R&R and Celebrations

07/16 –HR policy- version 1.1

Contents

Introduction

Appshark believes that celebrations and appreciations make happy teams. Happy environment in teams cultivates a positive culture in the organization.

AppShark desires its Associates to demonstrate excellence in following areas:

- Being proactive and possessing sense of ownership.
- Demonstration of professional behavior in dealing with internal/external customers.
- Smart and efficient work practice
- Versatility in skills and knowledge - willingness to continuously improve processes, skills and help the organization in multiple areas.
- Team work & willingness to help peers

Appshark also compliments and thanks the loyalty of the Associates by providing long and committed service to the organization.

Appshark believes that an appreciation given at the right time add a feeling of accomplishment in the receiver Associates demonstrating consistent superior performance would be recognized with formal awards described in further sections of this document.

Purpose

The purpose of the document is to announce the awards & employee engagement policy to the employees and build a structural process of encouraging and motivating the associates by recognizing and rewarding their achievements continuously.

Scope

All Rewards/Recognition will be given out during the monthly townhall meeting
There will be a total of 6 types of awards:

1. Pat-on-the-back
2. AppShark Star
3. AppShark Guru
4. High Performance Team/Project
5. Manager of the Quarter
6. Manager of the year

- **Pat on the back award-** Monthly recognition/ appreciation program
  Involves no monetary benefit

- **Appshark star, Best Team/Practice/project, Appshark Guru, Manager of the Quater-**
  Quarterly recognition program- Involves monetary benefit.
  The awards are to be announced in the following schedules,
    July- Assessment period -April, May and June

Oct- Assessment period –July, August and September
Jan-Assessment period –October, November and December
April- Assessment period –January, February and March

- **Best Project Manager-** Yearly recognition program-involves monetary benefit
  April- Assessment period –Oct, Nov, Dec,Jan, Feb and March
  Oct- Assessment period –April, May, June, July, August and September

- All applicable celebrations such as Birthdays, Festivals and Fun days are a part of employee engagement program

List of the Awards

1. **Pat-on-the-back**
   Each PM can recognize one or more members of his/her team. This includes NCGs. The goal here is Recognition of an individual's effort; it is an appreciation to recognize a specific, commendable task, deliverable or a customer appreciation.
   - Being proactive and had taken ownership of a particular situation(quote a situation)
   - Customer appreciation
   - Demonstration of willingness to help peers (quote a situation)
   - Exhibits professional & ethical behavior (quote a situation)

   Assessment Period: Once a month, during town hall meeting.
   How: PM will introduce the individual and make the announcement by quoting the situation. Followed by Applause.
   Reward: None.

2. **AppShark Star**
   Each PM can recognize no more than ONE individual from his/her team. NCGs do not qualify for this award. The goal here is Recognition of an individual whose performance sets an example for others. This Award is given to associates who consistently excel in following areas.
   - Ability to work Smart and achieve high customer satisfaction.
   - Must be a team player and contribute to the reduction of issues that impact the team
   - Contribute to Team performance
   - Willingness to continuously acquire new skills and help the organization in various areas
   - Contributions to organization's continuous improvement of processes and standards

   Assessment Period: Quarterly (Q1 award will be given in April Town hall, Q2 in July etc.), during town hall meeting.
   How: PM will introduce the individual and make the announcement by taking examples where he/she has demonstrated the qualifying attributes.
   Reward: Recognition Certificate, along with a gift voucher (Up to Rs. 1,000)

3. **AppShark Guru**
   Each PM can recognize a developer from his/her team, based on the below given criteria. NCGs do not qualify for this award. The goal here is Recognition of an individual whose performance

shows technical expertise, keeping up with industry trends/skills, helping their teammates and others in the company stay on top of technology changes. This Award is given to associates who consistently excel in following areas. All metrics will be evaluated for the Assessment period.

- Needs to be a Certified professional
- Is Current OR Ahead of their certifications
- New or Advanced Certifications achieved
- Conducted at least ONE training session
- Conducted at least TEN interviews of prospective candidates
- Published at least ONE Technical Blog
- Spent at least SIX hours CONDUCTING training
- On each Training Session, Scores 90% or more on Trainees' feedback scores
- Gets at least ONE ANONYMOUS positive review from NCG in their team
- Recognition/Appreciation from Customer

Achieves at least 7 of the above list to be qualified

Assessment Period: Quarterly (Q1 award will be given in April Town hall, Q2 in July etc.), during Town hall meeting.
How: PM will nominate the individual; such the Nominations will be carefully reviewed and evaluated by the Practice heads and HR team before final selection. During the Town hall PM will introduce the individual and make the announcement by taking examples where he/she has demonstrated the qualifying attributes
Reward: Recognition Certificate, along with a gift voucher (Up to Rs. 1,500)

4. **Best Project Manager of the Year**
One PM each year will be selected to get this prestigious award. The award can also be cancelled for a particular year if none of the PMs meet the selection criteria. The goal here is to recognize and appreciate all the efforts the manager invests in building a high performance team by instilling and promoting Appshark'**Core Values**.
Selection Criteria
- Quarterly Manager & Team feedback (for the Manager) should be 90% or higher
- Customer Satisfaction Survey Score for all projects should be 90% or higher
- Process compliance score (weekly audits) should be 90% or higher
- Ensure that the recruitment efforts are properly supported for successful hiring - To be measured using recruitment app - 90% or higher Recruitment Support score
- Employee Turnover rate should be at or below 10%
- Managing New Joinees' experience - The PMs goal is to ensure the New Joinee is welcomed, engaged with, coached, mentored and absorbed into the team in a timely manner. Each new joinee will be asked to provide feedback on 30, 60 and 90 day points upon joining the company. PM should score 90% or higher on this feedback
- At least 12 Sales Deals assisted (Data reported from Salesforce)
- Less than 3 Customer Escalations to Reporting Manager/Sr. Management
- Executes projects with a team made up of Appshark' prescribed resource mix for 90% of the year.
- Demonstrates Technology Leadership by promoting R&D, Technical Blogs, Trainings by his/her team members. At least one internal article or website blog posting per month from the team is required to qualify.

HOW: The selection panel will consist of HR Director and other members of the Senior Management team, will review all PMs' performance data collected throughout the year and arrive at a decision.

Assessment period: Annual (April to March), performed during the month of April of each year.

Reward: A plaque. Along with a cash reward of Rs. 50,000. Actual amount will be lower, after deducting taxes.

5. **AppShark Best Team/Project of the quarter + Best Manager of the Quater**

One team each quarter will be qualified to get this award. The award can also be cancelled for a quarter if no team meets the selection criteria. The goal here is to recognise and appreciate team effort. The performance and attitude of all the team members will be taken into consideration.

Selection Criteria

This award is given to an outstanding team for its performance in the quarter. The best team will be selected based the below mentioned criteria by the HR group.

- Published at least ONE R&D research article, or blog post AS A TEAM, NOT INDIVIDUAL
- Customer Satisfaction Score 90% or higher
- Project Deliveries within the defined timelines 90% or higher
- Weekly Process Compliance scores should be 90% or higher
- Knowledge sharing and mentoring the NCG's (Measured by feedback from NCGs)
- 90% or higher feedback from New Joinees in the reverse feedback to the team

Best Project Manager of the quarter

The leader who ensures that his team qualifies in all the above criteria will also be recognised and awarded as the Best Project manager of the quarter for showing the correct direction to the team along with the below points.

- Employee Turnover rate should be at or below 10%
- Resource utilisation should be greater than 75%

Assessment period – Quarterly (Q1 award will be given in April Townhall, Q2 in July etc.), during town hall meeting.

HOW: The selection panel which consists of HR Team who will review each team's performance thoroughly before taking a decision

Reward:
- Team - Recognition Certificate, Cash Prize for the team, Rs. 5,000
- Manager Recognition Certificate, Cash Prize for the team, Rs. 5,000

Note: *Hygiene metric- Timesheet update, Any employee who is a defaulter in timesheet update will not qualify for any of the above awards

Service Awards

1. **Service completion recognition- Monthly Recognition**

Selection Criteria

- This award is given to associates who have been with the organization for more than 1 year. Appshark believes that commitment and service continuity sure needs an applaud and appreciation.

Selection Criteria

- Every successful completion of a year

Process:

- Service completion certificate and a thank you note will be given away to the Associate

2. **Long Service Award- Monthly Recognition**

   Selection Criteria

   This award is given to associates who have been with the organization for a long period of time, in appreciation of their loyalty and commitment towards the organization.

   Process:

   - Associates who complete 5, 10, 15, 20 & 25 Years of service with the company would be eligible to receive this award.
   - The service has to be continuous and employee should not be in the notice period to be eligible for this award.

Note: Adherence to company policies and procedures are hygiene metrics and everyone is supposed to mandatorily practice them. This is not an award winning element instead it is a non-tolerance factor

Fun at work

Fun at work will be the break through to run our operations seamlessly, in this activity Appshark will ensure that every individual's self-esteem is respected and maintained

Event Management Team will be formed to plan and execute the events or celebrations at work. This team will be formed once in every quarter to break the monotony and organize celebrations at work.

Birthday celebrations: HR will send out a Birthday message and handover a bouquet of flowers to the individuals on the Birthday.

Festival celebration: To continue the tradition and festival culture at work, festivals will be celebrated together as a team. EMT team will plan and executive the celebrations at work.

Quarterly meet:the entire AppShark team will meet together for a quarterly lunch. This is the time when the quarterly awards and recognitions will be announced. And the team together can have loads of fun

NOTE: EMT team needs to ensure that all celebrations must be planned by keeping in mind the Employee safety and organizational interests.
HR and Finance team's consent is mandatory in all the above mentioned celebrations

Version History

S.No	Date modified	Modified by	Approved by	Version change details
1	2014			First integrated document
2	July 2016	Sripriya.C.K	Srinivas Gaddam, Gopikrishna Vemuri, Rajanikanth Damera	Included new awards – Team , service recognition, Pat on the back, Technical Guru