



How We Work

A guide for our clients

VETTED. TRAINED. GUARANTEED.

Kijungu Road, Mbarara City, Western Uganda · +256 778 316 499 · trustedlabourplug.com

Who we are

Trusted Labour Plug is a vetted labour and recruitment platform based in Mbarara, serving households and businesses across Western Uganda and beyond. We connect homes, hotels, schools and businesses with workers who are identity-verified, background-checked and trained — and we stand behind every placement. Put simply: we are building the safe, professional way to hire help in Uganda, and the fair way to work.

What we offer

- For your home — housemaids, nannies, cooks, cleaners and caregivers, live-in or day. Backed by our 90-day replacement guarantee.
- For your business — on-demand casual labour (cleaners, porters, waiters, kitchen staff) by the day, week or month, fully managed.
- Recruitment-as-a-service — we source, screen and shortlist skilled and semi-skilled staff so you hire the right person, with a replacement guarantee.

How it works

1. You tell us what you need — online at trustedlabourplug.com, or by call / WhatsApp on +256 778 316 499.
2. We match you with a vetted, trained worker who fits your home or business.
3. We prepare clear, written agreements (see "Our agreements" below).
4. The worker starts. For domestic placements, a short settling-in / trial period applies.
5. We stay involved — aftercare check-ins, a welfare hotline, and the 90-day guarantee.

What "vetted" really means

Before any worker is placed with you, we:

- Verify their National ID (NIN) and confirm they are 18 or older.
- Check their references and background.
- Put them through our training programme — conduct, hygiene, childcare, safety and communication.
- Keep their documents on file: National ID, LC1 letter, recommendation, and academic certificates where relevant.

This is the difference between hiring a stranger and welcoming a trusted worker.

The 90-day guarantee

If a worker we place in your home leaves, is withdrawn, or proves unsuitable within ninety (90) days of starting, we provide one replacement at no further placement fee — provided you have met your side of the agreement. It is how confident we are in our vetting and training.

Fees & how payment works

Transparent, one-time fees for household placements. Business contracts are quoted per role and headcount.

Service	Fee
Standard domestic worker	UGX 100,000 — one-time placement fee · 90-day guarantee
Trained nanny / childcare	UGX 200,000 — first-aid certified
Business / recruitment	On request — daily rate + margin, or a flat recruitment fee

How money flows: all payments are made to Trusted Labour Plug — never directly to the worker. You pay the placement fee once; the worker's monthly salary is paid through us, so the worker is paid on time every month and you have one accountable partner.

- We accept mobile money (MTN MoMo, Airtel Money), bank transfer, or cash at our office.
- A receipt is issued for every payment.
- The worker's monthly salary starts from UGX 100,000/month depending on the role.

Worker welfare & our ethics

We protect the people we place — because protected workers do better work for you:

- We pay workers on time, every month — they never chase an employer for their pay.
- A welfare hotline (+256 778 316 499) is open to every worker, free of anyone's permission.
- No one may confiscate a worker's phone, identity documents or pay — we treat it as a serious breach.
- We never recruit at taxi parks, bus stages or markets; we source through LC1 chairpersons, churches and referrals.
- Zero tolerance for child labour — every worker is 18 or older, verified at registration.

Our agreements

Every placement is backed by clear, written agreements in plain language:

- A Company–Client agreement — between Trusted Labour Plug and you.
- A Company–Worker agreement — between Trusted Labour Plug and the worker.

Both set out duties, pay, the 90-day guarantee and welfare protections, so everyone knows where they stand.

Getting started

- Hire help: visit trustedlabourplug.com, or call / WhatsApp +256 778 316 499.
- We respond within 24 hours.
- Office: Kijungu Road, Mbarara City, Western Uganda.

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