

## **Performance Review & Enhancement Program**

### **Objective**

PeopleLogic is a performance driven company with a winning culture where every team member performs a significant task which directly affects the future of our company. In this context we believe it to be our responsibility to be clear and precise with every team member on what is expected of them.

We believe clarity of deliverable and scope motivates people and helps them to be objective and focused in displaying exemplary performance. We also believe transparency inspires people to be passionate about what they do, and be truly committed to their area of contribution.

More than anything, it further emphasizes our vision of creating a truly world class work environment.

### **Purpose**

PeopleLogic seeks to create a high performing culture which will support the achievement of our strategic goals and enable future growth. A high performing culture means that underperformance must be addressed and employees who have gaps in their capabilities are provided the right level of support to try and address such gaps in a structured manner thus improving their performance. This policy provides a clear framework for the consistent management of underperformance .

### **Review Period**

- Upon joining, each employee would be given a KRA document, mentioning responsibilities and delivery targets
- End of every Quarter the 6 months performance of employees would be reviewed
- New Joiners :
  - Freshers : will be reviewed for the program from the 4th month onwards
  - Lateral (IC) : will be reviewed for the program from the 3rd month onwards
  - Lateral (team handling) : will be reviewed for the program from the 6th month onwards

**Criteria for going into the PrEP**

- If an employee fails to meet the targets and in a six months time frame has achieved less than 80% would be moved to the PrEP.
- Employees with team handling would be measured on the team targets. If the team target achievement is less than 80% then the employee would be moved to the PrEP

**Validity of the PrEP:**

- 3 Months (extendable with display of improved performance)

**Parameters during PrEP :****Fresher**

1. Achieve resume submission target for the week
2. Has 6 - 7 first level interviews scheduled per week.
3. Selections : Has offers released with confirmed joining date or has joiners.
4. 100 % adherence to systems and processes
5. Conduct , Punctuality and Attendance( 0% unscheduled leaves) is good

**Lateral**

1. Achieve resume submission target for the week
2. Has 8 - 12 first level interviews scheduled per week.
3. Selections : Has offers released with confirmed joining date or has joiners.
4. 100 % adherence to systems and processes
5. Attendance - 0% unscheduled leaves.
6. Team Management, Delivery Management and take Ownership (incase an employee is hired for team handling role)

**Consequence**

- If there is no improvement at the end of the 3 months PrEP period , employee would be moved to the Performance Improvement Plan
- Validity for PIP : 1 month

**Process for PrEP :**

- HR would review the six months performance of all the employees and share the data of the under performers with the Business Heads.
- Business Heads will review the data and post discussion with the Managers will share the names of the team members to be moved to the PrEp

**Responsibilities :**

When applying this policy, it is important that both managers and employees fulfill the responsibilities required of them.

**Guidelines for Employees:**

- Ensuring they understand and perform at the standard required for their role.
- Receiving feedback openly and respectfully from the Managers.
- Understanding that if their work performance falls below the required standard for their role, managers will be obliged to address this.
- Bringing to their managers attention, any concerns they have about their own level of performance or personal circumstances that may impact on their ability to perform their role to the required standard.
- Actively engaging with their manager once this policy is applied and with the support of their manager making all reasonable efforts to positively improve their performance.

**Guidelines for Managers:**

- The required performance standards for the role are made clear, communicated and understood by the employee.
- Employees have reasonable requirements to work on.
- Feedback is given on an ongoing basis, both formally and informally and in a timely manner.
- Underperformance issues are dealt with, as they arise, in a professional, open and respectful manner, in line with our values.
- Suitable support and access to any relevant training & development opportunities is provided, to help employees to reach and maintain the required standard of performance for their role.

**Performance Review Meeting**

A performance review meeting will be held with the employee every week and will be assessed as per the parameters, and at the end of the PrEP period the potential outcomes of the review meeting are

- a) Satisfactory improvement - Where the manager assesses that the employee has achieved the required standards no further action will be taken.
- b) Partial improvement – Where the manager assesses that significant improvement has been achieved and the required standard is likely to be achieved shortly, the review period may be extended. The manager should consider what if any additional support can be provided to help the employee reach the required standard and can extend and revise the PrEP for a short period, this extended period must not exceed 4 weeks. This would be confirmed in email and the terms of the further review period outlined and a further performance review meeting date set.
- c) Insufficient or no improvement – Where the manager assesses there has been no overall improvement in performance. The manager will then move the employee to the Performance Improvement Plan (PIP)

**Revision History**

Amendment Date	Policy Version	Author	Approved By	Nature of Changes
February 2023	Version 2.0	People Team	Management	