

An introduction to Phalure
HR Services





About

Phalure HR Services is a trusted provider of employment, industrial relations, training and payroll services to individuals and their employers.

Our aim is to continuously improve the processes within our client's business to ensure that management, employee and client needs, and expectations are met.

Phalure is committed to providing the best services possible efficiently and effectively.

VISION STATEMENT

It is our vision to become the most preferred service provider of HR services through the creation of long-term relationships with all our clients by rendering consistent, high-quality service that will add value to the business of our client. Our aim is to effectively infiltrate the South African labor market.

WHAT WE OFFER

- **Temporary employment services**
- **Permanent placement recruitment**
- **Training and development**
- **Industrial relations management**
- **Policy development**
- **Payroll management**



Meaningful relationship building with our clients to ensure the effective management of each partnership.



A proactive approach to anticipate and tackle problems before they become major litigation matters.



Tailor made HR strategy in line with the best interest and objectives of our clients



A dedicated team of seasoned professionals to walk the journey with you

Phalure offers all the functionality of the solutions required to provide solutions at every touchpoint of the Employee Lifecycle.

THE 9 STAGES OF THE EMPLOYEE LIFECYCLE



01 Recruitment & Selection

The Harvard Business Review points out that as much as 80% of employee turnover is due to bad hiring decisions. Having the right hiring practices and processes is the key to effective and efficient hiring practices to attract and secure the right candidates.

02 Onboarding

Successfully onboarding new employees is critical. How do you know your processes are right for the new employee journey? During onboarding, employees should be provided with the information and tools to work more efficiently and to integrate into the company culture fast.

03 Remuneration, Benefits & Payroll

An effective remuneration system is responsible for devising the pay grade structure for employees and provides access to benefits and performance based pay. Payroll Administration includes all the tasks related to payment of wages/salary to employees.

04 Employee Wellbeing

Many organisations are now implementing programs to proactively address and manage health and wellbeing in the workplace. They recognise the tangible value which flows from creating a workplace where people are healthier, happier and enjoy a better work-life balance.

05 Learning & Development

Five years from now, over one-third of skills (35%) that are considered important in today's workforce will have changed. Top performing companies recognise the importance of their people but also the need to provide the right skills to enable their people.

06 Employee Relations

Managing employees and relationships in today's workplace can be extremely challenging and demanding. The process generally requires more time and HR resources than are available. It requires consistency and alignment with the organisation's strategic objectives.

07 Performance Management

Having the framework to manage the ever-changing employee relationship is the first step to help measure employee turnover, workforce productivity and absenteeism.

08 Transformation

Studies show that people who have a sense of purpose are more focused, creative, and resilient. The key dimensions of workplace engagement practices lift culture, reward and recognise, provide leadership and communication throughout the organisation.

09 Employee Exit

Although it may seem counter-productive to focus on employees exiting a company, exiting can have a dramatic impact on organisational growth and performance. The total replacement costs associated with employee turnover can be as high as 150%–200% of an employee's annual salary. Deloitte, 2015

WHAT WE OFFER

Recruitment & Staffing

With over 10 years of successfully matching talents to the needs of our clients. We employ an efficient and responsive approach, providing flexible and tailor-made solutions in both temporary and permanent placement. With our proven track record, extensive resources, and integrated HR solutions we connect clients with the people they need and people with the work they want.

Training And Development

We provide a Blended Training Approach through multiple training methods including classroom, eLearning and are in the process of intruding cloud learning. Your staff training needs and gaps will be addressed easily, effectively and efficiently. Our assessment methodology consists of theoretical and practical assessments. Our aim is to enable our clients talent

Industrial Relations

Our job is to support the relationship between the employer and employee by providing Conflict Resolution, Disciplinary & Grievance Management, Transformation & Employment Equity, Employee Wellness, Industrial Relations; Quality - Governance & Risk Management and CCMA Representation.

Payroll Management

With a team of seasoned Payroll Consultants, you can be rest assured that your staff will be paid on time and accurately, every time. Our promise is ensuring that both your staff and business statutory and compliance needs are taken care of.

WHAT WE OFFER

Payroll

Fully outsourced payroll function to Phalure HR Services, whereas

- All payroll data will be supplied to our specialist team to capture and process.
- As part of the outsource service we will also pay all employees and third parties on your behalf and where approved.
- Submission of certain information to the South African Revenue Service (SARS) and or the Department of Labour on your behalf.

Recruitment & Staffing

We make sure that the services we offer to our clients are in accordance with their various specific needs, are of high quality and this includes:

- Advertising
- Response handling
- Telephone screening
- Short listing
- Interviewing
- Reference checks
- Criminal checks
- Discussing candidate with client
- Placement



WHAT WE OFFER

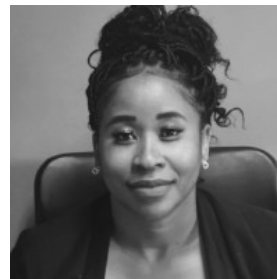
Legislation

Service Activity	Phalure Commitment	The Company Commitment
Labour Audit and Report	We will conduct a risk assessment /audit to identify potential risks, gaps, and non-compliance to labour regulations with regards to the Basic Conditions of employment Act and/or applicable Bargaining Council or Sectoral Determinations, as well as the Labour Relations Act. We will then develop a labour report based on the outcome of the Labour Audit and utilise this audit to understand which interventions need to take place to ensure the Company is compliant.	The Company will provide Phalure with the necessary information and ensure all information is accurate and complete and will do so in a timely manner. The Company will accept the report and partner with Phalure to ensure the successful implementation of the necessary steps as outlined by Phalure to ensure the Company is compliant.
Drafting of Policies and Employment Contracts	Phalure will draft / amend all policies and employment contracts based on the outcome of the Labour Audit. We will also draft any new policies and/or employment contracts which are required by any legislative amendment. Phalure will also assist the Company in implementing the stated documents.	The Company will approve, sign off and provide all reasonable assistance in implementing all policies and/or employment contracts developed by Phalure to ensure all staff are aware of these documents at any given time. The Company or Phalure will ensure all documents are stored / saved in an accessible place for all staff to view.
Communication of any legislative amendments	Phalure will ensure that any important updates to legislation are communicated to the Company in a timely manner.	The Company will ensure all contact details are correct to ensure they receive the correct communication.
On-going facilitation and advice	Phalure will respond to queries within 24 hours telephonically or via email.	The Company will provide Phalure with the relevant information when requesting advice and provide the relevant detail to allow Phalure to respond to the query as accurately and timeously as possible.
Staff Training	Phalure will also provide training on any updated legislation as and when necessary.	The Company will ensure that their relevant role-players attend the training.
Attendance	Phalure will always opt to have off-site (online) attendance first. Should the matter or the Company need on-site attendance; Phalure will provide on-site attendance.	The Company is to notify Phalure of matters on a specific date within a reasonable timeframe. The Company will ensure there are no outstanding fees or invoices and will be made aware should the attendance be out of their agreed service hours.
Incapacity through illness or poor work performance; Managing Misconduct; Retrenchments; Transfers; Dispute and Conflict Management within the workplace; Collective Bargaining; Trade Union negotiations; Strike Management	Phalure will provide ongoing support and advice on the relevant process, which will include but is not limited to: - Drafting of relevant documentation. - Chairing and/or facilitation of the relevant processes.	The Company will ensure Phalure is informed of the relevant need within a timeous manner. The Company will also ensure that all information required to assist with the relevant processes is accurate and supplied timeously.

CORE TEAM

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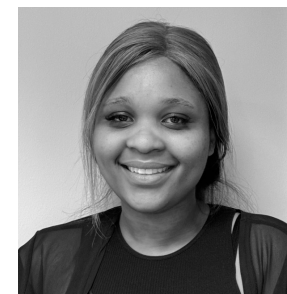
Hire
character.
Train skill.



Xabisa Khampha
Director



Wamkelo Ncamiso
Lead Consultant - Inland



Nomvelo Fani
Lead Consultant: Coastal

QUALITY ASSURANCE

As a customer-focused organization, we endeavor to understand current and future clients' needs and will strive to meet clients' requirements and exceed expectations at all times.

There is a shared understanding throughout the organization about what we are trying to achieve and how we are trying to achieve it.

QUALITY INDICATORS

We are also accredited by the Department of Labour as a provider of employment services, both temporary and permanent placements.

Our training, both accredited and non-accredited is delivered through our accredited training center with QCTO and Services Seta.

OUR PROMISE

To stay close to our clients as our primary method of determining and understanding their requirements and expectations, and we accomplish this objective through a multitude of channels.

To determine, understand and convert our clients' expectations into requirements exceeded.

To work hard to be an active partner with our clients, understanding their world and identifying solutions.



