

# HR Outsourcing



Managing HR Resources  
Keeping you Compliant  
Benefits

*Aptus is an international business process outsourcing company, supplying clients with world-class services in all aspects of people management and outsourcing solutions across different industries and sectors*

## What is HR Outsourcing?

HR outsourcing is the delegation of a human resource's process or processes to an external HR provider that specialises in this service.

The service provider takes charge of managing, maintaining and administering the outsourced services for its client. It can be defined as 'the delegation of one or more business processes to an external provider, who then owns, manages and administers the selected processes based on defined and measurable performance metric'.

## The Benefits of HR Outsourcing

There are a number of potential benefits including, but not limited to:

- increased efficiency
- improved people management information
- independence and objectivity
- access to HR expertise not available internally
- increased flexibility and speed of response to HR issues
- part of an overall strategy (for example the organisation is outsourcing a number of its support functions, of which HR is just one part)
- reduced risk
- to free HR resources to operate more strategically

## Managing your Human Resources

Regardless of the size of organisation, a large amount of time is spent dealing with employee paperwork and day-to-day management of employee issues, when running a business.

In the South African environment, this is especially true of small to medium-sized organisations that have no HR function. In this case, there is generally one person appointed to deal with employee issues; ranging from payroll to leave registers and right up to disciplinary issues.

The paperwork and administration alone can be a formidable task and a fourth of organisational resources and managers time may be spent on dealing with employee or contractor issues.

An HR department and/or a dedicated resource do not guarantee a complete solution.

Internal staff are isolated from trends, case-law and international best-practices, as they are bogged down dealing with operational and administrative matters.

HR departments have also grown in terms of resources and duties, thus adding to the running expenses of the organisation.

a methodology based on international best-practices to develop a solution that is tailor-made to client requirements and culture.

There are a number of benefits to Aptus HR Outsourcing. The first, obviously, is that resourcing an HR department and tedious employee administration is no longer required – saving organisations time and money.

Aptus HR Outsourcing is ready to deal with all of these tasks, so businesses are capable of outsourcing their entire HR function. This allows the organisation to focus on other issues, including working on growing their business.

One of the significant benefits about HR Outsourcing is that it is not an all or nothing situation. Organisations can easily outsource a portion of the total HR function.

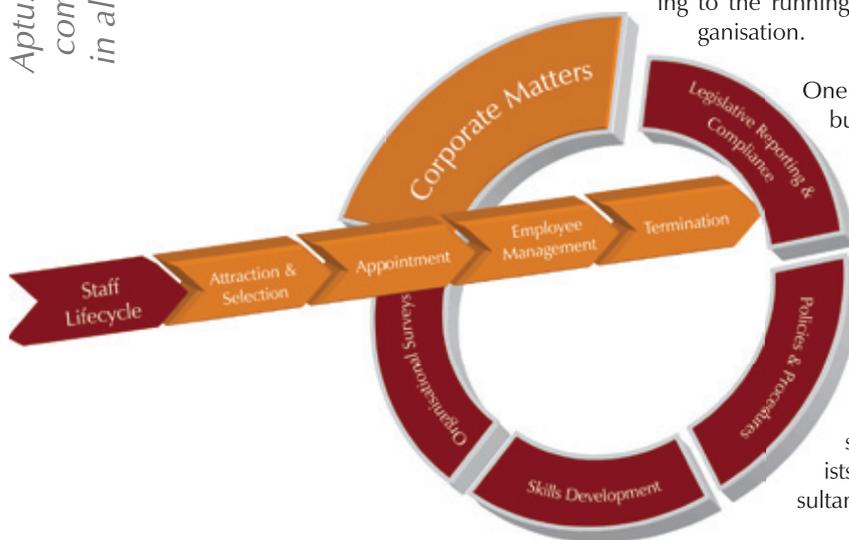
This is especially helpful where you have an existing HR department that cannot handle the workload, or a lack of experience in a specialised HR area.

## Keeping you compliant

Labour and case law are constantly changing and keeping abreast of these changes is both difficult as well as time consuming.

Aptus has the resources to make sure that clients not only comply with these laws, but to ensure that they are informed about pending changes.

We also assist clients in the implementation of labour law changes. Compliance differs between small, medium and large organisations, thus we offer our clients tailor-made solutions.



One solution that many businesses successfully implement is HR Outsourcing.

This involves contracting all or some portions of HR-related duties out to organisations that specialise in providing HR support and specialists. Our Aptus consultants have developed

# CONTACT

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# IR Outsourcing



IR Services  
IR Audits  
Training Seminars  
Newsletters

*Aptus is your partner in dealing with Labour law matters. Not only do we offer expert assistance to management but we also "do it all for you". Our national footprint includes branches all over South Africa. We pride ourselves in only employing the best – ready to assist you with Industrial Relations, Human Resources and Management Consulting services.*

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## IR Services

Our services include the following:

- CCMA representation
- Chairing of disciplinary hearings
- On call IR advice
- Training
- Development of policies and procedures
- IR audits
- Preparing parties for disciplinary hearings
- Handling grievances
- Handling non-performance & incapacity issues

### IR Audits

Does your business comply with the all Labour Laws? How updated are your Company Polices and Procedures really? Are you aware of proposed legislation changes that might have an impact on your business?

### Offers:

**Employer Association Membership**  
Membership of registered employer association, promoting and protecting employer interests.

### Free Newsletter

We keep our clients updated with new developments and educate you on how to deal with specific staff problems.

## IR Training Seminars

Employers cannot always afford that their managers attend lengthy and expensive training programmes.

Our one-day seminars are designed to address key issues that your management team face on a daily basis and/or training sessions that focus on more specific and complex labour issues. Training includes:

- Managing day-to-day issues such as absenteeism, insolvency, desertion, etc.
- Sexual harassment in the workplace
- How to deal with serious misconduct
- Case law updates and the impact it has had on workplace IR.

### Package includes:

- Training material
- Suitable venue with lunch & refreshments

## IR Services Structure NO REGISTRATION FEE

### Once off / per hour service – Consulting /Advice service

#### We advise or handle on your behalf:

- Disciplinary matters
- Retrenchments
- Grievances
- Non-performance issues
- Incapacity or medical boarding issues
- Drafting of legal papers
- Preparation for appearance
- CCMA & Labour Court representation

#### Development and drafting of contracts of employment and policies & procedures

- Auditing current contracts and policies & procedures.
- Development and drafting of contracts of employment as well as policies & procedures

#### Training Seminars

- Training for line and/or senior management on labour law & problems typically experienced with staff



### Monthly (Retainer)

#### Consulting/Advice (Allocated hours per month)

- On premises support
- 24-hour on-call support
- Handling/advising on all disciplinary matters, non-performance, retrenchments, incapacity, union matters, etc.

#### Training Sessions

- Monthly IR training session
- FREE NEWSLETTER

#### Development and drafting of Contracts of Employment and Policies & Procedures

- Auditing current contracts as well as policies & procedures
- Development and drafting of contracts of employment and new Policies & Procedures

#### Legal Representation

- Consultation with parties
- Drafting of legal papers
- Preparation for appearance
- CCMA and Labour Appeal Court appearance

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