

## 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.

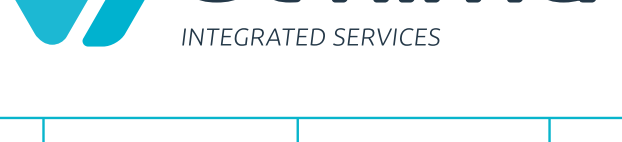
It is currently part of a group strategy that incorporates several companies and whose activities focus on providing integrated services in the areas of **Technical Cleaning**, **Hotel Cleaning (housekeeping)**, **Temporary Work**, **Industrial Laundries**, **Urban Cleaning** and **Waste Management**.

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!*

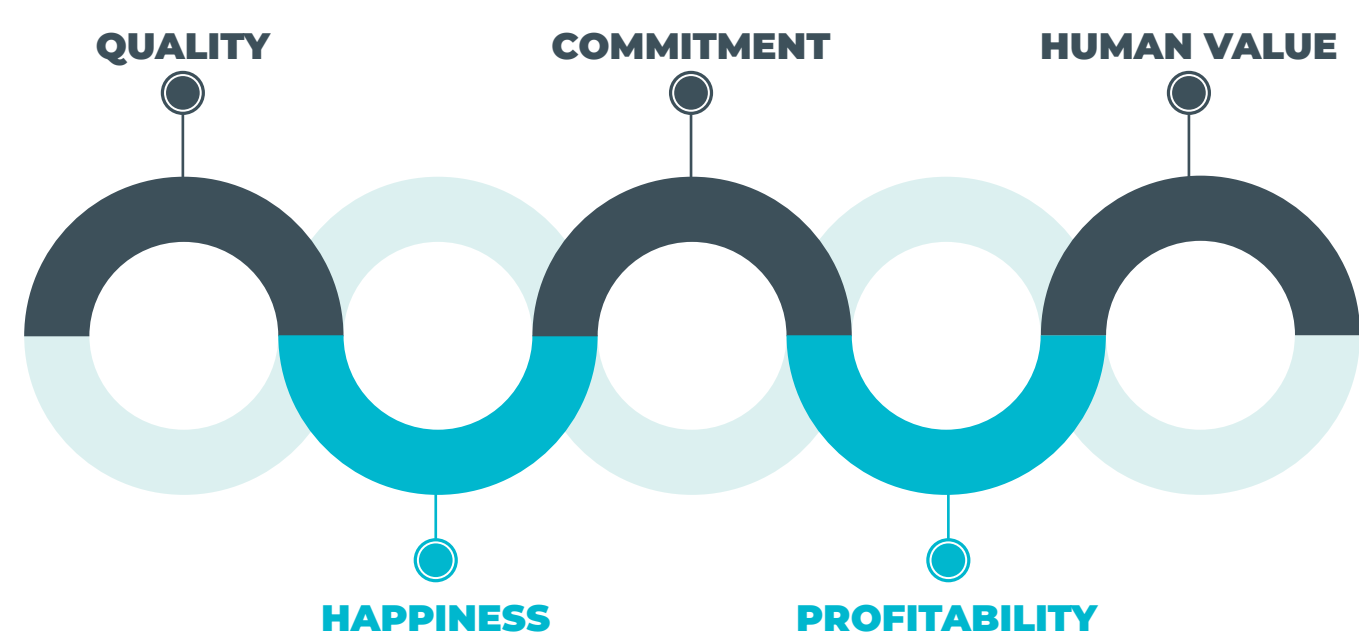
### VISION

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. For 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 Clean	AT65593919	SERLIMA Wash	AT65593914
SERLIMA Target	AT65593913	SERLIMA Services	AT65593911
SERLIMA Ambiente	AT65593917	Servinasa	AT65953535

### 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

#### Hotels

Bay Gardens	291 701 915
Pestana Royal	291 149 863
Pestana Grand	291 707 416
Pestana Vila Lido	291 709 200
Pestana Village	291 706 164
Pestana Madeira Carlton	291 239 528
Pestana Casino Park	291 209 217
Casino Madeira	291 140 424
Pestana Promenade	291 141 419
Cabo Girão	291 911 862
Cliff Bay	291 707 718
Vidamar	291 707 616
Pestana CR7	291 140 480
Reid's Palace	291 717 151
Pestana Churchill Bay	291 146 440
Fisherman Village	291 146 446
Pestana Quinta do Arco	291 570 250

Office Housekeeping	913 114 859
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#### 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.

#### TECHNICAL CLEANING

##### AREA SUPERVISORS

Domingas Serrão	962 733 624
Marta Spínola	965 013 406
Supervisão Mad. Shopping	965 013 404
Supervisão Pingo Doce	910 097 091
Ilda Chada— Aeroporto	964 823 625
Equipa de Serviços	966 044 735
Office LP	961 694 406

##### LOGÍSTICA

Vanda Silva	910 146 251
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##### SERLIMA TARGET

##### MADEIRA SUPERVISORS

Rubina Henriques	910 032 123
Laura Rodrigues	917 900 048

##### SERVINASA

Maria da Luz Rodrigues	910 294 706
Cesário Mendonça	932 911 800
Pavão Freitas	932 911 801
Vanessa Gouveia	910 501 619

#### São Roque Office

Estrada Comandante Camacho de Freitas, 701

9020-153 Funchal, **Tel: (+351) 291 740 520**

#### Transport:

HF- Carreiras n.º 12 e 13

#### Galerias São Lourenço Office

Avenida Arriaga, 45A

Piso 0 (Lojas centrais)

9000-045 Funchal

#### Serlima Wash

Zona Franca da Madeira, Plataforma 8,

Pavilhão D - 9200-147 Caniçal, **Tel: (+351) 291 960 724**

#### Transport

SAM- Carreira n.º 113

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](https://www.serlima.pt/wp-content/uploads/2025/08/1.RH_07.14.03-Codigo-de-Condutoa.pdf)

 Site: [www.serlima.pt](http://www.serlima.pt)

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

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

 SPEAK WITH US: <https://forms.office.com/e/hQMx00dUC7>