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SWIGGY

Performance Management Policy

Objective:

The purpose of the performance review is to:

- Provide employees with constructive feedback on their performance and to evaluate the achievements over previously set goals
- Recommend if appropriate, merit increases based on organisations performance and employees' performance
- Facilitate the improvement of an employee's performance
- Provide a link between performance assessment and Individual development needs

Scope

This policy applies to all Swiggy full-time employees

Performance assessment frequency and Eligibility

Performance Review Frequency	Month	Eligibility	Pay-outs	Effective
Annual performance review	March	Joined on or before 31st December	Incremental pay-outs, promotions, variable pay.**	April 1st
Quarterly performance check-in	June	Joined on or before 30th April		
Mid-Year performance review	September	Joined on or before 30th June	Variable pay-out, Promotions**	October 1st
Quarterly performance check-in	December	Joined on of before 31st October		

Performance Rating Scale

The rating categories enable managers and employees to focus their performance conversations on how and to what extent, performance expectations are met, rather than performance rating itself.

Outstanding Performance	• Significantly and consistently exceeded expectations pertaining to goal related tasks and expectation(s) by producing a high quality and quantity of work • Required no supervision in completing this goal • Outcomes and results add value beyond the scope of the goal further benefiting the department

Exceeds Expectations	• Consistently achieved and frequently exceeded goals related objectives through intensive effort and according to plan • Overall goal was completed and final results exceeded expectations. Demonstrates the ability to take on responsibility above and beyond the goal requirements with a high level of success
Met Expectations	• Completed all key tasks and objectives necessary to achieve the goal • Quality of work related to goal fully met expectations • Demonstrated necessary ability to complete the goal successfully • Completed goal related tasks with average to minimal supervision
Met Some Expectations	• Completed some but not all of the key tasks and objectives necessary to achieve the goal • Work related to goals needs some revision or adjustment to meet expectations • Partially demonstrated the responsibility to successfully complete the goal • Required close supervision to achieve the goals
Did Not Meet Expectations	• Did not complete key tasks and objectives necessary to successfully achieve the goal • Work related to the goal consistently needs revision or adjustments to meet a minimal success level • Did not demonstrate the ability to take on the responsibility needed to successfully complete the goal

Performance Appraisal Process

Setting Functional and Role specific KRA	Self Assessment	Manager Assessment	Performance calibration and final review	Appraisal and Rating Discussions	Sign off
• Employee • Reporting Manager • Functional head	• Employee	• Reporting Manager • Functional Head	• HRBP	• Reporting Manager • Employee	• Employee • Reporting Manager

Step 1-Setting Functional and Role specific KRA

Based on organisational goals, your respective functional heads will cascade functional goals to managers that needs to be achieved. Your KRA will be set in line with functional KRA/goal's.

Employee actionable: Employees to update their KRA's on Darwin box post discussion with their reporting managers, so it's in line with organisational/functional goals.
Manager Actionable: Manager needs to approval the KRA's, make changes if required and approve the same.

Step 2-Self-Assessment

Self-assessment enables employees to capture their accomplishments based on pre-defined KRA's and involve the employee to rate themselves based on the achieved goals.

Employee actionable: To complete self-assessment accurately within defined timelines.
Manager actionable: Ensure respective team members complete the self-assessment in time.

Step 3-Manager Assessment

Manager to review the self-assessment, update his/her ratings and comments against each of the KRA's and also recommend final rating.

Manager actionable:

- Check on the accuracy and completeness of the assessment.
- Review, rate and comment on each KRA with complete fairness.
- Adhere to timelines.

Step 4-Performance calibration and Final review

Performance appraisal dashboard will be share with respective functional heads by HR. Functional head to review and sign-off the final rating and recommendation.

Functional head actionable:

- To review performance dashboard.
- In case of discrepancy co-ordinate with reporting manager.
- Sign off on final rating, Increment and promotions.

Step 5-Appraisal and Rating discussion

HR will communicate final rating to reporting managers. The reporting manager will schedule 1:1 discussions with employees.

Manager Actionable:

- Provide constructive feedback to employees.
- Ensure individual understands the feedback and final rating.

Step 6-Sign-off

Post-performance appraisal discussion, employee needs to sign-off on Darwin box, to acknowledge his/her agreement with the performance appraisal.

Redressal Process:

As an organisation, we want to ensure that this is a fair and transparent process. Once you have a discussion with your managers, and in case you have any concerns regarding the rating or the overall process, you can escalate the same on Darwin box. The HR team will collate the feedback and work with your Function Head to resolve the same.

Performance Appraisal Eligibility Exceptions

- Any employee who has been terminated due to ethical issues, unfair trade practices will not eligible for performance appraisal.
- Any employee who resigns on or before 30th April will not be eligible for merit increase.

Exceptions

Any exceptions to this policy will require approval of Human Resource Head. This policy is subject to change at any given point in time by Swiggy. Any amendments or additions to this policy would be communicated and shall form a part of this policy.

Useful links

Guide to people managers
Prepare for your Performance appraisal
Frequently asked questions and answer

Version	Version date	Effective from	Prepared by	Reviewed by	Approved by
1.0	September 08, 2017	September 08, 2017	HR Department	Manager HRBP	Head HR