

# INTERNAL PROCEDURES MANUAL



**STAFFLINK – Trabalho Temporário, Lda.**

**Licence - Alvará n.º 1016/25 | NIF: 518 606 066**

**Rua do Arco do Marquês do Alegrete, 2 – 4.4, 1100-034 Lisboa**

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## 1. INTRODUCTION

STAFFLINK is a temporary employment agency licensed by the IEFPP (License No. 1016/25), providing flexible recruitment and workforce management solutions to companies across various sectors — including logistics, industry, tourism, agriculture, and services.

STAFFLINK operates not only in Portugal but is also prepared to serve companies and workers within the broader European Union, ensuring full compliance with applicable EU labor regulations, data protection (GDPR), and health and safety directives.

This manual outlines our internal procedures to promote legal compliance, operational efficiency, and high-quality service across all regions of activity.

## 2. ORGANIZATIONAL STRUCTURE

Role	Responsible Person
General Management	Md. Sabuj Miah
Operational Coordination	Md. Apu Khan
Recruitment and Selection	Khaledur Rahman Chowdhury
Administration and Finance	Nasser Abdula
Legal (External)	Kelly Mory
Accounting (External)	Nasser Abdula
Marketing and Communication	Md. Apu Khan
Technology and IT Systems	Tarekur Rahman Chowdhury
Training and Development	Khaledur Rahman Chowdhury
Quality & Internal Audit / Technical Director	José Paulo Oliveira

## 3. OPERATIONAL PROCESS

### 3.1. Client Acquisition (User Companies)

- Active prospecting (visits, calls, LinkedIn, international events).
- Signing a service agreement with each user company.
- Collecting detailed job descriptions, working conditions, location, and candidate profile requirements.

### 3.2. Recruitment and Selection

- Publishing vacancies via websites, social media, national employment services (e.g., IEFP), training centers, and community organizations.
- Screening CVs and conducting interviews.
- Verifying personal and legal documents (e.g., NIF, NISS, residence permit, IBAN, etc.).
- Final approval of selected candidates by the user company.

### 3.3. Employment and Assignment

- Signing of temporary employment contracts with selected workers.
- Providing each worker with a job assignment sheet detailing the user company.
- Mandatory notifications to Social Security and labor authorities (ACT, or equivalent in other EU countries).
- Assignment of workers to user companies under the agreed conditions.

### 3.4. Operational Follow-up

- Initial site visit to the user company.
- Ongoing support during worker integration.
- Weekly monitoring of service delivery.
- Ethical and timely resolution of absences, replacements, or conflicts.

### 3.5. Administrative and Financial Management

- Monthly collection of time records (provided by the user company).
- Payroll processing and compliance with social contributions and accident insurance.
- Issuing invoices to user companies.
- Preparation of monthly internal performance reports.

## 4. INTERNAL POLICIES

### 4.1. Quality and Customer Service

- Courteous, multilingual, and inclusive communication with clients and workers.
- Response to worker replacement requests within 24 hours.
- Recruitment of reliable candidates with verified references.
- Regular monitoring of performance indicators and internal audits.

### 4.2. Ethics and Compliance

- Full compliance with the Portuguese Labour Code, Decree-Law 260/2009, and applicable EU labor standards.
- Zero tolerance for discrimination based on origin, gender, religion, age, or legal status.
- Strict confidentiality regarding client companies and individual workers.

### 4.3. Occupational Health and Safety (OHS)

- Ensuring all user companies meet national and EU OHS regulations.
- All assigned workers are covered by mandatory work accident insurance.
- In the event of an accident, the worker or user company must immediately inform STAFFLINK.

### 4.4. Data Protection and IT Security

- Full compliance with the General Data Protection Regulation (GDPR).
- Secure and role-based access to internal systems.
- Regular data backups and system maintenance performed by the designated IT team.

## 5. RECORDS AND ARCHIVING SYSTEM

Document	Retention Period	Format
Temporary employment contract	5 years	Physical/Digital
Contract with user company	5 years	Digital
Time sheets	2 years	Digital
Legal declarations (SS, ACT, etc.)	5 years	Digital
Invoices and receipts	10 years	Digital

## 6. KEY PERFORMANCE INDICATORS (KPIs)

- Average placement time:  $\leq 3$  business days
- Client satisfaction rate:  $\geq 85\%$
- Worker absenteeism rate:  $< 5\%$
- Cost per worker vs. revenue generated
- Response time to replacement requests:  $\leq 24$  hours
- Worker retention rate:  $\geq 70\%$

## 7. CONTINUOUS IMPROVEMENT

- Monthly meetings with internal staff and departments.
- Ongoing training sessions (e.g., communication, OHS, EU labor law).
- Biannual client evaluations and worker feedback.
- Strategic support from the Technical Director (Prof. José Paulo Oliveira).

- Internal audits and performance reviews.
- Updates to procedures based on feedback and evolving best practices.

## 8. INTERNAL AND SUPPORT CONTACTS

Area	Responsible Person	Contact
General Management & Technical Director	José Paulo Oliveira	josepaulo.oliveira@olae.pt / +351 927 820 821
Human Resources	Khaledur Rahman Chowdhury	prof.kahledur@gmail.com / +351 931 412 878
Legal Consulting	Kelly Mory	adv@kellymory.com / +351 932 806 673
Accounting	Nasser Abdula	nasserabdula@hotmail.com / +351 934 457 570
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