



# GREENWICH MERIDIAN

Logistics (India) Pvt. Ltd.

*We Simply Connect*

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### **HR Policies – Meaning / Definition**

Human Resource is an increasingly prominent field that is taking shape throughout industries & workplaces worldwide. Recognizing the fact that people form the core asset of a company, business leader across the globe are coming to rely more upon an effective management policy that applies specifically to the area of Human Resource.

‘Policy’ means ‘a course or principle of action adopted or proposed by an organization or individual.’ According Edwin B. Flippo, "A policy is a man-made rule or predetermined course of action that is established to guide the performance of work towards the organization. It is a type of standing plan that serves to guide subordinates in the execution of their task."

A policy may be defined as statement or general understanding which provides as guidance to decision making to members of an organization in respect of any course of action. Personnel policies are well recognized intentions of the management with respect to manpower management in the organization. Personnel policies indicate the objectives or the establish course of action to establish management’s relationship with the employees of the organization. Following are some important definitions of personnel policies.

In today’s modern era, Human Resource Management serves 5 key functions:

1. Hiring
2. Compensation
3. Evaluation (of Performance & Management)
4. Promotions – Career Planning
5. Managing Relations.

It is the prime responsibility of Human Resource Manager along with the team to conduct these activities in an effective, legally compliant & a fair manner.

### **Purpose & Scope of Human Resource Policy Manual**

The purpose of Human Resource Policy manual is to provide employees & employer with a systematic approach to administer HR policies & practices with the company.

HR policy is a manual designed with a fundamental communication tool to have easy access to the company policies & practices. A HR manual serves its purpose by preventing difficulties arising due to lack of understanding of policies, lack of proper communication which may have resulted from unwritten policies. It works more like an 'Affirmative Action' to ensure healthy work place environment & high job satisfaction level of employees.

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### **Benefits of A Policy Manual**

One of the major benefits of a policy manual is that it provides everyone in the organization with a clear explanation of all existing HR policies & practices.

A policy manual is a written document of good faith in providing for fair employment practices & equal growth prospects to the employees of the respected company.

Written company policy is one of the best antidotes, medicine chest for the employee related trouble a company can face.

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**A propos the Company: (About the company)**

**Greenwich Meridian Logistics (India) Pvt.Ltd (GML)** was incorporated on 15th May 2002 with the Indian Registrar Of Companies. A young, dynamic team of qualified and experienced professionals led by Directors with experience of over 10 years in the shipping industry. GML believes in come up with continual improvement in IT Infrastructure and uplifting of the Quality standard of the Organization.

The company has been certified with ISO 9001:2008.

GML has been registered with:

- Directorate General Of Shipping, Govt. of India
- Federal Maritime Commission, USA
- Nava – Sheva Port & Customs
- MBPT – Port & Customs

And a member of the following bodies:

- **FIATA**



- **CAI**



- **FFFAI**



The Company has a worldwide Agency Network. There are over 250 experienced professionals working under GML – Flagship Companies.

**Quality Policy:**

Greenwich Meridian Logistics (I) Pvt. Ltd believes that the service quality of an organization and wider reach to destination is the best route to achieve growth and customer satisfaction. It can be achieved through an established quality management system and continual improvement of the system and the software.

**GML – Across the Globe**

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Civil Aerodrome post,  
Coimbatore 641 014

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Tirupur 641603

**INDIA-MORADABAD**  
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Delhi Road, Moradabad-244 001



**Dubai**  
MFL Logistics LLC  
501, 5th Floor, B Block,  
Shaikh Hamdan Award Complex,  
Jumerah Beach Road,  
Dubai,UAE  
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Fax: +9714 3274949

**Canada**  
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Ontario M9W 6W2 Canada  
Tel: 001 416 640 1921  
Fax: 001 416 640 1924

**U.K**  
Greenwich Meridian Lines UK  
Unit H & I, Midway Estate  
Foundary Lane, Burman on Crouch  
Essex CM085H  
Tel: 0044 1621 786 300  
Fax: 0044 1621 786 080

**SERVICES TO OFFER**

GML as a logistic firm offers various services such as –

- Full Container Loads
- Over Dimensional Cargo
- Project Cargo
- Refrigerated Cargo
- Garments on Hanger Consolidations
- Sea Air Services
- Value Added Services, DDU / DDP
- Break Bulk Cargo
- ISO Tanks
- Project Cargo Hazardous Cargo
- Packing & Removal – Personal Effects
- RO – RO Services
- 
- 
- Exhibition Cargo
- Warehousing : Bonded / General
- Direct filing of AMS with US & Canada Custom

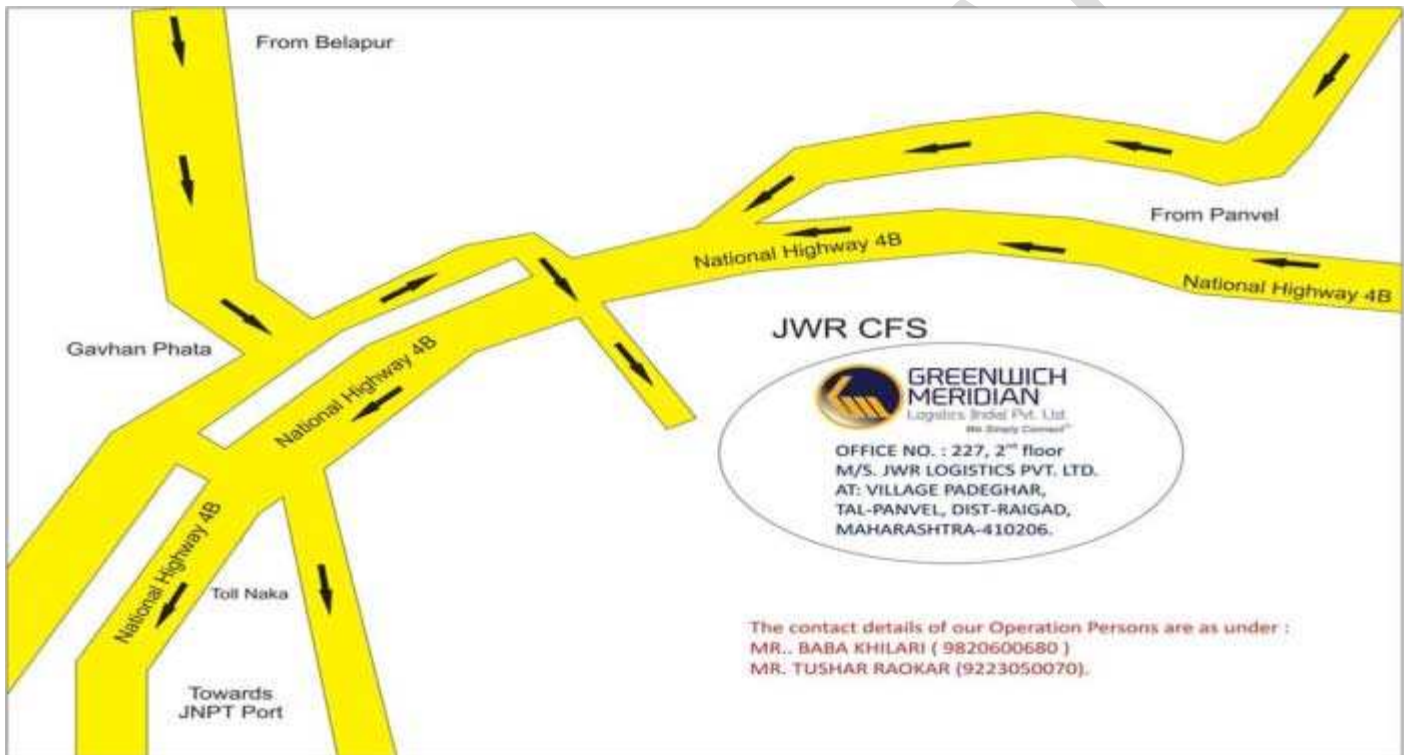


The company has its distribution channels in India, UAE, Singapore, USA, Canada, Europe, Australia, and New Zealand



**CARTING SHED AT JWR:**

The company has its operations of FCLS as well as LCLs &, fully functional from our NEW CFS -  
**M/ S. JWR LOGISTICS PVT. LTD.** VILLAGE PADEGHAR, TAL-PANVEL, DIST-RAIGAD,  
MAHARASHTRA-410206





**DIRECT SERVICES FROM INDIA TO ALL THESE LOCATIONS**



*To keep customers, business needs to invest in its employees*

**PORTS & ICDS IN INDIA**

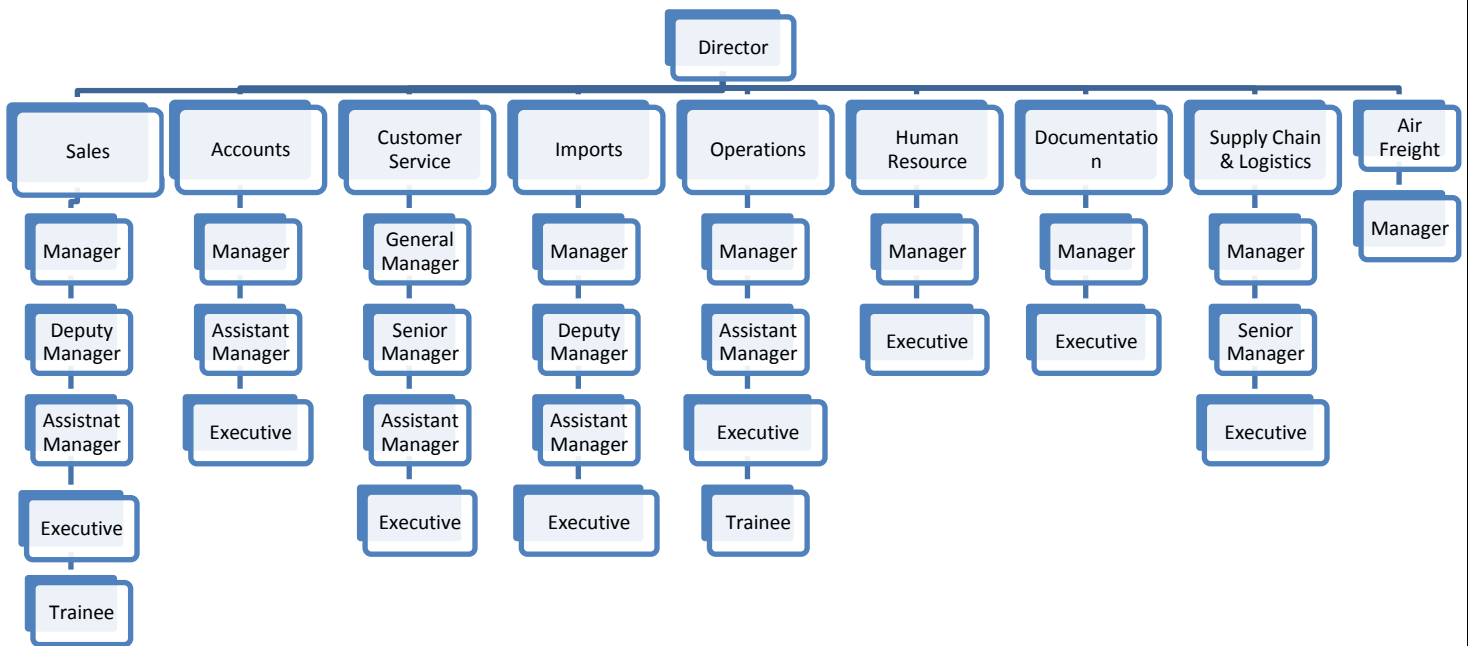


Imports from the company's end are registered with Indian Customs for direct filing of Import General Manifest (IGM).

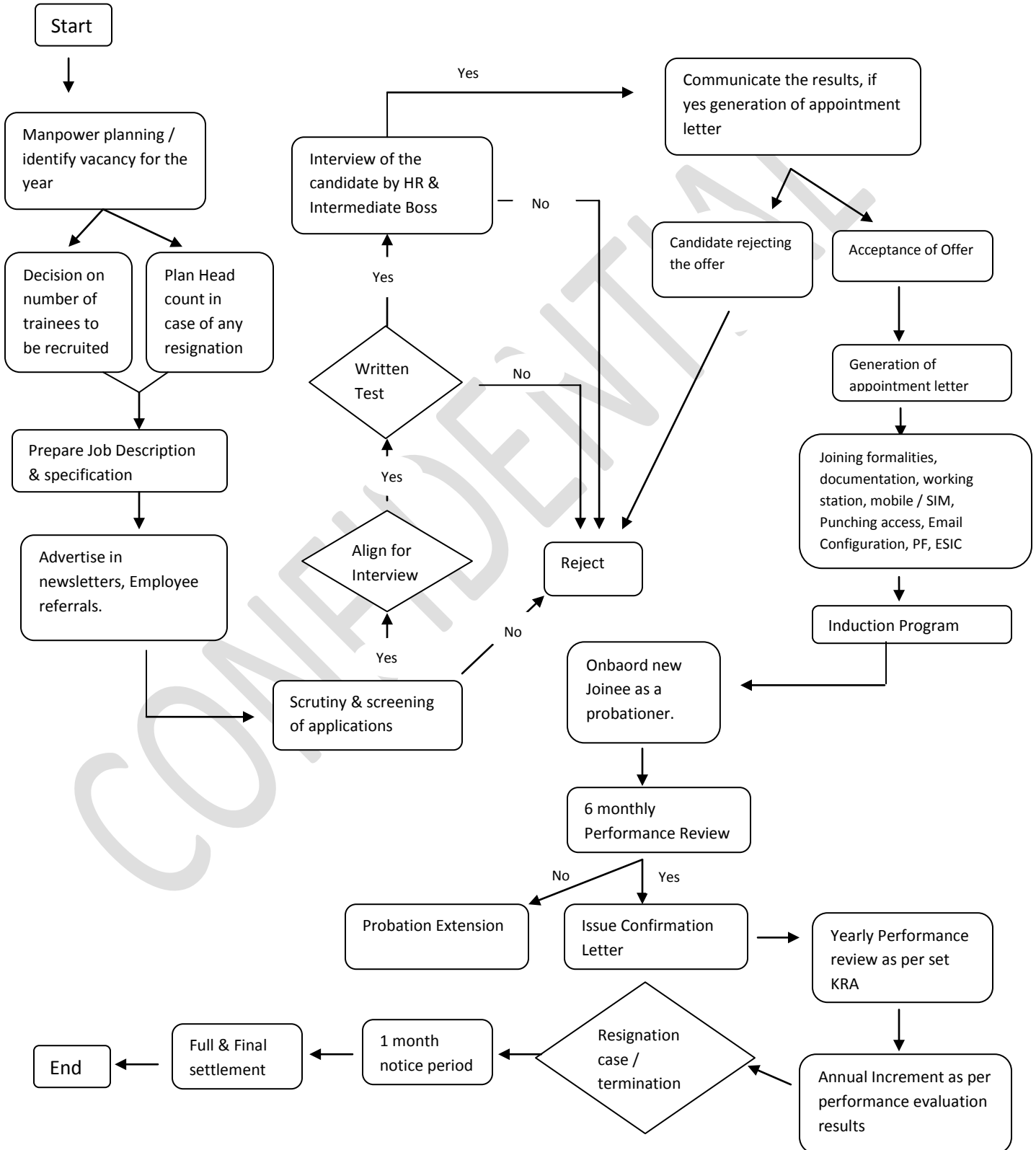
It Offers Transshipment services for LCL cargo to over 55 destinations worldwide with weekly connections and faster transit time.

The company has dedicated space in customs bonded area for deconsolidation & offers Custom clearance & Door deliveries.

**ORGANIZATIONAL STRUCTURE**



**EMPLOYEE LIFECYCLE AT GML – ENTRY TO EXIT**





**Employee database:**

Certain documents are to be submitted from the employee's end in case of a new joinee or resignation. This is done for company's record purposes & also as a part of systematic HR process.

GML has a checklist for the same –

**Joining Formalities :**

Company Introduction	Yes/No
Office Timing	9.30am to 6.30pm
Lunch hours	1pm to 2pm
Late Mark Policy	≥ 3 late marks in a month = '1' leave
Punching access	To align with IT & feed the access code in software driven Biometric Punching system
Leave Detail	Leave without pay during Probation. On attaining confirmation 2.5 paid leaves per month
Dress Code	Indian / Western formal (Monday to Friday) Casual attire on Saturday.
Prohibition of in-disciplinary action within the company premises (e.g. photography)	Yes / No
Email configuration	Yes/No
Desktop / Laptop	Yes / No
Copy of Appointment Letter	Yes/No
Copy of education certificate	Yes/No
Copy of address proof	Yes/No
Passport size photograph	Yes/No
Copy of salary slip (last salary drawn)	Yes/No
Relieving letter from previous company	Yes/No
PF / ESIC Nomination Form (If applicable)	Yes / No
Opening of Bank Account	To align with accounts team
Mobile / SIM	Yes / No
Introduction with the team	Yes/No
Introductory mail to Director (HR), to Employees (new joinee)	Yes/No



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**Resigning Formalities :**

Acceptance of Resignation Letter	Yes/ No
To serve the notice period	Yes/ No
Last date of service	Yes/ No
Notification mail to Directors (HR)	Yes/ No
Full & Final Settlement	
Arrears	Yes/ No
Last working month salary	Yes/ No
Leave encashment	Yes/ No
Handling over of office belongings (laptop, SIM card, mobile phone)	Yes/ No
Deletion of Email IDs & Punching access	Yes/ No
Knowledge Transfer	Yes/ No
PF withdrawal / Transfer form	Yes/ No
Submission of Form 3 A	Yes/ No
Submission of PF forms	Yes/ No

### Remuneration

#### Salary Payment:

All employees are paid on monthly basis. Salary calculation is done by Human Resource Manager & shared with the Accounts Head for payments.

Employees on probation, receive their salary in cash & others through NEFT.

#### Process for Salary Generation:

- a. To pull report from Biometric attendance system.
- b. Basis that maintain attendance muster roll
- c. Receive attendance details from other branches on last working day of the month.
- d. Maintain monthly leave data.
- e. Calculate paid leave, leave without pay & late marks
- f. Make necessary entries, uploading of sheets in Saral Payroll software.
- g. Generate & verify payroll details.
- h. Pass control to Finance team to arrange for payments
- i. Distribution of cash salary to Probationers.

#### Salary Breakup

Basic salary comprises of 40% of the gross salary. Other Allowance (Travel allowance, HRA) form 60 % of the gross salary.

Provident Fund, ESIC, Professional Tax, Labor Welfare Fund, Loan Installment (if any) form the deduction part of the salary

The heads under salary sheet include -

S.NO	Name	Basic	Net Basic	Other Allowance	Net Other All.	Present Days	Conveyance	Total Salary	P.F	ESIC	P.T	Loan	I.T	L.W.F	Adv.	Total Deduction	Net Salary



### Salary Increase:

Salaries are linked to an employee's post, experience, qualification & performance in the company. An employee's performance is reviewed annually. Performance will be one of the criteria which will be considered during salary assessment. As a result, it may not be uncommon for two employees, performing the same Job to be receiving different pay packages & other perquisites.

Normally, salary scales will be reviewed on annually basis. But this necessarily does not imply a hike.

If applicable, salary hikes, when earned & approved, will normally be effective immediately unless otherwise stated by the management.

In case of change in designation, location (transfer), on being notified by the immediate reporting manager, a salary adjustment effective from the stated period may be authorized.

Salaries are subject to high confidentiality & are not be discussed / shared with people other than those holding authority for the same.

### Payroll deductions:

Private costs incurred by the employee (e.g. excess mobile bills) through company means will be deducted from the previous month salary in the deduction side of the calculation sheet. The concerned employee & his/her immediate supervisor should be informed in advance of the deduction process to be carried on.

The company provides its employees with Loan taking into consideration their tenure with the company & the salary bar.

A loan application is to be submitted to the HR team post approval from the Directors.

The approval amount is sanctioned by the company Directors at their discretion. Monthly installment is deducted from an employee's salary as per the amount decided during the loan approval.

In case an employee does borrow loan from an outside / private financial funding institute, the company will not be held liable for any consequences whatsoever of obtaining a loan or failure to repay the loan.

### Gratuity

Gratuity is a part of salary that is received by an employee from his/her employer in gratitude for the services offered by the employee in the company. Gratuity is a defined benefit plan and is one of the many retirement benefits offered by the employer to the employee upon leaving his job. An employee may leave his job for various reasons, such as - retirement/superannuation, for a better job elsewhere, on being retrenched or by way of voluntary retirement.

As per Sec 10 (10) of Income Tax Act, gratuity is paid when an employee completes 5 or more years of full time service with the employer (minimum 240 days a year).

An employer may offer gratuity out of his own funds or may approach a life insurer in order to purchase a group gratuity plan. In case the employer chooses a life insurer, he has to pay annual contributions as decided by the insurer.

The employee is also free to make contributions to his gratuity fund. The gratuity will be paid by the insurer based upon the terms of the group gratuity scheme.

The formula to calculate Gratuity is –

*(Basic + Dearness Allowance)/26 \* 15 days \* number of years of service*

The Dearness Allowance (DA) is a cost of living adjustment allowance paid to Government employees, Public sector employees (PSU) and pensioners in India.

Vehicle Allowances:

Employees may be entitled to car allowances, as per individual contract with the company. In all circumstances, the vehicle driver will be responsible for the vehicle they are driving in case of any accident or damage to the vehicle.

No car allowance can be provided without the written approval from the company Directors.

## **EMPLOYEE PERFORMANCE EVALUATION**

At GML performance appraisal is done through employee development assessments (EDA). This assessment is conducted half yearly & annually. The basic purpose of this exercise is to find out performance level of an employee & to find out areas of improvement for that employee along with setting down means to improve the performance within the given timeframe.

This process also helps the employer to design an employee's career path within the company.

Three main objectives of conducting EDA are as follows:

- a. To improve & maintain performance for the current job being performed.
- b. To identify specific areas of improvement
- c. Identification of Training needs.

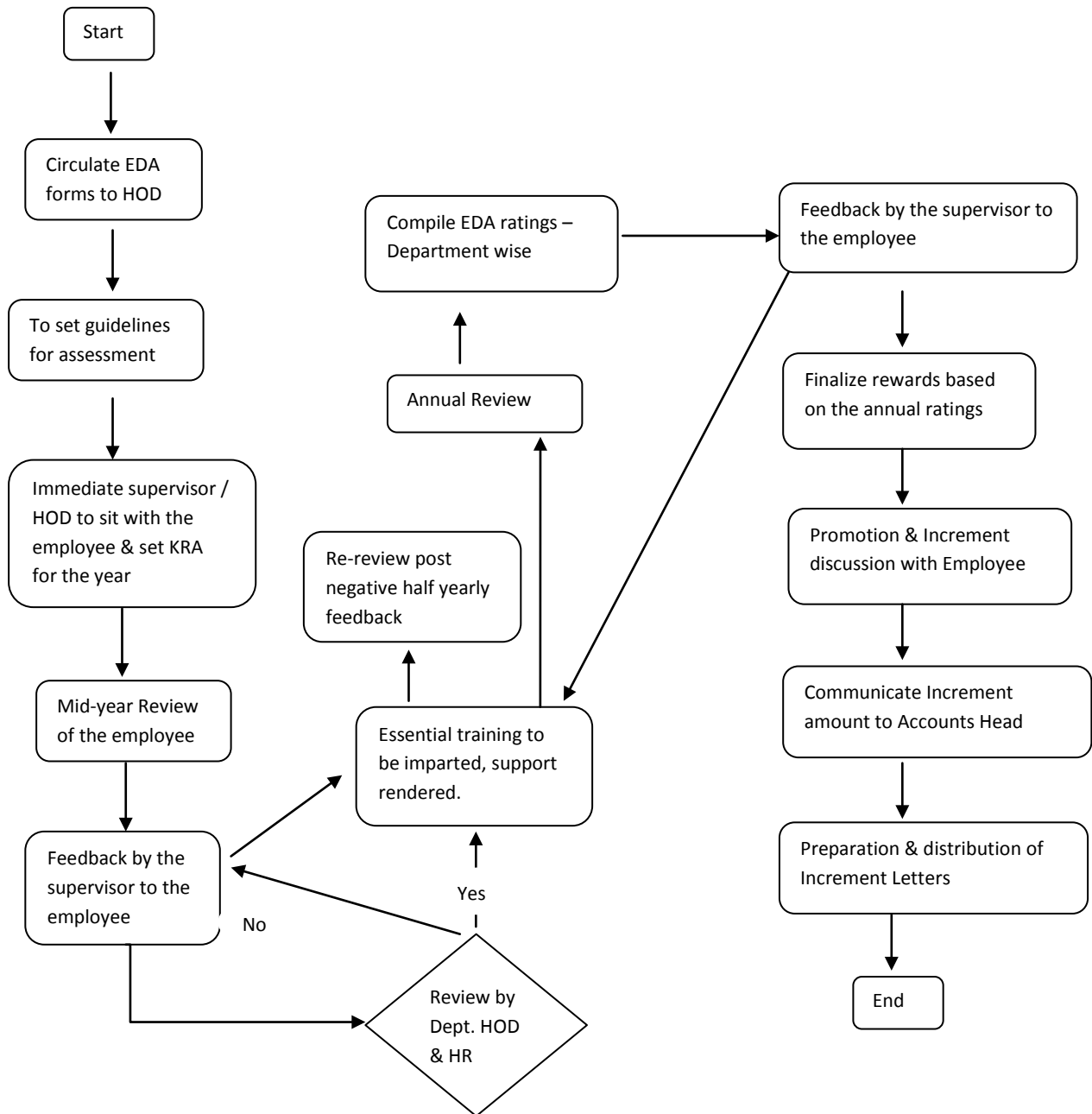
### **Standard operating process for performance evaluation:**

At an initial stage on the basis of short & long term objectives of the organization, Key Performance Area (KPA) of individual is decided mutually by the employee & his / her immediate supervisor.

Once the KPA is decided, performance evaluation should be done once in every 6 months. The objective behind this is to see whether the employees are striving in the right direction to meet the set objectives or not & to likewise decide on the training needs for the overall employee & eventually organizational development.

Once the EDA is carried out, an individual's performance is rated accordingly. Basis the ratings, annual increment & promotions are decided.

**EMPLOYEE DEVELOPMENT ASSESMENT – FLOW CHART**



### Leave

An employee on probation is not entitled for leaves. In case of any personal emergencies or illness, leave taken will be deducted from the salary.

Employees attaining confirmation are eligible for 30 paid leave i.e. 2.5 leaves per month. (For the financial year) In case of a planned leave, an employee has to apply for leave a month in advance. Leave application form needs to be submitted to HR post getting the leave sanctioned by the employee's respective HOD.

On exhaustion of the 30 paid leaves, in case of absenteeism it is considered as LOP – leave without pay.

Other than 30 paid leaves, the company gives 12 paid holidays to the employees when the company's business is closed. This list is circulated to the employees at the start of the calendar year. (Subject to changes at the discretion of the management)

#### Encashment:

An employee is entitled for leave encashment (for balance leaves from 30 paid leaves) at the end of the financial year. Company does not permit carry forwarding of leaves to the next financial year.

#### Maternity Leave (Under Maternity Benefit Act, 1961)

The Maternity Benefit Act, 1961 regulates employment of women in certain establishments for a certain period before and after childbirth and provides for maternity and other benefits.

No woman shall be entitled to maternity benefit unless she has actually worked in an establishment of the employer from whom she claims maternity benefit, for a period of not less than one hundred and sixty days in the twelve months immediately preceding the date of her expected delivery.

For the purpose of calculating the days on which a woman has actually worked in the establishment, the days for which she has been laid off during the period of twelve months immediately preceding the date of her expected delivery shall be taken into account.

In case of any medical complications arising during pregnancy or childbirth, the woman under the Act is eligible to extend the Maternity leave by a month.

Every woman shall be entitled to, and her employer shall be liable for, the payment of maternity benefit at the rate of the average daily wage for the period of her actual absence immediately preceding and including the day of her delivery and for the six weeks immediately following that day.



The 'average daily wage' means the average of the woman's wages payable to her for the days on which she has worked during the period of three calendar months immediately preceding the date from which she absents herself on account of maternity, or one rupee a day, whichever is higher.

The maximum period for which any woman shall be entitled to maternity benefit shall be twelve weeks, that is to say, six weeks up to and including the day of her delivery and six weeks immediately following that day.

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### **Employee Engagement Activities**

Here, at GML employee engagement activities are treated as of utmost importance. Various activities carried out under this head include –

Birthday celebrations of the employees

Celebrating various festival & big days e.g. Independence day.

Organizing Diwali poojan & inviting employee's family on the occasion for Pujan & lunch

'Best employee of the month' – On monthly basis, HOD of every department nominates an employee for the award. Amongst the nominated employees, the company Director selects an employee for the award. The winners bags the award & gains monitory benefits (amount is fixed for the award throughout the year by the management)

Pantry – There is a well furnished pantry for the employees to have their meals. Tea / coffee & evening snacks are served to the employees on behalf of the company.

Recreational Room – The Company has a well equipped recreational cum fitness room for its employees. The room has various games like Table-Tennis, Carom Board, Pool game for employee to play during their break times. Along with these fitness equipments like Exercise bike to support the employees in their fitness regime.

Display Board – There is display board which is placed within the company premises at high visibility zone. The board has corner dedicated to employee talent. This encourages & motivates in-house talent. Employees having talent like – Writing good articles, poems, drawing / sketching, photography can have it posted at the display board.

### **Safety**

GML is keen to provide utmost safe environment of work to the employees. The company takes pro-active steps in ensuring that the employees are aware of & follow good safety procedures of work. The company & its employees adhere to all the safety norms framed by the local government bodies. GML aims to maintain a safe, hazard free & professionally healthy work environment. In case of employees on field, traveling for official work, it is the responsibility of employees to identify & comply with any safety regulation, unique to that place.

The company reserves the right not to accept responsibility for the action of individuals who ignore safety norms set by the company & who carry out actions which are in contravention to the company safety rules, where it is reasonable to expect the individual to have prior knowledge of such instructions through their professional qualification & knowledge.

Few safety guidelines:

- a. Keep all the areas free from potential hazards, electric wires, boxes, skids, tools, dangerous equipments etc.
- b. To be aware of the location of fire extinguishers & emergency exits
- c. First Aid kit to be kept in HR department
- d. Employees permitted to smoke only in designated areas (Stairwell)
- e. To report any injury caused at workplace to the immediate supervisor.
- f. Never to compromise on safety.



### **Security**

It is the duty of every employee to protect the assets of the company from misuse & damage, pilferage & theft.

With the co-operation of concerned security authorities / agencies the company constantly strives to attain highest standards of security within the office premises.

Whenever a movable asset belonging to the company is taken out of the premises, a Gate pass is made & duly signed by the HR head. This pass is submitted to the concerned Security person so as to confirm the authorization of moving of goods from one place to the other.

When a contract employee leave the office premises post duty timings, he is physically checked by the security so as to ensure that no office property goes outside the office premises. This is done for security & safety purpose.

#### **Fire Alarm / Siren**

Fire Alarms have been placed within the company premises. In case there is fire in the office or in & around the premises, the fire is detected & the alarm rings, wherein all the employees rush out of the office & come out to gather at the predefined assembly points. Only after getting the All – Clear siren from the security / concerned authority, the employees return to their respective work stations to resume duty.

### **Grievance Settlement Procedure**

#### **Application & Scope:**

The company is committed to promoting effective working relationship & an environment in which employees feel able to raise work related issues with their managers.

A laid down grievance procedure provides a clear & transparent framework to deal with concerns, problems or complaints raised by employees in the course of their employment in relation to :

- a. Matters concerning his/her own terms & conditions of employment
- b. Matters concerning any aspect of work or his / her working relationship with the company.
- c. Matters concerning working conditions / situations.

The following Grievance Handling Procedure is being carried out at GML –

#### **Step 1:**

The company wishes to encourage all employees to attempt to resolve all issues in an informal manner, rather than to resort to formalizing the complaint, by discussing work-related grievances with his / her supervisor or immediate supervisor / manager face-to-face in the first instance.

#### **Step 2:**

In case the grievance is not solved in an informal manner, the aggrieved employee can approach his / her Head of the Department. The HOD will look into the matter & convey his decision in 4 working days.

#### **Step 3:**

If at all, step 2 fails to resolve the issue, a grievance committee is formed by the management. This committee investigates the matter & shares a fair & neutral decision / solution to the problem within a pre decided timelines, depending on the sensitivity & urgency of the situation.

#### **Step 4:**

If the aggrieved employee is not satisfied with the decision of the committees, he / she may approach the higher management / Director, whose decision will be the final one & no challenges posed on that.



**Grievance Form**

<b>Name:</b>	
<b>Department</b>	
<b>Details of the grievance</b>	
<b>Remarks of Immediate supervisor</b>	
<b>Name: _____</b>	<b>Signature</b>
<b>Date: _____</b>	
<b>Remarks of HOD</b>	
<b>Name: _____</b>	<b>Signature</b>
<b>Date: _____</b>	
<b>Remarks of Grievance Committee</b>	
<b>Name: _____</b>	<b>Signature</b>
<b>Date: _____</b>	
<b>Director</b>	<b>Signature</b>
<b>Date: _____</b>	

**Employee Development Assessment Form**

<b>KRA</b>	<b>Weight age Points</b>	<b>Employee Ratings</b>	<b>Appraiser's Ratings</b>
Responsible to add 1 additional customer every month with minimum gross review of Rs.10,000/- per month			
Gross revenue of 3-4 times of gross salary, subject to volume , productivity			
Weekly data analysis. To meet at least 3 new customers per week / month. Furnish reports by 5 <sup>th</sup> of every month.			
Leads – 1 quality sales lead USA / Europe. Zero loss of customers throughout the year – Customer base as per MIS			
Collections – Money Released within the stipulated time, debtor report – qualitative customer analysis report – 16 <sup>th</sup> & 1 <sup>st</sup> of month			
Liaise with Ops / Doc / Finance for better services. Monitor Customer Complains – F/ups.			
Timely reporting, Discipline, Proper updates, communication			
<b>Overall Performance (On 70 points)</b>			

Self Appraisal

1. Mention the most important achievements of the past year & what element of your job interests you the most?

2. Please list any notable areas, you have identified, where you need to improve for further development.

3. The major constrains faced by you during the course of your performance in the past one year, which reduced your efficiency level.

4. Kindly list the areas in which you would like to work in future, like new assignments, new roles, additional responsibility & new ideas.

5. Any other remarks / comments

Personal Competency

	Personal Competency	Weightage	To be filled by Appraisee	To be filled by Appraiser
Interpersonal skills	The ability to get along well with colleagues. Ability to interact well in the organization & be sensitive to organizational needs.	4		
Communication	Communicate clearly & effectively at workplace with peers, supervisors & clients, both verbally & in writing.	3.5		
Honesty / Integrity	Fairness in practice of values & organizational principles.	4		
Discipline	Ability to act in accordance with the established rules, ensure adherence to the company policies & procedures. Has good attendance & plans well ahead for leaves & gives information.	4		
Reliability	Is able to work with limited supervision, ensuring end to end task completion & display commitment to work.	3.5		
Work Attitude	Plan & organize work effectively , has sense of urgency in acting , willingness to learn new things	4		
Commitment	Having high degree of involvement at work. Takes initiatives, self motivated. Be accountable for his/her actions.	3.5		
Team Player	Willingness & ability to get along with team members to achieve the team goals	3.5		
	<b>Overall Performance (on 30)</b>			

To be filled by the Appraiser

Mention strength & weakness of the employee:

Details of trainings attended:

Areas of improvement

Essential training / support needed

Overall Rating

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**Total Ratings on KRA**

**Total Ratings on Personal Competencies**

**Actual performance rating of an  
Individual**

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Key

90 - 100	<p><b>Outstanding</b> Performance is exceptional &amp; far exceeds the expectations. Consistently demonstrates excellent standards of work. Performance should be 30 % above the prescribed matrix level</p>
76 – 89	<p><b>Very Good</b> Performance is consistent &amp; exceeds expectations in all situations. Performance should be 80-90 % on prescribed matrix level</p>
60 – 75	<p><b>Good</b> Performance is consistent. Clearly meets essential job requirements. Performance should be 75% on the prescribed matrix level</p>
Below 59	<p><b>Needs Improvement</b> Performance is inconsistent. Meets requirements of the job occasionally. Supervision &amp; training is required for most of the problematic areas. Performance needs to be reviewed on regular intervals</p>

Recommendations	Regional / Branch Manager / HOD	Director's approval
No change in salary		
Increment in salary		
Re-designate as (Promotion / Demotion)		
Special Remarks		

Employee's Signature

HOD's / Immediate Supervisor's Signature

Director's Signature

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_