POLICIES AND PROCEDURES ON LEGAL & CUSTOMER REQUIREMENTS

NEW SUPERSTAR MANPOWER (PRIVATE) LIMITED.

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New Super Star Manpower (Pvt) Ltd. (L.L.No-2517)

(Manpower Suppliers for garment factories)

POLICIES AND PROCEDURES ON LEGAL & CUSTOMER REQUIREMENTS.

THE COMPANY.

It is with great pleasure and privilege that we introduce New Super Star Manpower (Pvt) Ltd, being a limited liability company in Sri Lanka manage to achieve 4 star grade by the government of Sri Lanka in recognition of the dedicated service in the field of manpower recruitment agency services rendered to the foreign companies by providing the service of skilled, disciplined and hard working employees. We are registered in Sri Lanka under labor license No.2517 issued by the Sri Lanka Bureau of Foreign Employment (SLBFE) in the year 1999.

A. Employer Screening procedure on Due Diligence

1.1 Policy

The Agency work only with legitimate employers that are licensed to operate in the country where the job-site is located and have a good track record.

1.2 Procedure

New Super Star Man Power (NSM) only supply its service to the legitimate employers in foreign countries. All the required legal documents such as business registration certificates, Business License Registration certificate, Annual Audited Accounts etc are obtained and verified.

Written confirmation from the board of directors are obtained as to the going concern ability of the business.

Identify the company's official business address. Check to make sure the address and phone numbers remain valid. Further details are obtained through searching the company's web site.

Search community groups, the Business Bureau and the local chamber of commerce to check for membership or accreditation

Review court records in the jurisdiction within which the business is registered

B. Registry of relevant laws

1.1 Policy

The agency complies to relevant legal and customer requirements to discharge its duties lawfully, more efficiently and effectively.

1.2 Procedure

The Agency maintains an updated registry of relevant laws

C. Compliance to Laws

NSM will not do anything which are prohibited from the government authority. We take written permission for each step of recruitment process from related authority. NSM will not escape any rule and regulation of government as well as of employer. Our legal department is liable to ensure that all our policy and procedures are consistent with current laws and regulations.

Further, The Agency has not been cited, suspended, or otherwise sanctioned for non-compliance with any laws in any country of operations, including countries where workers are Sourced, recruited and deployed.

D. Documentation Authenticity.

1.1 Policy

The agency will ensure that all the required documents submitted by the workers are genuine.

1.2 Procedure

Any underline Documents will be cross checked with the source documents. Eg. Passport will be cross checked with the Birth Certificate and National Identity Card, All the educational certificates will also be cross checked with the Birth Certificate and National Identity Card

Copies of the documents will be accepted only after cross checking with the Original Documents. When necessary POLICE REPORTS from the nearest police station will be obtained.

Additional documents will be obtained from local authorities to evaluate the authenticity.

Moreover, authenticity will be ascertained directly contacting the relevant third parties. Eg. For Personal references, for academic references, for previous employment etc

Approved & Endorsed By

Managing Director
New Super Star Manpower(Pvt) Ltd On 6th April 2026