# RECRUITMENT POLICY REPORT

## NEW SUPER STAR MANPOWER (PRIVATE) LIMITED.

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

*(Manpower Suppliers for garment factories)*

## Company Policy For Ethical Recruiting (Zero Cost Policy).

# Introduction.

**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 3 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.

***RECRUITING POLICIES & PROCEDURES.***

***THE POLICY***

***ETHICAL RECRUITING/ZERO COST RECRUITMENT POLICY.***

**1. PURPOSE**

Our objective is to provide high quality programs and service to our clients. To support the achievement of this object we need a good recruitment policy as well as recruitment process. Recruitment policy contains the object of the recruitment that provides a framework of implementation of the recruitment program in the form of Procedures. In the other word the main purpose of this policy is to promote the ethical recruitment of Sri Lankan worker in international market.

**2. Feature of this Policy**

### i. Free chosen Employment

Freely chosen employment is the basic feature of this policy. Candidates can choose the any employment available in NSM. Candidates are free to reject any offers that are available in NSM. Similarly it is also not compulsory to go to the foreign country for work even they get visa and final approval from the department of foreign employment, Sri Lanka. In the other words worker have the right to reject the job, offered by the employer at any time.

### ii. Equal Opportunity Employment

New Super Star Manpower (Pvt) Ltd is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, differently abled, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation and discipline.

New Super Star Manpower (Pvt) Ltd expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, differently abled or veteran status. Improper interference with the ability of New Super Star Manpower
employees to perform their expected job duties is absolutely not tolerated.

### iii. Non-Harassment / Non-Discrimination

#### a. Discrimination:

New Super Star Manpower (Pvt) Ltd is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment.

It is the policy of New Super Star Manpower to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, differently able, genetic information, marital status, amnesty or status as a covered veteran. New Super Star Manpower prohibits any such discrimination or harassment.

Discrimination includes, but is not limited to: making any employment decision or employment related action on the basis of:

1. Race;
2. Color;
3. Religion;
4. Creed;
5. Age (not under the age of 18 years);
6. Sex;
7. Differently abled;
8. National origin;
9. Marital or veteran status;
10. Or any other status protected by applicable law.
11. Involvement in Political parties and Trade Union

New Super Star Manpower encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of this company to promptly and thoroughly investigate such reports. New Super Star Manpower prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

We humbly request the employer not to discrimination any worker at the time of selection process. If any employer will not follow our policy regarding nondiscrimination after briefing then we will not supply the worker to that employer.

**b. Harassment**

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment.

Harassing conduct includes, but is not limited to:

1. Epithets;
2. Slurs or negative stereotyping;

3. Threatening;
4. Intimidating or hostile acts;
5. Denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

**iv. No Child Labor and Bonded Labor**

New Super Star Manpower is committed not to recruit any child labor (below that 18 years old) and any kind of bonded labor. Age should be 18 years or above 18 years is required to apply for any job from NSM. Candidates must show their original citizenship certificate or National Identity Card or driving licence or any other government issued documents that shows their age along with their Passport to verify the age at the time of job applied.

Bonded labor refers to situation in which person are coerced to work through the use of violence or intimidation, or by more subtle means such as accumulated debt, retention of identity paper or threats of denunciation.

So, NSM does not ask any candidates or workers or applicants to deposit any original documents like academic certificate, citizenship, passport and other documents and any money as security bond and applicants do not need to pay any fee and cost for getting job from NSM.

Similarly, NSM will not provide any loans to the candidates or workers or applicants and not allowed to any other parties to provide loan to workers to avoid debt bondage and forced labor.

Management team is responsible to ensure that there is no forced or bonded labor or child labor.

### v. Young Worker and Foreign Worker

As per Foreign Employment act 2007 Sri Lankan government not allowed to recruit young worker (16 to 18 Years) and foreign worker in the foreign country. So NSM will not search and help to find any job to any young and foreign worker.

### vi. Zero Recruitment Fee

Free recruitment is our main feature of this policy. No need to pay anything (money or gift or favor) to anyone to get job form NSM. Similarly NSM do not ask any candidates or family of candidates to deposit any money and any documents and force saving as security bond. Our manager is the responsible person to ensure that no fees are collected for recruitment. Our manager will investigate with the candidates after applying job through NSM to find whether the candidates paid any fees to anyone or ask for force saving or bond to get the job or not. If found collected by any one, we will refund them within 3 working days after the date of finishing investigation.

Free recruitment fee means the worker should not pay any fee related to get job. Generally recruitment cost includes:

a. Health check/Migrants Management System Fees (FWCMS)
b. Visa Fees
c. Bureau Registration Fees (SLBFE)
d. Agreement Charges (For females only)
e. Cess Tax
f. Air Tickets
g. Agent Fee

### vii. Recruitment cost

50% of the recruitment cost is payable by the foreign company/principals prior to the departure of the workers.

Balance 50% of the recruitment cost is payable within 7 days of the workers departure.

viii. **Competent Personnel and Direct Recruitment Management**

- **Trained Direct Staff:** All recruitment, screening, interviewing, and deployment activities must be managed exclusively by competent, vetted, and directly employed staff of New Super Star Manpower (Pvt) Ltd.
- **Mandatory Training:** Recruitment personnel receive regular training on ethical recruitment standards, anti-trafficking regulations, zero-cost procedures, and Sri Lanka Bureau of Foreign Employment (SLBFE) compliance.
- NSM will not recruit any worker as intern or Volunteer worker. NSM always recruit worker with salary.

**ix. Continuous Improvement**

We as a responsible recruitment agency we believe in continuous improvement, we don't think what we did are the best. We change or amend in our policy as per the demand of market and time, for better improvement. We will analysis and evaluate of policy and activities once a year and do changes (if needed). So improvement is our ongoing process.

**x. Sub agent and sources of worker**

We never use any agent or sub agent to get applicants. We use direct sources for getting applicants from different parts of country. We will not use agent because they may give false information to worker and may collect money from worker which is against our policy.

Ex-worker and Recommendation worker are our main sources of applicants or candidates. NSM also prefer these workers because these candidates know the better about nature of job, company and recruitment cost.

Advertisement in television is the other main sources of potential candidates.

As per foreign employment act 2007 we must advertise all demands that we gets from international clients, in national daily newspaper. Foreign employment regulation 2008 declared the specified format for advertisement. But we must take approval from department of foreign employment before publishing the advertisement in newspaper.

To avoid the chances of collecting money from candidates by any one we clearly mentioned in the advertisement that it is Zero cost recruitment process and everything is free regarding getting job and any agent or sub agent or any other third parties are not allowed.

### xi. Fair Selection

Our selection process for recruitment is very fair and transparent. We never use false information and data to attract the applicants. At the time of advertisement we post accurate and complete information regarding worker salary, Job details, No fees policy, No bond and deposit policy and No force labor and No force saving policy and other policies too. NSM will publish the selection list in our notice board as soon as possible after finishing the selection process but it would not be later than next day. Our senior management team is responsible to ensure all the information that published are accurate and complete.

### xii. Records

NSM will keep records of each and every action of every employee. Normally NSM keep records of application, interview, selection, and visa receive and deployment of worker and other recruiting process. Similarly we keep the records of every activities of worker like complain, return and etc., the management will review these records in a periodical base to insure that there is no any error.

### xiii. Legal Permission

NSM will not do anything which are prohibited from the government authority and ensuring compliance with applicable laws in each country. We take written permission from 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.

Approved & Endorsed By

Managing Director
New Super Star Manpower

Revised On 11th November 2026