

File by FIFO — Technical Feature Highlights

A comprehensive guide for HR professionals and technical buyers.

The 10-Phase Warning Wizard

Every warning follows a structured process that ensures LRA compliance. Here's what happens at each phase:

Phase 1: Employee Selection

- Search employees by name or employee number
- See employee's department and current manager
- View active warning history at a glance
- Pre-select from team list (for managers)

Phase 2: Category & LRA Recommendation

- Choose from pre-configured misconduct categories
- System analyzes employee's warning history
- **LRA-compliant recommendation** suggests appropriate warning level
- Manager can override with justification
- Displays any existing warnings in the same category

Phase 3: Incident Details

- Date and time of incident (auto-fills SA timezone)
- Location/department where incident occurred
- Full description of what happened
- Facts-based documentation (no opinions)

Phase 4: Employee's Response

- Record what the employee said in their own words
- Space for their explanation or defense
- Ensures fairness (employee's side documented)
- Critical for CCMA defense

Phase 5: Expected Standards

- Define the behavior/performance expected
- Reference company policy or code of conduct
- Clear, measurable expectations
- Sets baseline for improvement

Phase 6: Improvement Plan

- Specific commitments from employee
- Timeline for each commitment
- Follow-up review date
- Resources or support offered

Phase 7: Review Documentation

- Summary of all entered information
- Edit any section before finalizing
- Ensure accuracy before signatures
- Last chance to correct errors

Phase 8: Script & PDF Review

- View the warning script in chosen language
- Manager reads script aloud to employee
- Preview the PDF document
- Confirm everything is accurate

Phase 9: Signatures

- Manager signs digitally on screen
- Employee views PDF preview (sees manager signature)
- Employee signs acknowledging receipt
- Optional witness signature
- Timestamp and initials burned into signature

Phase 10: Delivery

- Choose delivery method:
 - **Email** — Instant delivery with PDF attachment
 - **WhatsApp** — Share link directly
 - **Print** — Download for physical handover
 - **QR Code** — Employee scans to access document
 - Warning saved to employee's permanent record
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11 South African Language Support

The warning script can be delivered in any of South Africa's official languages:

Language	Code	Script Name
English	EN	Default
Afrikaans	AF	Formele Waarskuwing
isiZulu	ZU	Isexwayiso Esisemthethweni
isiXhosa	XH	Isilumkiso Esisemthethweni
Sesotho	ST	Temoso ya Semolao
Setswana	TN	Kitsiso ya Semolao
Sepedi/Northern Sotho	NS	Temošo ya Semolao
Tshivenda	VE	Tsivhadzo ya Mulayo
Xitsonga	TS	Xitsundzuxo xa Nawu
isiNdebele	NR	Isiyeleliso Esisemthethweni
siSwati	SS	Secwayiso Lesisemtsetfweni

Why this matters: - Employee fully understands the warning - No "I didn't understand" defense at CCMA - Shows good faith effort by employer - Legally stronger documentation

PDF Document System

Version Control

- Each PDF generator version is frozen after release
- Historical warnings always regenerate identically
- Legal integrity maintained over time
- Critical for CCMA evidence

Document Contents

- Company letterhead and logo
- Employee details (name, ID, department)
- Misconduct category and description
- Incident details with date/time/location
- Employee's response (their side)
- Expected standards and improvement plan
- Review date and follow-up commitment
- Consequences of further misconduct
- Employee rights (representation, appeal)
- All signatures with timestamps

Template Customization

Organizations can customize: - Company logo - Brand colours - Header/footer text - Contact information

4 Delivery Methods

Email Delivery

- PDF attached automatically
- Branded email template
- Delivery confirmation tracked
- Searchable email trail

WhatsApp Delivery

- Share link via WhatsApp
- Employee taps to view PDF
- Works without email address
- Ideal for factory/field workers

Print Delivery

- Download high-quality PDF
- Professional A4 format
- Hand to employee for signature
- Upload signed copy back

QR Code Delivery

- Generate unique QR code
 - Employee scans with phone
 - Instant access to their document
 - No app installation needed
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Role-Based Dashboards

HR Manager Dashboard

- View all employees and warnings organization-wide
- Approve/review warnings from all managers
- Generate compliance reports
- Manage employee records
- Configure warning categories

HOD/Department Manager Dashboard

- View only their team members
- Issue warnings to direct reports
- Book HR meetings
- Report absences
- See follow-up reminders

Executive/Business Owner Dashboard

- High-level metrics and trends
 - Organization-wide statistics
 - Read-only employee view
 - Strategic HR insights
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Mobile-First Design

Progressive Enhancement

- Works on smartphones from 2012 onwards
- Android 4.0+ and iOS 6+ compatible
- Responsive design adapts to any screen
- Touch-optimized interface

Field-Friendly Features

- Large tap targets for gloved hands
- High contrast for outdoor visibility
- Minimal data usage
- Works on slow connections

No App Required

- Runs in mobile browser

- No Play Store or App Store needed
 - Instant access via URL
 - Automatic updates
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Security & Compliance

Data Protection (POPIA Compliant)

- All data encrypted in transit and at rest
- Firebase Cloud infrastructure (Google)
- Automatic daily backups
- Data stored in secure data centers

Access Control

- Role-based permissions
- Manager sees only their team
- HR sees organization-wide
- Audit trail for all actions

Data Ownership

- You own all your data
 - Export anytime in standard formats
 - Delete request honored within 30 days
 - No lock-in
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Technical Specifications

Aspect	Specification
Platform	Web application (PWA-ready)
Frontend	React 18, TypeScript, Tailwind CSS
Backend	Firebase Cloud Functions, Firestore
Hosting	Firebase Hosting with SSL
Authentication	Firebase Auth (email/password)
PDF Generation	Client-side with jsPDF
Languages	11 South African official languages
Scalability	Sharded architecture, 2,700+ org tested

Integration Capabilities

Current Integrations

- Email delivery (built-in)
- WhatsApp sharing (native)
- CSV employee import

API Access (Enterprise)

- RESTful API available
 - Webhook notifications
 - Custom integrations on request
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What Makes File Different

1. **SA-Specific** — Built for South African labour law, not adapted from foreign software
 2. **Guided Process** — Not a template library, but a step-by-step wizard
 3. **LRA Intelligence** — System recommends appropriate discipline level
 4. **Language Support** — All 11 official languages, not just English
 5. **Mobile-First** — Designed for managers in the field, not just office workers
 6. **Affordable** — Enterprise features at SME prices
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Questions about technical features? Contact support@fifo.systems