NEW SUPER STAR MANPOWER (PRIVATE) LIMITED.

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Code of Ethics and Business Conduct

CODE OF ETHICS AND BUSINESS CONDUCT

1. Purpose and Scope

New Super Star Manpower (Pvt) Ltd is committed to conducting business with the highest standards of integrity, transparency, and respect for human rights. This Code of Conduct applies to all directors, employees, and business partners operating on behalf of the company in Sri Lanka and overseas.

2. Compliance with Laws and Regulations



- **Regulatory Adherence:** We strictly comply with all labor laws, immigration rules, and guidelines set forth by the **Sri Lanka Bureau of Foreign Employment (SLBFE)** and the respective laws of destination countries.
- **Licensed Operations:** All recruitment activities are conducted strictly under valid government licenses and officially attested Job Orders.
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3. Ethical and Zero-Cost Recruitment

- **Zero-Cost Commitment:** Where contracted under zero-cost recruitment protocols, candidates shall not be charged any recruitment fees, placement costs, or hidden charges. All legitimate deployment expenses are borne by the employer.
- **Transparent Fee Structure:** For standard recruitment drives, any permitted charges must strictly align with SLBFE-approved rates, with official receipts issued for every transaction.
- **No Debt Bondage:** We strictly prohibit practices that trap workers in debt, withhold wages, or force workers to pay off recruitment expenses through salary deductions.



3. Truthful Representation and Contracts

- **Accurate Job Information:** Candidates must receive complete, truthful, and clear information regarding job roles, working hours, overtime rates, salaries, accommodation, and living conditions prior to departure.
- **No Contract Substitution:** Employment contracts signed in Sri Lanka must match the exact terms and conditions provided upon arrival at the destination country.
- **Freedom of Movement:** Workers must retain full possession of their passports, personal identification, and travel documents at all times.



4. Equal Opportunity and Anti-Discrimination

- **Fair Selection:** All candidates are evaluated solely on their skills, experience, and merit. We strictly prohibit discrimination based on race, religion, gender, caste, age, or marital status.
- **Zero Tolerance for Harassment:** We maintain a safe, respectful environment free from physical, verbal, psychological, or sexual harassment.
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5. Candidate Welfare and Post-Deployment Support

- **Pre-Departure Orientation:** Every candidate must undergo thorough orientation regarding destination laws, cultural norms, workplace safety, and emergency contact procedures.
- **Ongoing Monitoring:** We actively monitor the welfare of deployed workers and intervene promptly if disputes arise regarding unpaid salaries, unsafe working conditions, or breaches of contract.



6. Anti-Bribery and Corruption

- **Integrity in Dealings:** Employees and agents must never offer, solicit, or accept bribes, kickbacks, or improper gifts to secure job orders, visas, or regulatory approvals.
- **Confidentiality:** Personal data, medical records, and financial information belonging to candidates and clients must be kept strictly confidential.



7. Accountability and Enforcement

Violations of this Code of Conduct by any employee, or partner will result in immediate disciplinary action, termination of contracts, and reporting to relevant legal authorities.

Approved by:

Managing Director
New Super Star Manpower (Pvt) Ltd
Date: November 11, 2026