

05 Employee Reward & Recognition

Policy No.	CATALYST\HR\04
Policy Owner	Chief Human Resources Officer
Function	HR & Admin
Approver	Managing Director
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Purpose:

The CATALYST encourages the recognition of excellence in performance and achievement through the use of rewards that are creative, flexible and meaningful. When administered and communicated effectively, reward and recognition are an important part of a total compensation program. Recognition and rewards one time achievements that have notable impact on a program, to a project, or an individual activity that contributes to the vision and to the pursuit of excellence at CATALYST.

Awards are “supplemental,” at the discretion of the Management, and must not be made under any “contract, agreement, or premise.” No representation from non-recipients will be entertained.

Objective:

To recognize and promote positive behaviour that support individual, work group unit, team, department, decision and or business goals objectives.

- To provide timely recognition to employees either as planned or immediate recognition
- To provide appropriate recognition based on the significance of the contribution
- To provide both individual and team recognition and rewards
- To provide for both manager and employee initiated recognition and rewards
- To encourage improvements in productivity, quality of work and customer service
- To align employee performance and achievements in line with company’s value characters & Mission Objectives

Eligibility:

This policy applied to all employees on the permanent rolls of the Comprehensive Support Services Pvt Ltd., (hereinafter referred to as “the company” for the sake of brevity) resources engaged on Contract – directly with the Company or through a Contractor. Trainees, Interns and resources engaged for short term projects, and also includes any personnel engaged on the work sites undertaken by the company.

Policy Details:

Reward will mean a token of appreciation of the contribution/ performance of employees leading to significant improvements in the work processes and effectiveness. The employees would be rewarded for their contribution through four categories of awards as given here under:



Performer of the Month:

- To provide healthy competitive environment wherein employees are motivated to excel
- To identify high performance and nurture the excellence amongst them
- Recognize & Reward outstanding contributions made by an employee in achieving the organizational objectives and goals
- Gifts

Appreciation of good work done within the department, that sets an example for the rest of the employees, would be done by highlighting the contributions through:

- Shopping Gift Voucher
- Certificate of recognition
- Name shall be displayed on the Excellence Board

Qualifying Criterion:

These Awards are given for contributions that have a significant impact on the function/business of the company

HOD would nominate the Top Performer as under:

1. HOD to nominate employees based on the outstanding performance/contributions based on the following factors:
2. HOD to nominate employees based on their outstanding performance/contributions based on the following:
 - a. Quality & Innovation: suggesting process improvements leading to improvements on quality, devising new ways of working in the organization that result in time saving or easier work processes.
 - b. Cost: suggestions / Actions which result in substantial saving to the Company
 - c. Delivery: consistently exceeding the set targets
 - d. Customer Orientation: going out of way to help customers and meeting their requirement, reflecting extraordinary service orientation to achieve customer satisfaction
 - e. Revenue Generation: suggesting new ideas that lead to increased revenue

Procedure for Nominations:

- a. This reward is for the individual performance of the staff
- b. HOD while nominating the names should clearly bring out contributions of the employee in details; explaining his/her efforts and results achieved

Best Unit (Periodically):

Appreciation would be done by highlighting the contributions through:



- An appreciation letter signed by the director
- Name shall be displayed on the Excellence Board till next assessment
- Or such other reward as deems fit and appropriate

Qualifying Criterion:

- Financial performance
- Minimal attrition & overtime
- Client appreciation
- Such other achievements based on units & departments
- Safety and/or Quality

Milestone Award:

The purpose of recognition is to contribute to the happiness of the employees by participating and celebrating in their special moments. This award to facilitate outstanding, uninterrupted and unblemished services to CATALYST for more than 5 years. This award will be decided by the management and will be awarded annually.

Others:

R&R programs as introduced from time to time by individual department level or at and organization wide level.

