

REWARDS & RECOGNITION POLICY & PROCESS

SecureKloud Technologies Ltd.

	REWARDS & RECOGNITION POLICY & PROCESS	Doc. Version	1.0
		Rev. Date:	13-Jan-21

Document Control

Prepared by	Reviewed by	Recommended by	Approved by
Work Group – Rewards & Recognition Policy & Process	Middle Management	Department Heads	Executive Vice President

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Purpose

To follow industry best practices and fair standards in its human resource management procedures, SecureKloud adheres to the following Rewards and Recognition Policy. The purpose of this procedure is to explain the Policy Statement, Rewards and Recognition Process within the organization.

SecureKloud believes its associates who are the real assets of the Organization and who perform consistently and exceptionally, either individually or as part of the team, needs to be rewarded to keep up their motivation in order to continue their exemplary performance.

Objective

A Recognition Policy is designed

- To recognize exemplary performers at levels / teams against the set Objectives and Targets.
- To value consistency in performance.
- To motivate and encourage the associates / Teams to continue their performance and bring pride to themselves and to their team.

Scope

The policy will specify the types, eligibility, criteria and rewards for associates for their consistent performance, either individually or as part of the team.

Applicability

This policy covers all SecureKloud India associates.

Eligibility

This policy covers all SecureKloud India associates at all levels.

Recognition Period

The Recognition period will coincide with the financial year and the rewards are detailed in Annexure 1.

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Types of Awards

1. Monthly Awards:

I. Pat on the Back:

These are recognition given to associates for exemplary individual performance for an assignment / task.

Process:

Lead / Managers to recommend their Team Members to their respective Department Head with necessary details of performance as well as to Team H.R.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) selected for this award with a note of their contribution to all associates.
- ✓ Apart from this, to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

II. Going Extra Mile (G.E.M.)

Award given to Individual for stretching beyond the expected roles and responsibilities.

Process:

Lead / Managers to recommend their Team Members to their respective Department Head with necessary details of performance as well as to Team H.R.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) selected for this award with a note of their contribution to all associates.
- ✓ Apart from this, in order to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board.

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2. Quarterly Awards

I. Star of the Quarter:

These are awards given to associates for exemplary individual performance for a quarter.

Parameters / Criteria for Nomination:

The following are the various parameters / criteria's, out of which, an associate would be assessed by their supervisors before nominating for Stars of the Quarter.

- ❖ Consistently Exceptional Performance
- ❖ Process Compliance / Quality of Work Deliverable
- ❖ Initiatives Rolled out
- ❖ Client Appreciation, if any
- ❖ Learning / Knowledge Sharing / Training Imparted
- ❖ Awareness and Adherence to Policies
- ❖ Potential Shown for the next role, if any
- ❖ Participation in Team / Organizational activities

Process:

- Nomination below Leads / Associate Manager are to be recommended by the Managers and forwarded to Team H.R. through their Department Heads (for their vetting only), by the 05th day of the subsequent month.
- Nomination of Managers are to be recommended by the Immediate Supervisor / Department Heads and forwarded to Team H.R. through their Department Heads (for their vetting only), by the 05th day of the subsequent month.
- The nominators are to make a presentation on their candidature to the decision-making committee consisting of 3 Members - Department Heads.
- The recommendations on the nominations are taken by the committee either by consensus or by voting, with additional inputs of Managers, if any.
- The recommendations of the committee are approved by Executive Vice President.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) who are selected for this award with a note of their contribution to all associates.
- ✓ Apart from this, to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

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II. Team of the Quarter:

These are awards given to Teams for exemplary team performance for a quarter.

Parameters / Criteria for Nomination:

The following are the various parameters / criteria, out of which, a team would be assessed by their supervisors before nominating for Team of the Quarter.

- ❖ Consistently Exceptional Deliverable
- ❖ Utilization of Resources
- ❖ Productivity of Resources
- ❖ Knowledge within the team
- ❖ Risk Management
- ❖ Customer Satisfaction Report / Feedback
- ❖ Team Bonding / Motivation
- ❖ Process Compliance / Quality of Work

Process:

- Nominations of a Project within a S.B.U. are to be recommended by the Managers Department Heads and forwarded to Team H.R. through their Department Heads (for their vetting only), by the 05th day of the subsequent month.
- Nominations of an entire S.B.U. consisting of various teams are to be recommended by the Department Head by the 05th day of the subsequent month.
- The nominators are to make a presentation on their candidature to the decision-making committee consisting of 3 Members - Department Heads.
- The recommendations on the nominations are taken by the committee either by consensus or by voting, with additional inputs of Managers, if any.
- The recommendations of the committee are approved by Executive Vice President.

Rewards:

- ✓ Mail Recognition: Team H.R. is responsible for sharing the list of the team(s) who are selected for this award with a note of the contribution to all associates.
- ✓ Apart from this, in order to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

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III. Innovative Ideas:

Award given to Individual for suggesting / implementing innovative ideas to improve process, solution to an issue, etc.

Parameters / Criteria for Nomination:

The following are the various parameters / criteria's, out of which, an associate would be assessed by their Supervisors before nominating for Innovative Ideas.

- ❖ Improvement in Deliverable by either Adopting a New Approach / Increase in Productivity / Utilization of Resources / Reduction in Turn Around Time
- ❖ Improvement in Customer Satisfaction
- ❖ Reduction in Cost
- ❖ Increase in Revenue

Process:

- Nominations are to be recommended by the Managers of their Team Members Ideas to their respective Department Head with necessary details of impact as well as to Team H.R. by the 05th day of the subsequent quarter.
- The nominations are reviewed by a committee consisting of 3 Members - Department Heads.
- The recommendations of the committee are approved by Executive Vice President.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) selected for this award with a note of their impact to all associates.
- ✓ Apart from this, in order to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

3. Half Yearly

I. Brand Ambassadors

These are recognition given to associates who suggest and participate in activities which enhance the brand image of the Organization.

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Parameters / Criteria for Nomination:

The following are the various parameters / criteria's, out of which, an associate would be assessed by their Department Heads before nominating for Innovative Ideas.

- ❖ Number of Initiatives to enhance the Internal brand image of the Organization.
- ❖ Number of Initiatives to enhance the external brand image of the Organization.
- ❖ Quality of Initiatives.
- ❖ Reach of the Initiative in terms of number of people and quality of reach.

Process:

- Department Heads to recommend the associates with necessary details of performance to Team H.R.
- The nominations are reviewed by a committee consisting of 3 Members - Department Heads.
- The recommendations of the committee are approved by Executive Vice President.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) who are selected for this award with a note of their impact to all associates.
- ✓ Apart from this, in order to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
A note of appreciation would be displayed on the Notice Board with Names and Photo.

II. Talent Spotters / Hunters

These are awards given to associates who are part of the organization initiatives to spot talent from Campus / Lateral.

Process:

- H.R. to share the list of Talent Spotters and the number of interviews conducted during the Half Year period, additional inputs on recruitment process followed in terms of assessment feedback in the given template.
- The nominations are reviewed by a committee consisting of 3 Members - Department Heads.
- The recommendations of the committee are approved by Executive Vice President.

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Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) who are selected for this award with a note of their impact to all associates.
- ✓ Apart from this, in order to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

4. Annual Awards

I. Trainee of the Year:

These are recognition given to associates (B1) for exemplary individual performance during their training period.

Parameters / Criteria for Nomination:

The following are the various parameters / criteria's, out of which, an associate would be assessed by their supervisors before nominating for Trainee of a Batch.

- ❖ Short Learning Curve – Classroom and On the Job
- ❖ Consistent Performance – Classroom and On the Job
- ❖ Awareness and Adherence to Policies
- ❖ Participation in Team / Organizational activities

Process:

- Nominations are to be recommended by the managers in the prescribed templates and are to be forwarded to H.R. Team through their Department Heads (only for their vetting), by the 05th day of each of the training month.
- The nominators are to make a presentation on their candidature to the decision-making committee consisting of Department Heads in their subsequent meeting.
- The nominations are reviewed by a committee consisting of 3 Members - Department Heads.
- The recommendations of the committee are approved by Head H.R. / Executive Vice President.

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Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) who are selected for this award with a note of their contributions to all associates.
- ✓ Apart from this, in order to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

II. Associate of the Year

These are awards given to associates for consistent exemplary individual performance during the financial year.

Parameters / Criteria for Nomination:

The following are the various parameters / criteria, out of which, an associate would be assessed by their Supervisors before nominating for Associate of the Year.

❖ Nominated for Star of the Quarter

- * Consistently Exceptional Performance
- * Initiatives Rolled out
- * Learning / Knowledge Sharing / Training Imparted
- * Awareness and Adherence to Policies
- * Process Compliance / Quality of Work
- * Client Appreciation, if any
- * Potential Shown for the next role, if any
- * Participation in Team / Organizational activities

❖ Impact on Project / Customer / Organization

Process:

- Nominations up to Leads / Associate Manager are to be recommended by the Managers and forwarded to Team H.R. through their Department Heads (for their vetting only) by the 05th day of the subsequent month.
- Nominations of Managers are to be recommended by the Department Heads and forwarded to Head H.R. through their Department Heads for their vetting only by the 05th day of the subsequent month.

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- The nominators are to make a presentation on their candidature to the decision-making committee consisting of 3 Members - Department Heads. Managers would also be present (for presentation up to Leads / Assistant Manager) during this presentation and could only give their views on the nominations.
- The recommendations on the nominations are taken by Department Heads, either by consensus or by voting, with additional inputs of Manager, if any, provided during the discussions.
- The recommendations of the committee are approved by Executive Vice President.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate who are selected for this award with a note of their contribution to all associates.
- ✓ Apart from this, to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

III. Team of the Year

These are awards given to Teams for exemplary team performance for a year.

Parameters / Criteria for Nomination:

The following are the various parameters / criteria, out of which, an associate would be assessed by their supervisors before nominating for Team of the Year.

- ❖ Nominated for Team of the Quarter
 - * Consistently Exceptional Deliverable
 - * Utilization of Resources
 - * Productivity of Resources
 - * Knowledge within the team
 - * Risk Management
 - * Customer Satisfaction Report
 - * Team Bonding / Motivation
 - * Process Compliance / Quality of Work

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- ❖ Impact on Project / Business / Customer
 - * "Sizeable" business given by the customer attributable to an individual / team's contribution.
 - * Business Contract gets renewed attributable to contributions / confidence building by team.
- ❖ Cost Effective Initiatives
- ❖ Contribution to Organizational Targets

Process:

- Nominations are to be recommended by the Managers / Department Heads and forwarded to Head H.R. through their Department Heads (for their vetting only) by the 05th day of the subsequent month.
- The nominators are to make a presentation on their candidature to the decision-making committee consisting of 3 Members - Department Heads.
- The recommendations on the nominations are taken by Department Heads, either by consensus or by voting.
- The recommendations of the committee are approved by Executive Vice President.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the team who are selected for this award with a note of the contributions to all associates.
- ✓ Apart from this, in order to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

IV. Trainer of the Year

These are awards given to associates, who are chosen for imparting knowledge in their subject matter to other associates by way of formalized training during the financial year.

Parameters / Criteria for Nomination:

The following are the various parameters / criteria's, out of which, an associate would be assessed by the Manager / Department Head before nominating for Trainer of the Year.

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- ❖ Number of Training Program Conducted
- ❖ Number of Man-hours trained
- ❖ Feedback from Trainees
- ❖ Follow up of the trainings imparted
- ❖ Impact on the Trainees
- ❖ Documentation of trainings imparted

Process:

- Nominations are to be recommended by the Manager / Department Heads and forwarded to Team H.R.
- Inputs from H.R. / Trainee Feedback Forms to be consolidated by H.R.
- Supervisors are to make a presentation on their candidature to the decision-making committee consisting of 3 Members - Department Heads.
- The recommendations on the nominations are taken by Department Heads, either by consensus or by voting, with additional inputs of Manager.
- The recommendations of the committee are approved by Executive Vice President.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) who are selected for this award with a note of their contributions to all associates.
- ✓ The list of the team who were adjudged as Trainer of the Year with the note of the contributions to all associates.
- ✓ Apart from this, in order to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

V. Socially Responsive

These are recognition given to associates who suggest as well as participate in activities related to society on a periodic basis. Adhoc / onetime event could also be considered.

Process:

- Directors and above to recommend the associates with necessary details of their contributions to Team H.R.

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- The recommendations on the nominations are taken to a committee of 3 Members - Department Heads.
- The recommendations of the committee are approved by Executive Vice President.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) selected for this award with a note of their contributions to all associates.
- ✓ Apart from this, to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

VI. High Performer & Loyalty – 5 Years

These are recognition given to associates for their High performance as well as Loyalty to the Organization. Associates who have served 5 years and received 2 promotions (Band Wise) other than the confirmation of Trainees are eligible for this award.

Process:

- Team Human Resource to collate the list of associates who have served 5 Years and received promotion twice.
- Supervisors are to make a presentation on their candidature to the decision-making committee consisting of 3 Members - Department Heads.
- The recommendations on the nominations are taken by Department Heads, either by consensus or by voting, with additional inputs of Manager.
- The recommendations of the committee are approved by Executive Vice President.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) selected for this award with a note of their contributions to all associates.
- ✓ Apart from this, to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

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VII. High Performer & Loyalty – 10 Years

These are recognition given to associates for their High performance as well as Loyalty to the Organization. Associates who have served 10 years and received 4 promotions (Band Wise) other than the confirmation of Trainees are eligible for this award.

Process:

- Team Human Resource to collate the list of associates who have served 5 Years and received promotion twice.
- Supervisors are to make a presentation on their candidature to the decision-making committee consisting of 3 Members - Department Heads.
- The recommendations on the nominations are taken by Department Heads, either by consensus or by voting, with additional inputs of Manager.
- The recommendations of the committee are approved by Executive Vice President.

Rewards:

- ✓ **Mail Recognition:** Team H.R. is responsible for sharing the list of the associate(s) selected for this award with a note of their contributions to all associates.
- ✓ Apart from this, in order to satisfy their extrinsic motivation, a gift would be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A certificate along with a memento would also be handed over at the subsequent Engagement Session / Town Hall.
- ✓ A note of appreciation would be displayed on the Notice Board with Names and Photo.

The above policy supersedes all existing policies and procedures prevailing in the Organization and this policy comes into effect from Jan-21.

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ANNEXURE 1

Type of Award	Band	Reward
Pat on the Back, Going Extra Mile	Except Department Heads	Certificate, Branded Gift for Rs.1,000/- & Memento
Star of the Quarter	Except Department Heads	Certificate, Branded Gift for Rs.5,000/- & Memento
Team of the Quarter	All	Certificate, Branded Gift for Rs.10,000/- & Memento
Innovative Ideas	Except Department Heads	Certificate, Branded Gift for Rs.5,000/- & Memento
Brand Ambassadors	All	Certificate, Branded Gift for Rs.5,000/- & Memento
Talent Spotters / Hunter	Except Department Heads	Certificate, Branded Gift for Rs.5,000/- & Memento
Associate of the Year	Except Department Heads	Certificate, Branded Gift for Rs.10,000/- & Memento
Team of the Year	All	Certificate, Branded Gift for Rs.25,000/- & Memento
Trainee of the Year	All	Certificate, Branded Gift for Rs.10,000/- & Memento
Trainer of the Year	All	Certificate, Branded Gift for Rs.10,000/- & Memento
Socially Responsive	All	Certificate, Branded Gift for Rs.10,000/- & Memento
5 Years Loyalty & Performer	All	3 Night Paid Leave, travel, boarding and lodging at Domestic Resort with family based on our budget.
10 Years Loyalty & Performer	All	6 Night Paid Leave, travel and stay at Domestic Resort with family or 3 Night Stay at International Destination at Middle East, Far East or Indian Ocean based on our budget.

* Where the team size exceeds ten, a sum of Rs.750/- for each extra person would be allocated to the team in addition to the reward amount subject to a max of 20,000/- for team of the quarter and Rs.30,000/- for team of the Year.

***Note: Any tax liability arising to be borne by the associate ***