

Dear employee,

WELCOME TO GROUP SERLIMA!

We appreciate you choosing us. We are certain that your effort, dedication and commitment will contribute to providing a quality and trustworthy service.

WE CARE ABOUT OUR CUSTOMERS AND OUR PEOPLE!

Your professionalism, attitude and sympathy are the key to progress.

WE ARE A TEAM!

History

SERLIMA was founded in 1982 and began its activities in the cleaning sector. It is currently part of a group strategy that incorporates several companies and whose activities focus on providing integrated services in the areas of **Technical Cleaning**, **Hotel Cleaning (housekeeping)**, **Temporary Work**, **Industrial Laundries**, **Urban Cleaning** and **Waste Management**.

The **SERLIMA** group is present **throughout the country**, serving a wide variety of clients, from public and private institutions to industrial and commercial companies, as well as hotel and tourism organizations.

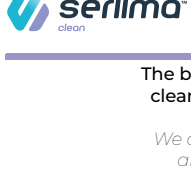
It is one of the largest Facility Services groups nationwide and has more than 5,000 employees distributed between mainland Portugal and the islands.

GROUP'S MISSION. VISION AND VALUES

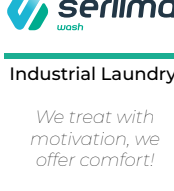
MISSION



**Temporary work,
quality resources:**
*We provide the
right professional!*



**The best solution in
cleaning services:**
*We clean with joy
and quality!*



Industrial Laundry:
*We treat with
motivation, we
offer comfort!*



**Quality solutions
in environmental
and public
health services:**
*We take care of the
environment for you!*

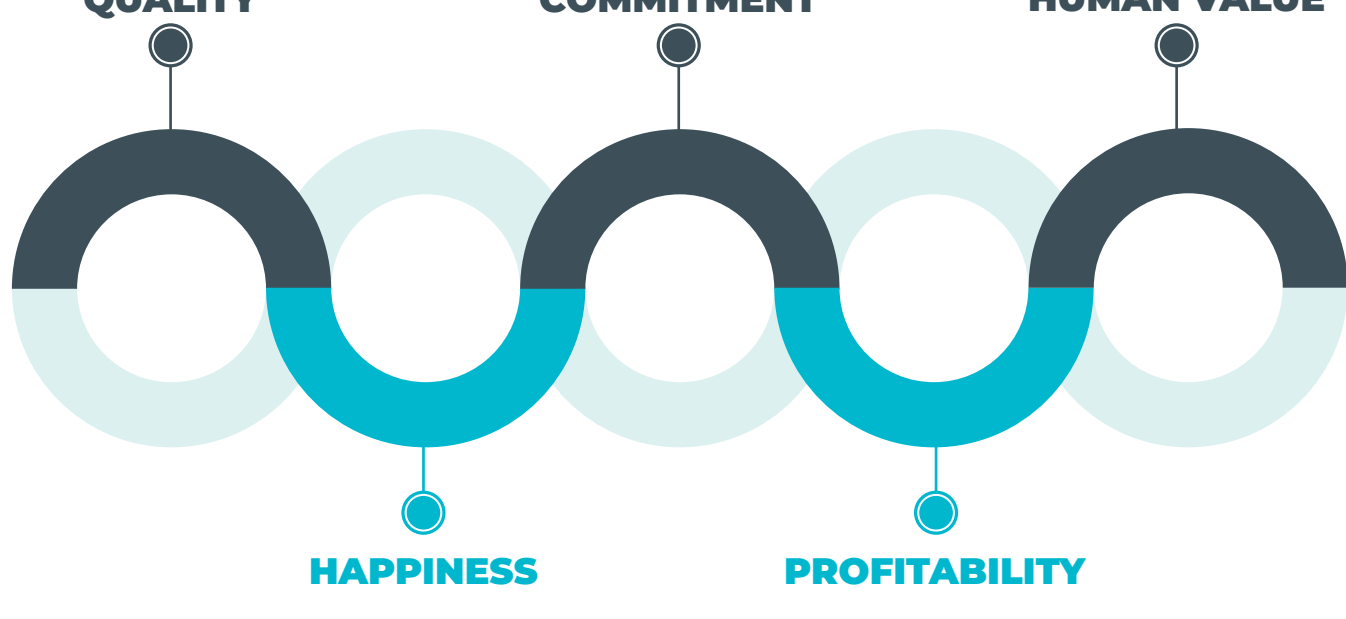
VISION

On the path to **Excellence**, we are recognized and admired. The development of our **People** inspires our success, as well as that of our **Clients**, **Suppliers** and the **Community**.

We are proud to be part of this group:

We strive to improve everyday - here, People count!

VALUES



Respect for **the enviroment** and pollution prevention, **ensuring compliance** with current legislation.

We ensure **safe and healthy work environments**, mitigating hazards and reducing risks to **prevent accidents and illnesses**, thus promoting the involvement and **participation** of our People.

Areas of activity



COMPANY RULES AND PROCEDURES

SERLIMA EMPLOYEE CHARACTERISTICS:

The SERLIMA employee:

- ✓ **Respects** and treats their superior, colleagues and customers with loyalty;
- ✓ **Is diligent, responsible and dedicated**;
- ✓ **Promotes** all actions that contribute to improving their work and the quality of services provided;
- ✓ Complete the necessary documentation according to the instructions received;
- ✓ Fulfills all **obligations** arising from the employment contract and the rules that govern it;
- ✓ Performs their role with **pride** and in accordance with what was agreed with the client;
- ✓ Complies with **safety regulations and standards**;
- ✓ **Informs their superior** about all anomalies and failures that may occur during the service;
- ✓ Prioritizes positive and assertive communication;
- ✓ **Knows, promotes and develops** their activity with a sense of environmental responsibility.

A UNITED TEAM IS A GUARANTEED VICTORY!

PERSONAL PRESENTATION OF THE SERLIMA EMPLOYEE

- ✓ Look after your personal image;
- ✓ Keep the uniform **clean** and in good condition;
- ✓ Wear a **black** or **dark blue coat** whenever necessary;
- ✓ Always wear **closed, non-slip shoes**;
- ✓ Use your **identification card (badge)** whenever necessary;
- ✓ If you wear **makeup**, it should be **light and discreet**.

PRODUCTS AND EQUIPMENT

Request from your immediate supervisor all the accessories, products and equipment necessary to carry out your role.

In the **Technical Cleaning area**, always consult the service folder available at the workplace, where you will find relevant clarifications, as well as any communications from your superior.

SALARY

Your **salary** will be paid monthly by **credit to your bank account**, unless exceptions are approved.

ABSENCES FROM WORK

If you need to be absent, you must **notify** your direct manager as far in advance as possible. When absences are unforeseen, you must do so within three days of the occurrence.

In the case of justified absences, it is mandatory to provide a **supporting document**

Timely notice of possible absences ensures the continuity of the service, with the possibility of it being provided by another colleague, respecting what was agreed with the client.

SAFETY AND HEALTH AT WORK

The **SERLIMA** Group offers its employees an Occupational Health service.

Take care of your health and always ensure your presence at appointments, whenever you receive the respective call. nFor your protection, comply with **safety regulations**: use protective equipment and take care of its maintenance; be careful with wet floors; do not leave material lying around.

Pay attention to equipment defects and failures. Observe the rules for their use and respect smoking areas. Keep fire extinguishers and emergency routes clear.

In case of emergency, go to the meeting point.

In case of an accident at work, immediately inform your superior or the Human Resources Department.

In case of emergency, you should seek out the nearest healthcare provider.

WORKPLACE ACCIDENT INSURANCE POLICIES

SERLIMA Target AT65593913
SERLIMA Services AT65593911
SERLIMA Clean AT65593919

HANDLING COMPLAINTS AND SUGGESTIONS

Be receptive to **customer complaints and suggestions**, listening to them attentively and without interruptions.

If you are unable to resolve the issue, please **forward it to your superior**.

Follow the issue through to its resolution and **ensure the issue has been resolved**.

ENVIRONMENT

We count on you to adopt responsible behaviours that minimize our ecological footprint:

- ✓ Conscious use of water, electricity, fuel and paper;
- ✓ Conscious use of cleaning products, following the dilutions recommended by the manufacturers;
- ✓ Selective separation of waste generated by the activities (paper and plastic).

We prioritize a participatory and creative approach, focused on the benefit of our People and the community in general, ensuring constant attention to improving the use of natural resources, promoting the preservation of the environment.

WE ARE ALL SALESMEN

Any place you frequent (supermarket, café, shopping mall, etc.) can be a potential **SERLIMA** customer.

Promote our services and contribute to the growth of our brand!

AT SERLIMA, WE ALL COUNT! THE SUM OF INDIVIDUAL SUCCESSES IS THE SUPPORT FOR THE GROWTH OF THE ENTIRE ORGANIZATION!

CONTACTS

Technical Cleaning BackOffice Support
North Area 919362867

Technical Cleaning Supervision
Viana do Castelo-
Braga-Bragança-Vila Real 919362867

Porto 913306100
913306155

Viseu-Guarda-Aveiro
-Coimbra-Leiria 913306155

Castelo Branco 913306155
913304868

Santarém 910100476
Lisboa 917770967
910262736
910064556
917578173
910150896

Sintra-Cascais 917577845
910262736
910425800

Setúbal 910075737
910041202

Algarve-Baixo Alentejo

Technical Cleaning HR

North 912033113
Lisbon 910016378
South 913703519
Office 917578306

SERLIMA Target

Algarve Supervision 919127547
Supervision Lisbon 910089898
917578424

Housekeeping

North 912033133
HR 916002710
Office 913703519
Lisbon 918010523
HR 912033133
Office 913703527
South 912033133
HR 913703527
Office

EMPLOYEE OFFICE HOURS

Monday to Friday from 09:00 to 12:30 and from 14:00 to 18:00.

Salary clarifications – Service on Tuesday mornings and Thursday afternoons.

SERLIMA EMPLOYEE BENEFITS

The **SERLIMA** Group's objective is to ensure the well-being and satisfaction of its employees, so by being part of this team you will benefit from a wide range of partnerships that will allow you to enjoy a range of services at a lower cost, request information at the company reception or PowerPoint Presentation.

(<https://www.serlima.pt/wp-content/uploads/2025/01/2025janeiroProtocolos.pdf>)

ACCESS / CONTACTS OF THE HEADQUARTERS

Portimão Office
Praça da República , nº 12
8500-540 Portimão, **Tel: (+351) 282 094 032**

Leiria Office
Rua Ourém, Lote 4, R/C D, Arrabalde Ponte
2415-781 Leiria

Lisboa Office
Praça Nuno Rodrigues dos Santos, 14B, 1600-171
Tel: (+351) 215 982 061 | Transportation
Subway – Blue line - Jardim Zoológico Station
Train – Sete Rios Station
Buses – Carris - Visit Website: www.carris.pt

Santa Maria da Feira Office
CEF Centro Empresarial da Feira
Fração H - Armazém HO3
Zona Industrial da Corujeira,
Rua Centro Empresarial do Cavaco nº 125
4520-631 São João de Ver

Porto Office
Rua de Faria Guimarães 827, 4200-292,
Tel: (+351) 229 023 870 | Transportation
Subway – Marquês Station
Bus – nº 205

Employee Support Hotline: **800 500 076**

Check out the SERLIMA Code of Conduct on the website:

www.serlima.pt/wp-content/uploads/2025/08/1.RH_07.14.03-Codigo-de-Condutoa.pdf

 **Site:** www.serlima.pt

 **Facebook:** <https://www.facebook.com/serlima.services>

 **Instagram:** <https://www.instagram.com/gruposserlima/>

 **SPEAK WITH US:** <https://forms.office.com/e/hQMx00dUG7>