

| Outstanding Performer (OP)   | Key Contributor (KC)   | Contributor (CR)  | Below Expectations (BE)   |
|--|--|---|---|
| <b>Criteria 1: Performance and Productivity</b>  |  |   |   |
| <p>Consistently exceeds expectations and goals.</p> <p>Exceptionally and independently handles tasks/situations, acts on own initiative without being prompted or follow-ups.</p> <p>Demonstrates outstanding knowledge and expertise in their area of work. Identifies and understands market/industry trends and activities and their impact on the business.</p> <p>Challenges the status quo. Takes the initiative to establish clarity when changing circumstances cause ambiguity.</p> | <p>Exceeds expectations and goals on most occasions.</p> <p>Efficiently handles tasks/situations with minimum supervision/without follow-ups.</p> <p>Demonstrates sound knowledge and expertise to carry out roles and responsibilities</p>  | <p>Meets expectations and goals as defined.</p> <p>Effectively handles tasks/situations with supervision and occasionally requires coaching and follow-ups.</p> <p>Demonstrates an adequate level of knowledge to carry out roles and responsibilities</p>                | <p>Does not meet expectations and goals. Allows tasks to drop or remain undone.</p> <p>Continually seeks guidance; fails to initiate actions.</p> <p>Incorrectly assesses what to take up for decision-making; needs coaching to improve performance.</p> <p>Fails to demonstrate comprehension of business basics and lacks the understanding to carry out roles and responsibilities.</p> |
| <b>Criteria 2: Teamwork/Stakeholder management</b>   |  |   |   |
| <p>Is a significant team player and effectively works with diverse groups of individuals. Creates a high-commitment work environment where employees are driven and encouraged to succeed through empowerment and growth.</p> <p>Excellent in managing relationships and creating synergies. Effectively confronts and resolves people's issues affecting individual and team performance carrying a positive attitude.</p>  | <p>Is a team player on most occasions and keeps people motivated, shares workload, and works fairly well with diverse groups of individuals.</p> <p>Manages relationships, resolves conflicts, and builds synergies to drive performance on most occasions.</p>  | <p>Is a team player, occasionally and sometimes struggles to work with diverse groups of individuals.</p> <p>Manages relationships, resolves conflicts, and builds synergies satisfactorily.</p>  | <p>Struggles to work with diverse group of individuals and needs to improve on being a team player</p>  |
| <b>Criteria 3: Responsibility and Reliability</b>  |  |   |   |
| <p>Is consistent and result-oriented to deliver on commitment.</p> <p>Assumes responsibility for accomplishing personal and shared goals. Proactively develops robust strategies and initiates action to promote initiatives.</p> <p>Embraces change/challenges and looks for/suggests new ways to work, learn, and grow in unpredictable situations.</p>  | <p>Delivers on commitments and results on most occasions.</p> <p>Always takes responsibility for the assigned tasks and completes them without any follow-ups. Learns from past errors/mistakes quickly and ensures quality deliverables.</p> <p>Is open to change and often suggests new ways to work, learn, and grow.</p> | <p>Delivers on commitments and results satisfactorily; has scope for improvement</p> <p>Demonstrates responsibility but is limited to the immediate remit of the job. Shows gradual improvement upon coaching.</p> <p>Performs effectively in predictable situations.</p> | <p>Needs considerable handholding/ guidance on tasks at hand.</p> <p>Fails to adapt to the changing demands.</p>  |