

KRA Policy - Promoting Transparency

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

- This is the base document on which performance will be evaluated
- As a contributor, sales targets alone may not make one grow; KRA could include work related learning, scaling up targets or/and self-improvement targets
- We expect to achieve transparency and objectivity, since these are mutually agreed targets/system

Timelines

- Upon joining, each employee would be given a KRA document, mentioning responsibilities and delivery targets
- This is reviewed on a monthly basis. Targets are then assigned for the following month
- The onus is on you as much as it is on your manager/lead to get your KRA sign off and reviewed periodically

Review Period

- Our performance year runs from Apr to Mar.
- Employees will be reviewed every week and performance ranking assigned for each month
- Any bonus payout linked would be as per bonus plan.
- Averages of the all reviewed months would be considered for giving annual performance ratings

Important points :

-Bi Yearly Bonus is generated in September and March and is payable with November and May payroll

- To be considered for Bi-yearly bonus, an employee has to be on continuous and zero “Loss of pay” employment for at least 4 months. For employees employed for more than 4 months and within review period, target and bonus will be calculated on pro-rata basis
- Bonus is linked and bound to the client guarantee clause, if a candidate leaves within the guarantee period and payment does not materialize, then the difference will be adjusted against salary or further bonus payments.
- Payment of any Bonus or variable is in the absolute discretion of the company, and based on overall company performance bonus plans could be reviewed or revised any time in the year
- For any bonus pay-out, the employee should not have resigned (in the Notice period) and should not be in PIP at the time of review/payout.
- Achieving the targets mentioned in the KRA is mandatory. If the employee fails to meet the target for 2 consecutive months or too many unscheduled leaves or lack of seriousness or, not attending to assigned tasks. Employee will be moved to the Performance improvement Plan (PIP)

Performance Improvement Plan

Performance Improvement Plan (PIP) is implemented when there is an identified performance problem and we are looking for ways to improve the performance of the employee. The Performance Improvement Plan plays an integral role in correcting performance discrepancies.

- It is NOT a tool to let go or de-motivate an employee
- The primary intention and context is to bring the employee to acceptable performance levels, and facilitate high performance and growth for the employee

Criteria for going on PIP

- If the employee fails to meet the target for 2 consecutive months
- Too many unscheduled leaves
- Insubordination, Not attending to assigned tasks, lack of seriousness etc

Validity

- 1 Month (extendable with display of improved performance)

Consequence

- If there is no improvement, PIP would result in termination
- An employee in PIP can consider such a notice as the notice for termination

Key Result Areas

<u>Performance Parameters</u>		<u>Explanations</u>
<u>Recruitment Delivery</u>	Summary	<p>We are a Sales focused company, and our revenue helps us meet costs and fuel expansion is directly a result of our ability to consistently achieve our individual target.</p> <p>Target would be assigned to you Monthly, Quarterly or Half yearly, based on business climate and requirements; the target assigned to you is to be recorded in your Performance Tracking Sheet (PTS) for ensuring transparency and to avoid ambiguous target, and adhoc target assignment.</p>
	What We Expect	Consistent, Continuous ability to achieve or over achieve assigned targets
<u>Manager Feedback</u>	Summary	As an IC, the feedback from your direct lead plays a very important role in determining your overall performance. As you both have worked closely, he/she would be best person give a ground level feedback on your contributions
	What We Expect	Positive Feedback from your reporting Lead on your ability to scale-up, take-up more responsibilities, knowledge, and drive to perform and push beyond the call of duty
<u>Reliability and Behaviour</u>	Summary	For any business to flourish and grow, it requires reliable team members. All our customers demand this one attitude from us, we demand it from our team members
	What we Expect	Positively respond to business critical situations, accommodate unplanned extremities in delivery expectations, and ensure smooth and continuous delivery at all times
<u>Process and Systems</u>	Summary	<p>As an IC, you are being moulded to take up bigger responsibilities and play a larger role in shaping our future. In this context it is very important that our future employees respect our processes and systems, and diligently follow them.</p> <p>This feedback would come from your reporting Lead, Corporate HR, and Top management.</p>
	What We Expect	Diligently follow processes and system.

Hierarchy

Associate Analyst	Analyst	Senior Analyst	Lead Analyst	Assistant Business Manager	Business Manager	Senior Business Manager	Group Business Manager	Assistant Vice President
		----	----	Anchor/Management Roles				
		Internal Grade: 1, 2, 3	Internal Grade: 1,2,3	Specialist/ Individual Contributor Roles				
				Principal Consultant (Internal Grade: 1,2)		Staff Consultant (Internal Grade: 1,2)		Assistant Vice President

Annexure -1:

Guidelines for Appraisers:

- Use only Oorwin for all delivery related data generation. If it is not on oorwin, we will not consider it. Stay as objective as you can. In all delivery related data we are completely driven by objective figures. In Manager feedback area, you should be ready with reasoning if questioned by either the respective employee or management
- The appraisee needs to accept your feedback and should sign off before submitting the form back to HR. No employee should be coerced to accept the feedback. Ultimately if there is a dispute, matter should be referred to Management; However discussions should not be referred to the management trivially.

Guidelines for appraises

- We expect our recruiters to be self-driven and target conscious, ambitious and aggressive. Anyone lacking these qualities are a misfit in our environment
- We expect our recruiters to thirst after knowledge and undergo continuous self-up-gradation, through engaging seniors, using reading resources etc. If there is no significant improvement of your knowledge level between your joining and later, then you have wasted yours and our time
- We respect the hard work you put in, and have attempted to keep reviews as transparent as possible; all data will be objectively picked up from Oorwin. If you have been lazy in updating Oorwin, no excuses will cut ice.
- We respect your contributions to our revenues, and have worked our short term and long term incentives. All processes are tuned in order for you to achieve your incentives.
- Similarly 4 or lower rating will not survive in our environment to see a hike discussion.

Ratings Guidance

<u>Score</u>	<u>Rating</u>	<u>Reasoning</u>
1	Exceptional Performance far exceeded expectations Goes beyond call of duty	Revenue or Business targets 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	Revenue or Business Targets 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	Revenue or Business Targets 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	Revenue or Business Targets are met between 80% and 100% 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	Revenue or Business Targets are below 80% Meets most downstream targets, but needs help or supervision Helpful to colleagues and truly lives our OneTribe philosophy

Quarters

Half Year -1		Half Year -2	
Q1	Q2	Q3	Q4
April May June	July August September	October November December	January February March

Revision History

Amendment Date	Policy Version	Author	Approved By	Nature of Changes
July 2022	Version 2.0	People Team	Management	