fair treatment of employees.

3. Compliance with Law:

- The policy adheres to Indian labour laws, including the Delhi Shops and Establishments Act, 1954, ensuring compliance with all aspects of implementation.
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PIP Issuance Guidelines

1. Initiation:

- A PIP may be initiated if an employee's performance is consistently below expectations, impacting team or organizational goals.
- The reporting manager, in consultation with HR, will evaluate the employee's performance and determine if a PIP is warranted.
- Performance concerns should be documented clearly, with at least one instance of constructive feedback provided before initiating a PIP.

2. Communication:

- The PIP will be issued in writing by the reporting manager in the presence of HR.
- The document will include:
 - Detailed performance gaps.
 - Specific improvement objectives.
 - Timelines for review and completion.
 - Support mechanisms, such as training or mentoring.

3. Training and Support:

- Identified training needs during the PIP process will be addressed through refresher sessions, one-on-one coaching, or other suitable measures.
 - Employees will have access to regular feedback sessions to ensure they are supported throughout the PIP period.
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PIP Duration and Monitoring

1. Standard Duration:

- The PIP duration will be 30 days, during which the employee's performance will be closely monitored.

2. Extension:

- An extension of up to 15 days may be granted at the manager's discretion, based on the employee's progress and potential for improvement.
- Extensions must be approved by HR and documented with specific reasons and revised objectives.

3. Review Process:

- Weekly progress reviews will be conducted by the reporting manager and documented.
- Feedback will be shared constructively to highlight areas of improvement and to identify any additional support required by the employee.

4. Closure:

- If the employee meets the objectives set forth in the PIP, the plan will be successfully closed, and HR will document the outcome.
 - If targets are not met despite adequate support and reasonable extensions, further action, including termination, may be taken in compliance with Indian labour laws and the Delhi Shops and Establishments Act.
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Consequences of Non-Improvement

1. Failure to Meet Objectives:

- If an employee fails to meet PIP objectives by the end of the stipulated period, the reporting manager and HR will evaluate the situation and recommend further action.
- Actions may include termination of employment, adhering to the notice period and severance pay requirements under the Delhi Shops and Establishments Act, 1954.

2. Termination Process:

- For employees classified as "workmen" under the Industrial Disputes Act, 1947, prior approval from the labour authority will be sought where applicable.

3. Non-Retaliation:

- Employees raising complaints or grievances during the PIP process are protected from retaliation.

Special Considerations

- 1. Approved Leave:**
 - Employees on approved leave for 12 or more days during a month will not be placed under a PIP for the subsequent month.
- 2. Partial Improvement:**
 - Employees achieving 80-100% of objectives may receive additional guidance but will not automatically qualify for a PIP extension.
- 3. Accommodations for Disabilities:**
 - Employees with disabilities will receive reasonable accommodations to ensure they can meet performance goals during the PIP process.
- 4. Maternity Leave and Related Protections:**
 - Employees who are on or have recently returned from maternity leave will not be placed under a PIP for a period of three months post-return. This adjustment period ensures that employees have the opportunity to adapt to their responsibilities.
 - No employee will be subjected to a PIP or adverse performance evaluation due to pregnancy, maternity leave, or any medical condition arising from childbirth.
 - Additional mentoring, training, or flexible working arrangements will be provided as necessary to ensure fair treatment and support for employees returning from maternity leave.

Documentation

1. A copy of the PIP, signed by the employee, reporting manager, and HR, will be retained in the employee's file.
2. Feedback sessions, training provided during the PIP period, and additional support measures will be documented.

Grievance Redressal Mechanism

1. Employees can appeal PIP-related decisions by filing a written complaint with the HR department.

2. If unresolved, employees may escalate disputes to the Delhi Labour Department as per the provisions of the Delhi Shops and Establishments Act, 1954.
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Policy Review

1. This policy will be reviewed periodically (at least annually) to ensure compliance with Indian labour laws and alignment with organizational goals.
 2. Updates will incorporate changes under the Delhi Shops and Establishments Act, 1954, and other relevant labour regulations.
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Approved By: Nikhil Mittal

Effective Date: 1-Jan-2025

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