

NORSPIN

INTERNATIONAL LIMITED

(Formerly known as NORSPIN INTERNATIONAL LTD.)

HUMAN RESOURCES POLICY MANUAL

Version: 2.0

Effective Date: 01-April-2025

Applies To : All employees of Norspin International Ltd. and its brands **Canoe**, **Canoe Women**, and **Canoe Plus** working at Head Office, regional offices, warehouses, manufacturing units, and stores across India.

Legal note (India) : This policy is drafted to align with applicable Indian labor laws including the Shops & Establishments Acts (state-wise), Payment of Wages Act, Minimum Wages/Code on Wages, Employees' State Insurance Act, Employees' Provident Fund & Miscellaneous Provisions Act, Payment of Bonus Act, Payment of Gratuity Act, POSH Act, and other relevant rules. In case of any conflict, statutory provisions override this policy.

Vision, Values & Purpose

Norspin's people practices aim to build a high-performance, ethical and inclusive organization that delights customers with quality apparel. We expect professionalism, respect, accountability and continuous improvement in everything we do.

Scope & Coverage

- All full-time, part-time, fixed-term, probationary, contract, apprentices / trainees and interns.
- Third-party manpower (housekeeping, security, loaders, tailors, merchandisers) must be governed by vendor contracts; they must follow Norspin's Code of Conduct while on premises.

Employment Categories

- **Permanent** (Monthly-rated) as per wages act.
- **Fixed-Term** (project/season bound, benefits as per law & letter of appointment)

Employees engaged under this category will be appointed to a **written contract for a specified period** (for example, for the duration of a project, seasonal assignment or a defined term) rather than on an indefinite basis. The contract will clearly state the start date, end date (or event on which it ends) and the key terms of engagement.

During the term of employment, Fixed-Term employees will receive wages, allowances, working hours and other conditions of service **not less favorable** than those applicable to permanent employees performing similar work, in accordance with applicable law. Upon expiry of the fixed term (or completion of the project/assignment), the employment ends automatically unless the contract is renewed by mutual agreement. Separate termination notice is not required in such cases of non-renewal.

- **Probationers** (generally 6 months; extendable by 3-6 months based on performance)
- **Apprentices/Trainees/Interns** (stipend; learning objectives defined) The purpose of this policy is to provide a structured framework for engaging apprentices, trainees and interns-enabling them to gain practical experience and skills under supervision, while supporting the organization's talent development objectives. The organization will pay a monthly stipend to apprentices, trainees and interns, as specified in their appointment/engagement letter. Upon satisfactory completion of the defined training period and fulfilment of the learning objectives, they will be issued a **Training Completion Certificate**,
- **Consultants** (service contract; non-employment)

This policy applies to external consultants and service providers engaged by the organization to deliver specialized services, including but not limited to:

- **Security Services:** Provision of trained security personnel to ensure the safety and security of company premises and assets.
- **Payroll Services:** Management of employee compensation, including salary processing, statutory deductions, and compliance with labour laws.
- **Manpower Services:** Supply of temporary or contractual staff to meet the organization's operational requirements.

Equal Opportunity, Anti-Discrimination & Dignity at Work

Norspin is an equal opportunity employer. Discrimination or harassment based on gender, age, caste, religion, disability, sexual orientation, pregnancy, marital status, or any protected characteristic is prohibited. Reasonable accommodation will be provided where practicable.

Prevention of Sexual Harassment (POSH)

- **Zero tolerance** for sexual harassment under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. As per company neutral policy.
- **Internal Complaints Committee (ICC):**
- Presiding Officer (woman) – Senior employee Ms. YAMINI JUNEJA
- 2 Members – Employees committed to women's cause/legal knowledge
Member 1 (Employee): Mr. DEEPAK SINGAL
Member 2 (Employee): Ms. POOJA
- 1 External Member – NGO/association with experience in women's issues External Member: ADV. TANYA GUPTA
- **Reporting:** Write to hr.norspin@canoetrends.com use sealed complaint boxes at HO/stores.
- **Timelines:** ICC to complete enquiry typically within 90 days from complaint receipt.

Complaint Receipt

- The aggrieved person may file a written complaint within 3 months of the date of the incident (or in case of repeated incidents, within 3 months of the last incident).
- The Committee may extend this period by another up to 3 months if there are valid reasons for delay, and such reasons must be recorded in writing.

Initiation of Inquiry / Respondent Response

- Upon receiving the complaint, the Committee must send a copy of the complaint to the respondent within 7 working days.
- The respondent should submit a written reply, along with list of documents and names & addresses of witnesses, within 10 working days from receipt of the copy

Inquiry & Report

- The enquiry must be completed by the Committee within 90 days from the date of receipt of the complaint.
- Within 10 days of completion of the enquiry, the Committee must submit its report (with findings and recommendations) to the employer (and where applicable to district officer).

Implementation of Recommendations

- The employer must act on the Committee's recommendations within 60 days from the date of receiving the enquiry report.
- Confidentiality: Identities and proceedings are confidential.
- Retaliation is strictly prohibited.

Annexure A contains the ICC constitution template and complaint form.

Recruitment & Pre-Employment

- **Requisition & Approval:** Hiring initiated via approved manpower plan and HR requisition form.

1. Requisition Initiation

- When a department identifies a need for new or replacement manpower, a formal Requisition Form must be completed. This should include department, job title, number of positions, reason (new/replace), required skills/experience, salary range, and proposed start date.
- The requisition is submitted by the Hiring/Department Manager to HR.

2. Budget & Headcount Check

- HR will verify the request against the approved manpower budget and current headcount.
- If the request falls within budget and aligns with manpower plan, it proceeds; otherwise, it requires further approval for budget variance.

3. Approval Workflow

- The requisition must be approved by the Department Head, HR Head, and Finance/Managing Director (or as per company hierarchy) before recruitment begins.
- Once approved, HR raises the job posting and begins sourcing candidates.

4. Recruitment & Closure

- After approval, HR and the Hiring Manager collaborate to finalize the job description, recruit, select and onboard the new hire.
- The requisition is considered closed when the position is filled or cancelled.
- **Background Verification (BGV):** ID, address, education, employment checks; criminal record check for each job profile.
- **Documents to submit:** Aadhaar / PAN, bank details, education certificates, relieving letter (if applicable), two photographs, 3 months' salary slips of previous company, 2 emergency contact details.

- **Offer letters/Appointment letters:** Issued only by HR on authorized templates with salary break-up.

Joining & Onboarding

- Day-1 induction on company values, code of conduct, safety, POSH, IT usage, store SOPs.
- Probation KPIs and role charter shared within 7 days of joining.
- Buddy assignment for store & HO roles.

Code of Conduct

- Maintain professionalism; no abusive language, threats, intimidation or public outbursts.
- Respect for colleagues, partners, and customers always.
- No conflict of interest, bribery, or gifts above policy threshold (2,000 per instance; declared to HR).
- Strict prohibition on alcohol/drugs/nonveg at work; random checks for safety-critical roles.
- **Cleanliness & hygiene:** desks, trial rooms, stock areas and canteen must be kept clean; pests/rodents to be reported immediately.
- **Confidentiality & IP:** No unauthorized sharing of designs, price lists, vendor data, margins, or strategy.
- Employees must **not share**, use, or disclose any of the Company's confidential information including designs, price lists, vendor data, margins, business strategy or other proprietary data without proper authorisation. All intellectual property created during employment is the Company's asset, and any unauthorised disclosure or misuse may lead to disciplinary action, including termination.
- Access to sensitive information is granted on a "need-to-know" basis; when employment ends (or the role changes), all such information and any copies must be returned, and confidentiality obligations continue.
- The Company reserves the right to require employees to sign specific confidentiality and IP assignment agreements in line with best practice.
- Dress code & grooming: as per brand standards; store uniforms and ID cards to be worn during duty hours.

"Employees are expected to always maintain professional conduct at the workplace. Romantic relationships or love affairs among employees are discouraged, and if they occur, they must not lead to favoritism, conflicts of interest, or any impact on the work environment and organizational discipline."

For All Staff:

- Please choose attire that is neat, modest, and appropriate for our office setting.
- Clothing should reflect the professionalism and respect we uphold in our work environment.

Men's Attire:

- Avoid wearing T shirts with round necks.
- Closed-toe shoes are mandatory; sandals or slippers are not allowed.

Women's Attire:

- Please refrain from wearing visible midriff items, such as crop tops, or overly revealing clothing.
- When wearing button down shirts, ensure all buttons are properly fastened and looks good.

Why This Matters:

- A polished dress code supports a respectful and cohesive office culture.
- Dressing appropriately enhances our professional image for ourselves, our colleagues, and all who interact with our organization.

Working Hours & Weekly Off

State-wise Shops & Establishments provisions apply; this section may be adapted per location.

Location	Working Hours	Weekly Off	Overtime (OT)
Warehouse	9 hours/day (including 1-hour break) 48hours/ week	Sunday	Prior written approval required; OT paid as per law (applicable only for warehouse/factory workers)
Monday–Saturday (Corporate Office)	9 hours/day (including 1-hour break) 48hours/ week	2nd & 4th Saturday of the month	Not specified (exempt roles may get comp-off)
Stores	As per store roster, shift timings aligned with mall/local regulations	1 weekly off (rostered)	Prior written approval required; OT paid as per law

Leave & Holidays

10.1 Holidays

Holiday Category	Working Hours
National Holidays	26 Jan. - Republic Day
	15 Aug. - Independence Day
	2 Oct. - Gandhi Jayanti
Festival/Customary Holidays	As per annual holiday list (Annexure B); varies by state/city

10.2 Leave Entitlements (per calendar year)

Leave Type	Eligibility	Entitlement	Notes
Casual Leave (CL)	All employees	6 days	Lapse at year end; prior approval except emergencies
Sick Leave (SL)	All employees	6 days	Medical certificate required if >2 consecutive days
Earned Leave (EL)	Permanent & Fixed-Term	9 days	Accrual monthly; carry forward up to 45; encashment on exit as per law
Maternity Leave	Women employees	26 weeks	As per Maternity Benefit Act; additional 12 weeks for adoption/commissioning mother as per law
Paternity Leave	Male employees	5 days	Lapse at year end; prior approval except emergencies
Bereavement Leave	All employees	3 days	Lapse at year end; prior approval except emergencies
Marriage Leave	All employees	3 days	Lapse at year end; prior approval except emergencies
Compensatory Off	As applicable	As approved	Lapse at year end; prior approval except emergencies

Certain states mandate specific leave; where state law grants higher benefits, the same will apply.

10.3 Leave Rules

- Apply through Signal HRM at least 3 days in advance (except emergencies).
- Unauthorized absence for >3 days may trigger disciplinary action.
- **Sandwich rule:** In leave management, the “sandwich rule” refers to counting the intervening non working days (weekend/holiday) as part of the leave if the employee takes leave days immediately before and after those non-working days.

For example: If you take Friday and Monday off, and Saturday/Sunday is a weekend, the weekend might also be counted as leave days.

Policy: Encashment of Earned Leave (EL) at Financial Year End

1. Purpose

To ensure clarity and consistency in the management of Earned Leaves (EL) and to avoid large carry-forward leave liabilities, the Company hereby adopts a policy of encashing unutilised EL at the end of each financial year.

2. Scope & Applicability

This policy applies to all regular employees of the Company (India) who are confirmed in service as of the close of the financial year (31 March). Temporary, contract or probationary employees may be subject to separate rules as defined by the Company.

3. Leave Carry Forward & Encashment

- All unutilised EL as at 31 March of each financial year will not be carried forward to the next financial year.
- Instead, the Company shall encash the unutilised EL balance (as of 31 March) in the following month of March of that same financial year.
- For example: Unused EL as on 31 March 2026 will be encashed in March 2026 and the leave ledger will reset (no carry-forward) for the new financial year starting 1 April 2026.

4. Encashment Rate & Salary Basis

- Encashment shall be based on the employee's basic pay + dearness allowance (if applicable) as on the date of 31 March or as per the last drawn salary, whichever is lower/appropriate.
- The Leave Encashment amount will be: $(\text{Basic} + \text{DA}) \div 30 \text{ days} \times \text{Number of EL days to be encashed}$. (Company may define “monthly salary/30” or “daily rate” basis).
- This amount will be paid in the payroll run of May (or such specified pay-cycle) with tax deductions as applicable.
- Encashable days = Total unutilised EL days as at 31 March. (No carry forward permitted).

Note: It is **not a statutory legal requirement** under labour law, but a policy practice that some organizations adopt.

- Compensatory Off should be applied before taking the leave. If you apply after taking the leave, it will not be approved.

Annexure C contains the Leave Application & Approval flow.

Attendance & Timekeeping

- Daily attendance through biometric/app; exceptions recorded by manager.
- Absent without intimation for 2 consecutive days = job abandonment alert: for 7 consecutive days = abandonment enquiry.
- Attendance cycle for salary computation shall be from 26th of last month to 25th of current month. All necessary leave forms/details are accepted on or before 26th of the month.
- All employees must adhere to office/shift timings, else necessary deductions shall be made as per late-coming policy:

Late Arrival & Deductions of Late coming Policy:

- If you arrive between 9:30 AM and 10:00 AM, you must make up for that time after 6:30 PM to complete the required hours. This concession is only allowed up to 4 times per month.
- If you arrive after 10:00 AM, you must apply for short leave for that day.
- If you fail to apply for short leave and late also your half day will be automatically deducted without any prior notice or intimation.
- If someone has a valid issue or concern, they must get a signature and approval from HOD/Director to allow for the late entry.
- Earned leave of the employees who come late to the office for more than 4 days in a month shall be deducted.
- For 5th and 6th late markings, quarters of the day leave for each late marking shall be deducted.
- For every next late marking half day leave shall be deducted

Compensation & Benefits

- **Payroll Date:** On or before the 7th working day of the following month.
- **Statutory Deductions:** PF, ESI, PT, TDS, LWF, Gratuity as applicable.
- **Bonus/Ex-gratia:** As per Payment of Bonus Act (eligibility & slabs), and company policy.
- The Company will pay annual bonus to eligible employees in accordance with the Payment of Bonus Act, 1965, and its own internal policy.
- **Eligibility:** To qualify for the statutory bonus, an employee must have worked for at least 30 working days during the accounting year.

- Employees drawing wages or salary (basic + dearness allowance) up to the threshold set under the Act are eligible for the statutory bonus.
- The statutory minimum bonus is 8.33% of wage/salary earned, or the prescribed minimum (whichever is higher) even if the employer has no allocable surplus.
- The statutory maximum bonus under the Act is 20% of the salary/wage for that accounting year.
- Apart from the statutory bonus, the Company may also pay **ex-gratia** or performance-linked bonus amounts as per the Company's policy. Such payments will be governed by the terms set out in the appointment letter and bonus policy—these are discretionary and over and above statutory obligations.
- Any bonus or ex-gratia payment is subject to applicable deductions, taxes and company rules; employees must be actively employed on the payout date unless otherwise specified in their appointment letter.
- In the case of any conflict between the statutory provisions and company policy, the statutory provisions shall prevail.

Gratuity: Payable as per the Act after 5 years of continuous service.

The Company will pay gratuity to eligible employees in accordance with the Payment of Gratuity Act, 1972. An employee who has rendered continuous service of not less than five years with the Company is eligible for gratuity upon termination of employment due to superannuation, retirement, resignation or death/disablement.

The amount payable is calculated based on the employee's last drawn wages and completed years of service (for example, fifteen days' wages for each completed year of service) as per the Act.

For death or disablement, the five-year requirement may not apply.

This policy may be supplemented by Company rules regarding nomination, payout timing, and other administrative procedures.

- **Insurance:** ESI or Group Mediclaim/PA cover as per grade.

(At present, the Company has not initiated a group insurance scheme for employees. Once such a policy is approved and implemented, the details will be notified and incorporated into this HR policy accordingly.

Sales Incentives & Targets (Stores/Field)

- Monthly/quarterly incentive schemes will be notified separately by Retail/HR.
- Eligibility linked to personal & store KPIs: revenue, ATV/UPT, conversion, shrinkage, VM compliance, CRM enrolments, and adherence to SOPs.
- Incentives are variable and may be revised or withdrawn prospectively.

Travel, Conveyance & Expenses

- Prior approval via T&E module; grade-wise entitlements for travel mode, lodging, DA.
- Local conveyance reimbursed at actuals with bills; pre-approved per visit caps.
- Claims to be submitted within 15 days of travel completion.

Annexure E contains the Travel & Expense Entitlements

Company Assets & IT Usage

- Assets (laptops, phones, SIMs, uniforms, ID cards, EDC machines, scanners) remain company property.
- Safekeeping is the employee's responsibility; loss/damage due to negligence may be recovered.
- Acceptable Use: Official purposes only; no pirated/unauthorized software; no sharing of credentials.
- Email & Collaboration: Use official channels; maintain professional tone; refrain from sharing confidential data externally without NDA.
- Social Media: Do not post internal information, photographs from production floors, or disparaging content about the company/clients without authorization.

Health, Safety & Store/Warehouse SOPs

- Mandatory compliance with fire & safety drills, PPE where required, and first-aid/incident reporting.
- Store Cash Handling: Dual custody for cash drawers; daily EOD tallies; deposit within T+1; variance protocol to be followed.
- Inventory Control: RTV/RTS documented; GRN and stock adjustments only with manager approval; shrinkage thresholds as per retail SOP.
- Customer Privacy: Do not record customer personal data except through authorized CRM systems with consent.

Annexure D contains the Store & Warehouse SOP Snapshots

Performance Management

- **Probation Review:** At 3rd and 6th month; outcomes—Confirm/Extend/Separation.
- **Annual Appraisal:** Goal setting in April; mid-year check in October; year-end review in March/April.
- **Annual appraisal** will be applicable from 1st of July in the current financial year if the employee has joined on or before December 25. For employees who join after December 25, appraisal and corresponding increment will be considered in the next financial year. In such cases, the increment will cover a period of 15 months.
- **PIP:** 30–90 day Performance Improvement Plan with clear metrics and support.

Disciplinary Policy & Misconduct

18.1 Examples of Misconduct

- Theft, fraud, falsification of records, willful damage, assault/abuse, insubordination, habitual late coming/absence, data leakage, accepting/soliciting bribes, harassment.
- Any behavior that causes brand/revenue loss or brings disrepute to the company.

18.2 Process

- Preliminary fact-finding- A Preliminary Fact-Finding (PFF) inquiry is conducted to ascertain whether there is a *prima facie* case to proceed with formal disciplinary action. It serves as an initial assessment to determine if allegations warrant further investigation.

Process:

- **Initiation:** The process is initiated based on credible information or complaints regarding potential misconduct.
- **Investigation:** Relevant parties may be interviewed, and documents or evidence may be reviewed to gather facts.
- **Confidentiality:** All information obtained during the PFF is treated confidentially and is not disclosed unless required for subsequent formal proceedings.
- **Outcome:** Upon conclusion, a report is prepared summarizing the findings. If a *prima facie* case is established, formal disciplinary action may be initiated. If not, the matter may be closed without further action.

Legal Considerations:

- The PFF is an administrative mechanism and not a disciplinary proceeding.
- Employees are not entitled to a hearing during the PFF stage.
- Statements or evidence gathered during the PFF are not admissible in formal disciplinary proceedings unless they are independently corroborated.

Documentation:

- A detailed record of the PFF process, including interviews and evidence reviewed, is maintained.
- The final report is submitted to the appropriate authority for decision-making.
- Show-Cause Notice (48 hours to respond)
- Domestic enquiry (where warranted)
- Decision & penalty proportionate to misconduct

Principle of Proportionality

Disciplinary actions are determined based on the severity and nature of the misconduct. Penalties range from minor to major, ensuring fairness and consistency in enforcement.

Minor Penalties

For less severe infractions, the following actions may be considered:

- Warning or reprimand
- Withholding of increments or promotions
- Recovery of pecuniary loss caused to the Company
- Suspension for a specified period

Major Penalties

For serious misconduct, the following actions may be taken:

- Reduction to a lower grade or post
- Compulsory retirement
- Termination of employment

Financial Penalties upon Termination: In cases of termination due to misconduct, the Company reserves the right to recover:

Notice Period Recovery: If the employee fails to serve the required notice period, the Company may recover the equivalent amount from the final settlement.

Training or Onboarding Costs: If specified in the employment contract, the Company may recover expenses incurred for training or onboarding that were agreed upon.

Legal Compliance: All penalties, including financial fines, are imposed in compliance with applicable laws and regulations. The Company ensures that any recovery of amounts is legally justified and documented.

Right to Appeal: Employees have the right to appeal any disciplinary action within a specified period, as outlined in the Company's grievance redressal mechanism.

18.3 Possible Outcomes

- Verbal / Written Warning
- Suspension (pending enquiry)
- Withholding increment
- Demotion / Transfer
- Recovery for losses (as per law)
- Termination

Grievance Redressal

- Report first to Reporting Manager HRBP Head-HR.
- HR to acknowledge within 2 working days and aim to resolve within 10 working days.
- Whistleblower channel for ethical concerns: hr.norspin@canoetrends.com

WHISTLEBLOWER POLICY / VIGIL MECHANISM

- Norspin International Limited (“the Company”) believes in conducting its affairs in a fair, transparent, and ethical manner consistent with the highest standards of integrity and professionalism. Whistleblower: A person who, in good faith, reports a concern or wrongdoing under this policy.

To strengthen corporate governance and accountability, the Company has established this Whistleblower Policy (Vigil Mechanism) in accordance with Section 177(9) of the Companies Act, 2013 and related rules. This mechanism enables Directors, employees, and stakeholders to raise concerns about unethical behavior, actual or suspected fraud, or violations of the Company's Code of Conduct.

The objectives of this policy are to:

- Provide a secure and confidential channel for reporting genuine concerns or unethical practices.
- Safeguard whistleblowers from any form of retaliation or victimization.
- Ensure fair, transparent, and timely investigation of reported matters.
- Promote integrity, accountability, and ethical conduct across the organization.

This policy applies to:

- All Directors, Employees (permanent, temporary, or contractual) of the Company.
- Vendors, consultants, customers and other stakeholders associated with the Company.

It covers instances of:

- Financial irregularities, fraud, or misrepresentation.
- Violation of applicable laws or company policies.
- Corruption, bribery, or misuse of authority.
- Discrimination, harassment, or unethical behavior.
- Misuse of confidential information or company assets.
- **Protected Disclosure:** Any good-faith communication that discloses unethical or improper activity.
- **Audit Committee:** The committee constituted under Section 177 of the Companies Act, 2013, which oversees the vigil mechanism and ensures proper investigation.

Procedure for Raising Concern

Any individual covered under this policy may make a written disclosure to the **Vigilance Officer / Ethics Officer** of the Company.

Reporting Channels:

Email: hr.norspin@canoetrends.com

Postal Address: 807-811, Norspin International Limited, 8th floor- ILD Trade Centre, Sector-47 Subhash Chowk Gurugram

The disclosure should include:

- A detailed description of the concern or incident,
- Names of the individuals involved (if known), and
- Supporting documents or evidence, if available.

Anonymous complaints may be considered if sufficient detail is provided to allow proper investigation.

Investigation Process

- The Vigilance Officer will acknowledge receipt of the complaint and make a preliminary assessment.
- If the matter is found to merit investigation, it shall be referred to the Audit Committee.
- The investigation will be conducted in a fair, unbiased, and confidential manner.
- The Committee shall review findings and recommend corrective action to the Board of Directors.
- A summary of significant findings shall be disclosed in the Board Report, if required by law.

Protection to Whistleblower

- No whistleblower shall suffer harassment, demotion, retaliation, or discrimination for raising concern in good faith.
- Retaliation against a whistleblower will itself be treated as serious misconduct and may result in disciplinary action.
- Protection is available even if the complaint turns out to be unfounded, provided it was made in good faith.

8. Confidentiality

All disclosures, investigations, and the identity of the whistleblower shall be kept strictly **confidential**, except where disclosure is required by law or necessary for investigation.

False or Malicious Complaints

If a complaint is found to be false, malicious, or made with ill intent, the Company may take appropriate disciplinary action against the complainant.

8. Confidentiality

All disclosures, investigations, and the identity of the whistleblower shall be kept strictly **confidential**, except where disclosure is required by law or necessary for investigation.

False or Malicious Complaints

If a complaint is found to be false, malicious, or made with ill intent, the Company may take appropriate disciplinary action against the complainant.

Communication of the Policy

This policy shall be circulated to all employees, displayed on the Company's notice boards, and made available on the official website of Norspin International Limited.

Amendment

The Board of Directors reserves the right to amend, modify, or replace this policy at any time in compliance with applicable laws and corporate governance standards.

Data Protection & Confidentiality

- Employees must protect personal data from customers, employees and vendors.
- Use information strictly for business purposes; remain only as long as required.
- On exit, delete company data from personal devices and return all documents.
- NDA/Confidentiality clauses apply beyond employment as per appointment letter.

Transfers & Relocation

- Employees may be transferred across functions/locations based on business need.
- Relocation assistance as per grade and distance band; temporary accommodation up to 7–14 days where approved.

Training & Development

Mandatory:

- Induction Training

Purpose: To integrate new employees into the organization by familiarizing them with company culture, policies, and procedures.

Content: Overview of company history, vision, mission, values, organizational structure, HR policies, code of conduct, and administrative procedures.

Frequency: Conducted for all new hires during their onboarding process.

Prevention of Sexual Harassment (PoSH) Awareness

Purpose: To educate employees about the Prevention of Sexual Harassment Act, 2013, and promote a safe and respectful workplace.

Content: Definition of sexual harassment, reporting mechanisms, roles and responsibilities under the Act, and the functioning of the Internal Complaints Committee (ICC).

Frequency: Mandatory annual training for all employees; refresher courses every two years for ICC members.

Legal Compliance: As per the PoSH Act, organizations with 10 or more employees are required to conduct PoSH awareness training. Non-compliance can result in penalties up to 50,000 and reputational damage.

Safety Training

Purpose: To ensure employees are aware of workplace hazards and are trained to work safely.

Content: Emergency procedures, use of personal protective equipment (PPE), fire safety protocols, first aid, and evacuation drills.

Frequency: Initial training during onboarding, with refresher courses as required by job roles or regulatory standards

Retail Standard Operating Procedures (SOPs) Training

Purpose: To standardize operations and ensure consistency in service delivery.

Content: Customer service protocols, inventory management, cash handling, visual merchandising, and sales techniques.

Frequency: Provided during onboarding for retail staff; periodic updates as SOPs evolve.

Best Practices: Implementing SOPs in retail ensures consistency and quality. Training staff on SOPs during onboarding and for temporary workers helps in rapid integration and reduces supervision burden.

Source: Retailing Education

Product Knowledge Training

Purpose: To equip employees with in-depth knowledge of the products or services offered.

Content: Features, benefits, usage, and troubleshooting of products; competitive analysis; and customer FAQs.

Frequency: Conducted during onboarding and updated periodically with new product launches or updates.

Key Features:

- The company's policy/contract allows waiver of notice without pay. E.g., some Indian policies state the company "may waive the notice period without any obligation to pay any salary for the notice requirement so waived."
- Important to document and have in the contract/offer letter.
- Hand-over and exit formalities completed.
- Employee may or may not be on garden leave (they may be relieved immediately and removed from payroll for that notice period).

Situational Example 3 – Immediate Termination for Cause with No Pay in Lieu of Notice

- **Situation:** Employee commits gross misconduct (e.g., theft, fraud, serious policy breach). The company terminates immediately for cause.
- **Application:** Because of the misconduct, the company terminates without notice and without paying salary in lieu of the notice period.

Key Features:

- Contract or policy must define "cause/ misconduct" and that employer may terminate immediately with no further payments.
- Employee is relieved immediately; hand-over, return of company property etc proceed.
- Garden leave may or may not apply (often not, since employment ends immediately).

Situational Example 4 – Company Requires Garden Leave but Pays (Protecting Competitive Risk)

- **Situation:** Employee has given notice (or company is giving notice) and the company feels the employee's continued presence may lead to risk (e.g., proprietary info, clients). The company insists on garden leave for part or all the notice period, continuing salary.
- **Application:** The employee is instructed to not work, may be excluded from premises, may be required to assist only in transition; remains on payroll.

Key Features:

- Employee remains an employee during garden leave.
- Salary and benefits continue (unless contract allows "without pay" but that's less common/less enforceable).
- Restrictions on contacting clients etc may apply.

Implementation Guidelines:

- Documentation: Maintain records of all training sessions, including attendance, content covered, and feedback received.
- Assessment: Conduct evaluations post-training to assess understanding and effectiveness.
- Compliance Monitoring: Regularly review training programs to ensure alignment with legal requirements and organizational objectives.
- Role-based: VM, category management, buying & merchandising, inventory and GST basics, negotiation & communication.
- Learning hours to be tracked in HRMS.

Separation, Notice & Exit

- **Resignation:** Submit via HRMS; standard notice periods—
- Department Heads: **60 days**
- Asst. Executives to Asst. Managers: **30 days**
- **Managers & above** or in cases where a department is **managed by a single individual**, whatever destination holding shall serve notice period of **60 days**, regardless of designation.
- **Garden Leave/Notice Pay:** Company may relieve earlier with/without pay in lieu of notice.

Situational Example 1 – Early Release with Pay (Garden Leave)

- **Situation:** Senior employee resigns to join a competitor; company wants to protect client relationships and confidential information.
- **Application:** The company invokes its garden-leave clause and places the employee on leave for the remainder of the notice period but pays full salary and benefits during that period.

Key Features:

- Employee is still “employed” until notice period ends.
- Employee does not attend workplace, may be prohibited from contacting certain clients or colleagues.
- Company gets hand-over, transition time, and protects its interests.

Situational Example 2 – Early Release without Pay in Lieu of Notice (Employee Resignation)

- **Situation:** Employee gives notice of resignation but asks for early release (e.g., to join a new company sooner). The company agrees to relieve early but **without paying salary for the unserved notice period**.
- **Application:** The company exercises its discretion to waive the rest of the notice period, stating that no salary will be paid for that remaining period.

Key Features:

- The company's policy/contract allows waiver of notice without pay. E.g., some Indian policies state the company "may waive the notice period without any obligation to pay any salary for the notice requirement so waived."
- Important to document and have in the contract/offer letter.
- Hand-over and exit formalities completed.
- Employee may or may not be on garden leave (they may be relieved immediately and removed from payroll for that notice period).

Situational Example 3 – Immediate Termination for Cause with No Pay in Lieu of Notice

- **Situation:** Employee commits gross misconduct (e.g., theft, fraud, serious policy breach). The company terminates immediately for cause.

Application: Because of the misconduct, the company terminates without notice and without paying salary in lieu of the notice period.

Key Features:

- Contract or policy must define "cause/misconduct" and that employer may terminate immediately with no further payments.
- Employee is relieved immediately; hand-over, return of company property etc proceed.
- Garden leave may or may not apply (often not, since employment ends immediately).

Situational Example 4 – Company Requires Garden Leave but Pays (Protecting Competitive Risk)

- **Situation:** Employee has given notice (or company is giving notice) and the company feels the employee's continued presence may lead to risk (e.g., proprietary info, clients). The company insists on garden leave for part or all the notice period, continuing salary.

Application: The employee is instructed to not work, may be excluded from premises, may be required to assist only in transition; remains on payroll.

Key Features:

- Employee remains an employee during garden leave.
- Salary and benefits continue (unless contract allows "without pay" but that's less common/less enforceable).
- Restrictions on contacting clients etc may apply.

Situational Example 5 – Company Waives Notice Period Entirely and No Pay (Discretionary)

- **Situation:** Employee resigns; company accepts resignation immediately and chooses not to have the employee serve the notice period and chooses not to pay salary in lieu of notices (because policy allows it).

Application: Employee's last effective working day is earlier than the notice period end; no pay for the rest of the notice.

Key Features:

- The company's policy explicitly allows waiver of notice without pay.
- Company may require immediate hand-over.
- Employee must be aware of this clause in their agreement or offer letter.

Situational Example 6 – Partial Garden Leave with Pay & Reduced Duties

- **Situation:** Employee gives notice of resignation. The company places the employee on garden leave for some part of the notice period, then reduces duties or moves to alternate assignment, still paying salary.

Application: Employee still on payroll, but may be excluded from client-facing work, may not have same duties.

Key Features:

- Garden leave clause allows alternate duties or no duties.
- Salary and benefits continue.
- Employee remains bound by terms of employment (confidentiality, etc).

Notes & Considerations for Use in Policy

- Ensure contract or company rules clearly state whether notice pay must be provided, or if the company may choose to waive payment or waive notice. Some Indian contracts allow waiver of notice without pay.
- In India, courts recognise garden leave only if during the notice period, and employee continues to be employed.
- When relieving without payment, clearly communicate in writing and reference the clause.
- Define clear hand-over, property return, confidentiality obligations during garden leave or when relieving immediately.
- Consider statutory entitlements: even if contract allows waiver without pay, check local labour/shops & establishments law, as notice entitlements may apply.
- **Exit Clearance:** Return assets, settle advances/loans, handover documents.
- **Full & Final (F&F):** Within 45 days of LWD; includes salary, leave encashment (EL), statutory dues, recoveries if any.
- **Experience/Relieving:** Issued post F&F initiation and clearance.
- **Termination:** For misconduct/continual non-performance post PIP/domestic enquiry.

Annexure F contains the Asset Handover Form (Issue/ Return)

Statutory Compliance Matrix (Summary)

Law / Provision	Applicability	Norspin Control
Shops & Establishments (State)	All stores/offices in relevant state	Registration, weekly off, hours, holidays, registers
Code on Wages/ Minimum Wages	All employees	Minimum wages by skill category & zone, timely payment
EPF	Threshold as per law	Deduction & remittance, UAN, returns
ESI	As per wage ceiling	Registration, benefits communication
Bonus	As per coverage	Annual calculation & payment
Gratuity	Post 5 years' service	Funding/insurer as decided
POSH	All units	ICC constitution, training, annual report
Occupational Safety, Health & Working Conditions (as notified)	Relevant units	Safety committee, audits

Policy Governance

- Owner: Head-HR
- Approver: Managing Director/Board
- Review Cycle: Annual or upon change in law/business.
- Deviations/Exceptions: Only with Head-HR & MD approval.

Birthday Policy

Objective: To make our colleagues' birthdays feel special without disrupting our workflow, we'll celebrate all monthly birthdays together at month end — complete with cake cutting, and snacks and drinks for everyone.

Contribution for Marriages & Newborn of an Employee

The company shall give Gifts on the occasion of Marriages of either employees themselves or an employee has been blessed with newborn baby in the form of a Gift Cheque/amount as under:

Grades	Wedding Gift Cheque	Newborn Gift Cheque
Managing Director; Directors; CEO	5100/-	2100/-
Managers, DY. Managers	5100/-	2100/-
Sr. Manager, Asst. Managers	3100/-	1100/-
Sr. Executive, Executive	2100/-	1100/-
Asst. Executive, Jr. Asst.	1100/-	501/-
Trainees, Workers	501/-	501/-

- The policy would be applicable to employees up to two children.
- He/she shall be gifted a card, and wishes will be displayed at Notice / Activity board with mailer.
- A representative from organization would visit the newborn baby.

In the case of employees below grade Level, the Gift on behalf of the Company will be handed over by the Head HR/Head of the Department and for the employees falling in Grade VIII and above level by the CEO/Managing Director.

This policy shall be applicable to those who are on the permanent roll of the company and have worked for not less than one year.

Conveyance Reimbursement

All employees who go out of office for official work shall be entitled to conveyance reimbursement as below:-

Use of personal vehicles for official purposes:

All employees shall be entitled to claim the given amounts for usage of their personal vehicle for official work:

- Rs 9.0 per KM for Four-Wheeler
- Rs 4.0 per KM for Two-Wheeler

Referral Policy

An employee is entitled for referral bonus in case he/she introduces his/her friends/references in the NORSPIN family.

- The earning bonus per hire is Rs. 5000/- per person.
- All those staff who are involved in direct hiring's and decision making in recruitment process vis senior Employees, Supervisors, Recruiters, HR team is not applicable to claim this bonus.
- Under this, if a candidate is hired and completes his/her tenure for more than 06 months, bonus is paid to employees who have referred to the new staff.

Annesure A - POSH ICC & Complaint Form (Page-4)

A1. ICC Constitution (Site-wise)

Role	Name
Presiding Officer (Woman)	Ms. Yamini Juneja
Member 1 (Employee)	Mr. Deepak Singal
Member 2 (Employee)	Ms. Pooja
External Member (NGO/Expert)	Adv. Tanya Gupta
Validity	3 years (or as per law)

A2. POSH Complaint Form

- Complainant Name/Emp ID/Location
- Incident Date(s) & Place(s)
- Signature & Date
- Respondent Name/Emp ID/Location
- Description (attach evidence/witness list)

POSH Complaint Form

Confidential – To be submitted to the Internal Committee (IC)

1. Complainant Details

Name :
Employee ID / Department :
Contact Number :
Email ID :

2. Respondent Details (Against whom the complaint is made)

Name :
Employee ID / Department (if known) :
Designation :

3. Incident Details

Date(s) of Incident :
Time :
Place of Incident :

4. Description of the Incident

(Please provide a detailed description of the incident. Include what happened, how it happened, and any specific words/actions/gestures that made you uncomfortable.)

5. Witness Details (if any)

Name(s) :
Department(s) :
Contact(s) :

6. Evidence (if any)

(Please mention if you have any supporting evidence such as emails, messages, documents, or recordings.)

7. Relief/Action Requested

(Please specify what relief or action you expect from the Internal Committee.)

8. Declaration

I hereby declare that the information provided above is true to the best of my knowledge and belief.

Signature of Complainant:

Date:

Place:

Annexure B - Holiday List (Page-7)**Customize per state and store/mall schedule. Example (Gurugram HO/Warehouse):**

1	Happy New Year
2	Republic Day
3	Holi
4	Ram Navami
5	Raksha Bandhan
6	Independence Day
7	Janmashtami
8	Dussehra
9	Gandhi Jayanti
10	Diwali
11	Goverdhan

Annexure C - Leave Application & Approvals Flow (Page-9)

- Employees raise request in HRMS
- 2. Manager approves
- 3. HR validates balances
- 4. Payroll processes.
- Emergency leave to be informed by call/WhatsApp to manager followed by HRMS entry within 24 hours.

Anexure D - Store & Warehouse SOP Snapshots (Page-13)

Opening/closing checklist & security protocols

- VM standards and daily checklist
- Cash management and EOD process
- RTV/RTS documentation steps
- Shrinkage control actions & audits
- Customer grievance escalation ladder.

NPL Travel Policy

Applicability: This policy is applicable to all the employees of the company who are required to undertake business travel within India.

Type of Travel: Defining type of travel depending on the duration of travel

Travel	Duration
A.) Tour	1-15 days
B.) Deputation	15 days to 1 year
C.) Transfer	>1 year

A. Tour: Any official travel which is for a duration of 1 to 15 days

Lodging & Boarding allowances:

Lodging and boarding allowances will be payable to the employees for tours within India on official work as per the limits mentioned in given Table 4.

Table 2 : Classification of Designation

Grade	Designation
M1	MD, Directors, CEO, COO, President
M2	VP, AVP, GM, DGM, RM
M3	AGM, Sr. Manager, Manager, Sr. BM., RSM
M4	Deputy Manager, Assistant Manager, ASM, BM, Sr. Executive, Sr. Engineer,
M5	Executive, Officer, TL
M6	Jr.Executive, Jr. Officer, Jr. Engineer, Trainee, GET, DET, Operator, Supervisor, Asst. Engineer

Table 3 : Classification of Cities

Category	Name of the City
A	NCR, Kolkata, Chennai, Mumbai, Hyderabad, Bangalore, Ahmedabad, Chandigarh, Capitals of all States/Union Territories
B	All other cities

Table 4 : Classification of Mode of Travel

Mode of Travel Entitlements		
Grade	Mode of Travel (Local)	Mode of Travel (inter-city)
M1-M2	Taxi (AC)*	Air (Economy)/Train (AC I, II) /Taxi (AC)*
M3	Taxi (AC)**	Train (AC II, AC III, Rajdhani) /Bus/Taxi(AC)**
M4	Auto, TAXI AC-Sharing, Taxi (Non-AC)***	Train (III AC, Rajdhani)/Bus(AC)/Shared Taxi/Auto
M5/M6	<10 KM (auto), Bike, Metro Train, >10 KM (Public Transport/Shared Transport)	Train & Bus (Sleeper)/Shared Taxi/ Auto

- *Taxi(AC) (for M2 and M3 grades) includes hatchback/sedan cars. In case, they are traveling with a client Sedan/ SUV cars can be booked.
- ***Auto/Taxi Non-AC: 9 Rs./KM
- **Taxi AC: 12 Rs./KM
- Bike Actual

Table 5 : Tour Entitlements

GRADE	Loading Allow.		Category	Personal Incidental		
	Category					
	A	B				
M1	Actual	Actual	Actual	Actual		
M2	4000	3000	1000	150		
M3	3000	2000	600	125		
M4	2500	1800	500	100		
M5	1500	1200	400	75		
M6	1000	800	350	50		

The Entitlement shall be calculated on a 24-hour clock basis. The start time would be the starttime of departure and end on return time of the tour. Where part days are involved, the calculation shall be as indicated as under:

Table 6

Duration	Entitlement
3 to 12 hrs	50% of daily allowance
12 to 24 hrs	100% of daily allowance

All expense claims (except Boarding and Personal incidental category) must be supported by bills/invoices

B. Deputation Policy:

A travel for a duration greater than 15 days but less than 1 year at one location or site will be treated as deputation.

The employee will be eligible to get the following entitlements during deputation:

- **1-7 Days** of benefit as per the tour policy (Mentioned in Point A)
- **After 7 days:** Allowances to be provided as per given table:

GRADE	Loading Allow. (Per Month)		Boarding Allow. (Per Month)		Travel (Per Day)	
	Category		Category			
	A	B	A	B		
M4	4500	4000	250	200	150	
M5 & M6	4000	3500	250	200	150	

Note:

1. If company is already providing guest house and food facilities at the site, then Employee will not be entitled for the any of the above allowances.
2. Employee does not require to submit the bills for deputation entitlements.

C. New Joinee Relocation/Transfer Policy: An employee is shifted to a location for a duration projection of more than 1 year will be treated as transfer. The employee will be entitled to following in the forms of reimbursement:

(Note: Distance between two places should be greater than 100 KM for relocation and transfer)

Note: The amount limits mentioned in Table 4 are maximum permissible rates on submission of actual bill. These mentioned rates are exclusive of taxes.

The guidelines to be followed for booking a ticket:

- The employee needs to send a request mail for booking Air ticket to travel desk/HR @at hr.norspin@canoetrends.com
- **The request must be made 7 day prior to date of travel, in case of below 7 days then Director approval required.**
- The travel desk will ask travel approval on email from the supervisor/HOD before the ticket is actually booked.
- The employee is not allowed to book ticket directly until unless an emergency.

Whenever an employee is booking ticket directly from Vendor, he needs to take permission from his HOD to consider that the payment will be done by the company. Indirect ticket booking, he needs to show the ticket as well the debit or credit card statement.

- The following information needs to be mentioned in the request mail for booking a ticket in the given format:

Employee Code	Name	Designation	Contact No.	Age	Project Name	Purpose	Tour Place	Booking request date	DOT	Return DOT	Mode info	Duration	HOD	Approved by	Approved by (In absence of HOD or above eligibility)
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- If an employee is asking to book one specific flight/Train or Bus, he needs to mention the reason for choosing it in the request mail.
- The employee needs to send his ticket booking request at least one day before the date of journey.
- In case of urgent booking i.e. Request to book a ticket within one day, he needs to mention the reason for urgent booking
- It is not allowed to ask for booking a special Hotel/ Flight/Seat/ Web Check-in.

The process to be followed for submission of a bill by an employee:

- The employee needs to submit his/her bills within 15 days of completing his tour. In case, he is not able to submit his bills within the given time-limit, he needs to attach a note to it by stating a reason for the same. Any tour bills not submitted against tour advances for more than 30 days shall be deducted from coming month's salary. if any Bill coming after 15 days of Travel then Rs. 50/day shall be deducted.
- The employee needs to provide the information on mail in the following format:
- TA Bill should sign by HOD before submission. In case of special approval (any booking beyond the limit) Bill should sign by Director too.
- Tour bill shall submit into given TA Bill format only. no other format will be accepted. (Format can Take from HR).
- The bill needs to have the signature of the employee and his/her HOD.

- In case, there is any deviation in the amounts in the bill, HOD's approval with clarification note will be required.
- If employee pays bills himself, he needs to submit bill as well his credit/debit cardstatement in case of card payment.
- It is responsibility of employee to get authentic bills.
- When an employee submits a bill of auto or taxi, he needs to mention name of the places and distance travelled in the bill for the smooth processing of these kinds of bills.
- Accounts Dept. will reimburse the bill on Every Friday which submitted latest by Wednesday Evening. After that all Bills shall reimburse in next week.
- Accounts Dept. will not be responsible for any delay in payment in case of unsigned or without supporting documents.

Thanks HR Department.

Annexure E - Travel & Expense Entitlements (Illustrative) (Page-12)

- Grade-wise ceilings for travel, lodging, DA, and local conveyance; attach latest management approved grid.

Annexure F - Asset Handover Form (Issue/Return) (Page-21)

- Asset type, serial/IMEI, condition at issue/return, accessories, signatures of employee & IT/Administration

This manual supersedes prior HR memos were inconsistent. All employees must acknowledge receipt and understanding in HRMS.

Below is a table of short forms / abbreviations used throughout the HR Policy Manual for Norspin International Ltd., with the full term meaning of each. You can embed this table in your policy document for clarity.

Short Form	Full Term
HR	Human Resources
HO	Head Office
EL	Earned Leave
CL	Casual Leave
SL	Sick Leave
OT	Overtime
KPI	Key Performance Indicator
PIP	Performance Improvement Plan
F&F	Final & Final Settlement
ICC	Internal Complaints Committee
POSH	Prevention of Sexual Harassment (Act)
FY	Financial Year
HO/Stores	Head Office / Stores (locations)
MD	Managing Director
HOD	Head of Department
IT	Information Technology
SOPs	Standard Operating Procedures
ELCS	Earned Leave Carry-forward & Encashment Section
VO	Validity of ICC (term)
BGV	Background Verification
TA/DA	Travel Allowance / Dearness Allowance
HRMS	Human Resource Management System

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