



DN MANPOWER PVT. LTD.

A Foreign Employment Service Provider...

Ethical Recruitment

Ethical recruitment is the process of engaging a worker fairly, transparently and on merit. Ethical recruitment helps grow a better reputation for businesses because it stresses communication with candidates, transparency in job postings, follow-up on questions, feedback after hiring, and a whole host of healthy, holistic hiring practices. As D.N. Manpower Pvt. Ltd. punches its vision with Ethical Recruitment, here we do believe in the principle of the ethical recruitment and practicing since the decade.

Code of Business Conduct and Ethics

D.N. Manpower Pvt. Ltd. Code of Conduct provides mechanisms to prevent dishonest or unethical conduct, and fosters a culture of honesty and accountability. This policy outlines the responsibilities of our employees, including ensuring that our suppliers are aware of their obligation to conduct themselves in a legal and ethical way.

We treat all employees with dignity and respect and follow all applicable laws and legislation related to labor and human rights. Below are examples of initiatives we have in place:

- **Equal Employment Opportunity** – It is the policy of D.N. MANPOWER PVT.LTD. to protect the employment rights of qualified applicants and employees regardless of an individual's race, color, sex, age, religion, national origin, genetics, sexual orientation, gender identity/expression, disability, and/or other protected categories under applicable laws.
- **Affirmative Action** – D.N. MANPOWER PVT.LTD. Is committed to taking affirmative action to employee and advance women, minorities, and qualified disabled individuals.
- **Accommodations Policy** – It is the policy of D.N. MANPOWER PVT.LTD. To comply with all applicable laws concerning the employment of persons with disabilities. Consistent with that commitment, it is D.N. Manpower Pvt. Ltd. policy not to discriminate



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- against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.
- **Anti-Harassment Policy** – D.N. MANPOWER PVT.LTD. Is committed to maintaining a work environment that is free from harassment. As such, D.N. MANPOWER PVT.LTD. Will not tolerate harassment of, or by, its employees.
 - We are individually and collectively accountable for upholding our corporate social responsibility commitments. We encourage participation across our organization, and we will work with external stakeholders to continually advocate on behalf of the global workforce, improve our workplaces, contribute to the communities we serve, and ensure our actions are socially, ethically, and environmentally responsible.

We pledge to conduct our business operations to our business code of conduct

- Compliance with Nepal and International Legal Requirements.
- Transparency of Engagement and Confidentiality Valued.
- Respect for Intellectual Property Right.
- Respect for Diversity with Humane Treatment and Non-Discrimination.
- Equal and fair Competition with Respect to Worker's Right.
- Healthy and Safe Working Environment.
- Respect for Freedom of Movement and Freely Chosen Employment.
- Strive to protect the environment.



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Quality Management System (QMS) Based Standard Operating Procedure (SOP)

As a premium tool to improve the standard of working environment, D.N. Manpower Pvt. Ltd. has introduced the Quality Management System (QMS) since the decade and has been helping to coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis. It ensures superior services in terms of its performance, reliability and its durability. While effective QMS' are rigorous processes for enhancing the experience of our customers, clients, employees and stakeholders.

On other hand, define Standard Operating Procedure (SoPs) are vital key for our organization which has been leading us to establish the culture internally and externally. D.N. Manpower Pvt. Ltd. is making its powerful SoPs integrating the quality management system into its SoPs. And it ensures for followings;

- Set the Standard for routine performance and activities.
- Guidance for working procedures.
- Ensures quality integrity.
- Reconstruction.
- Providing as an auditing tool.
- More consistency and reliable results.
- Toolbox for Human Resources.
- Safe, secure and flexible.
- Promoting positive changes and working environment.
- Standardize customers' services in all time.

Risk Identification and Continual Improvements

Identifying and managing risk encompasses responding to risk factors that part of the life of organization's activities. Attempting probable risk in advance is controlling the fear factors in schedule routine effectively. Behind the success story of D.N. Manpower Pvt. Ltd. and being a first choice for our employers is our proactive management in any probable. It is enabling our daily job with the planned job to minimize harmful and downturns before they arise.



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Risk based management helps us to create a comprehensive understanding that can be leveraged to provide better services to our stakeholders always. Team D.N. Manpower Pvt. Ltd. believe that we have ceased a milestone in the field of foreign recruitment just because of our pre identification for such and its effective management having strategic planning. Quality management system (QMS) and Risk management is the crucial part to excel a business control preventing the financial, political social and cultural ramifications associated with risk factors.

D.N. Manpower Pvt. Ltd. has set a benchmark in recruitment filed as a continuous improvements and being market leader for specified standard operating Procedures with the align of Risk assessment and continuous improvements .

What our execution has resulted is;

- It empowers a service with necessary tools so that it can adequately identify and deal with potential risks.
- The best way to prepare for eventualities that may come in the way of progress and growth
- Progressive risk management ensures risks of a high priority are dealt with as aggressively as possible.

Conclusion is, we are alert in every process where we can integrate our systems for better outcomes to make our customers satisfied and see them with big bright smile.

Customer Centric Service

D.N. Manpower Pvt. Ltd. has visionary its service for customer centric cultures since the very first day of its business operations. Generating most and longest business value and goodwill is only possible just because of creating customer value and really putting customers first, beyond a simple customer focus. Creating a corporate culture and managing the customers' experience (positive & negative).

We do respect them with their dignity in every way since the very first of their journey with D.N. Manpower Pvt. Ltd. And we prefer their objectives first. Having the top management's commitment for customers success has create a happy story in the row. From the culture of Customer Centric we have got the jewelry as;



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- Satisfied and Happy Customers.
- Achieved a positive and personalized experience with our customers.
- Customers loyalty/retention.
- Customer lifetime value.
- Employees happiness.
- Enhanced and strengthens company.
- United goals and processes.
- Business longevity.

Responsible Placement

The selection procedure ends with the placement of a worker to the job. Placement is the process of assigning a specific job to each one of the selected candidates. In very simple words placement means sending the newly employed person for work. It also implies assigning a specific rank and responsibility to an individual. Matching the requirements of the job with the qualifications of a candidate is the essence of placement.

For the better placement, D.N. Manpower Pvt. Ltd. is managing every task efficiently and effectively as per the requirement of candidates and companies as well. Demonstrating professional conduct, committing to professional learning and completing all the procedures for managing and finalizing placement of our candidates is our fundamental ethics for placement. In doing so we do maintain a high standard of professional conduct in all concerns treating with dignity and respect to all new hiring.

Fair Sourcing

D.N. Manpower Pvt. Ltd. maintains principles for responsible sourcing upholding the workers' right. These fair labor principles are rooted in international labor standards and we are complying their foundational guidance into our system and daily operation. Every Candidates has right to select their employment opportunities and we secure their right doing fair selection at all. We purse long terms company values by optimizing the deployment of upgraded Enterprises Resources Planning (ERP) using market best practices in global space. And all this is possible just because of;

- Top management commitment



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- Workplace Standards
- Monitoring Grievance Mechanism
- Collection and compliance of information and verification
- On time remediation (If any)

Fraud Alert

The term fraud is defined as any act or omission whereby an individual or entity knowingly misrepresents in order to obtain an undue benefit or advantage or avoid an obligation for their benefits in such a way as to cause an individual or entity to act, for its detriment.

We strongly recommend all the candidates, stakeholders and other associated with our organizations are requested to make conscious decision checking with us. Especially, in the case of financial transactions. As we are one of the ethical and responsible recruitment organization and we do all the process ethically, hereby we request you to verify before making any payments in regards to the recruitment process and foreign employment. D.N. Manpower Pvt. Ltd. is highly committed for its ethical process and we expect to have the highest degree of business integrity, honesty and transparency in all the activities. Though we are at the point to remind all the associates to act with the same and to safeguard the use of the resources of ours.

D.N. Manpower Pvt. Ltd. is always committed to prevent fraud and related activities. And we have been keeping alert notice and anti-fraud activities are also prevented. As D.N. Manpower Pvt. Ltd. Has taken "ZERO TOLERANCE" on fraud related activities.

Corporate Social Responsibility (CSR)

BACKGROUND

D.N Manpower Pvt. Ltd. (DNM) is extending involvement towards the activities of corporate social responsibility (CSR). It contributes positive vibes to the society and help improving life of ones. The social responsibility of business towards shareholders or investors: Provide reasonable return on their investment. Protect their investment. Increase the market value of their shares by making a fair profit and by building a good image of the business.



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SCOPE

The policy covers for corporate social responsibility, enhancing the areas of humanitarian activities in the society.

POLICIES

The CSR policy ensures that D.N Manpower is conducting its business in ethical way. This means we are taking account of our customers, stakeholder's social, economic and environmental impact, and consideration of human rights.

Employees & People – We take seriously our responsibilities to protect, support, and prepare workers for successful careers, and to advocate on their behalf. Our efforts are focused on providing career opportunities and resources to the global workforce, and leading by example in areas such as workplace safety, health and wellness, diversity and inclusion, and training and development. We believe in opportunity for all and are steadfast in our commitment to equal employment opportunity, the protection of human rights, and the prevention of human trafficking.

Ethics – D.N. MANPOWER PVT.LTD. Is committed to doing the right thing, conducting ourselves in a legal, ethical, and trustworthy manner, upholding our regulatory obligations, and complying with both the letter and spirit of our business policies.

Engagement – D.N. MANPOWER PVT.LTD. Understands that it takes all of us working together to truly have an impact. As such, we partner with organizations in the communities where we live and work to improve lives and society as a whole – by engaging in activities such as community service, philanthropy, and support for small, minority, women, and disadvantaged businesses. We also seek to engage with workforce suppliers who operate using socially responsible business practices and adhere to the professional code of conduct outlined by the World Employment Confederation.

Environment – D.N. MANPOWER PVT. LTD. Recognizes a shared responsibility to protect our planet. Although our facilities and operations have a small ecological footprint, we reduce the environmental impact of our business through preservation, conservation, and waste reduction practices.