

Cont@ct Labour
(Pty) Ltd.



2026

COMPANY PROFILE

- ✓ Sound Advice
- ✓ Fair Labour Practice

FAIRNESS
SOLUTION DRIVEN
RELIABILITY
RECOGNITION
INTEGRITY
POSITIVE ATTITUDE
TEAMWORK

VISION | MISSION | VALUES

Contact Labour is a leading South African labour consultancy dedicated to providing sound, timely, and strategic advice that facilitates fair labour practices. With 17 years of experience, our team of expert consultants helps employers navigate complex labour laws and build harmonious, high performing work cultures. We offer comprehensive audit services, retainer packages, and specialized additional services to ensure our clients are compliant, efficient, and socially responsible. Our commitment to fairness, integrity, and reliability makes us a trusted partner for businesses of all sizes seeking to effectively manage their workforces and achieve sustainable growth.

Vision

Implementing and maintaining fairness in the workplace by providing sound legal advice to business owners throughout South Africa.

Mission Statement

Our goal is to assist and represent employers in time-consuming labour disputes by enforcing strict but fair discipline in accordance with relevant Labour legislation.

Values

Our foundational philosophy is built upon the 7 core values. We believe that these values give Contact Labour the competitive advantage over other labour practitioners. The main goal is client retention and the establishment of long-term business relationships.

Experience hands-on, personalized HR support with a proactive 12-month plan designed to maintain compliance and foster growth. We act as an extension of your HR department, offering fair prices and a commitment to long-term partnerships.

CORE VALUES DEFINED



FAIRNESS

Impartial and just treatment or behaviour without favouritism or discrimination.



INTEGRITY

It is the hallmark of a person who demonstrates sound moral and ethical principles at work. Acting with honour and truthfulness are also basic tenets in a person with integrity. People who demonstrate integrity draw others to them because they are trustworthy and dependable.



SOLUTION DRIVEN

Impartial and just treatment or behaviour without favouritism or discrimination. Solution driven refers to starting with an assumed solution and then working towards fitting it to the problem (which includes reformulating the problem so it will fit).



RELIABILITY

The quality of being trustworthy or of performing consistently well.



RECOGNITION

What really matters in the workplace is helping employees feel appreciated.” Employee recognition is the timely, informal or formal acknowledgement of a person’s or team’s behaviour, effort or business result that supports the organization’s goals and values, and which has clearly been beyond normal expectations.



TEAMWORK



POSITIVE ATTITUDE



OUR SERVICES

01

RETAINER SERVICES

- Company culture: Specialists in creating a harmonious and effective company culture where high trust and exceptional performance is guaranteed with 16 years' experience.
- Performance management: Implementation of performance enhancement programs. Monitor and performance evaluation maintenance programs.
- unlimited consultations and/ or daily labour assistance.
- unlimited assistance with dispute regulating bodies such as the Department of Labour; CCMA or relevant Bargaining Council.
- unlimited assistance in Hr/ Ir related matters which include Counseling sessions, Warnings, Grievances, retrenchments, Disciplinary hearings or any other internal disputes between designated employers and their respective employees.
- union meetings including strike negotiations, settlement and wage negotiations.
- Implementation and/ or Facilitation of Collective and/ or recognition agreements.
- Assistance with Department of Labour inspections.

02

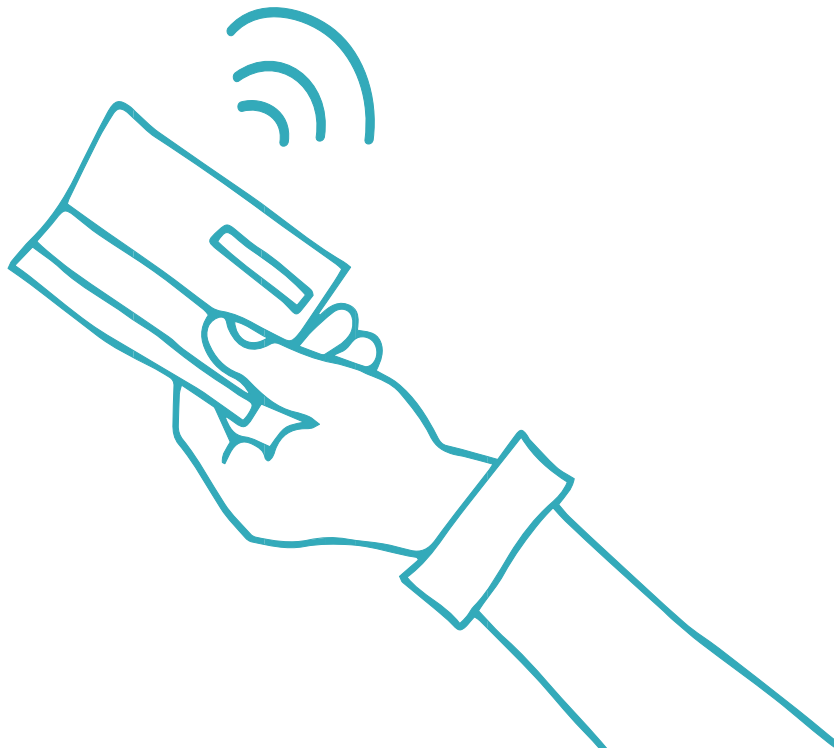
COMPREHENSIVE AUDIT SERVICES

- Full comprehensive Labour risk report, analysis and implementation (We ensure you are fully compliant with all essential Labour Acts including the LRA; BCEA; EEA and OHSA).
- Employment Contract revision and implementation.
- Personalized Job Description revision and implementation.
- Comprehensive Policy revision and implementation according to industry and client needs.
- Access to all agreements, policies, contracts, disciplinary code and labour relation templates.

03

ADDITIONAL SERVICES

- Performance management.
- Hr training and development.
- Hr Outsourcing.
- employment equity plans and BBBee scorecards implementation.
- Facilitation and guidance on Transformation Meetings.
- Skills Development and designated SeTA submissions.
- Investigations and polygraph services.
- Labour Court Litigation and representation.
- Chairing Disciplinary Hearings.





APPENDIX "A" RETAINING FEES

OUR FEE STRUCTURE

To calculate your cost please click on link below. Please note this is just an estimate and a final quote will be emailed.

CALCULATE

CALL OUT FEE: Please note that the above-mentioned price structure **excludes VAT** and travel cost. For unlimited travel to and from company premises and/ or relevant labour centres, we merely add one call out to above calculation.

Unforeseen cost i.e. parking, flight ticket, and accommodation; at cost.



APPENDIX "B" MEMBERSHIP OPTIONS

AD-HOC AND MEMBERSHIP PRICE LIST: Become a member and receive discount on every call out. *(Please note: Membership options will only be activated 14 days after payment and / or registration. Prices exclude VAT)*

OPTION 1 Occasional user	OPTION 2 regular user	OPTION 3 Active user
R 5,686.71	R 11,373.43	R 17,060.13
<ul style="list-style-type: none"> • 1 - 15 employees • unlimited telephone assistance • Contract Implementation • 15% Discount on hourly rate 	<ul style="list-style-type: none"> • 15 - 35 employees • unlimited telephone assistance • Contract Implementation • 30% Discount on hourly rate 	<ul style="list-style-type: none"> • 35+ employees • unlimited telephone assistance • Contract Implementation • 50% Discount on hourly rate • Free Department of Labour risk Analysis



APPENDIX "C" AD-HOC

AD-HOC COST	OPTION 1 Occasional user	OPTION 2 regular user	OPTION 3 Active user
Consultation/ Hourly rate R2 790,22 per hour	Consultation/ Hourly rate R2 371,69 per hour	Consultation/ Hourly rate R1 953,15 per hour	Consultation/ Hourly R1 395,11 per hour
Telephone assistance R26.90 per min	Telephone assistance free	Telephone assistance free	Telephone assistance free
Personalized Policies and procedures R1 819,00 per policy	Personalized Policies and procedures R1 546,15 per policy	Personalized Policies and procedures R1 273,30 per policy	Personalized Policies and procedures R909,50 per policy
Call out fee R7.49 per/km travelling expense and R7.49 travelling time	Call out fee R6.37 per/km travelling expense and R6.37 travelling time	Call out fee R5.24 per/km travelling expense and R5.24 travelling time	Call out fee R3.75 per/km travelling expense and R3.75 travelling time
Unforeseen cost i.e. Parking, Printing, Fax, Flight ticket, accommodation. At Cost	Unforeseen cost i.e. Parking, Printing, Fax, Flight ticket, accommodation. At Cost	Unforeseen cost i.e. Parking, Printing, Fax, Flight ticket, accommodation. At Cost	Unforeseen cost i.e. Parking, Printing, Fax, Flight ticket, accommodation. At Cost

RETAINER ONBOARDING PROCESS

(Please be advised that this process is flexible and can be modified to align with your requirements)

1

3 MONTH ONBOARDING PHASE

DESIGNATED CONSULTANT TO IMMEDIATELY PHONE CLIENT AND FIND OUT IMMEDIATE NEED AND EXPLAIN THE RETAINER EMAIL

EMPLOYMENT CONTRACTS AND JOB DESCRIPTIONS

FOREIGN EMPLOYEES WORKING PERMITS

RETAINER EMAIL:

CONTRACT QUESTIONNAIRE
NEW ENGAGEMENT FORM
SANCTION GUIDELINE
TIR
RETAINER ONBOARDING FORM

LABOUR POSTERS (BCEA & EEA)

INDUCTION MANUAL AND/OR POLICY HANDBOOK

ATTENDANCE REGISTER

2

6 MONTH IMPLEMENTATION PLAN

DOL INSPECTION:

REGISTER FOR UIF
REGISTER FOR COIDA
REGISTER FOR PAYE
NDA AGREEMENTS

CODE OF CONDUCT

DISCIPLINARY PROCEDURE

HR/IR CHECKLIST EMAIL

PERFORMANCE MANAGEMENT PLAN AND/OR EVALUATION PROCESS

GRIEVANCE PROCEDURE

COUNSELLING PROCEDURE

3

9 MONTH IMPLEMENTATION PLAN

EMPLOYEE ENGAGEMENT

EMPLOYEE FILES
EMPLOYEE DISCIPLINARY RECORDS
LEAVE FORMS
PAYSLIPS
ETC...

EXIT INTERVIEW PROCEDURE

POLICIES

EMPLOYEE ENGAGEMENT INTERVIEW PROCEDURE

PROBATION OF POSSIBLE RETRENCHMENTS

12 MONTH IMPLEMENTATION PLAN

BASIC CONDITIONS
OVERTIME REGULATIONS
DAILY/WEEKLY REST PERIODS
COMPLIANCE WITH CURRENT MINIMUM WAGE

EMPLOYMENT EQUITY
EE PLAN
EE SUBMISSIONS
EE COMMITTEE
QUARTERLY MEETINGS WITH EE COMMITTEE
BBBEE
PROBATION OF POSSIBLE RETRENCHMENTS

HEALTH AND SAFETY PROCEDURE

SKILLS DEVELOPMENT
REGISTER FOR SDL AND SETA SUBMISSIONS
APPOINTMENT OF SDL FACILITATOR
TRAINING COMMITTEE IN ORGANISATION
TRAINING PLAN



MONTHLY RETAINER EMPLOYMENT EQUITY

- Draft and send out nomination forms to select EE Committee (Including facilitation and email communication).
- Collect Nomination forms and select a committee.
- Send out Appointment letters to selected members
- Consultation regarding required transformation meeting in terms of Section 17 of the EEA
- Conduct an analysis in terms of Section 19 of the EEA (Completion of EEA 12)
- Draft an EE plan in accordance with Section 20 of the EEA (Completion of EEA 13)

MONTHLY RETAINER SKILLS DEVELOPMENT

- Introduction Meeting with Company
- Send out Nomination Forms
- Collect Nomination Forms
- Select a committee
- Send out Appointment Letters
- Introductory meeting with Committee.
- Conduct a Skills Audit
- Discuss Skills Audit
- Draft a Workplace Skills Plan
- Meeting with the committee
- Feedback meeting with Management
- Update WSP
- Gather financial information for identified skills
- Budget meeting with management
- Finalize WSP
- Meeting with committee regarding WSP and Submissions
- Feedback meeting with management
- Collect WSP and ATR information
- Sign off on WSP
- Register SDF and Secondary SDF
- Upload WSP and ATR
- Download Reports
- Submit WSP and ATR

Pricing for EE and SDL:

Small Company (50 – 100 employees) **R2250**

Medium Company (101-200 employees) **R3750**

Large Company (201 +) **R6000**



POPI COMPLIANCE

12-Month Comprehensive

(Cultural Integration & full audit defence) **R2493.75 per month**

M1:

- Appoint & Register

M2:

- Deep data mapping
- Operators register
- Data-flow diagrams

M3–M4:

- Policy development & approvals (incl. POPI Management, Risk Policy, Cookie/Website privacy, Marketing governance)

M5:

- Multi-audience training
- Responsibilities matrix

M6–M7:

- Implementation sprints
- DSAR portal/form
- Breach drill
- Evidence pack

M8:

- Internal assessment
- Final Compliance Report
- Annual refresh calendar

Add-ons:

- Submission, Website cookie banner + privacy center
- Breach simulation
- Quarterly health-checks
- Cross-border transfer assessments

Pay for your full year of service upfront and get 12 months for the price of 11. That's one month of service absolutely free as our thanks for your annual commitment.





Cont@ct Labour
(Pty) Ltd.



Ready to build a high-performing, compliant, and equitable workplace? Contact us today for a free consultation and learn how Contact Labour can help your business thrive.

GET IN TOUCH

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