

PERFORMANCE APPRAISAL & PROMOTION POLICY

Objective

This policy provides a guide to employees on the purpose of the performance appraisal and to ensure that the work performance and training needs of every employee are managed effectively and fairly. This policy applies to all the employees of PeopleLogic Business Solutions, there may be some cases where the process is amended so that it is appropriate to the role.

Scope

All regular employees are provided an annual performance review and consideration for merit pay increases or promotion as warranted.

Calendar year for Review

The yearly Appraisal cycle will be from April to March

Policy

A performance appraisal gives individual employees and their manager an opportunity to review performance, work content, loads and volume, to look back on what has been achieved during the past year and then agree on the future objectives. It is also the time an employee can agree personal objectives, and any learning and development requirements which may help.

The appraisal system is designed to:

- Be a positive process.
- Raise the quality of services provided by motivating.
- Increase job satisfaction.
- Identify appropriate training and development requirements

Performance Appraisal

- Appraisals are a yearly cycle from April to March.
- Appraisals would be entirely based on previously agreed upon on KRA's
- Appraisals can result in either a salary hike or Promotion or both
- Hikes are strictly based on the KRA rating
- For Individual Contribution roles depending on the performance, there may or may not be a mid-year review and hike. Net Hike will also be prorated based on the time the employee has spent in the organization.

Performance Score & Ratings

At the end of each employee's performance appraisal, the Manager is required to classify the performance with the prescribed ratings given below, based on the various parameters set.

<u>Score</u>	<u>Rating</u>	<u>Reasoning</u>
1	Exceptional Performance far exceeded expectations Goes beyond call of duty	Assigned targets and Goals are met at 200% or above Met all downstream targets Helpful to colleagues and truly lives our OneTribe philosophy Takes initiatives
2	Outstanding Performance consistently exceeded expectations	Assigned targets and Goals are met at 150% or above Met all downstream targets Helpful to colleagues and truly lives our OneTribe philosophy
3	Good, Consistently met or sometimes exceeded expectations	Assigned targets and Goals are met at 100% or above Meets most downstream targets, but needs help or supervision Helpful to colleagues and truly lives our OneTribe philosophy
4	Ordinary Has Potential, Occasionally met expectations	Assigned targets and Goals are met between 80% Meets most downstream targets, but needs help or supervision Helpful to colleagues and truly lives our OneTribe philosophy
5	Poor Expectations not met Immediate improvement is needed	Assigned targets and Goals are met below 80% Meets most downstream targets, but needs help or supervision Helpful to colleagues and truly lives our OneTribe philosophy

Performance Review Period

- Employee performance will be reviewed every month.
- There will be a half yearly review during which the average of the performance for 6 months will be considered and a performance score will be assigned to the employee.
- In a year there will be 2 half yearly performance reviews. First half will be reviewed from April - September and the second half is reviewed from October - March.
- The average of both the half yearly performance score will be considered to assign the Annual performance score and rating

Promotion Policy

- A promotion shall involve greater responsibilities, increase in targets, and may also involve an increase in salary, and a change in title.
- Promotions may occur only within the employee's unit.
- An employee may be promoted to a position outside his or her unit provided the employee has required skills or education prerequisite for the post.
- Every employee must have completed a minimum 1 year in each role to be eligible for promotion. **This rule does not necessarily mandate a promotion at the end of every year of service**
- Promotions would be completely performance and merit driven, based on individual KRA.
- Every Employee will be provided a KRA document with the Monthly/ Quarterly/ Half yearly targets based on the respective roles.

Revision History

Amendment Date	Policy Version	Author	Approved By	Nature of Changes
July 2022	Version 2.0	People Team	Management	Updated and converted to new format

