NEW CONTRACTOR *Manual*

BMW

JHB: +27 11 918 - 7470 | +27 72 867 5881

www.jordanhr.co.za

Table of Contents

1. Welcome Note 2
2. Company Organogram: 2
3. Our Group 2
4. Meet the Group: 3
5. Who We Are 3
6. Starting Your Contract with JorDan Human Resources 3
   - 6.1 Terms of Contract 3
   - 6.2 Orientation 3
   - 6.3 Evaluation 4
   - 6.4 Monthly Payroll /Contractor Invoice Payments 4
   - 6.5 Emails 5
   - 6.6 Employee Self Service 6
7. Work Life 8
   - 7.1 Harmonised Contractor Model 8
   - 7.2 General 8
   - 7.3 Leave Benefits and Expense Claims 9
   - 7.4 Absence Without Leave / Permission 9
   - 7.5 Contractor Benefits 10
   - 7.6 Professionalism, Diligence and Loyalty 11
   - 7.7 Dress Code 12
   - 7.8 Confidentiality & Disclosure of Information 12
   - 7.9 Contractor's Rights and Duties 12
   - 7.10 Adherence to Applicable Laws 13
   - 7.11 Non – Discrimination 13
   - 7.12 Negligence 13
   - 7.13 Policies and Procedures 13
8. Termination of Contract 13
   - 8.1 Separations, Resignations, Dismissals, etc. 13
9. Travel 14
10. Disciplinary Code 14
11. Who to Contact 14

1. Welcome Note

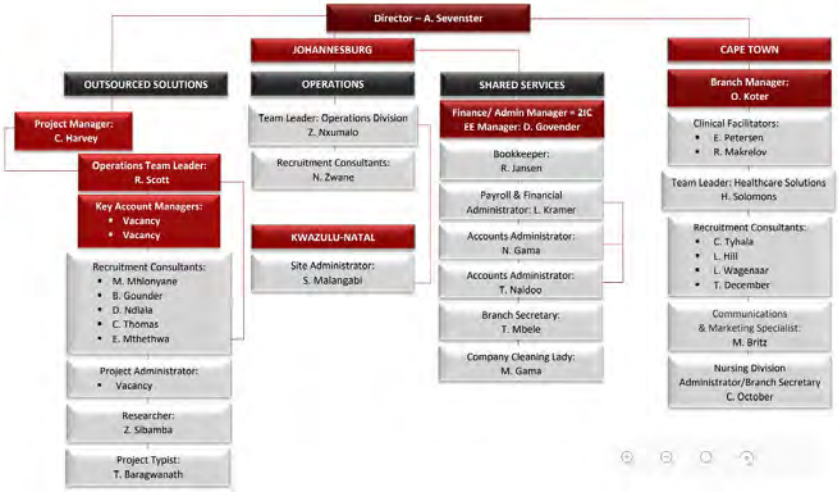
Dear Contractor,

On behalf of JorDan HR it gives me great pleasure to extend a heartfelt welcome to you. I trust you will enjoy your time with us in your new role.

Although you will be working at BMW SA, we are a phone call or visit away. Please ensure you familiarise yourself with the relevant contact details.

We trust that the basic information contained in this manual will sufficiently inform you, to not only experience an easy and smooth transition into your new work environment, but to quickly become an effective team member, contributing positively to BMW's business goals.

2. Company Organogram:



3. Our Group

JorDan Human Resources is a division of Vinton Holdings (Pty) Ltd, established in 2000. We are a professional business solutions company, specialising in strategic consulting services, corporate training, and human capital solutions. The business verticals of JorDan Human Resources are defined in:

- JorDan HR South Africa (Pty) Ltd
- Vinton Holdings (Pty) Ltd.
- Vinton Holdings Empowerment Trust

4. Meet the Group:

5. Who We Are

"Human assets are the most important resource, and we are driven by the right people." JorDan HR was established in 2004 with operating offices in Gauteng only, and have since extended our footprint to include Cape Town offices in 2019. We are responsible for all Permanent, Temporary, Contract and Outsourced Payroll employment needs as well as Response Handling, Processing of Vetting checks, and Outsourced HR and IR services.

Our Vision: We are incrementally becoming a more valuable and trusted partner to clients because of the honour and integrity of our team members in striving to provide solutions to client challenges.

Our Group Mission: To enhance our candidates' lives as well as contributing positively to our clients "bottom line". Our established national footprint offers dedicated personal service, strong relationship building, ethical business practices, networking and professional search and recruitment, adding value within our chosen speciality industries.

6. Starting Your Contract with JorDan Human Resources

6.1 Terms of Contract

This Guide establishes the basic standards and rules of conduct and obligations of JorDan Human Resources (Pty) Ltd and its Contractors.

Each contractor is bound by the conditions and is obliged to ensure that the conditions are adhered to always and that his / her conduct, in or out of the workplace, shall always be in accordance with the conditions set out herein.

Failure to comply with the code will be viewed as a serious disciplinary breach and, in appropriate circumstances and in accordance with the Company's Disciplinary Code and Procedure and labour laws, prevailing from time-to-time, could give rise to disciplinary action and / or legal action being taken against the offender.

References to the "Act" refer to the Basic Conditions of Employment Act, as amended and / or the Labour Relations Act, as amended. JorDan HR is affiliated **APSO** – The **Federation of African Professional Staffing Organisations** Our membership certificate is renewed annually, and available at every branch. Please be sure to read **APSO's Code of Ethics and Codes of Professional Practice.** These can be accessed from the Human Resources folder on the Shared Drive. JorDan HR is also a member of AHASA – The Allied Health Care Association of South Africa.

6.2 Orientation

On your first day at BMW, you will go through an Induction/Onboarding process where you will be given an overview of the time management system, the Harmonised Contractor Model (HCM), a chance to familiarise yourself with related information regarding the company, the staff and activities of your own department and related functional areas. The focus and depth of your exposure to other functional areas during the orientation program is determined by the extent to which such exposure is needed in your job. **Please note this information will be emailed through to you prior your start date.**

6.3 Evaluation

Your service delivery will be evaluated often, during these evaluation sessions your ability to achieve a satisfactory level of performance in the role for which you were hired for will be assessed by both the Client and JorDan Human Resources. Corrective actions may be implemented if necessary or services terminated in accordance with the relevant legislative guidelines for FTC employees. Independent Contractors do not fall under the jurisdiction of the BCEA or LRA.

6.4 Monthly Payroll /Contractor Invoice Payments

BMW operates according to "green days" on a "green day calendar". Payments are processed **midmonth as per the BMW Calendar (Greendays)**, the **25th and the last day of every month**. As a Contractor, you have an option to choose your payroll date.

FTC Contractors can process claims for tax deduction and these claims will be processed during the same month and payslips generated for review before each payroll date.

IC's are responsible for submitting invoices for 163.33 hours x hourly rate.

Claims and Invoices are to be submitted NO LATER than 5 days before the green day on the calendar.

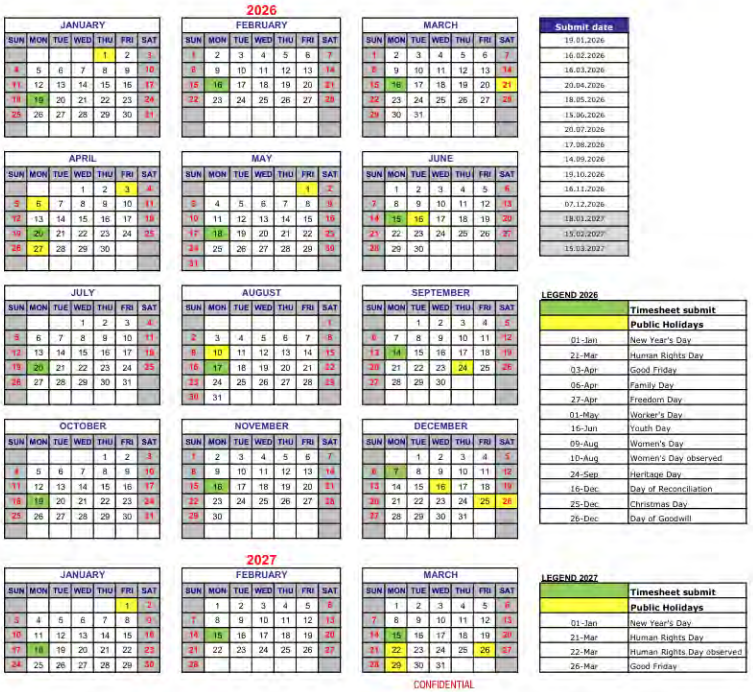
Invoices to be sent to
ic.invoices@jordanhr.co.za

With the following information:

- Date of invoice
- Month services rendered
- Your name as representative of the company
- Your company name
- Your company registration number
- That the amount is in South African Rands and not another currency
- That the invoice has an invoice number
- That your bank details are correctly reflected on your invoice
- Invoices must be in PDF format
- Your company VAT number (if you are VAT registered)
- Please do not charge VAT unless you are VAT registered
- Please note VAT is 15 %

Our details for invoices:

JorDan Human Resources (Pty) Ltd
Unit 2 Oaklane Office Park,
Grippen Road
Bartletts
Boksburg
1465
Our VAT number is: 4810223893



6.5 Emails

You will receive an email address from BMW, but you will be registered on PaySpace, our Portal and Email group with your private email address. If you would prefer a different address to be used for correspondence by us, please advise.

SETTING UP YOUR EMAIL SIGNATURE AT BMW

Rosslyn: To update your signature, click on the link below, select the BMW Group brand that is relevant to you, and follow the prompts to update your signature:
https://contenthub.bmwgroup.net/web/plant-rosslyn/signatures

Important Note: Remember to select the correct business area in the top right corner and clear your cache by pressing CTRL + F5 before proceeding with steps.

Please update this **as soon as possible.** Should you have any additional questions in this regard, please refer to the BMW Group Identity Net or the Brand Communications Department.

IT Hub:

--
Name and Surname
Role title
Department Name

JorDan HR South Africa (Pty) Ltd
Unit 2 Oaklane Office Park, Grippen Road,
Boksburg

JorDan HR South Africa (Pty) Ltd
Registration number: 2024/574249/07

On behalf of
BMW Group South Africa
Group IT – ZA Hub
Business Management, Operations
Contact at the BMW Group:
Manager Name and Surname (FG-9-ZA-)
Cnr Aramist & Amarand Avenue, Menlyn, Pretoria, 0181, South Africa

Landline: +27-number
Mail: email address
Web: http://www.bmw.co.za/
Web: https://www.bmwithub.co.za/

BMW (South Africa) (Pty) Ltd.
Registration number 1960/000196/07
This e-mail and its contents are subject to the BMW legal notice available at https://www.bmw.co.za/legal

Board of Directors: Dr M Nedeljković* (Chairman), P J van Binsbergen (CEO South Africa), P-O Wagner** (CFO), K D Bester, T Achenbach**, C C Pillay, T Moodally, T S Profit-McLean*** D K Vanmali***

*Serbian **German ***Non-Executive

ZA Hub
BMW digital & internal solutions

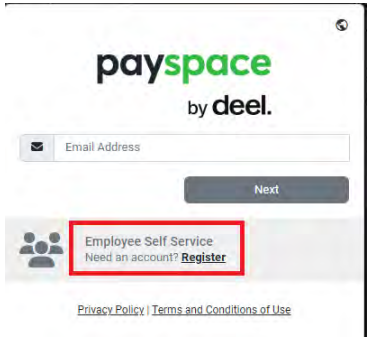
6.6 Employee Self Service

If you are an FTC, you will have access to Employee Self Service where you can load your claims and access and view payslips.

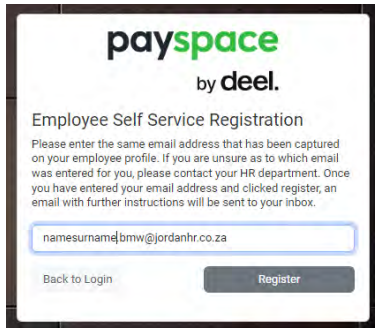
You will use your private email address to access ESS.

Use the link below to access PaySpace

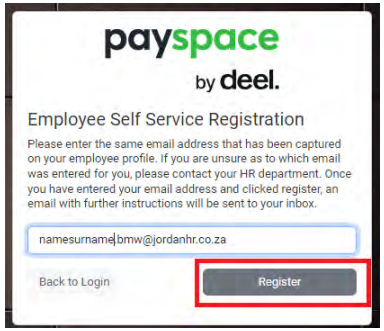
First, you will register your email address:



Use your @jordanhr.co.za email address



Click register



An activation email will be sent to your private email address. Click on the activation link, you will be asked to create your own password and then you will be able to access the ESS platform.
You can also access ESS / PaySpace using WhatsApp:

Links to follow if you are unsure:

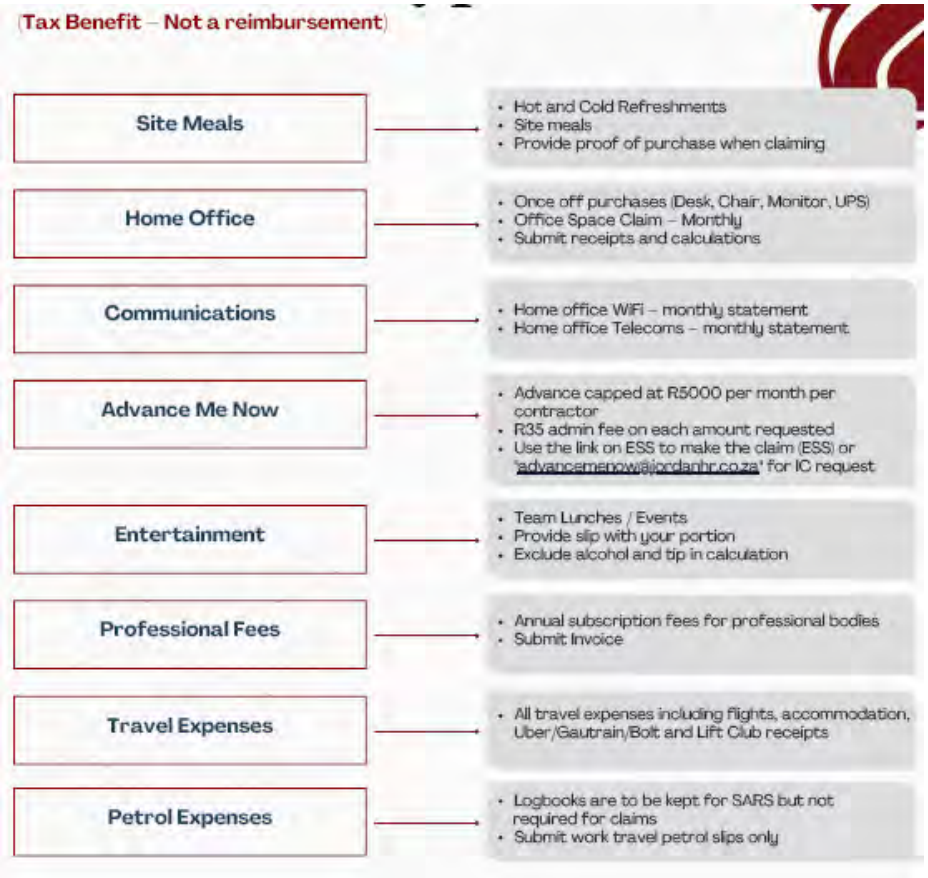
ESS Registration Link
Please use the link below to register on the ESS platform:
https://identity.yourhcm.com/register

How to Register on ESS
This video provides a detailed guide on how to register and set up your ESS profile for the first time:
https://www.youtube.com/watch?v=1al-Scmc0Vg

Claims
It is important to note that claims are not reimbursements, they are tax deductible benefits and are only available if you are in a hybrid model (work from home office as well as from client site).

The key thing to remember is that claims are valid if they are submitted for you being "in service to the client".

If you have a "structured payslip" which includes a travel allowance, you cannot claim for additional fuel slips.



7. Work Life

7.1 Harmonised Contractor Model

How did we calculate the 1960 Hours?

5 work days × 52 weeks = 260 working days
260 days − *15 days off = *245 days
245 days × 8 hours per day = #1960 billable hours

- Fixed fee every month (rate per hour x 163.33)
- Shortfall of hours to be reimbursed to the client the following year or in the event of end of contract (resignation, termination, etc)
- Clock in Rules are explained in full during onboarding at BMW, however, further information can be found on the "mybmw" intranet – it is the Contractors responsibility to make sure that they are aware of, and follow, the clocking rules as per the Client, including correcting of errors before the clockings reach the managers.

* Basic Conditions of Employment Act (minimum 15 days off)
* 245 days are flexible and agreed with the manager
# This excludes 0.5 unpaid break per day

The 15 days do not include any public holidays and you can take more time off as long as you balance the 1960 hours per the 12 month cycle.
(x) Days x (x) Hours = 1960 Hours

7.2 General

7.2.1 JorDan HR/ BMW WhatsApp Group – 072 867 5881

JorDan HR has a WhatsApp group purely for general notifications, so everyone is informed at once (i.e., meetings, IT notifications, staff welfare etc).

Please use the below link to join the WhatsApp group – a lot of important information is shared on this group.
https://chat.whatsapp.com/DASJai0wreMCSpo7LJjgIx

We also make use of an email communication group. lease do keep an eye on your private emails - we use the email address you gave us when registering with us.

7.2.2 Work Tools and Stationery

On your first day at the office, BMW will provide you with the necessary work tools. You will receive the following: Laptop, Earphones, YubiKey, Access Disks. JorDan HR requires the details of your laptop to be included in our short-term insurance, required details are: Make and model, value, and the serial number. This is an immediate requirement and should be sent through to the Project Administrator, Zintle Sibamba (zintles@jordanhr.co.za) within 24 hours of receipt of the laptop.

7.2.3 Standard operating procedures wrt Virtual Meetings

1. Do not be late for meetings
2. Camera off and Microphone muted when joining a meeting
3. Be mindful of background noise (so maybe close your door)
4. Position your camera properly when it is in use
5. Limit distractions
6. Ensure you have a strong connectivity
7. No multi-tasking
8. Try to sit still and limit your movements
9. Test your audio and video before joining the meeting
10. Please avoid eating or drinking in meetings

7.3 Leave Benefits and Expense Claims

Public Holidays / Annual Leave / Family Responsibility Leave

BMW Contractors work according to the Harmonised Contractor Model of 163.33 hours per month or 1960 hours per annum. Leave is accumulated based on your hours and aligned to your target hours of 1960 / annum or 163.33/ month. It is suggested that in order to qualify for 15 days annual leave and public holidays, you work at least 9 hours per day. **It is the contractor's responsibility to ensure that target hours are met between *start date and 31 December of the same year**. If target hours are not met, a reimbursement will be due by the Contractor to BMW SA the following year for shortfall of hours, as contractors are paid 163.33 hours every month irrespective of a shortfall of hours in a period.

Sick Leave

- Contractors are entitled to sick leave, however; target hours are to be met
- In the event of long-term illness / unexpected illness which requires time off work, one of three options will be chosen:
  - Work back the shortfall of hours over the remaining duration of the year
  - Unpaid leave, which will result in a deduction on target hours
  - Shortfall of hours, which will result in a reimbursement the following year
- Absence from work for illness must be supported by a valid medical practitioner's certificate. The medical practitioner must be a person entitled to practice as a medical practitioner in terms of Section 17 of the Medical, Dental and Supplementary Health Service Professions Act, 1974 or any amendment and / or replacement of this Act. Duly stamped & signed certificates from Primary Healthcare Clinics are acceptable. No other certificates will be accepted
- Management reserves the right to contract the services of a registered medical practitioner in the vicinity, close to the workplace, to examine, diagnose and treat company personnel. Contractors consent that they may be examined by such a medical practitioner
- Medical Certificates (Contractor's Responsibility). For long term sick leave requests, please produce a medical certificate stating that he or she was unable to work for the duration of absence, because of sickness or injury:
- You are required to notify your Team Lead, Manager and TES of sick leave before 08h00 on the first day of your illness

Maternity Leave

- A female Contractor is entitled to four (4) months consecutive unpaid Maternity Leave.
- A Contractor must notify the Employer in writing, of the date on which the Contractor intends to commence with and return to work after, maternity leave
- Notification must be given at least 4 (four) weeks before the Contractor intends to commence her maternity leave
- The payment of maternity benefits, if any, will be determined by the Minister of Labour subject to the provisions of the Unemployment Insurance Act, 1966 (Act No. 30 of 1966), as amended or any Act that may replace it
- Maternity leave will be deemed to be unpaid leave

Parental Leave Entitlement

- A Contractor is entitled to 10 consecutive days unpaid parental leave upon the birth of their child, the Contractor legally adopts a child or when a child is placed by a court in the care of a prospective adoptive parent

7.4 Absence Without Leave / Permission

- In the event of a Contractor being absent from the workplace for 5 (five) consecutive working days or longer, without prior permission or informing and notifying her / his direct superior of the Contractor's absence and reason for the absence, the Contractor will be deemed to have absconded and due process will be followed
- It is the duty of the Contractor to inform her / his direct superior and JorDan HR of any absence, and the reasons for the absence

7.5 Contractor Benefits

The Company offers several benefits to Contractors. More information about our benefits can also be found on a **Contractor Portal** developed especially for our Contractors:

PORTAL LOGIN

- JORDAN HR
- YOUR JOURNEY
- FTC - EMPLOYEE SELF SERVICE
- CAPITAL ALLIANCE - FUNERAL BENEFIT
- DISCOVERY
- LYRA
- BMW POLICIES
- JORDAN HR POLICIES
- HARMONISED CONTRACT MODEL
- FAQ's

7.5.1 Opportunity to be employed as an FTC or as an Independent Contractor invoicing through your own company

7.5.2 We do not charge our contractors any fees

7.5.3 We give our Contractors 3 payment dates to select from (within 5 days of Green Day; or 25th; or last day of the month)

7.5.4 Laptop insurance (valid claims, not negligence)

7.5.5 Employee Wellness Programme through Lyra Wellbeing

7.5.6 Funeral Cover through Capital Alliance - Contractors and their immediate family members i.e., children and spouse

The Funeral Benefit pays out a lump sum in the event of the death of the member, spouse, children or extended family member, while the member is employed. The purpose of this benefit is to provide cover to assist with funeral costs.

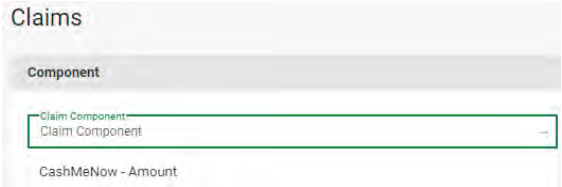
The table below serves as an example of a typical Funeral Benefit Scale:

MEMBER	AMOUNTS
Member	R10 000
Spouse	R10 000
Child > 13 Years	R10 000
Child > 6 – 13 Years	R5 000
Child < 6 Years	R2 500

7.5.7 **Medical Aid administration** through Discovery Medical Aid

	PLAN
Executive	Executive plan
Comprehensive	Classic Comprehensive
	Classic Smart Comprehensive
Priority	Classic Priority
	Essential Priority
Saver	Classic Saver
	Classic Delta Saver
	Essential Saver
	Essential Delta Saver
	Coastal Saver
Smart	Classic Smart
	Essential Smart
	Essential Dynamic Smart

7.5.8 **"AdvanceMeNow"** – emergency access to cash within 24 hours of request. This is done through Vinton Financial Services. This initiative allows our Contractors to have access to an emergency fund of up to R10000 per month which can be accessed through the ESS platform via "claims" or via advancemenow@jordanhr.co.za. Each transaction incurs a cost of R35. Any loaned amounts, and the transaction fee's incurred, will be deducted from your next payroll or are to be deducted from your next invoice.



First time use of this service will require that contract is returned before we can approve the Advance and any subsequent advances. Request this from one of the team.

7.5.9 Tax deductible claims through our ESS platform (refer to page 7)

We grow our service offering to our Contractors all the time, based on recommendations and feedback from both the Client and our Contractors.

7.6 Professionalism, Diligence and Loyalty

- All Contractors are hereby expected to perform their duties competently and professionally, thereby maintaining a level of performance in line with the Group's vision, strategy, and policies.
- This **professionalism** is also required when in attendance at the premises of the Company's clients or when representing the Company at any event.
- You are expected and required to show loyalty to the Company, and to exercise complete discretion about all company policies and procedures. This condition applies both during your period of contract with the Company, and in the event of you leaving the Company. During your period of contract and subsequent thereto, you shall not make use of, directly or indirectly, or disclose any of the Company's trade secrets or confidential information.

7.7 Dress Code

- It is important to maintain our professional appearance in the presence of clients and candidates.
- Please speak to your line manager at BMW about the dress code policy applicable to your department at BMW.
- Policy can be viewed in full on our Contractor Portal.

7.8 Confidentiality & Disclosure of Information

- Contractors undertake not to disclose information, of any nature regarding the Company, to any person outside the Company, unless the Contractor is required to disclose or reveal such information as part of the Contractor's normal duties with the Company, or the revealing of such information has been authorised in writing by executive company management.
- The disclosure of information, breach of the above, will be regarded as a serious and dismissible offence.
- The Contractor is obliged to disclose forthwith to the Company any of the following:
  Any mental health or any medical deficiencies, conditions or any such circumstances which could detrimentally affect or in any way influence
  - the Contractor's fulfilment thereof with the Company, as soon as the Contractor becomes aware of same
  - Any criminal offence specified in Schedule 1 of the Criminal Procedure Act No 51 of 1977 or any amendments or variations thereof from time to time that the Contractor has been convicted of
  - The Contractor undertakes to disclose any change in personal particulars to the Employer in writing within ten (10) days of such change
- The **Protection of Personal Information (POPI) Act** applies to everyone. Its purpose is to ensure that all South African institutions **treat personal information with absolute care**, when collecting, processing, storing, and sharing it. It holds us responsible should we misuse or compromise personal information.
- It is imperative that contractors complete a medical every 2 years after the initial medical required by the client:
  - If anything is found, it is the contractors responsibility to seek the advice of their doctor or specialist
  - Contractors are not allowed on site if they do not have medical clearance or if their medical has expired

7.9 Contractor's Rights and Duties

As a Contractor of the Company, the Contractor shall:

- Perform all such duties and exercise all such powers in relation to the business of the Company as may from time to time be vested in or assigned to him / her by the Company
- Comply with all directives from time to time given to him / her by the Company and with all rules and regulations from time to time laid down by the Company concerning its Contractors
- Abide by bona fide work practices in his / her relationship with the Company and / or its clients
- Devote the whole of his / her time, attention, and abilities during business hours to the discharge of his / her duties under his agreement
- Use his / her best endeavours properly to conduct, improve, extend, develop, promote, protect, and preserve the business interest, reputation, and goodwill of the Company and carry out his / her duties in a proper, loyal, and efficient manner
- Not incite or attempt to induce any other Contractor of the Company to partake in any form of industrial or collective action considered by the common law or legislation applicable from time to time to be prohibited, unfair or unlawful
- Contractors record that they commit themselves to industrial peace in the Company's business
- Be prepared to subject themselves to searches or any other investigations carried out by the Company from time to time, in respect of issues relating to safety, security, discipline and loss control
- Undergo any medical or other examination required by the Company from time to time, in circumstances where the Company wishes to ascertain the state of mental or physical health of the Contractor
- To manage their hours, clocking processes and requirements in line with the Harmonised Contractor Model and client processes

- To not, under any circumstances, take part in any moonlighting of any kind whatsoever. This is a direct conflict to both the Company and the Client and there will be consequences
- To complete a new Declaration of Interested if there are any changes to their contracting model, business ownership, shareholdings, etc or once per annum
- To provide the company with any changes to address, banking details, contact information, etc as changes occur

It shall be part of the normal duties of the Contractor at all times to consider in what manner and by what new methods or devices the services, processes, equipment or systems of the Company with which he / she is concerned or for which he / she is responsible, might be improved, and promptly to give to management full details of any invention or improvement which he / she may from time to time make or discover in the course of his / her duties, and to further the interest of the Company's undertaking with regard thereto. Any such invention or improvement shall be the property of the Company and the Contractor shall take all steps as may be necessary and reasonably required by the Company at the sole expense of the Company or associated company to procure that the Company obtains complete and exclusive legal title to such invention or improvement.

7.10 Adherence to Applicable Laws

- The Group as well as JorDan HR acts as responsible companies and, as such, all its Contractors are required to **adhere to any local or national laws** governing the operations of the Company and / or its Contractors
- Each Contractor is specifically required to adhere to any Privacy laws in terms of our candidates and clients. Copying, removing, duplicating or in any way replicating any candidate and / or client records, details, file, or any other information about clients / candidates may render the Contractor liable for prosecution under the laws governing privacy
- Contractors, by virtue of their position in the Company, become custodians of client / candidate information. The unlawful copying or removing of such information is strictly prohibited to ensure the confidentiality of such information. This privacy requirement remains even after the Contractor leaves.

7.11 Non – Discrimination

The Group or any of its officers or Contractors may not unfairly discriminate, directly, or indirectly, against a Contractor, in any policy or practice, on one or more grounds, including race, gender, sex, pregnancy, marital status, family responsibility, ethnic or social origin, colour, sexual orientation, age, disability, religion, HIV status, conscience, belief, political opinion, culture, language and birth.

7.12 Negligence

Any loss or damage to company property, or that of the Company's client's property, will result in the Contractor being liable to recompense the Company, or the client, for any losses incurred, in the event of the same being attributable to the negligence of the Contractor.

7.13 Policies and Procedures

It is in the best interest of the Contractor to familiarizes themselves with the policies and procedures of BMW SA (available on the Intranet) as well as those of the Company (available on the Contractor Portal).

8. Termination of Contract

8.1 Separations, Resignations, Dismissals, etc.

- The notice period for resignations is One Calendar Month
- If a Contractor wishes to resign, it must be done in writing on a signed document
- Dismissal will take place in terms of the Company's Disciplinary Code and Procedure for code of conduct. Both are available on our portal.

- Termination of Contract is requested from time to time by our Client. The notice period is 30 days (paid notice) and is based on operational requirements of the Client

9. Travel

International and local travel may be required from time to time.

- It is the Contractor's responsibility to ensure that he / she has a valid passport with sufficient pages for stamping.
- The contractor will be required to apply for and request VISA's for relevant travel requests
- Subsistence Advances to be submitted to Project Manager for payout from the client
- Reimbursements after travel reconciliations will be deducted from the same months payments
- Additional payments will be made to the contractor in the same months payments
- VISA letters are available from JorDan HR

Additional information relating to working at our Client can be found at: Contractor SharePoint, JorDan HR: https://jordansa.co.za/portal-login/ Or on the "mybmw" intranet site

10. Disciplinary Code / Code of Conduct

Our Code is available on the contractor portal. It is important that you familiarise yourself with the requirements of JorDan HR SA as well as that of the client.

Due to the considerable number of hybrid roles, the relationships between yourself and us, as well as you and our client, are based on trust. As such, the following have a "zero tolerance" policy and will result in immediate termination:

- Moonlighting
- Drinking / Substance abuse while on duty
- Sleeping on Duty
- Fraudulent time keeping
- Being absent without permission
- Harassment
- Dishonesty

11. Who to Contact

Below, please find important contact details for the JorDan HR Team:

Primarily – your Consultant:

Brandon - brandong@jordanhr.co.za
Matshediso - matshedisom@jordanhr.co.za
Michelle - michelle@jordanhr.co.za
Daniel - danieln@jordanhr.co.za
Colleen - colleent@jordanhr.co.za
Zintle Sibamba – zintles@jordanhr.co.za

Project Administrator - VISA Letters, Confirmation of Employment, General Assistance, Change in Banking details, etc

Zintle Sibamba – zintles@jordanhr.co.za

Operations Team Lead – Recruitment, FTC Payroll queries, Payroll Management, ESS enquiries, etc

Rene Scott – renes@jordanhr.co.za

Project Manager – Performance Management, Escalations, IR, Contractual issues, General enquiries

Carole Harvey – caroleh@jordanhr.co.za