

# Leadership Advisory and Performance

## **Developing an Employee Handbook for a client, entering the Indian market for setup and gradual expansion**

### **Client Needs**

- The client wanted The Taplow Group, India to partner in the research, benchmarking and creation of an Employee Handbook including people policies, code of conduct and essential HR processes applicable to both their factory and corporate office staff as they established their presence and planned for future growth in India.

### **Taplow Solution**

- We adopted a structured three-phase approach to meet the client needs.
- We discussed and agreed a timeline of 10 weeks covering
  - o Discovery phase (market research, data collection and synthesis): We also ran a thorough initial diagnostic with the key client SPOCs to understand what all policies, processes and code of conduct was important for an India entry and set up. The factory location demanded a detailed catchment area study including primary and secondary research.
  - o Design phase (content outline and development with client reviews): Based on the discovery phase insights, we developed a comprehensive content outline for the Employee Handbook. We then proceeded with the drafting of the policies, code of conduct, and HR processes, ensuring clarity, relevance, and legal compliance. Throughout this phase, we held regular review meetings with the client SPOCs to gather feedback, incorporate their input, and ensure alignment with their specific requirements and cultural nuances.
  - o Delivery phase: Following the client's final review and incorporation of their feedback, we finalized the Employee Handbook. To ensure adherence to local legal requirements, we facilitated a thorough Labor compliance review by an external expert specializing in Indian labor laws. The final, legally sound Employee Handbook was then delivered to the client.

### **Outcome**

- The key client SPOCs conducted a thorough review of the delivered Employee Handbook and provided their complete acceptance. The project was successfully concluded, and the comprehensive Employee Handbook was delivered within the initially agreed-upon 10-week timeline., providing the client with a strong foundation for their HR practices as they establish and expand their operations in the Indian market.

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