

DS Associates

Your Specialist Recruitment & HR Services Partner

17 November 2011

DS ASSOCIATES RECRUITMENT CONSULTING cc

SECTION 51 MANUAL

PROMOTION OF ACCESS TO INFORMATION ACT

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Document prepared by: Director, Western Cape
DS Associates Recruitment Consulting cc
Location: Cape Town
Date: 30 November 2011

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SECTION 51 MANUAL

A INTRODUCTION

MAIN BUSINESS

DS Associates (DSA) was established in March 2002 to specialise in Executive Search and Recruitment in the Information Technology, Telecoms & related Services markets.

The Company has since expanded its service offerings to include a wide range of Human Resource Services across various industry types and market sectors.

DSA is a focused company and is recognised as a professional and reliable business partner. The company forms working partnerships with its clients to understand their goals and objectives, to obtain a feel for their culture, to win their trust and to determine where DSA can assist with their Search, Recruitment and HR needs.

Members of the Executive Search Division have been involved in the IT & Telecoms industries for many years and have held senior positions in well known and listed corporate IT companies.

The HR Services Division is headed by a highly qualified HR Practitioner and business manager who has held senior positions in the corporate world.

DSA has offices in the Western Cape, Eastern Cape and Gauteng and if appropriate, works with external partners to complete specific client projects. DSA has professional working partnerships both nationally and internationally.

TARGET MARKETS

Executive Search and Recruitment

DSA's key market focus is on searching for, and placing professionals in the IT and Telecoms market sectors. However, due to the Company's diverse business experience, projects are managed in most business verticals including Finance, Retail, Mining, HR and Marketing.

Positions successfully filled by DSA's consultants include General and Regional Managers, Financial Managers, Sales Managers, Business Development Managers, Marketing Managers, Strategic Account Managers, Account Managers, Sales Executives, Project Managers, IT Architects, Network Managers and many technical positions, including network administrators, developers, quality assurance testers, amongst others.

Clearly DSA is well equipped to satisfy all of your specialised recruitment needs.

Directors: Denis Steyn & John van den Munckhof

Gauteng: John: Daniel Street, Bryanston. Office (011) 463 8945; Mobile 082 906 4333

Western Cape: Denis: Vineyard Road, Bergvliet. Office (021) 715 8156; Mobile 083 228 1499

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Human Resource Services

DSA offers a wide range of HR Services to clients across a broad spectrum of industries. These services may be in an advisory capacity or may include specific HR projects ranging from Employee Relations to Employment Equity alignment to Coaching and Mentoring to Labour Dispute negotiations.

DSA also specialises in establishing policies, strategies and enhancing managerial competencies in specific HR, ER and Management skills.

SERVICES

Executive Search and Recruitment

The majority of the Company's projects focus on Executive Search, where the client's needs are fulfilled by searching for, and presenting, candidates who meet the qualifications and expertise required.

A second service is managing the client's recruitment process on a full time basis. In this instance the client "outsources" its recruitment to DSA. An Account Manager is allocated to manage the entire process, from agreeing the need, to creating the Job Specification with the Business Unit Manager, and then managing the entire process through to final appointment. To ensure success, the DSA Account Manager spends an agreed period of time per month on site, ensuring that he/she remains focussed and is available when needed.

A third service is response handling, where DSA manages the process of qualifying candidates who have replied to vacancy advertisements in newspapers, magazines, etc. The replies are scrutinised and a provisional short list is drawn up of those who best meet the requirements of the position. DSA will later interview these candidates and provide a final short list to present to the Business Unit Manager.

Human Resource Services

Employee Relations Services

- Development of ER policies and procedures.
- Joint development of ER strategies
- Training and advising of Supervisory staff in application of discipline.
- Mediation of labour disputes
- Facilitation of joint management and union workshops to resolve issues and/or improve working relationships
- Advice on, and training for, dealing with cases before the CCMA
- Advice to management on general ER issues effecting or likely to affect the business.
- Developing, implementing and administering employee satisfaction / climate surveys. Regular analysis and recommendations flowing from such surveys.
- Analysis of and recommendations on eradication of discriminatory practices, whether overt or perceived.

Personnel Services

- Development of HR policies and procedures
- Setting staffing levels and complements
- Development of performance management systems.
- Implementation and administration of performance management systems.
- Assisting in establishing remuneration policies and strategies
- Developing appropriate skills retention strategies

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Employee Development

- Develop Training and development strategies and policies.
- Establishment of succession planning, career paths and staff development plans.
- Linking career planning and development needs to performance management.
- Coaching managers in management and HR skills and competencies
- Determine training needs and assist in selecting and sourcing accredited trainers.

Staffing

- Develop a recruitment and selection procedure, aligning this with BEE requirements.
- Administration of advertising, screening applicants, setting interviews, rating applicants and process of final selection
- Compiling offers of employment
- Establish induction programs
- Develop exit interview process (feeding into the retention policy)

Communication

- Development of communication strategies and facilitation of the implementation of these.
- Auditing of the efficacy of internal communication.
- Coaching managers / supervisors on personal communication skills.
- Establishing briefing systems and staff newsletters.
- Facilitation of role clarity sessions within departments and management groups

Coaching and Mentoring

Given the skills shortage being experienced in South Africa and the clear need to advance previously disadvantaged South Africans on the corporate ladder, new managers or managers reaching new heights ought to be mentored, coached and assisted to function in the corporate world.

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DS ASSOCIATES RECRUITMENT CONSULTING cc (referred to as DS Associates)

B PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

1. CONTACT DETAILS:

1.1 Western Cape

Postal address of Director Western Cape of DS Associates

Mr Denis Andrew Copeland Steyn
9 Vineyard Road,
Pakelmy Estate
Cape Town
7945

Street address of Director Western Cape of DS Associates

Mr Denis Steyn
9 Vineyard Road,
Pakelmy Estate
Cape Town
7945

Telephone numbers of Director Western Cape of DS Associates

021 – 715 2136	Home
021 – 715 8156	Office
083 228 1499	Mobile

Fax No of Director Western Cape of DS Associates

086 617 2653

E – Mail address of Director Western Cape of DS Associates

denis@dsassociates.co.za

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1.2 Gauteng

Postal address of Director Gauteng of DS Associates

Mr John van den Munckhof
P O Box 3721
Cramerview
2060

Street address of Director Gauteng of DS Associates

Mr John van den Munckhof
11 Daniel Street,
Solridge, Bryanston
Johannesburg

Telephone numbers of Director Gauteng of DS Associates

011 – 463 1264 Home
011 – 463 8945 Office
082 906 4333 Mobile

Fax No of Director Gauteng of DS Associates

086 615 4485

E – Mail address of Director Gauteng of DS Associates

John@dsassociates.co.za

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2. The Section 10 Guide on how to use the Act
 - Information on where the Guide will be available for inspection is noted.
 - Information on where to direct queries is noted, including the postal address, telephone and fax numbers, website and e-mail address.

3. Records available in terms of other registration
 - PAYE Reference Number 7500761327
 - Skills Development Levy (SDL) Reference Number L500761327
 - Unemployment Insurance Fund (UIF) Reference Number U500761327
 - VAT Reference Number 4660230857

4. Access to the records held by DS Associates
 - a. Information readily available, if applicable
 - DS Associates Agent Agreement
 - DS Associates Agent Proposal
 - DS Associates Company Profile
 - DS Associates Competency Assessment
 - DS Associates Compliment Slip
 - DS Associates Employment Equity Policy
 - DS Associates Fax
 - DS Associates Indemnity Form
 - DS Associates Invoice Template
 - DS Associates Letterhead
 - DS Associates Letter of Commitment
 - DS Associates Payslip Template
 - DS Associates Reference Template
 - DS Associates Restraint of Trade Agreement
 - DS Associates Statement Template
 - DS Associates Terms of Business

 - b. Records that may be requested
 - Bookkeeping, including Bank Statements, PAYE, SDL, UIF and VAT returns, Telephone Accounts, Customer and Supplier Invoices.

 - c. The request procedure
 - Form of request:
 - The requester must use the prescribed form to make the request for access to a record. This must be made to the head of DS Associates in the region that they themselves reside in. This request must be made to the address or electronic mail address of DS Associates in the region that they reside in.

 - The requester must provide sufficient detail on the request form to enable the head of DS Associates to identify the record and the requester. The requester should indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.

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- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of DS Associates.
- The requester will be required to sign a non-disclosure form. When this form has been signed, and the head of DS Associates is happy with it, then the requester must use the prescribed form to make the request for access to a record, and forward it to the head of DS Associates at the above e-mail address. The e-mail must contain the reference number allocated to it via the non-disclosure form.

Fees:

- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:
- The head of DS Associates must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The fee that the requester must pay to DS Associates is R500,00. The requester may lodge an application to the court against the tender or payment of the request fee.
- After the head of DS Associates has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

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5. Other information as may be prescribed

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

6. Availability of the manual

The manual is available for inspection during office hours at the offices of DS Associates in Cape Town and Gauteng free of charge. Copies are available from the SAHRC.

Document prepared by:	Director Western Cape, DS Associates Recruitment Consulting cc
Location:	Cape Town
Date:	30 November 2011

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