

HR Manual

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Service Name:	HR Manual
Data Created:	01/03/2024
Approved By:	Leadership Team
Responsibility of Updating:	Senior HR Name: Soumi Roy

Why this Manual ?

- ▶ This manual is a comprehensive guide on all standing policies of TORERO Corporation Pvt. Ltd. The manual also highlights the company's Philosophy , Vision and Mission.
- ▶ This manual has been conveniently converted to a handbook for easy reference.
- ▶ The management directs all employees to read the manual thoroughly and refer to the same whenever they face a challenge or have questions on the policies of the company.
- ▶ The manual might undergo changes over time to incorporate updation which are directed towards growth and furtherance.

About Torero

- ▶ Incorporated in 2012, TORERO is the fastest-growing brand conglomerate and also the largest manufacturers of branded accessories in India.
- ▶ TORERO is also the official global licensee for high-end international brands including CROSS and POLICE which includes Travel Accessories, Gifting Accessories and Leather Accessories.

Torero's Mission

- ▶ To make our consumers feel better about themselves by providing access to the highest quality leather accessory available in the world today, in a brand, they love.

Torero's Vision

- ▶ Building strong brands that create enduring relationships with consumers.
- ▶ Global brands and partnerships.
- ▶ Make customers happy.
- ▶ Best in class products and design.
- ▶ New trends at every seasonal launch.

Torero's Philosophy

- ▶ Integrity
- ▶ Hard + Positive
- ▶ Ownership
- ▶ Customer Obsession
- ▶ Frugality
- ▶ Bias for Action
- ▶ #4xgrowtheveryyear

The Torero Promise

- ▶ Respectful Environment
- ▶ Positive & Caring work Culture
- ▶ No Politics
- ▶ Personal Growth/Learning & Development
- ▶ Professional Growth
- ▶ Value of Meritocracy
- ▶ Safe and Secure work place

Code of Conduct:

- ▶ Employees should be guided by the TCPL operating principles and seek guidance when in doubt about the proper course of action, as it is their responsibility to “Do The Right Thing”.
- ▶ Avoid any conduct that could damage or risk TCPL or its reputation.
- ▶ Act legally and honestly.
- ▶ Put the TCPL’s interests ahead of personal or other interests.

Compliance with Laws, Rules and Regulations

- ▶ TCPL and employees must comply with all applicable laws and regulations, and adhere to internal rules and regulations.

Equal Opportunity

- ▶ TCPL will ensure that its employment-related decisions are based on relevant qualifications, merit, performance and other job-related factors. TCPL will not tolerate unlawful discrimination relating to employment. Hiring, evaluation, promotion, training, development, discipline, compensation and termination decisions shall be based on qualifications and merit only. TCPL does not discriminate on the basis of race, colour, religion, age, gender, marital status, disability and ethnic origin.

Bribery and Corruption

- ▶ Bribery occurs when someone offers, pays, seeks or accepts a payment, gift or favor to influence an official outcome improperly. Employees of TCPL.
- ❖ Must not offer, pay, make, seek or accept a personal payment, gift or favor in return for favorable treatment or to gain any business advantage.
- ❖ Must follow the anti-bribery and corruption laws that TCPL is subject to.
- ❖ Will be liable to disciplinary action, dismissal, legal proceedings and possibly imprisonment if found involved in bribery and corruption.

Work from Office

- ▶ TCPL is a manufacturing company and due to the nature of work there is no possibilities to work from home, if someone is not in office it is considered absent.

Confidential Information:

- ▶ **Data & Documents** – Information is a vital part of our everyday work and lives and must be properly safeguarded and organized to maximize its usefulness. Torero has a responsibility not to keep certain information beyond its useful life and not to destroy certain information that is needed. Do not destroy any data without the approval of your manager and do not leak data outside. This might lead to immediate termination.
- ▶ **Conflict of Interest** – There must be no conflict of interest or the appearance of any conflict of interest between your personal and business activities. You are required to get written permission from the CEO before involving Torero in any arrangement (no matter how beneficial to the Company) with your family or friends, even when they represent another organization. When making decisions related to Torero, you have a duty to act in our company's best business interests and avoid even the appearance of a conflict. If you discover that a personal activity, investment, interest or association could compromise—or even appear to compromise—your objectivity or your ability to make impartial business decisions, disclose it immediately to your manager, HR or the CEO. Many conflicts can easily be avoided or addressed if they are promptly disclosed and properly managed.

Age Limit

- ▶ TCPL shall not hire any person below the age of 18. The superannuation age shall be 60 years for all employees, with exceptions considered.

Social Media Policy

- ▶ Do not insult or disparage the Employer, its products and services, or any employees, supervisors even if specific names are not mentioned in the social media (like twitter, facebook, linkdein, instagram, etc).
- ▶ Do not disclose Employment policies or confidential information of the organization to any person outside the organisation.
- ▶ Post separation from the Employer, individuals shall immediately update his employment status in all Social Media platforms and in no way imply / communicate that he / she is still associated with Torero in any capacity.

Social Media Policy

- ▶ Although not an exclusive list, some specific examples of prohibited Social Media conduct include posting commentary, promotion of private ventures (services, campaign, political organization), personal attacks, content, or images that are defamatory, pornographic, proprietary, harassing, libellous, or that can create a hostile work environment and socially non acceptable.

IF YOU FIND ANY POSTS AGAINST TORERO ON SOCIAL MEDIA WHICH IS AGAINST OUR POLICY OR WHICH MIGHT HAMPER REPUTATION OF TORERO OR ANY CONFIDENTIAL INFORMATION REPORT IMMEDIATELY TO YOUR MANAGER OR hr@torerocorp.com

Dual Employment Policy

- ▶ In course of Employment with Torero ,no employee is allowed to work full time/part time/freelancer/do business with any other organization without informing and getting approval of the CFO.
- ▶ Any employee found doing so will be terminated immediately without notice or paying any full and final or any dues whatsoever from TORERO.

Study Approval Requirement

- ▶ In the course of their employment with Torero, it is strictly prohibited for any employee to engage in any form of study without first notifying the company and obtaining explicit approval from the Chief Financial Officer (CFO).
- ▶ If any employee is discovered studying without prior notification and approval, they will face immediate and serious repercussions.

Re-Employment

- ▶ Torero will not re-employ ex-employees of Torero.

Facility Management and Safety:

- ▶ At Torero, safety always comes first. A safety officer has been constituted to act as an advisory body. The officer & Admin Department conducts extensive safety rounds of the facility and offers suggestions for improvement, where necessary. A list of safety guidelines are maintained strictly under strict supervision of the management.
- ▶ Torero believes in complete hazard free environment for its employees and staff. The list of hazardous equipment & materials as per the factory law are kept away from company premises and is always ensured that none of them are kept or used without proper supervision.

Compliance with Laws:

- ▶ All the employees are expected to comply with all Torero's policies, procedure and regulations.
- ▶ Violation of applicable government laws, rules and regulations may subject us to individual criminal or civil liability. It will cause loss of reputation of the company. Therefore, the company will take disciplinary action against the employee which may lead to termination from the job.

Compensation:

- ▶ Your compensation will be as mentioned in the letter of appointment provided by the company to you.
- ▶ The Company shall pay employees monthly, less the usual and necessary statutory and other deductions payable in accordance with the Company's standard payroll practices.
- ▶ The payment of salaries will be made as follows: Before 2nd of every month.
- ▶ Annual increasement is based on your performance reviewed time to time by the MD Team and your reporting head as well as growth of the company. Annual increment provided to an employees is based on the discretion of the company and is final.

Statutory Deductions:

- ▶ All statutory deductions towards Provident Fund, Professional Tax, TDS, ESIC etc. shall be effected from the payments made to the employees in accordance with rules and regulations of the government as applicable from time to time.
- ▶ You are required to submit valid documents/proof to inform us about any investments/other schemes under which you are eligible to deduct tax liability. In case, if you fail to submit such proof/claim form within the timeframe provided, the Company will deduct such taxes as mentioned under the applicable statutory laws without any deductions.
- ▶ Each employee will receive a pay slip that itemizes, among other things, the gross pay, deductions and the net pay received.

Work Schedule:

- ▶ You will be required to work such hours and schedule as communicated to you by the Company.
- ▶ Employee who engages in a pattern of frequent or excessive absenteeism or tardiness may be disciplined or terminated, at the Company's sole and exclusive discretion.

Deductions:

- ▶ The Company reserves the right at any time during your employment, or on termination of employment to deduct from salary any overpayment made and/or money owed to the Company by you. This includes any excess holiday, outstanding loans, advances and relocation costs.

Probation Period:

- ▶ Putting employees under probation is a system to gauge the performance of new entrants, it is the preliminary step in setting the quality of performance among the team. The probation period helps both the Company and employee to assess suitability for employment.
- ▶ For new employees taken as "probationary" period would be for a period as mentioned under the offer letter/appointment letter.
- ▶ At the end of the probation period, based on periodic feedback, an appraisal would be conducted. If the employee is given a satisfactory rating, he/she will be confirmed in writing. If the work is found unsatisfactory, the probation period may be extended for another period at the discretion of the Company. If the work is found poor the services may be terminated at the discretion of the Company.
- ▶ During the probationary period, employment may be terminated by the Company for any reason.
- ▶ During the probationary period, the employees may not be eligible for the general employee benefits, unless otherwise mentioned in the appointment letter.

Loan Facility:

- ▶ The Company may at its discretion grant loans to the employees. The loan facility is not an entitlement and the decision of the Company in this regard will be final.
- ▶ No loan will be granted if there is a balance outstanding on a previous loan.
- ▶ Employee should email the request for loan to the HR with CC to Finance.

Employee Information:

- ▶ It is essential that you keep your supervisor/manager and HR Department informed of any changes of important personal information. Your present address and phone number are essential for many purposes, including mailing from the Company. It is your responsibility to inform the Company in writing of any changes in your personal information.

Working While Traveling:

- ▶ Engaging in work while traveling, be it on a Saturday or Sunday, is not considered additional working hours. Traveling itself is a benefit, and occasionally, there might be some work done over the weekend as part of that perk.

Medical Benefits:

► **Medical Insurance - cover up to 2 lakh.**

1. On Confirmation of service, an employee shall be entitled to medical insurance to be provided by the Company.
2. For employees, whose gross monthly salary is more than 21000 is under Mediclaim facility and less than 21000 is entitled for ESIC.
3. Employee family (immediate) shall be defined as the spouse of the employee, kids & two parents of the employee, limited to 6 members.

Note: We are increasing the Mediclaim Insurance Rs. 5 Lac Cover for Family, which will start from July,2024

Provident Fund

- ▶ On Confirmation of service, an employee shall be entitled for PF benefits.
- 1. As per the Employees Provident Fund & Miscellaneous Provisions Act 1952, 12% of the employees contribution & 12% of the employers contribution will be deposited with the PF Department for the employees who are the members of this scheme.

Appearance Standard

- ▶ Proper attire in the organization is very important. A professional appearance generates confidence and respect for TORERO and its employees.
- ▶ Attire should be appropriate according to duties performed.

There are some guidelines that have to be followed by all the employees with regards to our dress code.

1. Employees are expected to exhibit and maintain a well groomed personal appearance, including cleanliness and proper hygiene.
2. Formals are mandatory and should be clean, ironed and in good repair. Fit of clothing should allow required movement for easy job performance.

Appearance Standard

3. It is important that all are well turned out, with the least number of hair accessories, with neat and tidy hairstyles that don't interfere with our functioning or succeed in portraying a very casual approach.
4. Footwear must be clean, polished, securely fitted and in good condition.
5. Maintain a litter/clutter free workplace.
6. Practice good personal hygiene.

Unacceptable Communication and behavior

- ▶ The followings are examples of unacceptable behavior towards TORERO's staff:
 1. Comments that are insulting, hurtful, disrespectful or rude.
 2. Deliberately non-working performance.
 3. Dating with office colleagues.
 4. Threatening or abusive language involving excessive swearing or offensive remarks.
 5. Violence ,any act of aggression or physical behavior with another individual that is perceived as threatening, intimidating or unwelcome.
 6. Offensive sexual gestures or behaviors.
 7. Unnecessary/non-work related conversations with your colleagues.
 8. Abusing alcohol or drugs in office premises or while on duty.
 9. Any kinds of Theft.

Employee Responsibility

- ▶ Employee should maintain punctuality.
- ▶ In order to ensure that the leave should be planned well in advance and prior sanction taken before proceeding on leave from his/her reporting manager and HR.
- ▶ Employees are expected to use email and internet access(if provided) in a manner that is ethical and lawful.
- ▶ All employees are expected to maintain proper discipline professional ethics and complete integrity during their tenure with the organization.
- ▶ Employees are encouraged to adopt a clean desk policy and keep confidential papers in secured place.

Employee Rights

- ▶ Every employee, during the course of their tenure with the organization, shall be privileged to the following:
 1. To avail the benefits being extended by the organization.
 2. If anyone believes that she/he has been the victim of harassment, or knows of another employee who has been, has the right to report it immediately to HR.
 3. To be treated considerately and respectfully , and not discriminated on the basis of caste, religion, sex or socio-economic background.

Performance Management System

- ▶ Eligibility Criteria: Employees joined before 1st April of the previous year.

- ▶ This Evaluation is based on certain criteria which are listed below:-
 1. Appraisal depending 50% on Individual MIS, and Direct Work performance.
 2. Appraisal Depending 30% on 360 Degree feedback, and individual personality, commitment, values, and team skills.
 3. Appraisal Depending 20% on Company performance.

Appraisal Ratings

RATING	DEFINITION
Superior	Employee is exceeding Expectations on most Performance Parameters
Strong	Employee is meeting Expectations on most Performance Parameters, and showing good Performance Improvement
Steady	Employee is meeting Expectations on most Performance Parameters
Stagnant	Employee is not yet meeting Expectations on most Performance Parameters, and not showing good Performance Improvement

Benefits:

- Medical Insurance up to Rs 5 Lac Cover for Family
- New Accident policy up to 10 Lac(Self)
- Annual Medical Check-up
- Leave Encashment before Puja
- Free Product worth Rs 10k from stock
- Employee Purchase Scheme
- 2 weeks' salary in advance for new joiners
- Monthly salary credited on last day of the month or first day of the next month
- Advance Monthly Salary on request

Benefits:

- Two instalments are possible for the first month's salary
- Onsite Valet Parking & Car/Bike Wash
- Salary on Time
- Accommodation for male employees
- Car Facility for Women after 09:00 pm
- Gaming & Relaxation Zone

Benefits

► Working Environment -

1. Clean & safe working environment for women.
2. Anti-harassment team for women.
3. No politics.
4. No shouting on any staff.
5. Very clear culture of Professionalism & meritocracy.

EMPLOYEE RECREATIONAL ACTIVITIES

- ▶ Picnic on first quarter of every year
- ▶ Football Match
- ▶ Cricket Match
- ▶ Table Tennis tournament
- ▶ Monthly Birthday & Work Anniversary celebrations.
- ▶ Diwali celebrations.
 - Rangoli Competition.
 - Ethnic Wear Competition.
- ▶ Christmas celebration. (We conduct the internal office games like Secret Santa to create cordial work environment to motivate employees & create a jovial work place environment)
- ▶ Ganesh Puja celebration.
- ▶ Torero Foundation's day celebration.
- ▶ International Men's & women's day celebration.

Further Information

- ▶ For any queries or further information about this handbook, you can contact to me.

Acknowledgement

- ▶ By signing this handbook:
 - i. I acknowledge that I have reviewed the above-listed policies and guidelines of the Company and understand my responsibilities.
 - ii. I agree to report any actual or potential situation or incident that may be contrary to the above policies as soon as I became aware of it.
 - iii. I agree to abide by the aforementioned policies and I understand that my failure to follow the policies may result in disciplinary action, up to and including dismissal.

Thank You.

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