



TLC People Philosophy

Organization Structure

Organization structure will be lean, with a minimum number of levels and designations outlining clear individual reporting and accountability. Decision Making will be encouraged at all levels. Job descriptions are available on our website.

Recruitment and Selection

At every level, we will select people of the highest quality and with the highest potential to advance our business.

Attracting, developing and retaining the best talent for our business and fostering a collaborative and mutually supportive environment

Performance Appraisal

To inculcate a culture of personal growth and organizational excellence based on principles of performance / KPI and acceptance of change – based results.

Learning and Development

We will aim for continuous learning and development to support our business and encourage growth from within. We see a multi-skilled workforce, which consists of team players who have pride of ownership.

Compensation

Our compensation philosophy will enable us to recruit and retain the best and the most highly motivated talent, will encourage the highest level of performance through result based reward and recognition incentives in line with the Company's overall performance.

Information Security

We recognize that privacy is important to our customers. Therefore, we are transparent about how we collect, store, use and disclose data and make it easier for you (the "User") to understand and exercise choices available to you in this regard. Kindly refer to our ISO policy update.

Employee Relations

To create and preserve an open and harmonious environment in which employees at all levels are treated with respect and will want to give their very best in developing world class service at the highest level of productivity.



Diversity and Inclusion

We strive to build a culture of diversity and inclusion for creating a respectful and innovative work environment.

Respect for the Individual

Valuing diversity and unique contributions, fostering an open and inclusive environment and treating each person in a manner that reflects our value system.

Integrity

Being ethically honest and inspiring trust by saying what we mean and taking responsibility for our actions.

Retention

Retention of talent is a key management responsibility as is separation of those whose performance is consistently below par or who breach the accepted ethical standards and rules of conduct.

Comply with Laws

We comply with all laws, whether local, national or regional. All TL employees are responsible for understanding the applicable rules and must work with Legal framework to ensure compliance.

Environmental Responsibility

We foster environmentally sustainable growth for our company and stakeholders.

Retirement Age

You will retire from the services of the company on attaining the age of 58 years.

Non - disclosure and Information Confidentiality

All Staff and Executives of our Company are bound to protect all information that they receive during the course of their work and not share that with anybody. No documents can be removed from the office premises. Non-disclosure and information confidentiality shall be applicable during the employee's tenure with the Company and for a period of one year thereafter.



Joining Clients

No Staff or Executive can approach any of the Company's clients directly or indirectly for employment, unless routed through the Company.

In addition to this, your appointment in our Company does not give you any rights or lien on Companies of any of the client projects of our Company including the ones you may be working with. You cannot participate in activity of our client company without explicit written approval of the Company. The HR Policies of our Client Company or their Trade / Staff Unions, if any, will not apply to you and you cannot claim any benefit on account of that or join any such Organization / Union. The terms of your employment will be guided by applicable Law and as the HR guidelines of our Company.

Equal Employment Opportunity

TLC® provides equal employment opportunity to all qualified persons without discrimination on the basis of age, sex, race, disability, marital status or religion in accordance with applicable local, state and national laws and regulations.

All employment and promotion decisions will be based solely upon individuals' qualifications, experience, contribution and demonstrated capacity to perform at higher or improved levels. TLC® will take whatever affirmative action is necessary to attract and retain qualified persons.

The Equal Opportunity Employment process is reflected throughout our staff Recruitment and Retention processes.

Compensation Philosophy

The Company believes that Staff and Executives should be paid a "Fair" and transparent remuneration. This is the principle that it follows for all levels of employees. 'Fair' is implied to mean fairness in terms of the cost of living, market value, and remuneration being paid by industry, to the employees, not limited to our sector.

In turn the Company expects from all employees, standards of commitment, service, integrity and conduct, as enunciated in The TLC Group People Philosophy. In addition, the Company expects all employees to contribute towards increased process and cost efficiency and productivity so as to enable the Company to maintain its position in the market both in terms of customer satisfaction and as a model employer.



Grievances

All grievances should be brought to the attention of the immediate superior under copy to the HR Head of the Company and would be resolved within 7 days. Alternatively, you can share your concerns directly with the HR team at hr.helpdesk@tlcgroup.com.

Should these not be resolved within 7 days, all Staff and Employees of the Company can and should write to the CEO of the Company clearly stating the grievance. This will be resolved within one week of the receipt of the communication.