



2023



# Message from Managing Director

Namaste to everyone,

TITANIC was founded in 2002 AD with the principle of honesty and self-realization. Since its inception, it has been operating with dedication and commitment. This philosophy has become an integral part of our business activities. We are committed to operating the business in compliance with the prevailing national and international labor laws, rules and regulations.

This organization has been ISO accredited since 2007 and is committed to continuous improvement in its business activities. Over more than two decades, we have continuously strived to improve our business processes and systems.

Since 2013 we started to work with the companies affiliated with Responsible Business Alliance (RBA) - an organization committed to upholding the rights of migrant workers. This organization is always committed to operate ethical recruitment by adopting the laws, rules and regulation of the RBA. Meanwhile, we are equally dedicated to crafting a better picture for the recruitment industry by providing high level of professionalism which can change people's perceptions and make a positive impact in all sectors of society.

With the aim to make foreign employment more effective and responsible, we are continuously coordinating with other national and international organizations related to this business. In addition to this, we are actively participating in trainings, seminars, workshops and other programs organized by various organizations like ILO - International Labour Organization, RBA, IOM - International Organization for Migration etc. From this, we are learning to make foreign employment business more systematic and responsible.

Since this business affects not just one person's feelings and future, but the whole family, we recognize that it is not just a business, but also a human service.

Finally, we urge employers, applicants and all other stakeholders to encourage ethical recruitment and to participate spontaneously in this process.

Thank you

**R.S. Puri**  
Managing Director



## Who We Are

**MORE THEN 20 YEARS OF EXPERIENCE**



### **Ethical and Responsible Recruitment Agency**

Titanic Manpower Supplier Pvt. Ltd. is one of the pioneering and ethical human resource supplier agency in Nepal since its establishment in 2002 A.D.

Our main objective is to provide ethical & professional recruitment services to our clients and foreign employment opportunity to the job seekers according to their skills, abilities and qualifications at zero cost without any discrimination.

## Vision



To change the perception of recruitment by providing ethical and professional services and make a positive impact on client, candidate, society and the nation as a whole.

## Mission



Provide an employment opportunities to job seekers at zero cost through ethical recruitment process and professional recruitment services to our clients.

# Code of Ethics

TITANIC is committed to provide best recruitment service with highest quality. To achieve this, we need to operate within a highly ethical framework and take individual and corporate responsibility and accountability.

The purpose of the Code of Ethics is to buildup trust and confidence in the recruitment profession and to help an organization become a better recruiter. We truly believe that we can advance our profession by embracing this Code of Ethics.

1. No Conflict of Interest
2. Confidentiality and Privacy
3. Non-Discrimination
4. Protection of Intellectual Property
5. Anti - Bribery and Corruption
6. Fair Business and Promotion Practices
7. Freely Chosen Employment
8. Anti-human Trafficking and Slavery
9. No Child Labor
10. Accuracy, Retention of Business Records and Documents
11. Compliance with Laws and Regulations



## Quality Policy

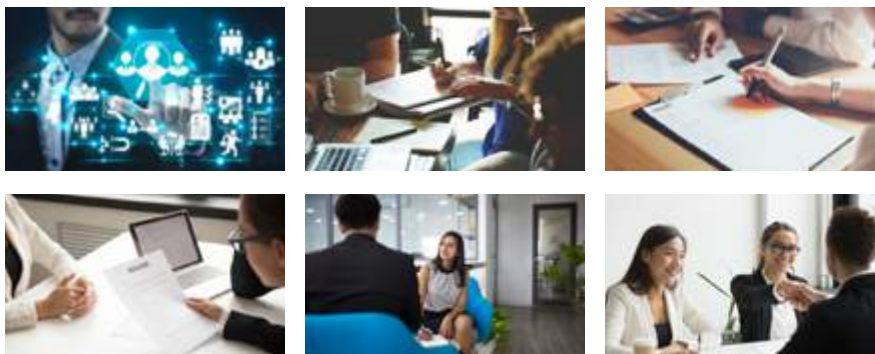


- To provide quality foreign recruitment service with customer satisfaction at the center and continuous improvement of organizational activities.
- Committing to operating a Quality System in compliance with ISO 9001: 2015.
- Ensuring compliance with relevant industry specific standards and all statutory, regulatory and legal requirements including RBA - Responsible Business Alliance and ILO - International Labour Organization.
- Enhancing the knowledge and skills of both management team and staff through review and actively pursuing an on-going training policy.



## Quality Objective

- To provide ethical and professional recruitment services.
- Review QMS regularly to meet the compliance and facilitate continual improvement.
- Always prioritize to take immediate action on non-conformity, grievances, complaints and recommendations.
- To ensure ethical and professional conduct of our staff.
- To comply with all legal requirements.





# Our Guiding Principles



## Integrity

In order to establish integrity as a core value in the company, we are committed to promoting and rewarding honest practices and encourage employees to be transparent. This can help us to gain more trustworthy reputation.



## Compassion

We love, care and treat everyone equally. It has a very significant value on how we work.



## Excellence

We always deliver what we promise. We shall never compromise on providing quality service to our clients. In line with our company's commitment to excellence, we always strive to meet the needs of our customers.



## Realization

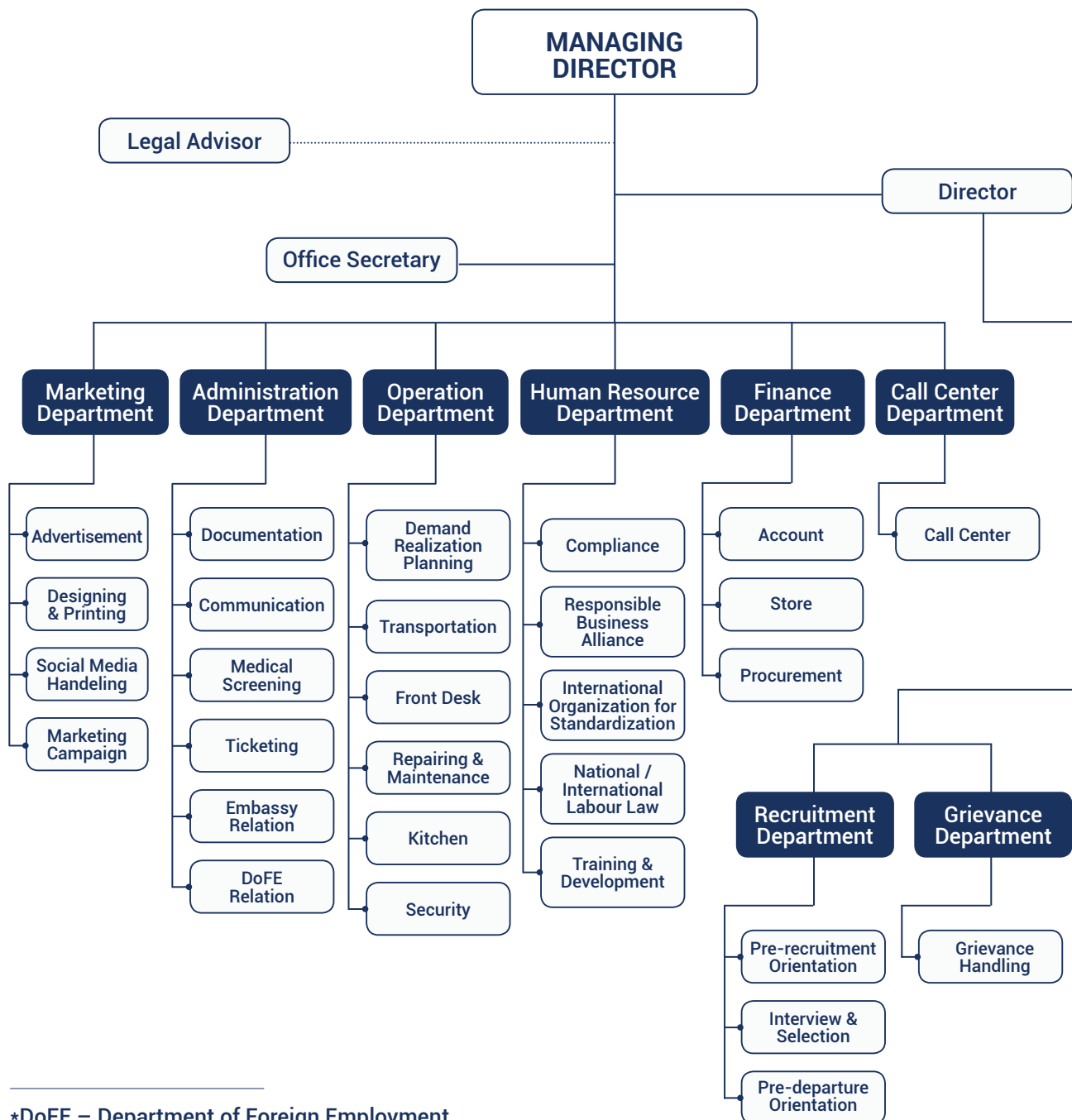
We are guided by reality, based on facts. Realization makes us aware and enables us to learn from our failures.



## Collaboration

We believe in teamwork. Our members are encouraged to share their knowledge, skills and experiences with other staff members.

# Organization Structure



\*DoFE – Department of Foreign Employment

# Work Force Category



## Manufacturing

Factory Workers



## Garment

Cutting Master,  
Stitching Master,  
Stitching worker,  
Embroidery  
Worker



## Agriculture

Plantation,  
Harvesting,  
Post harvesting



## Security

Security Guard,  
Security  
Supervisor,  
Security Officer



## Construction

Labor  
(General  
worker)  
(Helper),  
Mason, Steel  
Fixer, Welder,  
Scaffolder,  
Electrician,  
Carpenter,  
Plumber



## Resturant/ Hotels

Chef/Cook,  
Waiter/  
Waitress,  
Room Boy,  
House Keeping,  
Bartender,  
Dishwasher



## Driver

Light/Heavy  
Driver, Heavy  
Equipment  
Operator



## Care Giver

House Maid



## Shopping Mall

Manager,  
Supervisor,  
Sales Person,  
Cashiers,  
Cleaners,  
Merchandiser



## Health/ Hospital Sector

Nurse,  
Pharmacist,  
Physiotherapist,  
Lab Technician,  
Radiographer



## Professional

Engineer,  
Doctor,  
Accountant,  
Chartered  
Accountant,  
Air Hostess,  
Manager

# Recruitment Process Flow



\*DoFE – Department of Foreign Employment

## Our Certification



### Certificate of Registration

This certificate has been awarded to

**Titanic Manpower Supplier P. Ltd.**

Basundhara, Kathmandu, Nepal

in recognition of the organization's Quality Management System which complies with

**ISO 9001:2015**

The scope of activities covered by this certificate is defined below

**Foreign Recruitment Services**

Certificate Number:

63436/A/0001/UK/En

Date of Issue: (Original)

26 July 2014

Date of Issue:

28 July 2020

Issue No:

3

Expiry Date:

25 July 2023

Issued by:

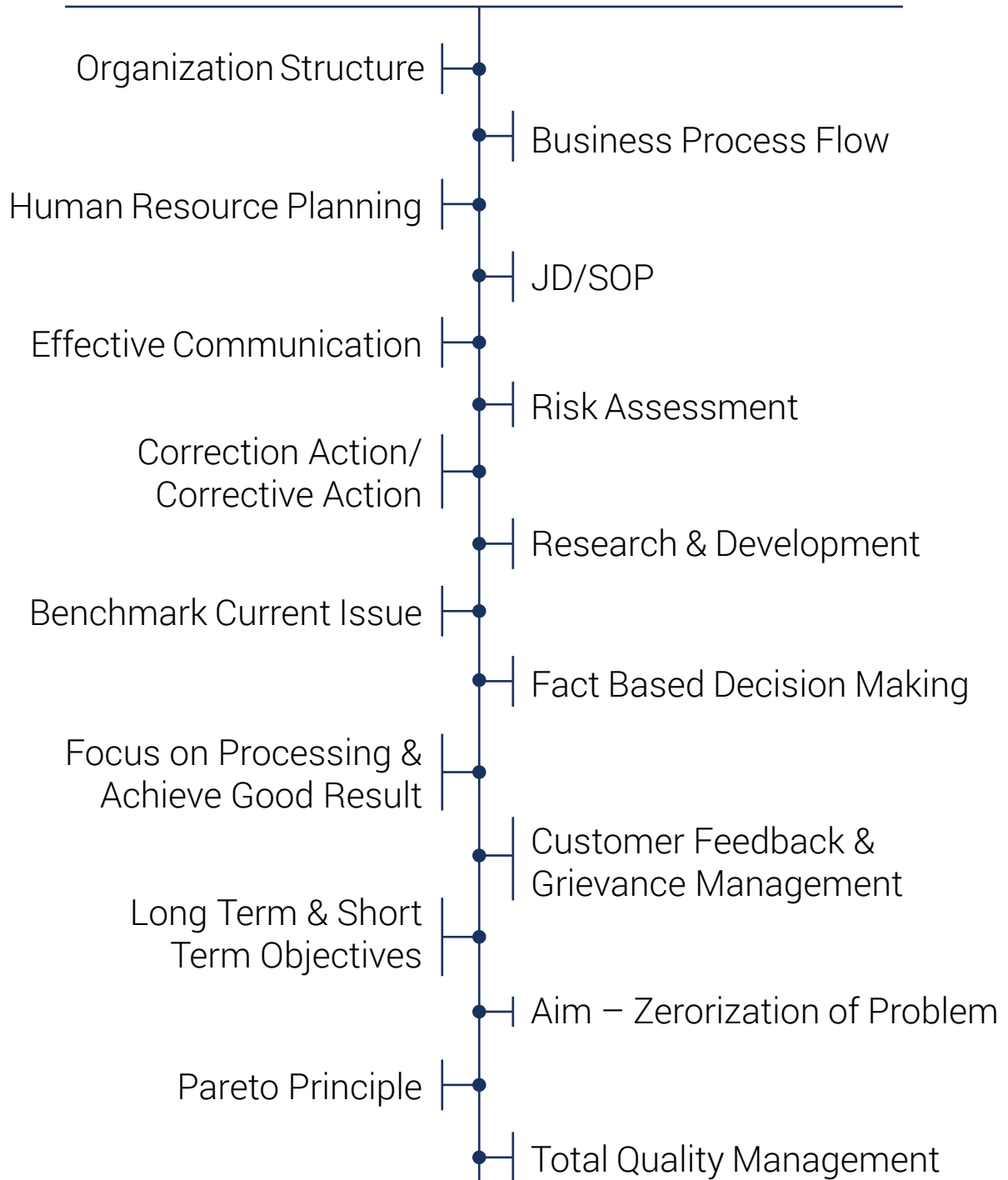
On behalf of the Schemes Manager



If there is any doubt as to the authenticity of this certificate, please do not hesitate to contact the Head Office of the Group or URS@urscertification.com  
URS is a member of International Federation of Standards (IFRS) Ltd, United Kingdom, 1 Finsbury Square, Birmingham, B1 1 1L, UK. Company Registration no. 12345678

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# Quality Excellence Model



## Our Certification





## Our Certification





## Our Certification



## In Case of Grievance

Dear all,

If you have any grievance or feedback from the recruitment process to the employment period, please contact us through the phone number or email mentioned below. You can also send us a message through our official Facebook page (Messenger).

Contact Number: +977-9801004345  

E-mail: [grievance@titanicmanpower.com](mailto:grievance@titanicmanpower.com)

The information provided by you will be kept confidential and appropriate decision will be taken as per the standard procedures.



# Summary of TITANIC

## Name of the Organization

Titanic Manpower  
Supplier Pvt. Ltd.

## Corporate Address

Basundhara Chauki,  
Kathmandu, Nepal

## Established on

2002 A.D.

## Registration No.

18474/058/059

## Licence No.

285/058/059

## PAN No.:

300731552

## Nature of Business

Foreign Recruitment  
Service

## Contact

+977-1-4953252, 4964659  
info@titanicmanpower.com  
www.titanicmanpower.com

## Certification

ISO 9001:2015

## Trainings / Seminars Attended

1. 2022 – IOM IRIS Introductory Training for Private Recruitment Agency
2. 2022 – RBA Foundation - RRP Ethical Recruitment Training
3. 2021 – RBA Foundation Stakeholder Outreach Forum
4. 2020 – RBA Foundation Virtual Regional Forum on Forced Labor, TITANIC as Speaker Agency representing from Nepal
5. 2019 – RBA Foundation Regional Forum on Forced labor
6. 2018 – RBA Responsible Recruitment Program (RRP) – Ethical Recruitment Appreciation Course for Labor Providers
7. 2017 – EICC Responsible Labor Initiative Labor Agency Maturity Model (LAMM)
8. 2016 – EICC Labor Agency Training on Ethical Recruitment
9. 2016 – Internal Quality Auditor Training on ISO 9001:2015 and ISO 19011:2011 International Standards
10. 2015 – Training on Problem Solving Techniques/Tools for Continual Improvement aiming Zerorization based on TQM, Six Sigma and Quality Excellence Models & Tools (Level 1)
11. 2014 – Training on Auditor/Lead Auditor Course on Quality System Auditing according to ISO 9001 and ISO 19011 – Guidelines for Management System Audit – A risk based approach – Best Practices
12. 2012 – Human Resource Management System (HRMS) Audit as per ISO 9001:2008 & ISO 19011:2002 International Standards

# Commitment

TITANIC promise to maintain the policy and rules of RBA - Responsible Business Alliance, by providing foreign employment opportunity to the job seekers according to their skills,

abilities and qualifications at zero cost without any discrimination. We are strongly committed to practice ethical recruitment process by following the guidelines laid out by the RBA as well as all other local, national and international laws related to foreign employment.



PROMISE



CONCLUSION



COMPETENCE



TRUST



SUCCESS

2023

“Make yourself proud with us”



Titanic Manpower Supplier Pvt. Ltd.

Licence No. 285/058/059 - 2002 A.D.

📍 Basundhara Chauki, Kathmandu, Nepal

☎ +977-1-4953252, 4964659

✉ info@titanicmanpower.com

🌐 www.titanicmanpower.com

📘 Titanic Manpower Supplier



ISO 9001:2015  
Certified Recruitment Agency