



PROVIDING
EXCELLENT WORKERS
WITHOUT DELAY



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NO SHORTAGE OF WORKERS!

Unrivalled delivery of service

Unmatchable performance and productivity

Unbeatable levels of discipline and attention to detail

*Unique ability to provide large numbers of
workers within a short period of time*





1. OUR STORY

'Work Supply – Temporary Staffing Agency Ltd' (hereafter, Work Supply) was established in Portugal on May 2 2019, having been assigned the temporary work agency license number 879/19 on 23 July 2019, by the competent Portuguese authority, the Institute of Employment and Vocational Training (IEFP, I.P).

The agency has its headquarters in Odivelas – a municipality of Lisbon – located less than 10km from the capital city's international airport. In Portugal, Work Supply has a branch office in the northernmost city of Valença (bordering Spain) and a second branch will soon open in Évora – in the mid-south of the country.

In January 2023, Work Supply established its first fo-reign branch in Zetten located in the Netherlands.

A few months later, in May of 2023 we established our second office outside Portugal, in Germany, located at Alt-Heerdt 104, 40549 Duesseldorf.

As an agency, our goal is to provide a qualitatively superior response to companies that find it increasingly difficult to hire employees who fit their profile and are willing to work hard.

We aim to address the needs of professionals in sectors such as agriculture, manufacturing, logistics, fores-

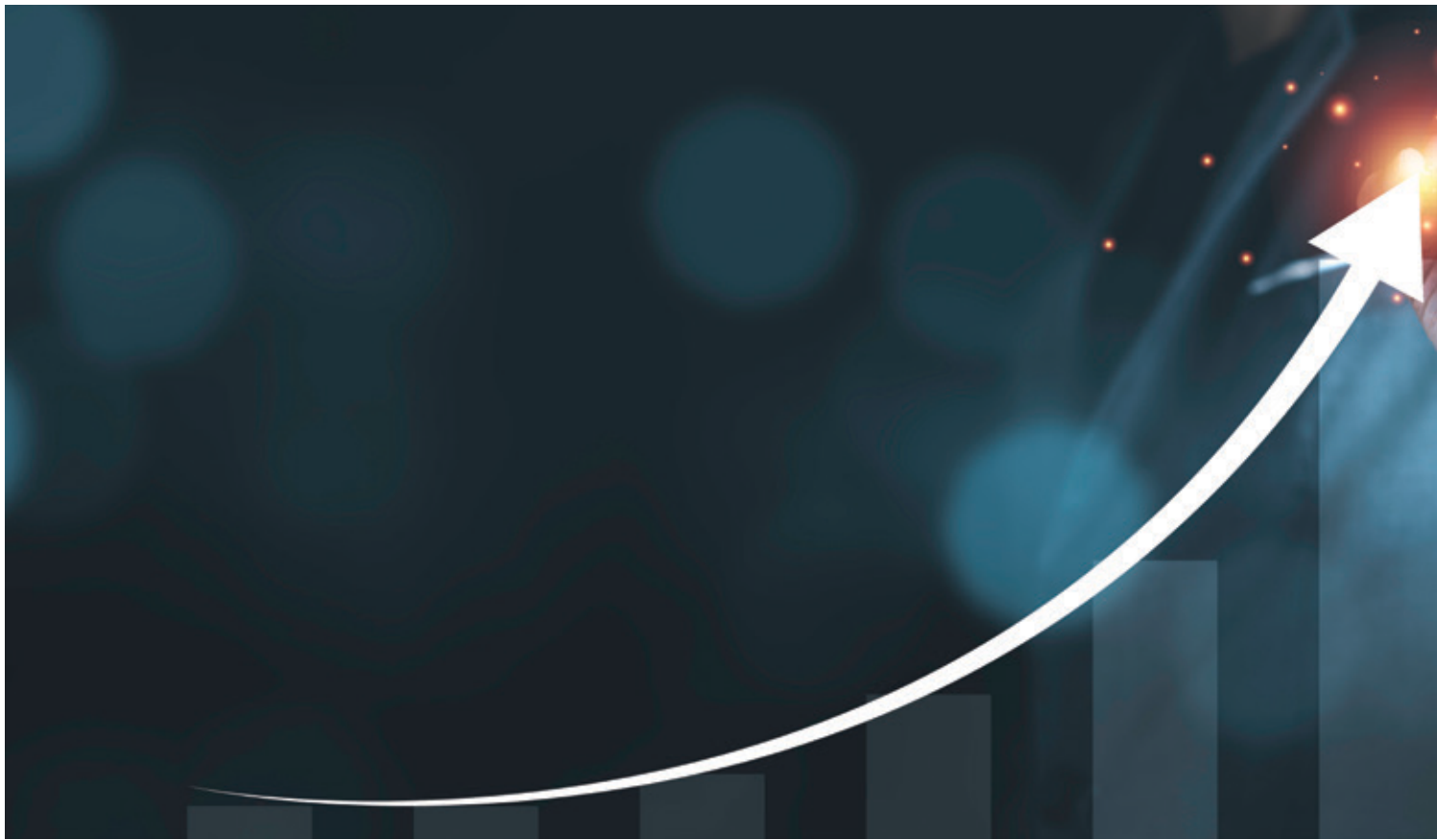
try, construction, meat processing and packaging, and food and lodging, where work involves, predominantly manual labour.

We are aware that the cost of labour is an important factor for all clients, however, we believe that for our clients, **it is even more important to have the certainty of quality workers who have a keen attention to detail and possess self-discipline and self-motivation.**

Work Supply Ltd is accredited by the **Board of Labour Standards of the Netherlands (SNA) and was issued the Dutch Safety Management System by EBN – Certificate number EBN.VCU.3940 valid until 09.08.2025 and the ERLAUBNIS zur Arbeitnehmerüberlassung (Temporary work agency permit), registration number 60101/290822/11547, issued by the Bundesagentur für Arbeit – the Federal Employment Agency of Germany.**

We are registered and/or licensed and meet all the legal requirements to conduct business not only Portugal, but also in other EU member states.

We have workers that want to go everywhere and anywhere!



2. GROWTH AND INTERNATIONAL PRESENCE

In May 2019, Work Supply began its journey with two internal staff members and approximately 12 external contractors.

In just four years, our team has grown to 12 internal staff members and over 500 assigned workers spread across a wide array of sectors.

We possess a fleet of over 40 vehicles – distributed throughout Portugal and Europe, ready to respond to the transportation needs of our workers and clients.

Approximately 60% of our contractors are providing services outside Portugal and our workers are constantly in search of opportunities to join those already honing their skills in Europe.



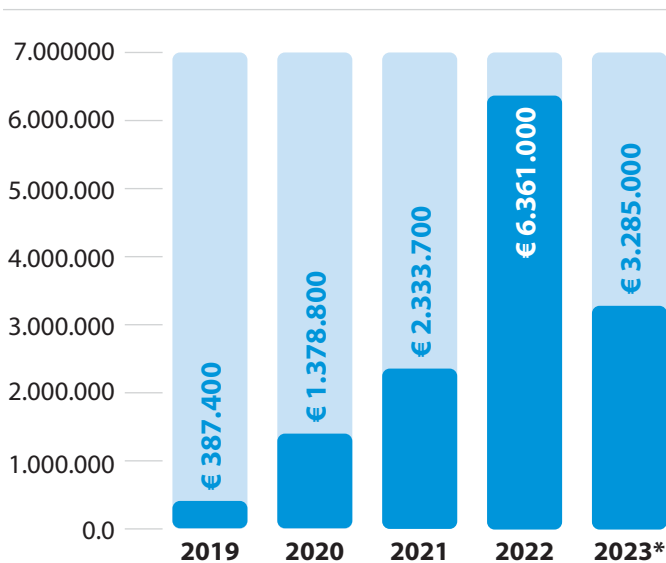
We are currently operating across the European Union and the European Economic Area.

Work Supply has assigned/posted/seconded/leased or hired out workers to clients in Spain, France, Italy, Austria, Slovenia, Germany, Luxembourg, Belgium, Netherlands, Denmark, Sweden, Norway and Iceland.

And, we are always looking to expand our horizons.



VOLUME OF SALES (IN EUROS)



* 1st trimester

Work Supply has witnessed considerable sustained growth in a short period of time. Growth in the volume of sales, while expected, is still exceptional.

Work Supply has strived to make the most of any and all opportunities we have been presented with. We acknowledge that good fortune has contributed greatly to our success, but so has teamwork, hard work, prudent management and, above all, the ability to respond effectively and extremely quickly to the manpower needs of our clients coupled with the exceptional quality of our workforce.

We owe a tremendous debt of gratitude to our amazing team of workers – they truly are the “secret” of our success.



3. SERVICES WE OFFER

3.1. Temporary Agency workers

Leasing, also often designated as the hiring out, secondment, assignment and deployment of temporary staff to respond to temporary and specific needs of work Organizations represents over 98% of our volume of business.

Temporary staffing is a straightforward concept, and a management tool widely used by employers across the world.

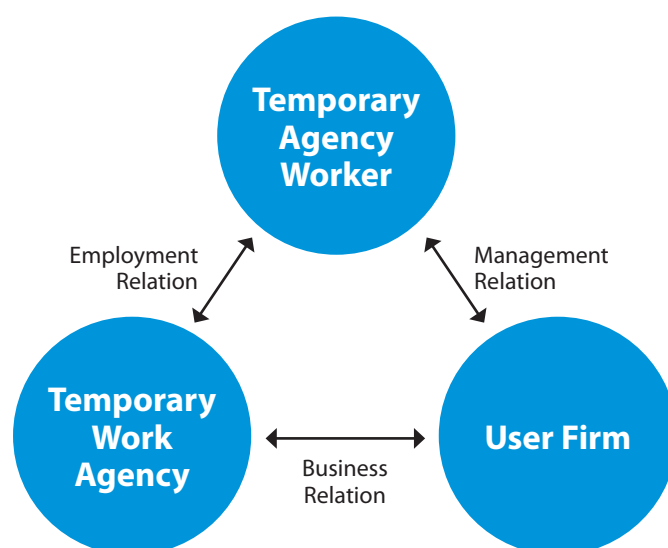
It consists of a triangular relationship between three distinct parties when work Organizations, for whatever reason, require additional manpower on a temporary basis to respond to specific needs.

The three parties usually comprise of:

- A – Worker
- B – Temporary Staffing Agency
- C – Client/User firm

The worker (A) is employed by the Temporary Staffing Agency (B) – the employer of record, who then posts the worker to their Client/User Firm (C).

The employer of record (B) is responsible for paying salaries and all other employment related costs and they also hold disciplinary power over the worker (A). The Client/User firm (C) directs, commands, controls, supervises and benefits from the labour provided by the worker (A). The Client/User firm (C) pays the Temporary Staffing Agency (B) for having provided the worker (A) to perform work from which they benefitted.



Not at all complicated!



National (TCNs) workers posted in almost a dozen EU and EEA countries – many of them providing services to large multinationals and other prestigious work Organizations.

Yes! It works!
NON-European workers may be assigned to ALL EU and EEA member states.

The famous Raymond Vander Elst vs Office des Migrations Internationales (in short “Vander Elst Ruling”) European Union Court decision of 9 August 1994, established, long ago, the primary legal basis for the temporary assignment or posting of Non-European nationals to work in EU and EEA member states other than the one where they have been granted a residence permit.

Origin of the Van der Elst visa

Mr Raymond Van der Elst was a Belgian employer lawfully employing Moroccan citizens in Belgium. After some time, the workers were required to provide services on behalf of Van der Elst in France.

Upon arrival, the French authorities fined the workers and explained that they did not have permission to work in France. Vander Elst appealed his case to the European Court of Justice, arguing the right of an EU company to provide services within the EU, which he won in 1994.

The verdict confirmed that Non-European nationals who are working in an EU or EEA member state are permitted to work in another EU or EEA member state, temporarily, as posted workers.



What is the single and truly outstanding feature that clearly sets Work Supply apart from all other temporary work agencies?

The vast majority of workers assigned are NON European, but rather third country nationals (TCNs) and holders of long-term Portuguese residence permits.

Many clients that reach out to us

- Harbour the deeply entrenched and totally false belief that only European citizens may be assigned to work in other EU or EEA countries.
- Are initially under the misconception that only European citizens may be assigned to work in other EU or EEA countries outside of that where they reside.

One of the reasons for these misconceptions may be attributable to the fact that temporarily posting Non-European workers remains a misunderstood practice – leading many to view it with suspicion.

However, if it were not a valid and successful option, Work Supply would not have over 300 Third Country

3.1.1. What are the requirements?

Of course, there are requirements which must be met. The Non-European employee must be:

- Lawfully a resident in the EU member state in which the legal employer is established – possession of long-term residence permit is the best possible proof of that,
- Lawfully employed and recorded on the legal employer's payroll,
- Posted to the host country to provide services on behalf of the legal employer who's payroll he/she is on, and,
- In possession of a valid employment contract between him/her and employer that is temporarily posting him/her to work in another EU or EEA member state.

ALSO:

- There must be a temporary staffing or service agreement in effect between the temporary work agency that is temporarily posting one or multiple workers and the Client (or End-User) in the destination member state.



3.1.2. What are the conditions?

- The assigned or posted worker cannot enter a direct employment relationship with any company in the host country during his/her temporary stay – only an employment contract with a Portuguese employer subject to Portuguese Labour Law is permitted.
- The assigned or posted workers is not entitled to permanently reside in the host country and must leave once the services are finalised.
- Usually, a Non-European posted worker is required to apply for a residence visa if he/she is assigned to work for a period longer than 90 days in the destination or host country – however, the request can be made within the host or destination Member state following arrival and after they have begun working.

Posted workers that are European nationals, do not have this obligation, it only applies to Non-Europeans because they are from outside of the EU. However, the residence permit is nothing more than a mere formality and, in practice, only under truly exceptional circumstances can it be denied (for example, the posted Non-European committed a serious offence in their home country).

It is important to note that residence permits and work permits are totally distinct legal documents.

The immigration authorities in the host or destination country may require Non-European workers to apply for a residence visa if they remain for longer than 90 days, **but NOT a work permit.**

This represents a very common misunderstanding. A work permit is essentially a license or Authorization to work.

Work supply is not required to request permission (that is, a work permit) to send any of its workers to any EU or EEA Member – regardless of whether they are European or Non-European.



3.1.3. The EU fundamental freedom to provide services

The European Court based the Vander Elst decision on the fact that, at the very essence of the EU exist four fundamental freedoms.

Movement for:

1 – goods

2 – services

3 – capital

4 – people

Work Supply or any other European company has the fundamental freedom or right to conduct business and provide services in any other EU or EEA member state just as if they were providing services or conducting business in their own home jurisdictions – as long as the requirements that apply to all other companies established in the member state/s in which it intends to do business are met.

For example, if a specific safety certification is required to conduct business in Austria in the metalworking industry, then Work Supply (established in Portugal) must also obtain the same safety certification if it wishes to conduct business in Austria. However, once Work Supply is in possession of this safety certification, it must be allowed full and unrestricted access to the Austrian market – as if, Work Supply itself, was established in Austria.

Under the fundamental freedom to provide services in any EU or EEA member state, Work Supply may temporarily assign or post any worker under its employment, to provide service in the EU or EEA member state, regardless of the worker's nationality as long as the following requirements are met:

- The temporary worker is a legal resident in Portugal – the EU Member state in which Work Supply is established,
- The temporary worker is legally employed by Work Supply and on their payroll;
- A valid employment contract between Work Supply and the workers assigned to Austria, exists.

AND

- A valid temporary staffing agreement is in effect between Work Supply and the Client (or End-User) in Austria.

It is important to observe that this Agreement must be signed between the legal employer (Work Supply) and the Austrian client or End-User which directs, supervises, controls, and benefits from the work provided by the assigned workers and must correspond to the location where they will effectively work – **it is not permitted to sign a Staffing agreement with an intermediary or a local temporary work agency who will then (re)assign the posted workers to the End client or End User.**

3.1.4. Our Workers

“Why are almost all your workers Non-European or TCNs?” is a question we are often asked by many clients and by potential partners.

The reason many of our workers are Non-European is strictly based on a business perspective. Work Supply TT Lda has a very special, privileged and strong connection to Asian communities living in Portugal and all across Europe. We understand their goals, their principles, ambitions, way of living, thinking and the approach to life of these Asian communities like no other temporary work agency. We make it our goal to.

All employment agencies in Portugal (and across Europe) are finding it increasingly difficult and challenging to recruit Portuguese and European citizens for any jobs in Portugal, and even more so, for vacancies abroad.

The supply of European manpower has decreased exponentially – there are simply not enough workers to fill the many roles required.

Recognising the fact that demand far exceeds supply, many of those available to work are asking for salaries above the offered rate along with additional benefits in kind. Making it harder for businesses to survive.

Work Supply saw an opportunity to capitalise on the special relationship and connection it had with the large Asian communities in Portugal and across Europe.

These people would relish an opportunity to work legally outside Portugal where they could earn more money.

On this basis, from late 2019 onwards we decided to focus our attention on marketing job opportunities to the Asian community of workers and marketing these workers to potential clients in Europe.

We believed that, given the current state of labour market context, this market “niche” could provide our

temporary work agency with a competitive edge and the opportunity to expand business considerably.

The growth in volume of business is testimony that we were right, and our work was rewarded with success.

The number of Non-European workers that reach out to us in search of opportunities to work abroad increases day by day and, despite some initial hesitancy on the part of European work Organizations, many have openly embraced and appreciated the opportunity to take on board Non-European workers.

In reality, based on their positive experiences with the calibre of worker we provide, it is the first preference for many.

Taking on board Non-European workers, has a tremendous number of advantages for work Organizations established inside and outside Portugal.



Among the major advantages are:

- No risk of workers being “poached” by competitors because since they are not European, it is prohibited for these workers to enter an employment relationship with employers established outside of Portugal
- More reasonable and modest salary expectations which translates into significantly lower rates for clients
- A willingness to turn their hand to any task including those that are considered, for example, repetitive, boring, or physically demanding
- A willingness to work in harsher weather conditions
- Interested in opportunities to work overtime, weekends, holidays etc.
- The significant majority speak English
- No problem in sharing bedroom with others if minimum standards are met
- No interest in returning to Portugal on a regular basis as the vast majority do not have family in Portugal
- Considerably higher levels of productivity and better work performance

- Lower levels of staff turnover
- Unparalleled levels of assiduity
- Extremely polite, respectful, self-disciplined workers

*Although we focus primarily on Non-European workers we **DO NOT and WILL NEVER discriminate against, reject or have any reluctance in hiring Portuguese or other European nationality workers.***

Not ALL our workers are Non-European, we also have a good number of European workers on our rapidly expanding team who provide excellent service to our clients and, by doing so, greatly contribute to our growth and success.

Our workers are TRULY our most precious asset and the foundation of our success.



3.1.5. Interested in Temporary staff? How does the process work?

Let's imagine that a work Organization (soon to be client) has been sold on the idea and wants us to provide temporary workers under a temporary staffing agreement.

How would the process work in practice from beginning to end?

1 – **First of all**, one must ask, is it possible, given the specific nature, circumstances and general context of the request to legally assign workers to a determined work Organization, integrated in a specific sector of economic activity within a specific national jurisdiction?

A few major questions must be addressed:

a) Are the workers to be assigned, responding to permanent or specific, project based needs? Or are they to be assigned for needs that are temporary/specific in nature for a wide variety of reasons? If the manpower needs are unquestionably permanent in nature, it is not possible to move forward with any deal.

b) Is temporary agency work permissible in the case being considered? For example, in Germany, temporary agency work is not legal in the construction sector – period.

c) Does Work Supply meet the requirements to work in the jurisdiction where the workers will be posted? Although our employment agency benefits from the fundamental freedom to conduct business in any EU member state (and, by extension, EEA member states as well) in the exact same way as any locally established company, some countries require pre-registration, pre-authorization or even requires that or permit or a license be obtained beforehand.

d) Does Work Supply have the ability to provide workers that meet potential client's requirements? For example, if the client is looking for nurses, dentists, skyscraper cleaners, industrial air conditioning installers,

etc we are unable to offer a solution since we do not provide workers or services of this nature.

2 – After establishing that all the requirements have been met and no other legal or bureaucratic barriers exist, the **second step** is ascertaining that suitable accommodation is available to house the workers. Obviously, posted temporary workers need a place to stay.

If suitable and reasonably priced accommodation cannot be found, there is absolutely no possibility of moving forward.

3 – **The third step** in the process is figuring out how much the workers are to be paid. The EU Directive 2018/957 of the European Parliament and of the Council



of 28 June 2018, states that posted workers are entitled to the terms and conditions of employment that are established in the host Member State apply insofar as they are more favourable.

That means it is not permissible to pay the posted workers a lower wage or salary or to provide them with less favourable employment conditions (overtime, weekend allowance, shift allowances, etc) than that which applies to those workers in the same job position and category directly employed by the Client.



For example, if a potential client in Austria pays its own entry level carpenters €16 per hour or €2,750 per month (gross), any workers posted to this Austrian client from another EU member state manpower provider, regardless of whether it's Work Supply or any other foreign temporary work agency, **cannot be paid less. The posted workers are also entitled to receive the same overtime, night shift allowance, food allowance, weekend pay bonus, etc that the Austrian company provides its own, directly employed carpenters.**

However, what is stated above is only true, if the client in the EU member state to where the workers will be posted, provides its own workers with terms and conditions of employment that are in accordance with the law or any binding **collective work agreement in force – these always take precedence.**

In the example above, if a binding collective agreement exists in Austria stating that entry level carpenters must be paid €18 per hour or €3,095 per month – then this is what must be paid to carpenters posted to Austria to provide services to this client, along with any other benefits, allowances or extra pay mandated by the applicable Collective Labour Agreement.

EU directives clearly state that the End-user (client) in the EU (or EEA) member state is responsible for providing truthful information to the temporary work agency assigning the manpower. This effectively means that the end-user will be held accountable for any misrepresentations or non-conformities.

Information concerning the terms and conditions of employment for posted workers is particularly relevant for a number of reasons:

- The end-user (Client) is responsible for providing information regarding the terms and conditions of employment to the temporary work agency and will be held accountable for any false information and misrepresentation,
- Posted workers are not necessarily cheaper than domestic labour – the terms and conditions of employment cannot be less favourable, however, they can, of course, be **more** favourable,
- Understanding this is of vital importance because it is the factor that mainly influences the rate provided to clients located in Europe.

4 – **The fourth step** (negotiation) is quite simple and straightforward – an agreement must be reached concerning the rate.

At Work Supply our temporary agency work services are billed by the hour.

If 10 posted workers have each worked, for example, 40 hours in one week and we have agreed to a rate of €23 per hour, the client will be invoiced 10 workers x 40 hours x €23. Therefore, the client would be invoiced €9,200.00€ (VAT is not applicable).

It is important to note that the hourly rate we charge our clients is considerably higher than the hourly wage we pay our workers – unfortunately this is due to needing to cover overheads and our own staff wages, staff that process and facilitate all postings.

Other payroll costs such as paid vacations, Christmas and Holidays allowances, comprehensive work insurance coverage, mandatory employer social security contributions, mandatory employer contributions to the workers' Compensation Fund, medical exams, dislocation expenses, etc. significantly add to the cost of our temporary staffing services.

However, when justified, for example when initial training is required for the tasks to be performed by the assigned workers, we offer a significantly lower rate for up to one month – this is done on a case by case basis.

The rate we offer depends on several factors other than those mentioned above:

- Who provides and pays for furnished accommodation? If Work Supply is expected to pay for accommodation this alone can lead to an increase of three to four euros per hour, particularly in countries where accommodation is scarce and expensive – which, unfortunately, can be the case for most European countries where we provide services.
- Who provides and pays for the costs of transportation to and from the workplace? If a vehicle is necessary who provides it, pays for the insurance, fuel, maintenance and other related expenses?
- Will our workers accept to work for the wages we propose? For example, a large restaurant in France needs three cooks. The collective labour agreement states that the minimum wage for cooks in France is €12 per hour. However, none of the cooks contacted and interviewed,

wants to work outside Portugal for less than €14 per hour. This, of course, also has an impact on the rate.

The pleasant surprise is that, despite all these factors that can increase the rate we can offer, in most cases, the cost of our temporary staffing services is similar, and often lower, than **the costs our European clients have with workers they directly employ.**

Upon request we can also send formal commercial proposals and quotes.

5 – **The fifth step** after an agreement has been reached regarding the hourly rate of our temporary staffing services and agreement has also been reached regarding accommodation, transportation, dates, timings, number of workers, requirements, logistics, etc., **a formal temporary staffing agreement must be signed by both parties where everything that has been agreed to, is put in writing.** The temporary staffing agreement is mandatory by law and, without it, Portuguese Social Security will not issue the necessary PDA1s. Also, we have observed that **during audits or inspections officials will ask to see the temporary staffing agreement.**

It is important to note that during this step, or at any time during the negotiation process, Work Supply – Trabalho Temporário Lda is more than happy to provide the client-to-be with any documentation upon request – licenses, surety or business bond, corporate certificate, any proof of registration, certificates of non-debt, samples of invoices or salary slips, identification documents of posted workers etc...

Transparency is our motto. It will help to build the vital trust between us and our clients.

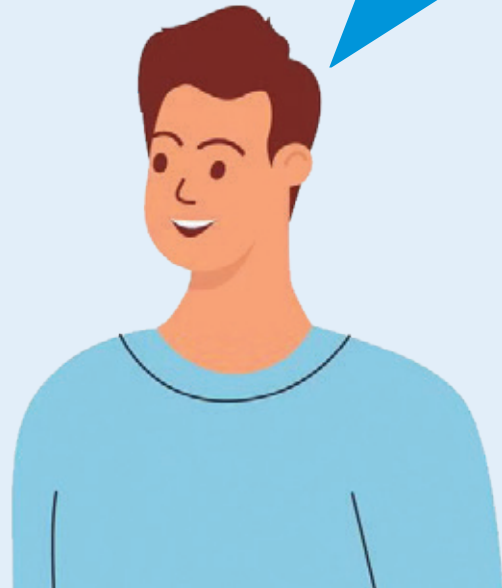
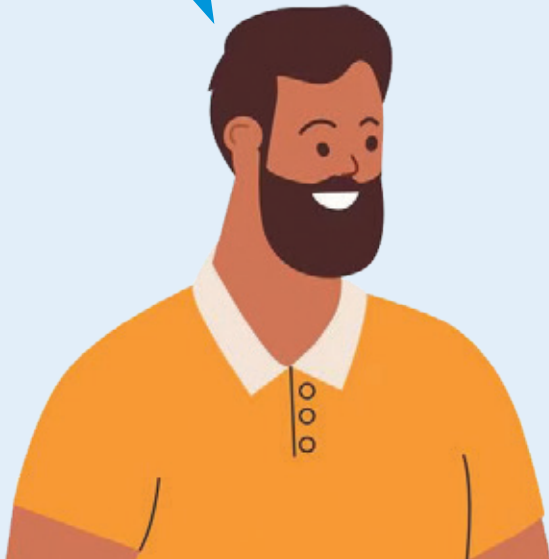
6 – **The sixth and final step** involves all the preparatory paperwork and procedures that are needed to ensure that the posting is carried out to the highest standards and in accordance with Portuguese, EU and host country law, rules and regulations.

Particular consideration is given to:

- Collecting and assessing documentation and information from potential candidates (Passport, Citizen card or residence permit, Social Security number, tax

What is a Portable Document A1? Or PDA1 for short? What is generally referred to as simply an A1??

An A1 certificate is a form used to confirm the country in which the worker's social security contributions are paid. A worker posted to another EU member state is required to have an A1 certificate or prove that if has been requested since it can take several weeks for the portable A1 document to be issued. It provides assurance concerning the legitimacy of the arrangement to companies benefitting from the services provided by workers that have been sent from abroad.



- identification number, bank account number, driver's license (if available), reference letters, certificates, etc.),
- Registering validated workers in our database and signing employment contracts and/or the agreements of assignment with the workers to be posted,
 - Booking occupational medical examinations and obtaining medical exam reports for the workers to be posted,
 - Submitting mandatory information and details to the Portuguese Foreigners and Borders service (SEF) of all workers to be posted,
 - Registering our workers under our extremely comprehensive work/occupational extra-territorial insurance plan,

- Submitting online requests for PDA1s on the Portuguese Social Security portal (this authority is extremely demanding – for example if proof is not provided that the workers for whom A1s are being requested are covered by work insurance from the first to the last day of posting, the request will be rejected),
- Completing the mandatory online posting notification where extensive information regarding intra EU posting initiative requested by the competent authority of the host country is made available – the Posted Workers Enforcement Directive 2014/67/ EU requires that host countries are notified of any employees on secondment within their borders,
- Purchasing tickets and preparing travel itineraries for the workers to be posted.

PROCESS – FLUXOGRAM



NO HASSLE, NO WORRIES!

Work Supply takes care of the entire process – from A to Z.
It's not by chance that our slogan is: **"WE OFFER PEACE OF MIND!"**

3.1.6. Interested in our temporary agency work services? What to keep in mind

- Unfortunately, we are unable to assist potential clients that are looking to use our temporary staffing services for less than **one month** – besides requiring a huge investment on our part, few, if any, workers will accept any assignment for such a short period. Also, it is not possible to attract workers if they cannot consistently be provided the opportunity to work **at least 150 hours per month**,
- Work Supply has agreements with two highly regarded and powerful multinational invoice and credit insurance agencies that perform a credit check on all new potential clients. **If the request for credit insurance is denied** or, if the amount approved is less than what is required to cover potential defaults on payment, the only possibility of engaging with a client under these circumstances is if another form of guarantee is provided or, if the clients agree to pay for our services in advance,
- Clients that assist with, or provide free accommodation and/or transportation, benefit from significantly lower rates, in fact, potentially **up to €5 per hour less**.

- **Complete, detailed and precise descriptions of the core and transversal competencies required of the workers to be assigned** and of the terms and conditions of employment offered to them, is of fundamental importance because it makes the process much easier and **greatly reduces the risk of making the wrong matches** between workers and jobs. This reduces the potential for misunderstandings that can lead to conflict and legal disputes,
- Providing pictures and images of the work to be performed and sample diagrams, drawings, layouts, finished products, etc. as well as videos of the work to be performed and/or of the work environment and production process in general **makes a huge difference**. This allows potential candidates to immediately and more accurately assess if they have the skills and competencies required to get the job done or if they are interested in the opportunity,
- Last, but certainly not least, in this business **we deal with people, not objects**, therefore we value and greatly appreciate it when clients treat our workers appropriately – with **dignity, politeness and respect**.

MAKING THINGS EASIER – WHAT I CAN DO

Will my company be approved by the credit insurance agency? If not, what other guarantees of payment can I provide?

Can I offer free accommodation and/or transportation? Or, can I help out in some way?

Am I able to describe in detail the type of workers I need – what I expect from them?

Is it possible to arrange pictures and videos to make the matching process easier? And drawings, diagrams, samples, etc?

Do I need workers for at least one month and consistently provide them the opportunity to work at least 150 hours per month?

Am I willing to treat the workers with dignity and respect and provide them with essential support and guidance?



OTHER SERVICES WE PROVIDE

3.2. Recruitment

At Work Supply – Trabalho Temporário Lda, we understand that, for a wide variety of reasons, some clients are far more, or exclusively interested in direct hire – that is they are looking to hire the workers directly and place them on their own payrolls.

3.2.1. How does the process work?

In the **first crucial step** we use the methods, tools and resources at our disposal, which include tapping into our own private database, networking, and posting and promoting job ads on the suitable channels and social media to publicise the job opportunities and attract candidates.

The second step consists of screening the candidates meticulously, including performing cross reference checks, individual interviews and even requesting documentation, criminal record certificates. This step also involves performing medical examination and psychometric testing to ensure the best possible fit between the job positions and the candidates.

The third step consists of presenting our clients with a short-list of pre-selected candidates for them to make their own assessment and a decide on which workers (if any) they wish to hire. We do all we can to ensure a smooth connection between the client and the pre-selected candidates.



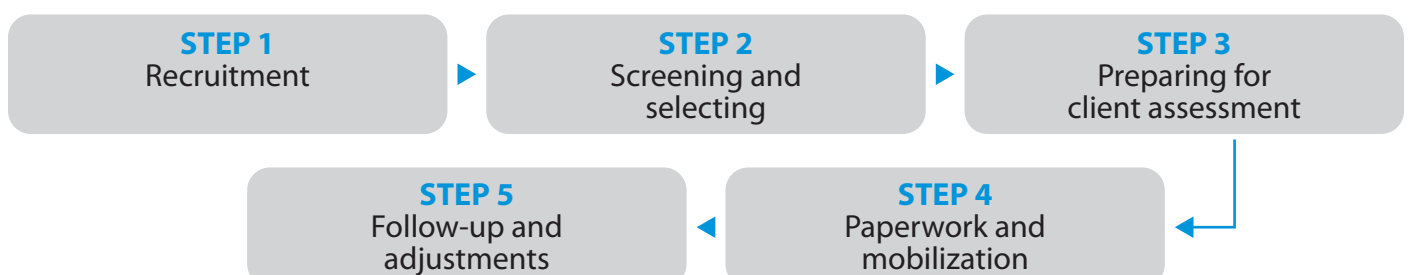
The fourth step involves managing the logistics and paperwork. This requires ascertaining that all questions have been answered, employment contracts signed, necessary documents in place, reviewing appropriate travel itineraries and making sure that the onboarding process goes as smoothly as possible.

And, finally, **the fifth major step** entails performing regular follow-ups to provide any assistance that may be needed during the initial integration phase. If all goes as expected and the client is satisfied, we can consider mission accomplished.

However, if one or more candidates have not lived up to expectations or quit before completing three months of the contract, it's back to the drawing board for us. If the worker does not remain on the job for at least three months we believe it is our responsibility to find another candidate for the job **at no additional cost to the client.**

At Work Supply, we don't just deliver candidates, we deliver satisfaction! **We consider it a promise.**

RECRUITMENT PROCESS – STEP BY STEP



3.3. Outsourcing

3.3.1. What Is Outsourcing?

Adopted as a formal business strategy in the 1980's, outsourcing is the process of hiring third parties (often employment agencies) to conduct one, or a variety, of services within an Organization that were typically performed by the Organization itself. Often, outsourcing is used so that a company can focus on its core operations. It is also used to increase efficiency and cut costs on labour, among other reasons.

The essential difference between temporary agency work and outsourcing, is that the former involves nothing more than the assignment, secondment, or in other words, the leasing or hiring out of workers. The Organization to which the workers are assigned or leased out is responsible for the direction, supervision, control and management of these workers, while in the latter (Outsourcing) the employment agency not only provides the manpower/labour, but **is also responsible for directing, controlling, supervising the workers and accountable for achieving or failing to achieve whatever objectives were agreed to the with the Client Organization – a very big difference!**

3.3.2. Examples of Outsourcing

Consider a bank that outsources its customer service operations. Here, all customer-facing Enquiries relating to its online banking service would be handled by a third party (e.g. an employment agency) and the workers it chose to hire. The bank determined, for a number of reasons, that by outsourcing its customer service operations it could better achieve its objectives.

Security services are a very common and visible example of outsourcing in practice. Supermarkets, banks, embassies, factories, universities, etc. that opt to outsource security could have inversely chosen to place the security personnel on their payroll and under their direction and supervision. As well as this, they could have managed the security related matters on their own (in-house), but decided instead, to outsource this service because they believed that, all factors considered, it presented the best solution.

3.3.3. Advantages of Outsourcing

- Work Organizations can benefit from manpower located abroad without having to hire them, deal with any red tape, take on any managerial role or take responsibility for performance or business outcomes,
- Work Organizations can benefit from manpower located abroad that will only consider accepting a job in another country if the Social Security and other employment related benefits and contributions are directed to their home country accounts,
- Employers benefit from the possibility of holding the temporary work agency, to whom an activity has been outsourced, accountable for results,
- Possibility to define a clear budget and establish limits to expenses,
- No hassle or responsibilities, not only with payments and other Human Resource administrative procedures, but also with management and supervision,
- A solution for situations where manpower needs are more permanent in nature or for when it is not legal or feasible to contract staff on a temporary basis.

Have you decided that outsourcing is the ideal solution for your Organization?

In that case, do not hesitate to reach out to us.

We will carefully analyse the request.

If it is within our scope of competencies and we are able to mobilise the necessary resources, you can count on us to provide you with an excellent and reliable service.



4. WHY WORK WITH US?

With so many temporary work agencies to choose from, why work with us?

Below are just some of the many reasons:

- Possession of a mandatory surety (or business) bond of €205.000 offering exceptional reassurance and guaranteeing our clients that they are safeguarded against losses in the very unlikely case that we fail to meet our legal obligations (since we have been established the bond has never been activated),
- Fully licensed employment agency that is totally compliant with the national and European law (in all countries where we operate),
- Experienced, hardworking, and passionate collaborators,

- Excellent service at a surprisingly competitive price,
- No hassle or headaches for our clients,
- No shortage of top-class manpower,
- Immediate replacement of workers who do not live up to expectations – no questions asked, 24/7 uncompromising and comprehensive support – we go above and beyond,

AND, probably most importantly,

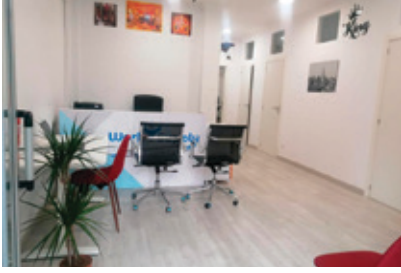
- The ability to provide our clients with large teams of quality workers in just a matter of days.

Work Supply – Temporary Staffing Agency Ltd. has a wealth of candidates in PORTUGAL – we rarely feel the need to search for candidates abroad.





ARE YOU INTERESTED?
NEED MORE INFORMATION?
DO NOT HESITATE TO CONTACT US.



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