

MINISTRY OF LABOUR AND INDUSTRIAL RELATIONS

Business Plan – Content Guidance

(1) COMPANY OVERVIEW

Explain who the company is and how it is structured

(a) Company Name

State the registered company name, date of incorporation, and main business activity (recruitment services) etc.

(b) Particulars of Directors

List names of directors, nationality, academic and professional background, business experience, and their role in the company. Emphasize integrity and management capability.

(c) Particulars of Shareholders

Provide names of shareholders (or company name, if applicable), nationality, academic and professional background, business experience and percentage of shareholding.

(d) Particulars of Senior Staff

Describe key management positions (Managing Director, Operations Manager/HR Manager etc...) and their responsibilities especially in ensuring regulatory compliance, ethical recruitment practices, and operational efficiency.

(e) Particulars of Other Staff

Indicate number and roles of recruitment officers, administrative staff, and supporting staff.

(2) VISION, MISSION AND VALUES

This section should describe the strategic direction and ethical foundation of the company.

- **Vision:** What the company aims to become in the recruitment sector
- **Mission:** How the company intends to deliver professional, transparent, and lawful recruitment services while safeguarding the rights and welfare of workers and employers.
- **Values:** Integrity, compliance with laws, transparency, accountability, and fairness.

(3) COMPANY ORGANIGRAM

Show the reporting structure and lines of authority, from Directors to operational staff. Explain segregation of duties and accountability.

(4) SERVICES PROVIDED AND SCOPE OF LICENCE

Clearly describe the recruitment services to be offered strictly within the scope of the Recruitment Licence, which may include:

- Advertising, sourcing, and screening of candidates
- Interview coordination and candidate evaluation
- Matching suitable candidates with employers

The applicant must confirm that no activity outside the permitted scope of licence will be undertaken.

(5) OPERATING MODEL, PROCESSES AND COMPLIANCE

Provide a detailed explanation of daily operational procedures, including:

- Step-by-step recruitment process (from vacancy receipt to placement)
- Record-keeping and documentation procedures
- Data protection measures
- Compliance with the Workers' Rights Act, the Private Recruitment Agencies Act 2023, the Private Recruitment Agencies Regulations 2025 and Ministry of Labour requirements or policies
- Ethical recruitment practices and transparency

(6) FINANCIAL PROJECTION

Provide a summary of projected income and expenses for 3 years. Explain:

- Main operating costs
- Ability to meet salaries and statutory obligations
- Expected recruitment service income
- Demonstrate financial structure as per table below:

Proposed No. of Workers to be recruited	Year	Citizens of Mauritius for employment in Mauritius (if applying for this category)			Citizens of Mauritius for employment abroad (if applying for this category)			Non-Citizens for employment in Mauritius (if applying for this category)		
	1									
	2									
	3									
Year		1	2	3	1	2	3	1	2	3
Expected Revenue as per Business Plan										
Operating Cost as per Business Plan										
Net Profit										

(7) VIABILITY

Explain the business will be made viable:

- Market demand for recruitment services
- Monitoring Mechanism
- Outreach strategy and others

(8) RISK MANAGEMENT AND MITIGATION

Describe measures to reduce risks:

- Internal controls and supervision
- Compliance monitoring
- Staff training
- Proper documentation and audits

(9) CONCLUSION AND COMMITMENT

Confirm the applicant's commitment to:

- Full compliance with applicable laws in Mauritius, in country of destination and International labour standards.
- Ethical recruitment practices
- Responsible and sustainable business operations