



CREATIVE KNOTS

RUGS THAT MATTER

MANUFACTURER OF FINE HANDMADE RUGS

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HUMAN RESOURCES POLICY MANUAL

Creative Knots is committed to conducting business ethically, responsibly, and in compliance with all applicable labour laws and internationally recognized labour principles.

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1. Introduction

Creative Knots is committed to conducting business ethically, responsibly, and in compliance with all applicable labour laws and internationally recognized labour principles.

This Human Resources Policy Manual establishes the company's policies and procedures relating to recruitment, employment conditions, disciplinary practices, worker welfare, workplace safety, and ethical labour standards.

The purpose of this manual is to:

- Promote fair and transparent employment practices
- Protect the rights and dignity of all workers
- Ensure compliance with legal and certification requirements
- Prevent child labour, forced labour, discrimination, and workplace abuse
- Establish a safe, respectful, and productive work environment

2. Company Commitment

Creative Knots commits to:

- Providing lawful and fair employment
 - Maintaining a workplace free from child labour and forced labour
 - Treating all workers with dignity and respect
 - Ensuring safe and healthy working conditions
 - Paying wages fairly and on time
 - Maintaining transparency in employment practices
 - Supporting ethical manufacturing and social compliance requirements
- Management, supervisors, contractors, and employees are expected to comply with this policy manual at all times.

3. Scope of Policy

This policy applies to:

- Permanent employees
 - Temporary employees
 - Contract workers
 - Apprentices and trainees
 - Supervisors and managers
 - Home-based workers engaged by Creative Knots
 - Any labour provider or contractor associated with the company
- All business partners and labour contractors are expected to comply with these standards.

4. Recruitment and Hiring Policy

4.1 Ethical Recruitment

Creative Knots follows fair and ethical recruitment practices.

The company shall:

- Recruit workers voluntarily
- Clearly communicate job responsibilities and employment conditions before hiring
- Verify the legal working age of all employees
- Maintain transparency in wages, working hours, overtime, and benefits
- Avoid misleading recruitment practices
- Prohibit payment of recruitment fees by workers

4.2 Hiring Procedure

The standard recruitment process includes:

- Application or interview
- Verification of identity and age documents
- Discussion of job role and responsibilities
- Explanation of wage structure and working conditions
- Issuance of appointment letter or employment agreement
- Creation of employee personnel file

4.3 Required Documents

Employees may be requested to provide:

- Aadhaar Card
- Voter ID
- School certificate
- Birth certificate
- Passport (if applicable)
- Address proof
- Bank account details

4.4 Prohibited Practices

The company strictly prohibits:

- Child labour
- Forced labour
- Bonded labour
- Human trafficking
- Retention of original personal documents
- Recruitment discrimination
- Physical or psychological coercion

5. Child Labor Prevention Policy

Creative Knots strictly prohibits child labour.

5.1 Minimum Age Requirement

No person below the legally permitted working age under Indian law and applicable standards shall be employed.

5.2 Age Verification

Age verification shall be conducted during recruitment through valid documentation.

5.3 Young Workers

Where legally permitted young workers are employed:

- Hazardous work shall not be assigned
- Working hours shall comply with legal requirements
- Education rights shall be respected

5.4 Remediation

If underage labour is identified:

- Immediate protective action shall be taken
- The worker's safety and welfare shall be prioritized
- Appropriate remediation measures shall be implemented
- Relevant authorities and certification bodies shall be informed when required

6. Forced and Bonded Labor Prohibition

Creative Knots prohibits all forms of forced, bonded, trafficked, or involuntary labour.

The company shall not:

- Confiscate identity documents
- Restrict worker movement unlawfully
- Use threats, intimidation, or coercion
- Demand deposits or recruitment fees
- Compel overtime work against worker consent

Employees are free to resign subject to applicable notice requirements.

7. Equal Opportunity and Non-Discrimination

Creative Knots provides equal employment opportunities.

Discrimination is prohibited on the basis of:

- Gender
- Religion
- Caste
- Ethnicity
- Marital status
- Disability
- Age
- Nationality
- Social background

Employment decisions shall be based on:

- Skills
- Qualifications
- Experience
- Performance
- Business requirements

Harassment, discriminatory behaviour, or retaliation shall not be tolerated.

8. Employment Terms and Conditions

8.1 Appointment Letters

All employees shall receive a written appointment letter or employment agreement containing:

- Job title
- Department
- Date of joining
- Wage details
- Working hours
- Leave entitlement
- Notice period
- Applicable policies

8.2 Personnel Records

The company shall maintain employee records including:

- Personal details
- Attendance
- Wage records
- Leave records
- Age verification documents
- Disciplinary records

- Emergency contact information

8.3 Probation

New employees may be placed on probation as per company requirements.

8.4 Termination and Resignation

Employees may resign voluntarily by providing notice as required.

The company may terminate employment for lawful reasons including:

- Misconduct
- Repeated policy violations
- Fraudulent activities
- Poor performance
- Operational requirements

Termination procedures shall comply with applicable labour laws.

9. Working Hours and Overtime

Creative Knots shall comply with applicable laws regarding working hours.

9.1 Regular Working Hours

- Standard working hours shall comply with legal requirements
- Employees shall receive appropriate rest breaks
- Weekly rest days shall be provided

9.2 Overtime

- Overtime work shall be voluntary
- Overtime shall be compensated according to law
- Overtime records shall be maintained accurately

9.3 Attendance

Employees are expected to maintain punctuality and regular attendance.
Attendance records shall be maintained through authorized systems.

10. Wages and Benefits

Creative Knots is committed to fair compensation practices.

10.1 Wage Payments

- Wages shall meet or exceed applicable minimum wage laws
- Payments shall be made either **regularly or month or on employee's request** and on time
- Wage deductions shall comply with legal requirements
- Wage slips shall be provided where applicable

10.2 Benefits

Employees may receive benefits according to applicable law and company policy, including:

- Paid leave
- Festival holidays
- Bonus payments where applicable
- Provident Fund and ESI benefits where legally required

10.3 Prohibited Wage Practices

The company shall not:

- Delay wages unlawfully
- Withhold wages as punishment
- Impose unlawful deductions

11. Leave and Holidays

Employees are entitled to leave and holidays according to law and company policy.

Types of Leave

- Casual leave
- Sick leave
- Earned leave
- Maternity leave as applicable
- Public holidays

Leave requests should be submitted to supervisors in advance where practical. The company shall maintain leave records.

12. Workplace Conduct and Disciplinary Practices

Creative Knots promotes respectful workplace behaviour.

12.1 Expected Conduct

Employees are expected to:

- Follow company policies

- Maintain workplace discipline
- Respect co-workers and supervisors
- Follow safety instructions
- Protect company property

12.2 Prohibited Conduct

The following behaviours may result in disciplinary action:

- Theft or fraud
- Violence or threats
- Harassment
- Repeated absenteeism
- Safety violations
- Substance abuse at workplace
- Intentional damage to property
- Serious misconduct

12.3 Prohibited Disciplinary Practices

The company strictly prohibits:

- Physical punishment
- Verbal abuse
- Humiliation
- Harassment
- Mental coercion
- Intimidation
- Unlawful wage deductions as punishment

12.4 Disciplinary Procedure

Disciplinary actions may include:

1. Verbal warning
2. Written warning
3. Suspension for serious misconduct
4. Termination in severe cases

Employees shall be given an opportunity to explain their position before major disciplinary decisions are made.

All disciplinary actions shall be documented.

13. Anti-Harassment and Respectful Workplace Policy

Creative Knots is committed to maintaining a workplace free from harassment and abuse.

Harassment includes:

- Verbal abuse
- Threats
- Bullying
- Sexual harassment
- Offensive comments
- Discriminatory behaviour

Employees may report incidents without fear of retaliation.
All complaints shall be investigated confidentially and fairly.
Appropriate corrective action shall be taken where necessary.

14. Health and Safety Policy

Creative Knots is committed to providing a safe and healthy work environment.

14.1 Safety Responsibilities

The company shall:

- Maintain safe working conditions
- Provide required safety equipment
- Conduct safety training
- Maintain emergency procedures
- Ensure proper lighting and ventilation
- Maintain clean working areas

Employees are expected to:

- Follow safety procedures
- Use protective equipment where required
- Report unsafe conditions immediately

14.2 Emergency Preparedness

The company shall maintain:

- Fire extinguishers
- First aid facilities
- Emergency exits
- Emergency contact information

Regular safety inspections may be conducted.

15. Worker Grievance Procedure

Employees may report concerns to supervisors, HR representatives, or management without fear of retaliation.

16. Training and Awareness

Creative Knots recognizes that continuous training and awareness are essential for maintaining ethical labour standards, workplace safety, operational efficiency, and compliance with applicable laws.

The company shall provide appropriate training and awareness programs to employees, supervisors, and management personnel.

16.1 Objectives of Training

Training programs are intended to:

- Improve employee awareness of company policies and procedures
- Promote ethical and lawful workplace practices
- Prevent child labour and forced labour
- Strengthen workplace safety and health awareness
- Improve employee skills and productivity
- Encourage respectful workplace behaviour
- Ensure compliance with customer and certification requirements

16.2 Types of Training

The company may conduct training on topics including:

- Workplace safety and emergency response
- Fire prevention and evacuation procedures
- Use of safety equipment and personal protective equipment (PPE)
- Child labour prevention and age verification
- Forced labour prohibition
- Anti-harassment and respectful workplace behaviour
- Ethical labour standards
- Employee rights and responsibilities
- Grievance procedures
- Health and hygiene awareness
- Attendance and workplace discipline
- Environmental and waste management practices where applicable

16.3 Induction Training

New employees may receive induction training at the time of joining.

Induction training may include:

- Introduction to company policies

- Workplace rules and conduct expectations
- Safety instructions
- Emergency procedures
- Reporting mechanisms for complaints or grievances
- Wage and attendance procedures

16.4 Supervisor and Management Training

Supervisors and managers may receive additional training related to:

- Ethical recruitment practices
- Prevention of workplace harassment and abuse
- Proper disciplinary procedures
- Record keeping and documentation
- Worker communication and grievance handling
- Compliance responsibilities

16.5 Training Records

The company may maintain records of training activities including:

- Training topic
- Date of training
- Trainer or facilitator name
- Attendance records
- Participant signatures where applicable

16.6 Communication and Awareness

Important policies and workplace information may be communicated through:

- Notice boards
- Employee meetings
- Posters and awareness materials
- Safety demonstrations
- Supervisor briefings

The company shall make reasonable efforts to communicate important information in languages understood by employees.

16.7 Continuous Improvement

Creative Knots may periodically review training effectiveness and update training materials or programs as necessary to improve workplace awareness, compliance, and employee welfare.

Supervisors and managers are responsible for supporting the implementation of training and awareness activities

17. Record Keeping and Documentation

Creative Knots shall maintain:

- Employee records
- Attendance records
- Wage records
- Leave records
- Disciplinary records

18. Policy Communication and Implementation

This policy manual shall be:

- Communicated to employees
- Available for worker reference
- Displayed where appropriate
- Explained during induction and training

Supervisors and management are responsible for enforcing compliance.

19. Policy Review and Amendment

Creative Knots reserves the right to review and amend this policy manual as required.

Periodic reviews may be conducted to ensure:

- Legal compliance
- Operational effectiveness
- Continuous improvement

