HR & LABOUR KPI SCORECARD

ISS Relocations

Passionate International Squad, delivering service excellence!

CRITERIA CHECKLIST

The scoring is based on the facts from various reports, registers, KPI monitoring, Employee Engagement Surveys, Feedbacks

Score from 1-3 wherein 3 is excellent, 2 is good and 1 is poor. Basis for scoring must be listed with descriptions.

1. Adherence to DEI policy	2022	2023	BASIS FOR SCORE
Recruitment based on merits and experience	2	3	HR record
Representation of nationalities	3	3	HR record
Representation of differntly abled employees	2	2	HR record
Mix of Employees- young age and older age	2.75	3	HR record
Women in management position	2.57	2.79	HR record
Average Score	**2**	**3**	
2. Health & Safety			BASIS FOR SCORE
HSE policies and implementation	2	3	HSE records, Training Register.
Health & Safety Compliance at work	3	2.78	Incidence register and records/audits
Working conditions, arrangements, right tools	3	3	Facility records/Employee Engagement Survey
HSE training	2.85	3	HSE training records
Safety and security at work	3	3	HSE registers
Rules against child labour and forced labour	2.5	2.5	HR olicies and manual, Labour Practice
Average Score	**3**	**3**	
3. Employee wellness & health insurance			BASIS FOR SCORE
Employee engagement programs, leave policies	3	3	Employee Engagement survey
Health insurance cover for employees	2	3	HR records
Work- life balance	3	3	Employee Engagement survey
Leave entitlements, maternity/fraternity leaves	3	3	HR leave records
Distribution of workload/sharing job responsibilities	3	3	Employee Engagement survey
Average Score	**3**	**3**	
4. Business Ethics, Anti-bribery/corruption			BASIS FOR SCORE
Company ethics and code of conduct	3	3	Company ethics & code of conduct
Anti bribery & anti-corruption policies	3	3	Policy implementation/internal audit
Whistle blower policy	2	3	Policy implementation/internal audit
Anti-fraud activities control	2	3	Policy implementation/internal audit
Effectiveness of the policies and procedure	2	2.5	Employee Engagement survey
Average Score	**2**	**3**	
5. Complaints & Grievances			BASIS FOR SCORE
Employee grievance policy & implementation	2	2.5	Policies, HR manual/report & Emp Engagement survey
Freedom of raising concerns	3	3	Grievance register
Management role in grievance redressel	3	2.8	Grievance register
Privacy & confidentiality of information	3	3	Privacy & confidentiality policy
Timeframe of grievance redresseal	2	2.8	Grievance register
Average Score	**3**	**3**	
6. Salary, Compensation and Benefits			BASIS FOR SCORE
Reasonable C & B as per industry standard	3	2.8	HR records, Employee Engagement Survey
Timely salary and benefits	3	3	Payroll records/ Employee Engagement Survey
Medical benefits	2	2	Medical insurance
Annual vacations, LTA etc	3	3	HR records
Overall recognitions & appreciations	2.8	3	Annual appraisal and recognition/Employee Engagement Survey
Average Score	**3**	**3**	
7. Work allocation & distribution			BASIS FOR SCORE
Equitable distribution & allocation of works	2	3	Job records /CRM reports
Supervision and assistance from superiors	3	2.8	Employee Engagement survey
Supporting office equipment, IT, CRM etc	3	3	Job records /CRM reports
Adequate opportunities for development	2	2.8	Performance Appraisal, Employee Engagement Survey
Overall satisfaction of work	3	2.75	Annual appraisal and recognition details
Average Score	**3**	**3**	

8. Training and Development			BASIS FOR SCORE
Adequate training opportunities to carry out the job	2	3	Training Register
Availability of Tools of training	3	2.8	Employee Engagement survey
IT and other resources to support	3	3	Job records /CRM reports
Opportunities for internal growth and development	2	3	Performance Appraisal/ Employee Engagement Survey
Implementation of learned knowledge at work	3	2.8	Training Records/Job reports/Employee Engagement Survey
Average Score	3	3	

8. Training and Development			BASIS FOR SCORE
Adequate training opportunities to carry out the job	2	3	Training Register
Availability of Tools of training	3	2.8	Employee Engagement survey
IT and other resources to support	3	3	Job records /CRM reports
Opportunities for internal growth and development	2	3	Performance Appraisal/ Employee Engagement Survey
Implementation of learned knowledge at work	3	2.8	Training Records/Job reports/Employee Engagement Survey
Average Score	3	3	