



**JACQUELENE SWANPOEL**

**HR BUSINESS PARTNERS**

**COMPANY PROFILE**

About us, our services and what we offer



## ABOUT

# INTRODUCTION

Jacqueline Swanepoel, HR Business Partners offer effective HR solutions to small and medium sized businesses (SME's) and specialises in conflict management.

We assist in providing objective and accurate employee relations management and dispute resolution services for your company, utilising best HR practices and ER strategies.

We recognise that our services contribute to the performance of your business by determining your employee relations needs.

We understand how these elements of employee relations can have an impact on your business and therefore aim to resolve conflict and performance issues swiftly and effectively to prevent and manage serious labour disputes.

We are your "go to" HR Business Partners, allowing you to focus on your core business in revenue generating activities, while we take care of the rest.

Become a client. Become a partner. Build stronger relations.





## HR SOLUTIONS

# OUR OFFER

Why Choose Jacqueline Swanepoel, HR Business Partners for your Business? With so many service providers available how do you decide on the exact one for your business? **Here are some reasons to choose us:**

### **NO HIDDEN COSTS OR HARD SELLS**

Our services are transparent and down to the point. We aim to keep it as simple as it is. We do not believe in complicating human resources, and focus on the core needs for your business. Our services are displayed for you to see so you can select what you need. We offer affordable help to small and medium sized businesses that doesn't require full time HR / ER services; or only requires part time assistance for small HR Departments.

### **NATION WIDE**

We are based in North West, Hartbeespoort, and provide HRBP services across South Africa.

### **PROFESSIONAL SPECIALIST**

Our highly qualified team have specialist skills in the services we offer, with more than 10 years' experience in the field of Human Resource Management and Employee Relations Management. Our team has experience across many industries from manufacturing to agriculture to retail and more!

### **BUILDING RELATIONSHIPS**

We don't do consulting. We become your Business Partners. We don't "fix" your employee relations problems. We prevent it by building stronger relationships.



WORK

## OUR SERVICES

Our Services are based on a foundation of three ground rules: Legal Compliance, Employee Relations, and Dispute Resolution.



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## LEVEL 1

# LEGAL COMPLIANCE

### AUDIT

We will begin by doing a complete internal audit on your company's current legal compliance status, to determine the gaps in terms of relevant labour legislation:

- 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)
- SDLA (Skills Development Levies Act)
- UIF (Unemployment Insurance Fund Act)

### IMPLEMENTATION

After determining the gaps in your system, we provide guidance and assistance to implement best practice, to ensure Legal Compliance:

- Drafting employment contracts
- Creating a disciplinary code
- Ensuring company policies and procedures are in line with legislation;
- Providing advice on Health and Safety related compliance
- Providing advice on Employment Equity compliance
- Providing advice in terms of learner agreements and skills levies
- Ensuring compliance in terms of the UIF Act (Company Registrations, employee registration for unemployment insurance and UI19)

## LEVEL 2

# EMPLOYEE RELATIONS

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



### LEVEL 3

## 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 operation 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 matter relating to unfair labour practice
- Wage negotiations
- Preparing documented evidence and witnesses for conciliation and arbitration documentations



## PARTNERS

# OUR PARTNERS & OTHER SERVICE

We have established partnerships with support service providers that can assist our clients in any of the following:

## SUPPORT SERVICES

- Health and Safety Management
- BBBEE services
- Employment Equity Services
- Industrial Psychology Services, including Psychometric assessments, Job-Profiling, Learning, Employee Engagement, Medico-Legal Report Writing, Coaching and Mentoring
- Learning and Development (advice and guidance in terms of managing your learner agreements and apprenticeships)
- Assistance with learner registrations and apprenticeships with the relevant SETA for your company
- External Assessor and Moderator services

## PLATFORMS

Jacqueline Swanepoel HR Business Partners also features on other Human Resource Management platforms to assist HR and IR Managers, Business Owners, Legal Practitioners, Unions and Employer's Organisations.

Being registered with an Employers Organisation also allows us to represent our clients and members of the Employers Organisation at the CCMA and Bargaining Councils during conciliation and arbitration.