

2024

"An Ethical Recruitment Agency Where Integrity Matters"



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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



Commitment

We are committed to upholding ethical recruitment under zero cost by ensuring transparency, fairness and protection of the rights and well-being of all candidates. We are dedicated to comply with International Labour Organization (ILO), Responsible Business Alliance (RBA) including local and international laws, regulations, and best practices, promoting diversity and inclusion while maintaining the highest standards of integrity in all our business interactions with clients, candidates and stakeholders. We guarantee that our recruitment procedures are unbiased, transparent and considerate of the rights and welfare of both jobseekers and employers.



PROMISE



CONCLUSION



COMPETENCE



TRUST



SUCCESS

Who We Are

MORE THAN TWO DECADES 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

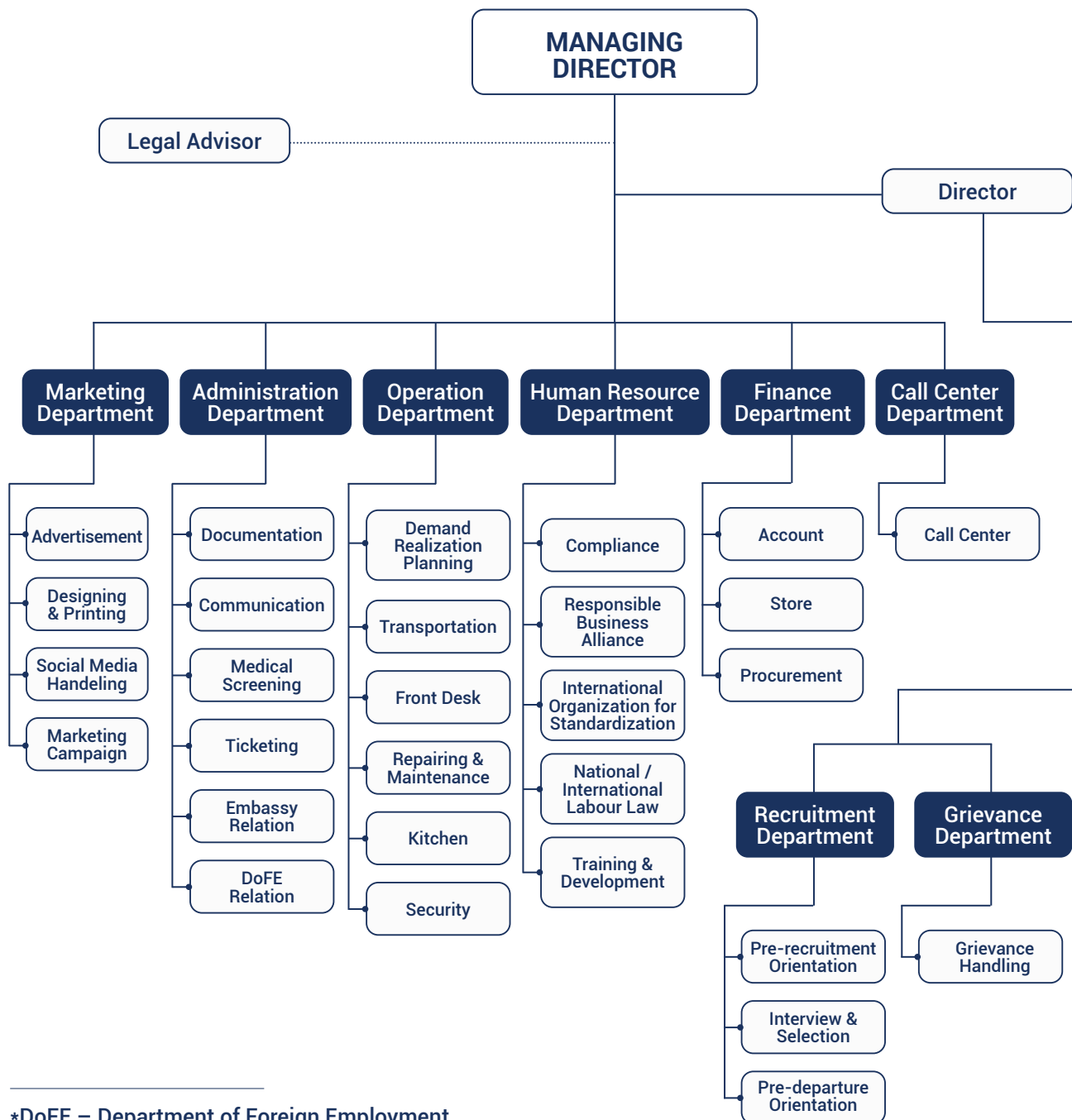
We are guided by reality, based on facts. Realization makes us aware and enables us to learn from our failures.



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



Marketing



Demand Letter Review & Confirmation



Demand Letter Online Approved by Embassy of Nepal



Pre-approval (DoFE)



Demand Letter Advertisement



Pre-recruitment Orientation



Application Form Registration



Interview & Selection



Employment Contract Briefing & Handover



Medical Screening



Calling Visa Approval



Entry Visa Approval



Signing Employment Contract



Orientation (as per government policy)



Labor Approval (DoFE)



Air ticket



Pre Departure Orientation
(By TITANIC / Employer)



Departure



Job Placement



Feedback & Management

*DoFE – Department of Foreign Employment

Our Certification



Certificate of Registration

This Certificate has been awarded to

Titanic Manpower Supplier P. Ltd.
Basundhara, Kathmandu, Nepal

This Certificate has been awarded to

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

A certificate number of 0001, confirms the Client has a single site Certified & the site is their Head Office or Main site in relation to the Certified scope with URS. A certificate number of 0002, or greater (e.g.: xxxv/0002/UK/En) refers to a client that has more than one site certified with URS, as such, the following statement shall apply: "The validity of this certificate depends on the validity of the main certificate."

| Date of Issue of Certification Cycle | Issue Number | Certificate Expiry Date | Certification Cycle |
|--------------------------------------|-----------------|---------------------------------|---------------------|
| 10 August 2023 | 4 | 25 July 2026 | 4 |
| Revision Date | Revision Number | Original Certificate Issue Date | Scheme Number |
| 10 August 2023 | 0 | 26 July 2014 | n/a |

For detailed explanation for the date fields above, refer to <http://www.urs-holdings.com/logos-and-regulations>

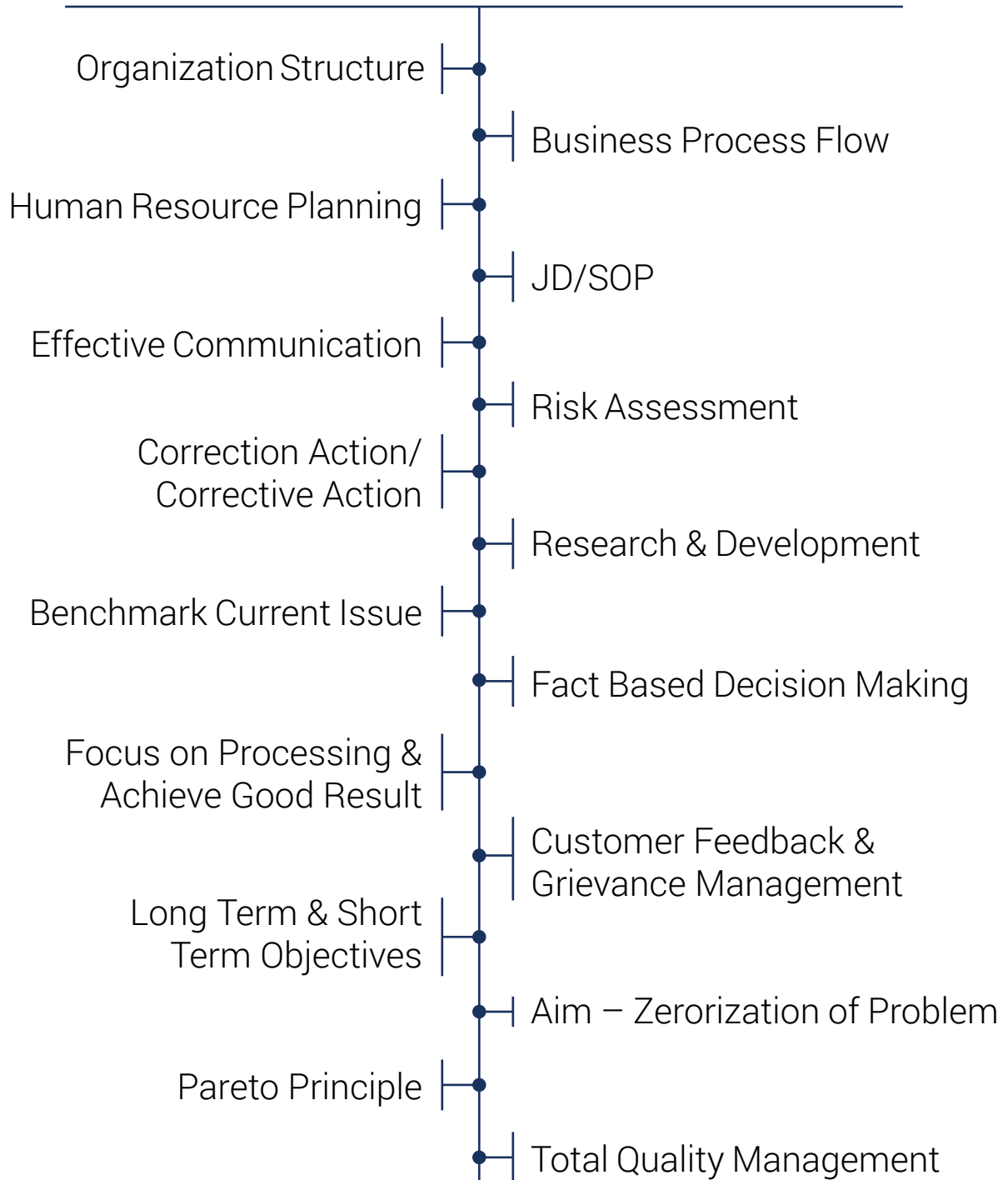
Issued by

Mukesh Singhai - 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 on info@urs-certification.com. URS is a member of United Registrar of Systems (Holding) Ltd, United House, 4 Hinton Road, Bournemouth, BH1 2EE, UK. Company Registration no. 5298466

Quality Excellence Model



Our Certification



Our Certification



Our Certification



Grievance Reporting Channel

Dear all,

Titanic Manpower Supplier Pvt. Ltd. value every grievance and committed to address it promptly and fairly. We will handle every grievance in an appropriate manner and take necessary steps while maintaining the confidentiality of the grievant.

If you have any grievance or feedback, please contact us through the channels mentioned below.

Contact Number: 📞 +977-9801004345 📞 📞

E-mail: ✉️ grievance@titanicmanpower.com



Participation in a Training/Seminar/Workshop

1. **2023** – RBA Foundations Responsible Recruitment Program (RRP)
2. **2023** – Consultation Workshop on "Promoting Recruitment Industry Reform to Achieve Ethical
3. **2023** – Recruitment (PROSPER)
4. **2023** – International Recruitment Integrity System (IRIS) Introductory Training
5. **2023** – Understanding Ethical Recruitment: Global Frameworks and New Requirements
6. **2022** – IOM IRIS Introductory Training for Private Recruitment Agency
7. **2022** – RBA Foundation - RRP Ethical Recruitment Training
8. **2021** – RBA Foundation Stakeholder Outreach Forum
9. **2021** – Engaging Employer Virtual Discussion organized by ILO & TFHI; TITANIC as Speaker Agency representing from Nepal
10. **2020** – RBA Foundation Virtual Regional Forum on Forced Labor, TITANIC as Speaker Agency representing from Nepal
11. **2019** – RBA Foundation Regional Forum on Forced labor
12. **2018** – RBA Responsible Recruitment Program (RRP) – Ethical Recruitment Appreciation Course for Labor Providers
13. **2017** – EICC Responsible Labor Initiative Labor Agency Maturity Model (LAMM)
14. **2016** – EICC Labor Agency Training on Ethical Recruitment
15. **2016** – Internal Quality Auditor Training on ISO 9001:2015 and ISO 19011:2011 International Standards
16. **2015** – Training on Problem Solving Techniques/Tools for Continual Improvement aiming Zerorization based on TQM, Six Sigma and Quality Excellence Models & Tools (Level 1)
17. **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
18. **2012** – Human Resource Management System (HRMS) Audit as per ISO 9001:2008 & ISO 19011:2002 International Standards

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

2024

“Make yourself proud with us”



Titanic Manpower Supplier Pvt. Ltd.

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

📍 Basundhara Chauki, Kathmandu, Nepal

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🌐 www.titanicmanpower.com

📘 Titanic Manpower Supplier