



SERVICES GUIDE





IT'S A JUNGLE OUT THERE...

When it comes to managing your people, we see HR as a business imperative – without effective HR management, your people, productivity and bottom line are sure to suffer. We also know that effective HR management requires the kind of expertise, time and energy that many business owners don't have.

OUR AIM? To help you manage your HR duties and concerns, while developing your people and business.

Let us be your guide...

Our outsourced HR services cover the entire employee lifecycle, not only recruiting and training your employees but making sure that daily HR requirements are met while putting in place a performance plan and management strategy designed to get the best out of your people. And, when things go wrong, our HR experts are on hand to help put them right again.

Why choose outsourced HR?

Outsourcing means you can free yourself to focus on your business while paying for only what you need. Whether you are a medium-sized business that needs a full-time HR desk on-site or a corporate that needs help with high-level overflow work, we can design a professional solution to suit your business needs.



HOW WE WORK

We've got your HR needs mapped out

We work with our clients on a retainer and ad hoc hourly basis depending on their individual needs. We render our services via experienced on-site personnel supported by specialist consultants.

To ensure we deliver at a consistently high level, on-site personnel are bound by Standard Operating Procedures and all retainer work is monitored through our Key Account Management Process while ad hoc work is conducted in line with customised Project Plans.

Handling IR concerns is part of our full HR offering. Trust us - if it's about people management, we know the way.



YOUR HR NEEDS, OUR SERVICES

Full Outsourced HR

From strategic planning to on-site implementation, our team will manage your HR activities from the start to the end of the employment cycle so that you don't have to. We offer both Head Office support and on-site administration depending on your HR needs.

*Our outsourced
retainer-based solutions
cover the three phases
of employment and can
be customised to suit
your business:*

***Starting,
During, Ending
Employment.***



1

Starting Employment

- Recruitment & Selection
- New Staff Engagement
- Induction & Probation Management
- Contracts of Employment
- Job Profiles

2

During Employment

- Staff Files & Administration
- Job Evaluation
- Contract Renewals
- Leave Management
- Absenteeism Management
- Injury on Duty
- Performance Appraisal
- Employment Equity
- Workplace Skills Planning
- Health & Safety
- Employee Assessments
- Training & Development
- Wage Negotiations
- Grievances
- Disciplinary Issues
- Strikes
- Climate Surveys

3

Ending Employment

- Exit Interviews
- Terminations
- Retrenchments
- Dismissals
- CCMA Representation



Ad hoc Projects



We specialise in managing the full spectrum of a company's HR needs but we also understand that you might want assistance with a once-off project or concern. That's where our ad hoc project work comes in.

Our expertise and experience mean we are able to assist your business with tackling specific problems and conducting specialised training in line with all the phases outlined in our **FULL OUTSOURCED HR** offering. Contact us and let's talk about how we can help you.



HR Products

As HR experts, we offer our clients access to HR resources designed to streamline their businesses while ensuring legal compliance.

Assessment Centre

Have a candidate that looks good on paper but you're not sure they're the right fit for your organisation? Worried about an employee's performance? Or want to grow a star performer?

As an authorised service provider of Profiles International Psychometric Assessments, we can assess your candidates and employees, and offer strategic solutions for your employment concerns.

Profiles International
imagine great people®



ASSESSMENTS

ProfileXT® (PXT)

Assesses technical ability, personality and job fit



Profiles Sales Assessment™ (PSA)

Assesses an individual's fit within a sales environment



Step One Survey I® or II® (SOS)

Identifies suitable candidates for recruitment based on work-related values



Profiles Performance Indicator™ (PPI)

Assesses how personalities can impact on management and co-workers



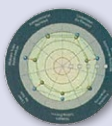
Customer Service Profile™ (CSP)

Assesses individual's fit within a customer services environment



Profiles Sales Checkpoint™

Targets developmental needs for more effective coaching of sales employees



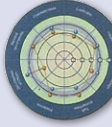
Profiles Managerial Fit™ (PMF)

Measures aspects of compatibility between manager and employee



Checkpoint 360°™ (CP360)

Evaluates the effectiveness of leaders



ProfileXT® Executive Leadership Report

Assesses technical ability, personality and job fit



Everything DiSC® - Work of Leaders


Discover individual leadership styles and how to approach the work of leaders



Everything DiSC® - Workplace

Insights into an individual's workplace relationships





As specialist recruiters, we set the benchmark for talent acquisition across permanent, temporary and contract employment. This is because, with more than 20 years' experience in people management, we understand that recruitment is so much more than filling vacancies.



Recruitment

Our flexible recruitment solutions are aimed at securing permanent, temporary, and contract positions. Our new pay-as-you-go model means you pay a fixed price for our services, ensuring a lower cost to company overall. Not for you? We also offer a full contingent service at a flat fee of 10% of annual remuneration. Either way, we make it a priority to know our clients' business and to source and select employees sure to fit right in.

A new approach

The world of work is changing at a rapid pace, and the recruitment industry has to keep up. That's why we're bringing our clients a new model for finding and securing the best talent. We call it the **TRIPLE L APPROACH**. Think of it as a pay-as-you-go model. Instead of paying a percentage of annual remuneration, you pay a set fee for select recruitment services. This way you know exactly what you are paying and can choose to pay only for what you need, saving you time and money.

The Triple L approach

LOCATE:

ADVERTISE + SCREEN + PRESENT

We will advertise your vacancy, screen suitable candidates and present them to you in a ranked format, using a targeted scoring tool. With the time-consuming work done, you pick up from interview stage, at your leisure.

LURE:

LOCATE + LINKEDIN SERVICES + EXECUTIVE SEARCH SERVICES + TELEPHONIC SCREENING

Combines LOCATE with proactive outreach tools to find suitable candidates who have not applied for the position but are a great fit. We conduct a telephonic interview and present up to ten top candidates for your consideration.

LEVERAGE:

LURE + BBI INTERVIEW + REFERENCE AND VERIFICATION CHECKS + PROFILES INTERNATIONAL ASSESSMENT + INTERVIEW PROCESS MANAGEMENT + OFFER OF EMPLOYMENT

Combines LURE with behaviour-based interviews for the top three candidates, including thorough reference and verification checks. We schedule your interviews, conduct a comprehensive psychometric assessment of your star candidate, and convey the offer of employment.

PAY-AS-YOU-GO NOT FOR YOU?

We also offer a full contingent service at a flat fee of 10% of annual remuneration for placed candidates. We will advertise, screen and interview candidates. We can also conduct background and credit checks, education verification tests, skills and aptitude assessments, and psychometric testing at an additional cost.

Whichever path you choose, we make it a priority to know our clients' business and to source and select employees sure to fit right in.

FOR BUSINESS SUCCESS, YOU MUST GET THE RIGHT PEOPLE

While most recruitment companies will only focus on the four dimensions of any candidate (qualifications, knowledge, skill and experience), we go further to include the most important dimension - behaviour.

While the first four dimensions show employers what someone can do, the fifth shows them how they'll behave when at work. To get the right fit, you need to search strategically for the right behavioural traits – we do so through powerful methods such as Behavioural Based Interviewing and the Profile XT assessment. You can learn more about these techniques on our website.

Research shows that the probability of a good hire using traditional methods is as low as 30%, whereas with BBI it increases to 57%. Add a reference check and it goes up to 63%. Add an assessment and it lifts to 88%.

A bad hire can be extremely costly, resulting in lost productivity as well as grievances, legal disputes and ultimately replacement costs. At NKR, we don't believe in quick-fix placements. Our aim is to ensure we get the right person for your organisation, not just the right person for the job. Save yourself time and money – work with the experts.



Payroll Management

Employees need to be paid on time, in full, and in line with the law. This means you can't afford any errors or tardiness. Let us handle your payroll and rest assured that salaries are in when they're meant to be.

OUR PAYROLL SERVICES INCLUDE:

- Capturing employee information
- Calculation of salaries and wages
- Issuing of payslips
- Statutory returns calculations e.g. PAYE, UIF, SDL
- Third party payment calculations e.g. medical aid, pension, provident fund
- Reconciliation of all leave
- Biannual and annual EMP501 recons for SARS
- Issuing of IRP5 certificates
- Annual Statutory Return of Earnings
 - Workmen's Compensation
- Monthly reporting
- SARS e-filing submissions





Employee Benefits

Employee benefits promote loyalty which in turn increases productivity while saving the employer time and money when it comes to recruiting and retaining valuable individuals. They can be also be written off as a business expense. Offering employee benefits shows your employees that you care about their health and their future.

Major employee benefits include: medical aid, life insurance, disability insurance and retirement planning.

MEDICAL AID

- This is a complex benefit best dealt with by professional advisers.
- Can offer in-hospital cover or comprehensive cover which includes both in-hospital and out-of-hospital medical expenses.
- Monthly premium depends on complexity and coverage of the selected option.

GROUP RISK BENEFITS

- Benefits apply in the eventuality of loss of life.
- **Life benefit:** Helps alleviate the financial strain on the employee's family by paying them a lump-sum in the event of the employee's death.
- **Spouse benefit:** Can either be a fixed amount or a multiple of the employee's annual salary that applies to all qualifying spouses in the event of the employee's death.
- **Funeral cover:** Assists family members with the costs of an employee's funeral.
- The cost of these benefits has to be fully covered by the employer and is fully tax deductible.

DISABILITY INSURANCE

- **Capital disability benefit:** Provides financial security for members and their dependents by paying a lump sum if a member becomes physically disabled or impaired due to an accident or illness.
- **Group Income Protection:** Provides a regular income upon disability until the member recovers, returns to work, dies or retires.
- **Dread Disease Benefit / Severe Illness Benefit:** Pays a lump sum to help cover the costs associated with a member's illness if it is a stated dread disease.
- **Educator Benefit:** Covers the cost of education for a member's children if the member passes away or becomes totally and permanently disabled while employed.

RETIREMENT BENEFITS

- Provident and Pension Funds provide an income for a member on retirement or an income for their dependents if the member dies.
- These funds can only be set up for groups of employees.
- The fundamental difference between a Provident and a Pension Fund is how members receive their benefits on retirement. Depending on employer rules, in the case of a Provident Fund, members can choose to take the entire benefit as a cash lump sum. A portion of this may be tax-free. Members of a Pension Fund can choose to receive up to a third of the benefit as a lump sum on retirement and the remaining two-thirds is paid out in the form of an annuity income.
- Provident and Pension fund members may purchase a conventional retirement annuity or a living annuity for their full pension or the two-thirds that must be transferred to an annuity.

The best pick of employee benefits?

A combination that responds to your organisational structure, culture and employee needs. Working with financial experts Sirius Financial Navigation, we offer a broad range of cost-effective employee benefits to corporates, institutions and SMEs, all designed to improve the wellbeing of employees and increase workplace productivity.



Our choice of Employee Benefit Schemes include:



Training



An energetic team, with diverse industry experience, we pride ourselves on keeping up-to-date with the latest developments in our field. As a result, we deliver excellent advice, based on hands-on experience, and are always keen to share our knowledge through public workshops and in-house training seminars.

We offer a wide range of HR and IR-related courses, including half-day and full-day skills development programmes.



<i>HR Short Courses</i>	HALF DAY	1 DAY	2 DAYS
1. Assertiveness	X		
2. Behaviour-based interviewing		X	
3. Change and Motivation	X		
4. Conflict Resolution		X	
5. Consumer Protection Act (CPA)		X	
6. Customer Service Excellence	X	X	X
7. Diversity Management		X	
8. Employment Contracting		X	
9. Employment Equity (EE and BBBEE regulations)		X	
10. Employment Equity (EE) Committee - Awareness and Action		X	
11. HIV Awareness	X		
12. Internet, Email, Social Media and the Law		X	
13. Labour Law Updates (BCEA, POPI, UIA)	X		
14. Motivation, Teamwork, Productivity	X		
15. Organisational and Individual Performance		X	
16. Performance Appraisal and Management		X	
17. Poor Performance Management	X		
18. Permanent, Temporary, Independent Employment		X	
19. Personality Types	X		
20. Probation Management	X		
21. Recruitment and Selection		X	
22. Sexual Harassment Training	X		
23. Skills Development (Skills Development Act & Levies Act)		X	
24. Supervisory Skills			X

<i>Business Short Courses</i>	HALF DAY	1 DAY	2 DAYS
1. Business Planning			X
2. Business Principles		X	
3. Communication Skills	X		
4. Consumer Protection Act (CPA)		X	
5. Customer Service Excellence	X	X	X
6. Outsourcing	X		
7. Sales Negotiation Skills			X
8. Stress Management	X		
9. Time Management	X		

<i>IR Short Courses</i>	HALF DAY	1 DAY	2 DAYS
1. CCMA Conciliation and Arbitration	X	X	
2. Chairing Hearings			X
3. Collective Bargaining	X		
4. Effecting Discipline		X	
5. Handling a Grievance	X		
6. Handling a Strike		X	



LET US CLEAR YOUR PATH THROUGH THE HR JUNGLE.

Visit our website for more information or contact us.

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