

# ANNUAL REVIEW

*Confederation of Associations in the Private Employment Sector*



## TABLE OF CONTENTS

---

### EMBRACING 4IR OPPORTUNITIES - 2

---

### COLLABORATING FOR COMPLIANCE - 3

---

### EFFECTIVE LOBBYING & ADVOCACY- 3

---

### BUILDING INDUSTRY LEADERS - 4

## Tough conditions but 2020 presents opportunities

*Jonathan Goldberg*

2019 can best be described as one of difficult trading conditions, escalating unemployment, and business uncertainty. However, in true South African spirit, our sporting and cultural successes and online communities like #I'mstaying have done much to grow national unity and encourage positivism, cementing our belief that we are #strongertogether

CAPES has certainly proven that standing together, even as competitors, to collectively shape the future, bears fruit. We continue to be at the forefront of legislative and regulatory amendments and the professionalisation of one of the world's growth sectors. As proven labour market enablers, our role in guiding clients and employees into the 4IR is critical to help South Africa adapt to digital era realities, leveraging the opportunities our young labour force should bring in an otherwise ageing population.

2020 will no doubt be challenging but history shows that during economically challenging times, our industry booms!



## Embracing 4IR opportunities

CAPES hosted client educational breakfasts in Durban, Johannesburg and Cape Town to highlight the forces changing Work for the Fourth Industrial Revolution.

Keynote speaker Prof Chris Adendorff, a member of the Presidential Advisory Commission for the 4IR in South Africa, shared his knowledge on how these changes will provide both risk and opportunity for business and South Africans seeking to remain employable and competitive.

He was joined by GBS' COO, John Botha, who shared practical advice on how clients' can maximise their competitive advantage through strategic workforce optimisation. Setting the scene for use of outsourcing, flexible labour and 4IR related talent management solutions, John helped the more than 300 individuals who attended to see the benefits partnering with our industry can make to their businesses.

Our Department of Employment and Labour colleagues joined the breakfasts, as our guests, and were so impressed by the content that they requested CAPES' assistance in facilitating Professor's presentation at their DEL conference. By all accounts the Prof's presentation at their session blew away the DEL practitioners who realise now the massive impact 4IR will have on the labour market.

### “LEADERSHIP IN A NEW WORLD OF WORK”

2019 World Employment Confederation conference, held on the Gold Coast in Australia, also focused on the impacts of 4IR and the opportunities for our industry. Bev Jack, Jacqui Ford and Carlos Gameiro represented South Africa and brought back excellent recommendations, including noting that in many areas we are already ahead of our global counterparts.

Key themes of the conference included:

- **Promoting Social Innovation** – Implementing the WEC Manifesto.
- **Emotional connection at the human interface** promoted through powerful story-telling.
- **New and diverse leadership** in the new world of work.
- **Differentiation** - shifting from sourcing and matching which has been complemented by automation, to talent development and innovative solutions.
- **Gig economy and platforms growth**, but a lack of meaningful discussions around these.

**"Unless we adapt, unless we understand the nature of the profound change that is reshaping our world, and unless we readily embrace the opportunities it presents, the promise of our nation's birth will forever remain unfulfilled"**

*President Cyril Ramaphosa, April 2019*



## Punching above our weight

CAPES continues to influence policymakers at all levels through the dedication and commitment of the many volunteers serving on industry boards from BBC, BUSA, NEDLAC, Employment Services Board, Employment Equity Commission, Unemployment Insurance Commission, Employment Conditions Commission, International Labour Organisation and others.

We would like to thank each of the individuals who gives so much time to help shape the labour landscape in South Africa.

## Positive decisions confirm legitimacy of TES

This year we've seen several decisions, from CCMA to Bargaining Council to Labour Court, confirming the legitimacy of Temporary Employment Services (TES), including beyond the 3-month deeming period. Despite continued pressure from trade unions to push the "permanency agenda", clients and TES have remained resolute in defending the rights of business to retain the flexibility so essential for sustainability and success in tough economic times.

## Skills Grant case won

The legal challenge, championed by CAPES, to the unilateral change made to the Mandatory Grant value has been ongoing for several years having gone through various appeals. In September 2019 we finally received confirmation that the case has been won by business but details surrounding the reinstatement, to 50%, of the mandatory grant is not yet public. We await, in anticipation, the finalisation of this matter to guide employers and TES respectively on way forward.



## Collaborating for Compliance

CAPES continues to work closely with our colleagues at Department of Employment and Labour, improving compliance amongst recruitment and staffing professionals. We look forward to finalisation of the regulations so that licensing becomes a reality in 2020.

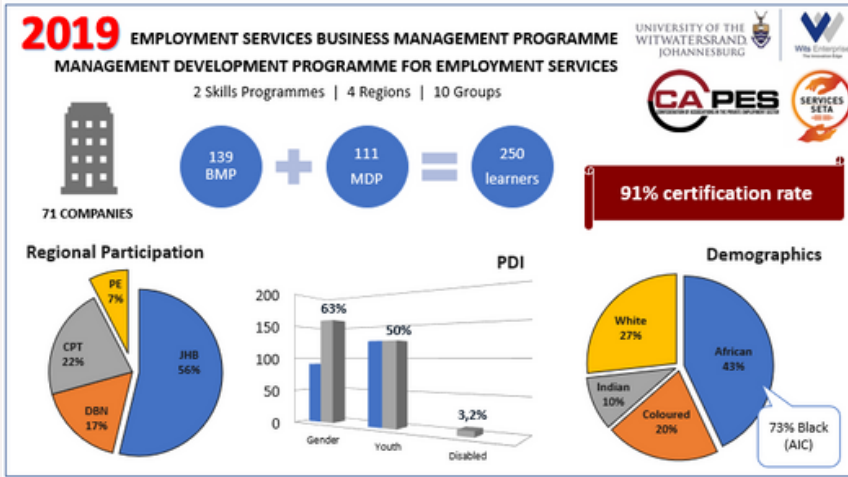
Education and lobbying efforts have aided in improving understanding and realising the value of our industry by DEL officials, and of the role that DEL plays for job seekers and industry players. This has resulted in a marked increase in engagement and compliance and further cemented our strong collaborative relationship with our public employment services colleagues.

Grateful thanks must go to Jacqui Ford (APSO) who has worked tirelessly with Christa van Kerken and the team from DEL to ensure that online eGov registration/renewal systems have had their kinks ironed out. In addition, Jacqui has led the way in operationalising our pilot model for assistance in sourcing scarce & critical skills locally. This will be rolled out in 2020 and we trust that in addition to ensuring that skilled South Africans are put first, opportunities will also be created for industry players who have the ability to source and provide these skills to employers.



# Building Industry Leaders

2019 saw the second intake of funded students on the CAPES Wits leadership programmes. The Employment Services Business Management Programme (BMP) and the Management Development Programme for Employment Services Professionals (MDP) have been updated to reflect the dynamic nature of our industry. Once again, thanks to the funding provided by the Services SETA, a significant impact has been made on sustaining and growing the industry, particularly for SMME players, within the rapidly changing 4IR environment. We are thrilled with the exceptional results achieved, a testament to the value the programme offers through fit-for-purpose content, industry-expert facilitators and great partnerships.



This year we also created a video to illustrate the the value of the programme, including interviewing students, facilitators and programme partners. To watch, click on the video link below or go to <http://bit.ly/38J6j3y>

