

## Performance Improvement Program Policy

### 1. Objective

To improve the performance of employees who are identified under PIP, through individual development action plan by providing continues support and sharing timely & constructive feedback.

### 2. Applicability Criteria

- 1) Employees whose performance appraisal rating is “**Not Meeting Expectation Adequately**” in annual appraisal (monthly & yearly) and needs performance improvement.
- 2) Employees whose performance was found did not meet expectations during monthly, quarterly, half-yearly, and annual performance review against performance standards/KRA’s.

### 3. Duration

PIP is for 60 days (2 months) from the date Reporting Manager initiate PIP post discussion with Employee.

### 4. Process

- 1) Reporting Manager in consultation with Vice President and HR shall identify the PIP cases.
- 2) Reporting Manager sends out list of PIP cases to HR.
- 3) HR will share the list of identified employees with the Vice President to initiate the Performance Improvement Plan (PIP) process.
- 4) Annual increment will be on hold for employees who have been identified under performance improvement plan (PIP).
- 5) HR will communicate the PIP process to the employee and coordinate a meeting with the employee and their Reporting Manager.
- 6) The Reporting Manager, in collaboration with the employee and HR, will identify Areas of Improvement and define Measurable Outcomes. HR will review and approve the plan.
- 7) Finally, Employee accepts the PIP.
- 8) HR will facilitate PIP review meetings on monthly basis and ensure feedback is captured and shared with the employee.
- 9) Completion of 2 months review period, Reporting Manager shall share final feedback to Vice President and HR.
- 10) Reporting Manager can recommend PIP extension for employees whose performance is not consistent but not exceeding one month of duration.
- 11) Outcome of the PIP shall be approved, extended, or reconsidered by the Reporting Manager in consultation with the Vice President.

- 12) Employees whose performance is improved will be retained in system and PIP extension/ performance separation will be initiated for no improvement cases.
- 13) Increment will be released to them with retrospect effect, once the concerned employee meets the required performance standards as set by the concerned Reporting Manager, as per the PIP process.

#### 5. Responsibility Matrix:

Responsible	Accountable	Consulted	Informed
Employee	Reporting Manager	Vice President	HR

Employee is expected to improve his performance against the areas of improvement identified by Reporting Manager, involves in monthly review meetings, seek continues feedback and take support from immediate Manager to achieve PIP.

To identify areas of improvement of employee, discuss the action plan with timelines, provides necessary inputs and extend support, organizes monthly reviews meeting and share constructive feedback.

Final approval/reconsider of PIP cases

Administration of PIP as per process, facilitation of timely review meetings and ensure sharing constructive feedback to employee.

#### 6. Exception:

Any exceptions in the process would need to be approved by HR.