



**JACQUELENE SWANEPOEL**

HR BUSINESS PARTNERS

**COMPANY PROFILE**

Employee Relations Management & HR Consulting

Dear Prospective Client

Thank you for selecting Jacqueline Swanepoel HR Business Partners (JSHR) as your trusted partner in human resource management. We are delighted to extend our services to your esteemed business.

Founded in 2019 in the heart of Hartbeespoort, North-West, JSHR has evolved to become a leading provider of objective and accurate employee relations management, as well as dispute resolution services for employers. Our commitment to excellence has enabled us to expand our footprint, and today, we proudly offer a diverse range of HR support services throughout South Africa. Catering to small, medium, and larger enterprises across various industries, we bring practical HR solutions to meet the unique needs of each client.

With over a decade of experience in the corporate environment, JSHR is well-positioned to assist employers in effectively managing all their human resource requirements. Our dedicated team understands the complexities of the modern business landscape and is adept at providing tailored solutions that align with your organizational goals.

At JSHR, we believe that our services play a pivotal role in enhancing the performance of your business. By comprehensively addressing your employee relations needs, we enable you to focus on your core revenue-generating activities. We pride ourselves on being your "go-to" HR Business Partner, dedicated to ensuring compliance with the basic conditions of employment, allowing you the peace of mind to navigate the intricacies of human resource management.

We look forward to contributing to the success of your business through our expertise and unwavering commitment to excellence. Thank you for entrusting JSHR with your human resource needs.

Best regards,

A handwritten signature in black ink, appearing to read 'Jacqueline Swanepoel', written in a cursive style.

Jacqueline Swanepoel

Managing Director

Jacqueline Swanepoel HR Business Partners

## ABOUT

# INTRODUCTION

### *Unlocking Human Potential for Business Success*

#### **Core Purpose and Mission:**

**Providing comprehensive HR consulting and employee relations management services.**

#### ***Mission statement***

At our core, we are driven by the mission to empower employers in navigating the ever-changing landscape of human resource management with seamless ease. Through the utilization of leading HR practices and inventive workplace strategies, we specialise in delivering comprehensive solutions that cater to the dynamic needs of your business. Recognising the profound impact of human resources on organisational success, our dedicated team is committed to providing precise and effective HR solutions. We are devoted to understanding the distinct challenges faced by employers, aiming to equip businesses with the essential tools and strategies needed not only to overcome obstacles but also to flourish in an environment characterised by rapid change.

#### ***Vision***

Our vision at JSBP is to be your trusted ***strategic partner***, ensuring that your human resource management aligns seamlessly with your overall business objectives.

#### **Overview of Services:**

Offering dispute resolution, HR consulting, and support for HR departments. Additional services such as payroll, employment equity, skills development, and representation at CCMA and bargaining councils. **Specialising in long-term projects and specialised HR initiatives.**

#### **Target Audience:**

Catering to small and medium-sized businesses while undertaking substantial projects for large enterprises across diverse industries, including mining, construction, manufacturing, and professional services.

#### **Geographical Scope:**

Based in Hartbeespoort, serving clients nationally with aspirations for international expansion.

#### **Company Background:**

Founded in 2019 by Jacqueline Swanepoel leveraging nearly 15 years of corporate experience in various industries.

## OUR OFFER

### **Unique Selling Proposition:**

Our distinctive edge lies in a personalised, one-on-one approach, building strong client relationships and integrating seamlessly into client teams. Committed to being not just a consultant but a partner invested in client success.

### **Achievements and Milestones:**

Celebrating five years in business, we have transitioned from a one-person operation to considering expansion. Notably, we have achieved success in collaborating with larger companies and effectively managing substantial projects.

### **Company Ethos:**

We are dedicated to the belief that effective HR management is vital for business success. Prioritising legal compliance, ethical employee management, and continual improvement in labour relations.

### **Key Strengths and Expertise:**

Boasting degrees in behavioural sciences and labour relations management, we leverage our in-depth understanding of human behaviour for disciplinary processes, negotiations, and HR strategy development. Our systematic approach, coupled with the application of industry-proven models, allows us to accurately identify and close organisational gaps.

### **Customer Satisfaction Approach:**

Building lasting relationships through constant follow-ups, conducting on-site visits, and delivering personalised services tailored to meet individual needs.

### **Continuous Improvement Strategies:**

Utilising root cause analysis and risk assessment strategies, we pinpoint opportunities for continuous improvement at JSBP. Going beyond conventional HR consulting, we transform into your strategic partner, driving your business towards unparalleled success.

*Unlock the potential of your human resources by partnering with us.*

## PARTNERS

# OUR PARTNERS & OTHER SERVICES

### Collaborations and Affiliations:

We have joined forces with a range of partners to enhance our capabilities in outsourcing payroll services, providing employment equity advisory services, offering skills development consulting services, ensuring health and safety compliance, and conducting professional behaviour assessments and personality tests. Additionally, we've established partnerships with industry specialists to broaden the scope of our diverse support services.

### Industry Adaptation:

As a registered official at an Employers Organisation, we remain consistently informed about industry trends, labour laws, and actively engage in networking through Business Centres and professional HR platforms to stay ahead and adapt effectively.

### Success Stories:

Significant milestones in our journey include the seamless outsourcing of HR services for a well-established law firm. We achieved a major milestone by successfully aligning the group code of conduct for an international sugar manufacturing company in our first-ever international project. In the mining industry, our expertise shone through as we conducted successful legal compliance assessments for substantial projects. Venturing into new territories, we've initiated projects involving culture surveys and behavioural assessments for a prominent construction group. Further, our unwavering commitment is evident in consistently representing our clients at arbitration level, maintaining a commendable success rate in successfully resolving cases.

Some of our clients and trusted partners we have worked with, and many more:



## ABOUT THE FOUNDER

# JACQUELENE SWANEPOEL

Jacqueline Swanepoel, the visionary founder of Jacqueline Swanepoel HR Business Partners is a seasoned human resources business partner with an impressive track record spanning over a decade in the corporate sector. Drawing from a wealth of experience, she has provided effective HR solutions to diverse industries, including manufacturing, mining, construction, transport, and the electrical industry. Jacqueline commenced her career as an official at the North West Employers Organisation, where she honed her skills in all facets of employee relations, representing numerous employers at the CCMA and various Bargaining Councils. Her journey continued in the manufacturing industry, notably with one of the world's largest tire manufacturers, amassing over six years of expertise in occupational risk management, employee health and safety, legal compliance, and skills training. Subsequently, she collaborated with an established electrical construction company before founding her own practice in 2018. Armed with a B.Com degree in Behavioural Science and an Honours degree in Labour Relations Management from the North West University, Jacqueline further enriched her knowledge by completing a master's degree in Labour Relations Management in 2014, which culminated in two published articles in academic journals. Her commitment to excellence and extensive background uniquely position Jacqueline as a leading expert in developing and implementing HR structures and strategies for companies seeking sustainable growth and success.

## IMPLEMENTATION

# OUR SERVICES

At Jacqueline Swanepoel HR Business Partners (JSHR), our commitment to enhancing your organisational success is reflected in the diverse range of support services we offer in the human resources field. With specialised knowledge and extensive experience across industries such as manufacturing, mining, construction, and transport, as well as catering to the professional and legal sectors, we provide tailored support services to meet the unique needs of each client. Our team of specialists and trusted business partners, possesses a high level of expertise in the services we deliver.

**Our service approach is anchored in three fundamental ground rules:**

**Level 1:** ensuring basic compliance with the minimum requirements of labour legislation.

**Level 2:** implementing corrective actions and best practices.

**Level 3:** fostering the strengthening of Employer-Employee Relationships.

We firmly believe that these foundational elements not only uphold the modern workplace but also serve to fortify the essential trust relationship between employers and employees. At JSHR, we are dedicated to delivering comprehensive and effective solutions that contribute to the overall success and harmony of your organisation.

### LEVEL 1

## LEGAL COMPLIANCE | INTERNAL COMPLIANCE ASSESSMENTS

We assist Employers in reviewing their current HR systems and ensuring compliance to the basic conditions of employment in terms of all labour legislation, by conducting internal compliance assessments:

- BCEA (Basic Conditions of Employment Act)
- LRA (Labour Relations Act)
- OHS Act (Occupational Health and Safety Act)
- EE (Employment Equity Act)
- SDA (Skills Development Act)

### LEVEL 2

## CORRECTIVE ACTION | IMPLEMENTATION

We provide guidance and assistance to Employers to implement best practice and to ensure compliance to the basic conditions of employment:

- Drafting employment contracts
- Creating a disciplinary code
- Ensuring company policies and procedures are in line with relevant legislation
- Providing advice on Health and Safety related compliance
- Providing advice on Employment Equity compliance
- Providing advice on Skills Development and training
- Ensuring compliance to statutory requirements

### LEVEL 3

## EMPLOYEE RELATIONS | CONTINUAL IMPROVEMENT

We provide effective management solutions for employee relations to ensure continual improvement of your business and employee satisfaction:

- Facilitating employee meetings
- Communicating basic conditions of employment
- Creating job descriptions and key performance indicators
- Performance management
- Managing incapacity due to poor performance or injury
- Resolving grievances
- Effectively managing trade union relationships and representation



## SUPPORT SERVICES

# DISPUTE RESOLUTION

We provide round-the-clock assistance during internal and external dispute resolution processes.

## INTERNAL DISPUTE RESOLUTION

- Manage and handle all internal disputes
- Provide mediation amongst involved parties and ensure documented formal processes
- Chairing disciplinary hearings
- Provide assistance regarding procedural and substantive fairness aspect, timeously notices periods and employee rights
- Drafting formal reports and outcomes of findings and sanction recommendations

## TERMINATION OF EMPLOYMENT

- Facilitate all mutual termination processes and conditional dismissal
- Drafting mutual agreements between parties
- Providing support to Employer and Employee during negotiations in terms of operational requirements
- Initiate and facilitate the complete retrenchment process

## EXTERNAL DISPUTE RESOLUTION

- Assistance at CCMA and Bargaining Council level
- Advisory role to clients during Conciliations, Arbitration, Mediation
- Representation to resolve matters relating to unfair labour disputes
- Wage negotiations
- Preparing documented evidence and witnesses for conciliation and arbitration documentations

## SUPPORT SERVICES

- Health and Safety Management and Legal Liability
- BBBEE services (Consulting)
- Employment Equity Services (Annual submissions)
- Behaviour Based and Personality Assessments
- Coaching and Mentoring
- Skills Development (WSP / ATR submissions)
- Payroll Services





## LABOUR RELATIONS TRAINING

We provide interactive workshops tailored for employers, focusing on the effective management of employee relations and disputes within the workplace. The training places a strong emphasis on the fundamental conditions of employment and essential requirements for employers.

### Objectives

The course aims to empower employers to adeptly handle discipline and employee behaviour, foster positive employee relations, and navigate mutual agreements in the workplace. Key focus areas include cultivating healthy organisations, promoting employee cohesiveness, managing unfair dismissal disputes, and ensuring compliance with basic conditions of employment as per relevant labour legislation.

### Target Audience

This program is beneficial for managers at all levels, including CEOs or Managing Directors, Human Resources Managers, Heads of Departments, Supervisors, Union Representatives, and anyone with an interest in effective labour relations management.

### Outcome

Participants will gain a comprehensive understanding of day-to-day employee relations, applying best practices in the workplace, issuing warnings, implementing progressive discipline, managing employees, and ensuring compliance with basic conditions of employment. Each delegate will be provided with an electronic workbook and a certificate of attendance upon successfully completing the training course.

### Time frame

The proposed training workshop consists of a one-day workshop designed for a group of 20 participants. The workshop will run from 9:00 to 16:00 on a date of your convenience. The training will be conducted in-house/on-site for your convenience.





## TERMS & CONDITIONS

# FEE STRUCTURE

**A. Compulsory One-time Initiation Fee:** Required for membership registration with the Employers Organisation

**B. Hourly Rate for Specialised Services:** We provide specialised services on an hourly basis, offered at a fixed rate per hour.

**C. Flexible Service Offerings:** Our service offerings are transparent and open, allowing you to select precisely what aligns with your specific requirements.

**D. Customized HR Services:** For those in need of specialised HR services or comprehensive HR projects, we estimate the necessary hours and offer a personalised quote tailored to the scope of work.

## SERVICE OPTIONS

### **Option 1: Retainer - Employee and Labour Relations Advisory Services and Consultation Agreement (Ad-Hoc Services, No Fixed On-Site Hours)**

Our monthly retainer entails a fixed fee per month, with no additional charges per hour for onsite employee relations management as and when required. Any extra services outside the defined scope of work will only be conducted with the client's explicit agreement, formalised through a Services Level Agreement.

### **Option 2: Hourly Rate - Basic Employee Relations Advisory Services and Consultation Agreement (Ad-Hoc Services, No Fixed On-Site Hours)**

For special and immediate services, such as disciplinary hearings, employee meetings, reviews, consultations, CCMA hearings, drafting documentation, and related services outlined in the scope of work, the client agrees to ad-hoc hours at a fixed rate per hour. This arrangement is ideal for situations where a fixed monthly agreement or monthly fee is not applicable.

### **Option 3: Employee Relations and HR Management Consulting Services**

*(In accordance with a Service Level Agreement and client-defined scope of work, including special projects and optional on-site support services with potential fixed hours)*

Our services are initiated upon the acceptance of a personalised quotation for specific support services or specialised projects tailored to meet the unique needs of our clients. Project durations are carefully assessed based on the scope of work, with estimated hours proposed at a competitive rate per hour. To ensure clarity and alignment, projects and/or scopes of work are executed in accordance with a Services Level Agreement.

Contact us for more information or request a direct quote by selecting one of the options above.

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m: +27 (0)83 629 9795  
e: info@jacquelineswanepoel.co.za  
w: www.jacquelineswanepoel.co.za

JACQUELENE SWANEPOEL HR BUSINESS PARTNERS  
Company Reg #: 2019/077323/07  
Address: Block D5, Wellness World Corporate Office Park,  
Hartbeespoort, 0261



SERVICE LEVEL AGREEMENT

## CONTACT US

**Physical Address:**

Block D5, Wellness World Corporate Office Park  
Beethoven Street , Melodie  
Hartbeespoort, 0260

**Company Reg No:**

2019/077323/07

**Call :**

+27 83 629 9795

**Email:**

info@jacqueleneswanepoel.co.za