

Human Resource Management practices of “Epyllion Group”

By

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An internship report is submitted to the department of BRAC Business School in partial fulfillment of the requirements for the degree of HRM in BBA

Department of BRAC Business School

BRAC University

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Declaration

It is hereby declared that

1. This Internship Report is submitted with my own original work while completing degree at BRAC University.
2. In this report, there is no material which was previously published or written by someone else, except there cited through full and accurate references from web sites.
3. I have acknowledged all main sources.

Supervisor's Full Name & Signature:

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Assistant Professor of HRM

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Letter of Transmittal

Date - 1 December, 2024

Dr. M. Nazmul Islam, PhD

Assistant Professor of HRM

BRAC Business School

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Subject: Submission of Internship Report

Dear Sir,

I would like to thank you for supervising and helping me throughout my internship report in completing my BBA. This internship program has given me the opportunity to experience one of the latest areas of business in Bangladesh and also expanded my present knowledge manifold.

This report is a study on the human resource management practices of Epyllion Group with a special focus on organizational as well as skills, which I was assigned during my internship.

I have tried my level best to fulfill all the necessary requirements desired, and it will meet your level expectations.

Sincerely Yours

Mahir Bin Yousuf
ID 17104076
Brac Business School
BRAC University

Non – Disclosure Agreement

The following information used in this report is made and entered by Mahir Bin Yousuf, ID – 17104076, a student of BRAC University. The purpose of this agreement is to ensure that disclosure and confidentiality belong to the organization.

Acknowledgement

Upon the successful completion of my internship report I would like to express my gratitude to my academy's supervisor Dr. Nazmul Islam, PhD sir. For his constant support that he has provided me with instructions for creating my internship report.

More ever, I would like to thank my whole HR team of Epyllion Group and my supervisor MD **Jobayer Ahmed Khan** Sir for all the guidance with valuable information which I required and also creating a better environment for me to adjust in the workplace. It was my pleasure to get a chance to work as an Intern in this organization. And I also learned and practice HR programs. Along with learning about the RMG industry, I was able to do so thanks to their encouragement and emotional support.

At last, I would like to thank Almighty Allah for keeping healthy and safe during this time where I faced challenges and achieved over them.

Executive Summary

Epyllion Group, a prominent name in the Bangladesh RMG sector, has established itself as one of the leading apparel companies, known for its green corporate practices. As an HR major, it was a rewarding experience to intern at their head office. The internship report has given me all the knowledge and insights that I gained during this period. Covering all the challenges faced, benefits received, and an in-depth analysis of the company's management.

In this report, there are places where significant focuses are on the HRM practices implemented at both factory and corporate levels. A key aspect of the research was investigating internal worker disputes, one of the main issues contributing to the declining success. And also, how the process for recruiting new positions in different departments, creating each employee's personal file for future increments.

Additionally, the report provides insight from interviews with the HR Head and other employees; it concludes with the practice recommendations aimed at helping Epyllion Group build and strengthen its HRM framework and address more challenges in the future.

Keywords: Human Resource Management Practices, RMG Sector.

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Chapter 1 Overview of Internship

1.1 Student Information

Name: Mahir Bin Yousuf

ID – 17104076

Department – BRAC Business School

Major in Human Resource management and minor in marketing.

1.2 Internship Organization information

Company Name – Epyllion Group.

Period: September 15, 2021 – December 15, 2021

Address: H. No 227/A Nina Kabbo (level 13) Bir Uttam Mir Shawkat Sarak, Dhaka 1208

1.3 Overview

Human resource management is integral to an organization, as it plays a critical role in optimizing the work workforce performance and providing a better work environment for an employee. HR oversees talent acquisition, training, and also development, employee benefits. Epyllion Group makes sure HR practices are essential to boost employee engagement, motivation, and satisfaction. Moreover, HR is tasked with resolving conflicts, promoting diversity, and most important of all, driving strategic planning for their sustainable growth. In this internship report I have shared Epyllion Group's HR practices, providing a detailed and structural review of their process.

1.4 Background

In 2024, education is beyond textbooks, incorporating real-life professional experience to bridge the gap between practice and theory. As I am a student at BRAC University, I was required to complete an internship program as a part of my undergraduate program. In this report, my whole internship experience at Epyllion Group is being shared. The process, recruitment, performance appraisals, and employee engagement programs. My involvement in the recruitment and selection process provided me with firsthand knowledge of HR practices and allowed me to share my contribution to the organization.

1.5 Objective of the study

The most important part of this report is to analyze the Human Resource Management practices of Epyllion Group. Specific objectives are

- Facing challenges and prospects in the RMG industry
- Understanding the process of recruitment and selection.
- Gaining insights about employee's performance evaluation process.
- Assessing the effectiveness of employee engagement programs.
- Organizational excellence
- Company's approach to maintaining industrial relations.

1.6 Significance

In a competitive and swiftly changing market, organizations must implement flexible human resource strategies to ensure their sustainability. Epyllion Group has embraced advanced HR methods to recruit, retain, and develop its workforce effectively. Epyllion Group hires skilled employees and offers them competitive benefits. As known as one of the biggest RMG sector players in Bangladesh, with a workforce of more than 23,000 employees across Dhaka, Gazipur, and Narayanganj. This organization emphasizes operational efficiency for its workforce. This is how they maintain their performance among employees.

1.7 Methodology

For this report, I have collected information from various sources. The observation and experience that I have gathered through my time in this organization has adequate information for this report. For more insights, I have taken help from my supervisor and HR colleagues.

- **Primary:** During my internship period, I observed interviews face-to-face with other employees and HR colleagues and structured personal files for each employee in all departments.
- **Secondary:** Based on the information provided on the website of Epyllion Group and conducting the induction program and also keeping a report on it.

Both of these sources were collected during my internship.

1.8 Scope of the study

In my internship period, I contributed to various HR functions that were assigned to me through my reporting manager. And they are:

1. Coronation interviews with written tests I. helping each candidate to prepare the final paper on time.
2. Communicating with candidates, inviting them for interviews, and ensuring follow-ups. Potential candidates confirm through text messages, addressing them what time the written will start with the address. And most important is to make sure that employees don't interact with others after the final interview.
3. Preparing appointment letters and placement letters using HRIS software. After creating an appointment letter, it should be rechecked and signed by Head HR.
4. Managing all employees' personal files. For each employee, a single penalty file is created. In that file, all the crucial and confidential documents are attached. Documents are as follows: job description, acknowledgement, and medical report.
5. Assisting with performance appraisal documentation and sequencing them according to different departments.

1.9 Internship Outcomes

Throughout this internship, I have developed my professional skills, including communication and time management. Delivering each work on time. Handle multiple works at the same time. Thinking outside my comfort zone to adapt my work. It is beneficial to adopt unconventional thinking.

Contribution to the company

- My contribution is assisting the recruitment process all by myself.
- Providing job postings to different departments.
- Developing an induction program and integrating new employees into the organization.
- Running the management trainee program for different departments.
- Creating personal files and putting all data accordingly.

1.10 Benefits and limitations for an intern

- **Benefits:** Working at Epyllion Group provided me with invaluable exposure to a corporate environment. This internship has shown me how HR practices are used in an organization. To enhance professionalism within a corporate environment. Observing HR functions and different wings in same department. The various departments operations are both standard and complex. From this interaction, I have gathered knowledge on how to conduct a job analysis, develop a job description, and compose a formal letter. The HR department is quite versatile, which is the reason it integrated all other departments. This learning helped me to understand the bridge between

Academic learning and real-world application. Epyllion Group has motivated me for further enriching experience.

Limitations:

- In this report, there are certain constraints. The first one is lack of access to an Excel sheet.
- Limited access to confidential company information, which was not allowed for me because I was an intern.
- Conducting this report was quite challenging. The reason are these limitations here; these limitations are mandatory to follow. Rather, I have made every effort to provide a comprehensive analysis of HR practices.

Chapter – 2 An Over view of the organization

2.1 Company History

Epyllion Group commenced its journey in 1994 in Mirpur, Dhaka, with the establishment of DEKKO Knitwear Limited. Over the past 26 years, the company has expanded its operations to Uttara, Gazipur, and Narayanganj. In 2000, the company established an accessories unit known as Epyllion Limited, which marked a significant milestone in its market growth. This was followed by the launch of Epyllion Knitex, a textile plant, in 2005. The company further diversified its operations with the initiation of a washing unit in 2010, enhancing its garment manufacturing process through the incorporation of printing and embroidery. In 2011, Epyllion Foundation was established with a vision to serve society by improving quality, health services, and, most importantly, employee well-being. The company continued to evolve with the introduction of a yarn dyeing facility and a testing laboratory in 2014 and 2015, respectively. To address market demands for innovation, a Research and Development (R&D) unit was established in 2015,



leading to the creation of the Design Studio in 2017. Additionally, in 2015, Epyllion Group launched Sailor, a retail fashion brand, to cater to local needs for global quality. Epyllion entered the Ready-Made Garment (RMG) sector in 1994 with only two sewing lines and a workforce of 200 employees. Today, the company boasts over 160 sewing lines and a vertically integrated structure that includes accessory manufacturing, yarn dyeing, fabric production, washing, and a testing laboratory. Epyllion has emerged as a prominent name in the global market and is recognized as one of the leading companies in the country. Epyllion employs over 24,000 individuals and partners with esteemed buyers from the United States, Europe, and Africa. Epyllion Group is regarded as a trusted organization that fosters a positive workplace environment. The brand enjoys strong support from its employees, who are encouraged to embrace and tackle challenges. Epyllion is dedicated to fostering an environment characterized by respect, equity, and openness, holding the belief that every individual possesses the ability to make significant contributions. The quality of Epyllion's products is a testament to its dedication to excellence..

2.2 Landmarks

Key Strategic Initiatives and Business Improvements

- Establishment of Green and Energy-Efficient Factories
- Business Diversification.
- Implementation of ethical and effective industrial engineering (IE) concepts.
- Convert the organization into one integrated value chain.
- For buyer's accredited testing laboratory.
- KPI performance indicator for integrating time management efficiency.
- Introduced GSD methodology for accurate motion and time analysis to improve workflow.
- Transferring from quality control to quality assurance to ensure consistency and defects.
- Evolving in IT-driven workforce for adoption of advanced technologies.
- Establishing a centralized approach to business planning to ensure alignment across all departments.
- Talent Management.
- Introduction to Key HR Policies.
- Restructuring the recruitment and appraisal system based on a framework to ensure the right candidate for the right position.
- Evaluating employee performance Evaluation through KPIs
- Development with suppliers to ensure stable raw material and improve supply chain efficiency.

2.3 Journey towards sustainability

- Reaching key export goals to strengthen international presence and market competitiveness by 2024
- Elevating production capabilities to specialize in premium, high-value fabrics.
- Investing in better research and development to enhance product capabilities.
- Business automation by ERP.
- Using "cloud" technology for uninterrupted and secured service.
- Expand the domestic presence through retail business sails.

- Providing a more strategic buyer portfolio for sustainable partnerships.
- Smart supply chain and value chain management.
- Platform for utilization of human intelligence and talent management.
- Employee performance tracking to evaluate and enhance employee performance.
- Competency in the recruitment process for more skilled and potential candidates.
- Business diversification for other potential segments.
- Introducing fabric buy and cut solution.
- Positioning as global player.
- Connect with more strategic partners in financial sectors.

2.4 Business Units of Epyllion Group

2.4.1 Garments

RMG: A life line of the Epyllion group. Our whole country depends on garments. Skilled and motivated workforce, innovation in design and product, and high standards are key strengths and the only reason behind its growth. For buyers and partners, Epyllion is delivering quality and delivery as demanded.

1. DEKKO KNITWEARS LIMITED (DKL)

- 12 sewing lines .
- 477 work stations.
- Producing 95,000 hours.
- In one month 475,000 pieces.

2. EPYLLION STYLE LIMITED (ESL)

- 49 sewing lines.
- 1793 work stations.
- Monthly producible 1,275,000 pieces.

3. EPLYLLION KNITWEARS LIMITED (EKWL)

- 19 sewing lines.
- 708 work stations
- Monthly producible 675,000 pieces.

4. DAZZLING DRESSES LTD (DDL)

- 18 sewing lines.
- 602 work stations.
- Monthly producible 500,000 pieces.

5. EPLYLLION KNITWEARS LIMITED (EKWL- HW)

- 50 sewing lines.
- 2000 work stations.
- Monthly producible 1,100,000 pieces.

2.4.2 Textile

Epyllion Knitex Limited (EKL)

To meet the dynamic demands of the fast evolving textile market, Epyllion established its first fabric manufacturing plant in 2003. Since its inception, our core philosophy has been to deliver innovation, value and transparency to the textile industry. In 2007, Epyllion has expanded their quality and production capability just to reach a monthly output of 50 tons with latest technology and advanced machinery.

- **Knitting**

Fabric versatility is crucial to business success and the ability to produce a wide variety of fabrics and designs opens a new opportunities for better growth in business. Epyllion Group always plans ahead of the competition by constantly innovating. Currently, 185 circular knitting machine is being operated by Epyllion Group. These machines enabling us to produce a diverse range of fabrics, including single Jersey, Double Jersey and Jacquard designs for collars and cuffs. Knitting in Epyllion is being committed by fast moving in the market.



- **Dyeing**

The dyeing section is the core of a knit fabric manufacturing plant, playing a critical role in product safety and the overall profitability of the organization. At Epyllion, we are committed to modern technology, upgrading our machinery and advanced systems such as chemical auto-dispensing for accuracy. We also employ software to assess production recipes and to guarantee product safety. In 2023, our dyeing section will be equipped with 28 state-of-the-art bulk dyeing machines and 40 sample machines.



- **Finishing**

Finishing is all about adding value, and the production line stands out as unique and lightly efficient, far from conventional. Over the years, Epyllion Group focuses on the latest finishing technologies to make our fabrics exceptional in both physical and technical properties.

2.4.3 Accessories Division

Epyllion Limited (EPL)

EPL started its journey back in 2000; it is located in Kutubpur. EPL, with its wide area of garment accessories, feeds the demand of in-house and outside buyers at the same time. An impressive arsenal of machines works two shifts in accordance with the demand load.

- Business lines and monthly capacity –
2,000,000 Pcs
- Poly
8,600,000 pcs
- Narrow Fabrics
Elastic/ Jacquard
Twill.
Tape / Draw string.
6,800,000 yards

Our Products:

- **Auto Carton** – 55000 pcs per day.
Double-wall corrugated cardboard masking machine: highly capacity with fully computerized automated machine from Taiwan produces all kinds of cartons with high quality of bursting and edge strength. We use Kraft papers from Australia, USA, Finland, Sweden, and Taiwan. Our cartoon products are:
 1. 5 –ply corrugated box.
 2. Box divider edit.
 3. Hanger cartons.
 4. Flap over flap cartons.
 5. H- Pallet cartons.
 6. M – Divider

- **Semi Auto Cartons** – 16,000 piece per day.

1. Card board.
2. Product - carton
3. Card board – 150 – 90- 150 mm.

- **Poly Bag** – 3, 30,000pcs per day.

This unit is well equipped with modern high speed for blowing machine HDPE, LDPE, and PP. Our products are:

1. Polybag wit-flap.
2. Hanger poly bag.
3. HDLDPP poly bag.
4. BOPP poly bag.
5. Printed poly bag.

- **Label**

We produce 7, 26,000 printed label pcs per day. All kind of labels are produced here: woven, non-woven, cotton, Paper, twill etc.

- **Printing press** – From Germany best printing technology. And we create:

1. Precious multi-color machine.
2. UV varnishing.
3. Laminating.
4. Barcoding.
5. Film foil
6. CTP services.

- **Accessories**

1, 00,000 pcs per day.

We manufacture string with good quality cotton, polyester, and synthetic yarn for use with jackets, trousers, hoodies, and bags. Our products include:

1. Plastic – clips
2. Pin
3. Butterfly
4. Collar inserts
5. Collar guard

2.4.6 Retail Business

For creating its place in the local market, Epyllion Group created the ever-growing retail brand ‘Sailor’ in 2015. It aims to set up new ways in retail business by bringing newness in life style and branding.



2.4.7 Food and Beverage

Epyllion food & beverage limited (EFBL)

Epyllion Group started EFBL in 2013. They believe in the sustenance of our workforce to enhance the human spirit. It is also called "Epytoast," which can be found in the corporate of Nina Kabbo, EKWL-HW, and Mirpur 11, offering wholesome quality food.



2.5 Rewards & Recognition

- The financial planning team of Epyllion Group has been acknowledged by Marks & Spencer for their contributions to partnership and collection pilot projects in Bangladesh.
- Epyllion Group achieved “Super Brands Bangladesh” in 2023-2024.
- March 2019's best safety and health initiative.
- Managing Director received a third-time CIP (Commercially Important Person) Export Award in 2016.
- The Rotary Club of Uttara presented the CSR Contributor Award in the year 2018.
- 6th Standard chartered financial express CSR award in 2016.

Chapter 3: Human Resource Management practices of Epyllion Group

3.1 Brief about Human Resource

To fulfill the organization's goals in today's business environment, each company employs certain methods and adheres to specific standards and values. To maintain coordination between different departments, organizations must focus well. Human resources are the department within a company that deals with employee-related matters. Recruiting, terminating, learning and support, compensation and benefits, performance appraisal, organization development, safety, wellness, employee motivation, communication, administration, and enforcing compliance with labor laws that influence the organization Human resources activities are exemplified by the organization and its personnel. Human Resource Management (HRM) can also be executed by line managers. Moreover, it plays a significant role in achieving the organization's objectives. The HR department works in conjunction with other departments to identify the most appropriate candidate for each position. Additionally, the primary aim is to enhance employee productivity while reducing potential issues that may arise from specific circumstances. Job analysis serves as the fundamental tool in personnel management. Through this process, a personnel manager seeks to collect, analyze, and apply the information available regarding the workforce within the organization. Conducting job analysis is essential for ensuring that the right individual is assigned to the appropriate role. Human Resource Management embodies a comprehensive and strategic methodology for overseeing personnel while promoting a constructive workplace culture and atmosphere. Effective HRM empowers employees to contribute meaningfully and productively towards the overall direction of the company and the achievement of its goals and objectives.

3.2 HR Operations

HR operations encompass various tasks in human resources, recruitment, onboarding, employee records management, and policy implementation. Streamlining this process ensures efficient workforce management for an employee. The most important of all is automation, and technology plays a key role in optimizing HR operations for modern workplaces.

3.3 Talent Acquisition

- HRP – Formulation and update
- HRP vacancy assessment
- Job Specification, job description, job analysis.
- Advertisement / Head Hunting/ Sourcing
- Interview – recruitment & coordinate interview boards.
- Appointment processing & appointment letter.
- Employee Induction Program.
- HRIS –maintain personal files.
- Recruitment cost analysis.
- CV bank maintenance and Paneled CV maintenance.
- Employee Branding
- Buddy ensures for new joiners.
- Job fair arrange.
- Monthly migrations
- MT assessment center.
- Candidate behavioral assessment.

Compensation & Benefit

3.4.1 Payroll

- HR Budget
- Monitor salary structure and Benefits
- Ensure increment of all employees as per policy
- To ensure, verify and process approval of final settlement.
- HR audit
- Clearance for final settlement
- Travel authorization process
- Related HRIS
- To reporting authority

3.4.2 Employee benefit management

- Salary survey on employees & maintaining competitive salary base, end of service benefit.
- New types of service benefits.
- Work in grading system.

3.5 Performance Management System (PMS)

- Two months appraisal confirmation & annual increment.
- 100% performance evaluation by senior authorities.
- Identify the reason of performance issues and developing recommendations of improvements
- Assessment on 9 box model.
- Monitor PM data in HRM software system
- KPI management
- Meet and greet program.
- Prepare organogram.
- HR functions vs achievements.
- Birthday celebrations.

3.6 Strategic HR

Epyllion Group's strategic HR aligns with the dynamic nature of the RMG sector. The company always prioritizes workforce planning to navigate demands for the right skills. Talent acquisition is evident as a way of sourcing skilled individuals for production and quality control roles. The company invests in employee development to stay one step ahead of other industries in the market. By providing a positive work culture and opportunities, it fosters the growth of success for every employee.

3.7 Employee Engagement Programs

3.7.1 Strategic development:

- Peer Appreciation
- Town Hall meeting
- Business Excellence Awards
- Coffee with HR
- Buddy Evaluation
- HR monthly report.
- Life at Epyllion

3.7.2 Wellbeing of an employee:

- Schedule Patient consultations
- Assess patient and Identify their challenges
- Organize long term counseling plan.
- Close work with the performance management team to understand the issues and resolve them.

3.8 Organizational Excellence

3.8.1 Organizational Excellence

- HR R&D
- Development of forms & Format
- Organizational Development
- Formulation of Policy, Update and its Implementation
- Management of Internship Program
- Related HRIS
- Office Circular, Memo, Order
- Best Buddy Evaluation
- Epyllions LinkedIn Official Page & Keep it Updated

3.8.2 Talent Identification & Acquisition

- Organizing Talent Identification Program in Internal & External Environment • Maintaining Database Regarding Resources Pool for Various Segments for both Internal & External
- Service Loyalty Award

3.8.3 Talent Retention

- Formulation and Implementation of Talent Retention Assurance Policy • Continuous Development Process for Talent Pool
- MT Program Management

3.9 Industrial Relations

In the readymade garments sector, industrial relations refer to the interactions and relationships between employers and employees. This industry often involves labor-intensive manufacturing processes, and issues such as working conditions, wages, and worker rights are crucial aspects of industrial relations. Common challenges in the readymade garments sector include ensuring fair wages, safe working conditions, and adherence to labor laws. The relationship between workers and management can impact productivity and overall industry stability. Efforts to establish effective communication channels, address grievances, and promote a harmonious work environment are essential for sustainable industrial relations in this sector.

- **Accumulate Intelligence in the Factory**

Epyllion Group strictly follows and maintains the industrial relations established by the Bangladesh Labor Law 2006 and Bangladesh Labor Rule 2015 and monitored by the Director of the Department of Labor. Epyllion Group is under the control of the Department of Labor, Dhaka, and the Department of Labor, Narayangonj

- **WPC Meeting Minutes Preparation**

Work Participation Committee (WPC), followed by Bangladesh Labor Law-2006 and Bangladesh Labor Rule-2015 Clause (205-208), Rules (183-198). Epyllion Group follows these clauses and rules for WPC. Epyllion Group conducts meetings with WPC every two months in every unit of the company.

- Disciplinary Actions (Show Cause, Show Cause with Charge Sheet, Warning Letter, Notice of Enquiry, Enquiry Committee Formation, Conduct Enquiry, Framing Enquiry Report) By the Labor Act 2006, in accordance with Sections 23 and 24, Epyllion Group conducts a preliminary investigation after receiving a complaint. If the allegation is found to be true, the guilty person has to show cause within 7 days. After that, an investigation committee will be formed to investigate the truth or falsity of the complaint. And the company will punish the guilty person as per the company policy. An inquiry committee will be formed even if the person admits his guilt in the show cause letter.

- **Handle All Complaints, grievances, and court cases raised/filed**

If an employee has a complaint against the Epyllion Group, the employee will send a complaint letter to the company. If the company does not settle the complaint within 30 days, the worker can appeal to the labor court. The court will then send a letter to Epyllion. Epyllion Group always resolves all complaints itself. There is no labor court case against Epyllion.

Epyllion Group is located under the Dhaka Labor Court, Gazipur Labor Court, and Narayanganj Labor Court.

- Maintain liaison with the Labor Directorate, Factory Inspiration Office, Statistics Dept., ILO, *BGMEA, BKMEA, Joint Director of Labor Office, and Other Govt. and Non-Govt. Statutory Bodies.

- **Related HRIS**

Human resource information system software will contain all records.

- **Grievance Record Management**

All complaints will be recorded in a register, which is used for recording grievance.

3.10 My Experience

- Epyllion group has a quality environment to work and also maintain green environment for employees to blend in.
- Less paperwork to save environment.
- Training an intern like a corporate officer to understand the culture and time management.
- Epyllion Group also provide dormitory for those who lives far away.
- In every unit they provide free medical for all employees.

3.11 Here's the SWOT analysis for Epyllion Group:

SWOT Analysis

Strength-

- Vertically Coordinates Operations Epyllion oversees different stages of generation, from material fabricating to RMG generation and retail.
- Supportability Activities - Commitment to eco-friendly and energy-efficient hones upgrades brand image.
- Talented Workforce: A huge, well-trained workforce of over 24,000 workers guarantees operational efficiency.
- Solid Buyer Connections: Associations with legitimate worldwide buyers like Ralph Lauren and G-Star RAW.
- Recognized Brand: Grants such as the “Super Brands Bangladesh” and “Best Quality Award” highlight its quality and reputation.

Weaknesses –

- **Restricted Investigate and Development:** Need of devoted investigate educate for nonstop enhancement in the RMG sector.
- **Compliance Challenges:** Crevices in adherence to worldwide labor and security guidelines in certain operations.
- **Reliance on Trade Markets:** Overwhelming dependence on markets like the USA and Europe uncovered the trade to geopolitical risks.
- **IT and Documentation Holes:** Obsolete HR and IT frameworks restrain operational efficiency.

Opportunities:

- **Residential Showcase Extension:** Development potential for retail brands like Mariner in Bangladesh.
- **Innovative Integration:** Grasping mechanization and ERP frameworks can streamline operations.
- **Showcase Enhancement:** Growing into undiscovered locales and item lines.
- **Vital Organizations:** Collaborating with worldwide monetary and coordination companies to upgrade supply chain robustness.

Threats:

- **Strongly Competition:** From both neighborhood players like Fakir Attire and universal competitors.
- **Worldwide Financial Variances:** Varieties in crude fabric costs and worldwide request for garments.
- **Administrative Dangers** Changes in exchange approaches and labor laws may increment operational costs.
- **Work environment Security Concerns:** Mishaps or destitute working conditions may hurt notoriety and pull in penalties.

3.12 Porter's Five Forces of Epyllion group

- **Threat of New Entrants:** High initial for capital requirements, established buyer relationship and operation expertise for new players.
- **Bargaining Power of Suppliers:** Dependency on imported raw materials which give suppliers leverage.
- **Bargaining Power of Buyers:** International buyers like Marks & Spencer have significant power due to their scale and ability to switch to alternative suppliers.
- **Threat of Substitutes:** Apparel substitutes are limited. However, changes in consumer preferences, like shift towards luxury fashion, may impact tradition RMG demand.
- **Industry Rivalry:** Competition is fierce, with numerous local and international players for market share. Differentiation through quality and sustainability helps Epyllion Group to maintain a competitive edge.

Chapter 4: Findings, Conclusion and Recommendations

4.1 Findings of the study

Strengths and Achievements

- Epyllion Group's extensive product range, advanced technology, and skilled workforce make it a leader in the RMG sector.
- Recognized globally for maintaining high standards, the company has received awards such as the "Best Quality Award" from G-Star RAW and recognition from Ralph Lauren.
- The company emphasizes sustainable practices, including green and energy-efficient factories and limited paperwork to save resources

Weaknesses and Challenges

- Compliance and Safety Issues: Low compliance levels in some areas and working environments that remain risky for workers.
- Limited Marketing Strategies: Lack of robust branding and promotional strategies hampers competitive positioning.
- Process Gaps: Challenges in seamless integration of manufacturing processes, and fewer textile process units compared to competitors.
- Employee Induction Process: Common mistakes and inefficiencies in the onboarding process highlight the need for automation.

Workforce Dynamics

- Talent Management: Strong focus on recruiting, retaining, and developing employees through structured programs, yet the need for more comprehensive talent retention policies is evident.
- Performance Management: Use of KPIs and performance evaluation models like the 9-box grid for employee assessment.
- Employee Engagement: Programs like "Coffee with HR" and peer appreciation initiatives are innovative but may require broader participation.

Technological Integration

- While advanced systems like HRIS and ERP are in place, the company needs further investment in IT infrastructure for better operational efficiency.
- The dyeing and finishing sections employ state-of-the-art machinery but face challenges in process optimization for scalability.

Organizational Excellence

- Focus on structured HR practices, including talent acquisition, retention, and rewards programs.
- Strategic alignment across departments through centralized business planning and the use of KPIs for organizational performance tracking.

4.2 Conclusion

Epyllion Group stands out as a leading name in Bangladesh's RMG sector. The reason is its commitment to product quality, better service, and above all, its well-oriented workforce. A team where the greatest mind like the creative team works. The extensive product selection for their consumers daily. This organization reaches a large part of the population and manages its CSR operations through different campaigns and productions. There is a position for the RMG sector in Bangladesh, while working together to achieve more benefits mutually. For all employees, they take responsibility for their actions and decisions.

4.3 Achievement:

Awards and Recognition:

- The Epyllion Group's chairman, Reaz Uddin Al-Mamoon, was honored with the Bangladesh Award for Best CEO in the RMG industry.
- Epyllion Group has received the "Best Quality Award" from G-Star RAW for achieving the highest AQL performance in a global contest that included competitors like China.

- Epyllion Group is also named Super Brand, reflecting the trust and reliance it has built with stakeholders.
- In 2023, Epyllion Group was recognized by Ralph Lauren for expecting service and product.

Other competitors like Fakir Apparel Ltd (FAL), where Epyllion Group is maintaining high standards and embracing more innovative solutions to improve performance and quality.

4.4 Recommendation

Epyllion Group, a prominent business conglomerate in Bangladesh, primarily operates in textiles and other diversified sectors. Here are some recommendations tailored to its business model and potential growth areas –

Some recommendation that Epyllion Group may follow

- Epyllion Group should provide better IT and technical support to their corporate employees for a smooth operation.
- The human resource management team can collect NID copy from candidates when they come for interview. This will help to avoid some mistakes and hassles at the initial level when they prepare approval and appointment letters for selected candidates.
- After evaluating the induction of new hires, we find that many of them have some common mistakes. Ultimately, they will not be aware of the correct answer to their misinformation. So that we can inform them about right and wrong by mail or any other simple way.

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