



integratedbusinesssupport**services**



Experience the difference of
our sustainable and seamless
integratedbusinesssupport**services**
customised to your needs





Listed on the JSE since 1998, Primeserv Group Limited is an investment holding company with trading operations focused on providing leading edge integrated business support services through an integrated approach which aligns our customised service offerings to our clients' needs.



*The Primeserv difference lies in **people, productivity and performance**. It always has and it always will. Our identity is proud testament to that.*



Complete
Legislative
Compliance

B-BBEE Level 1 & 2
Value Added Ratings

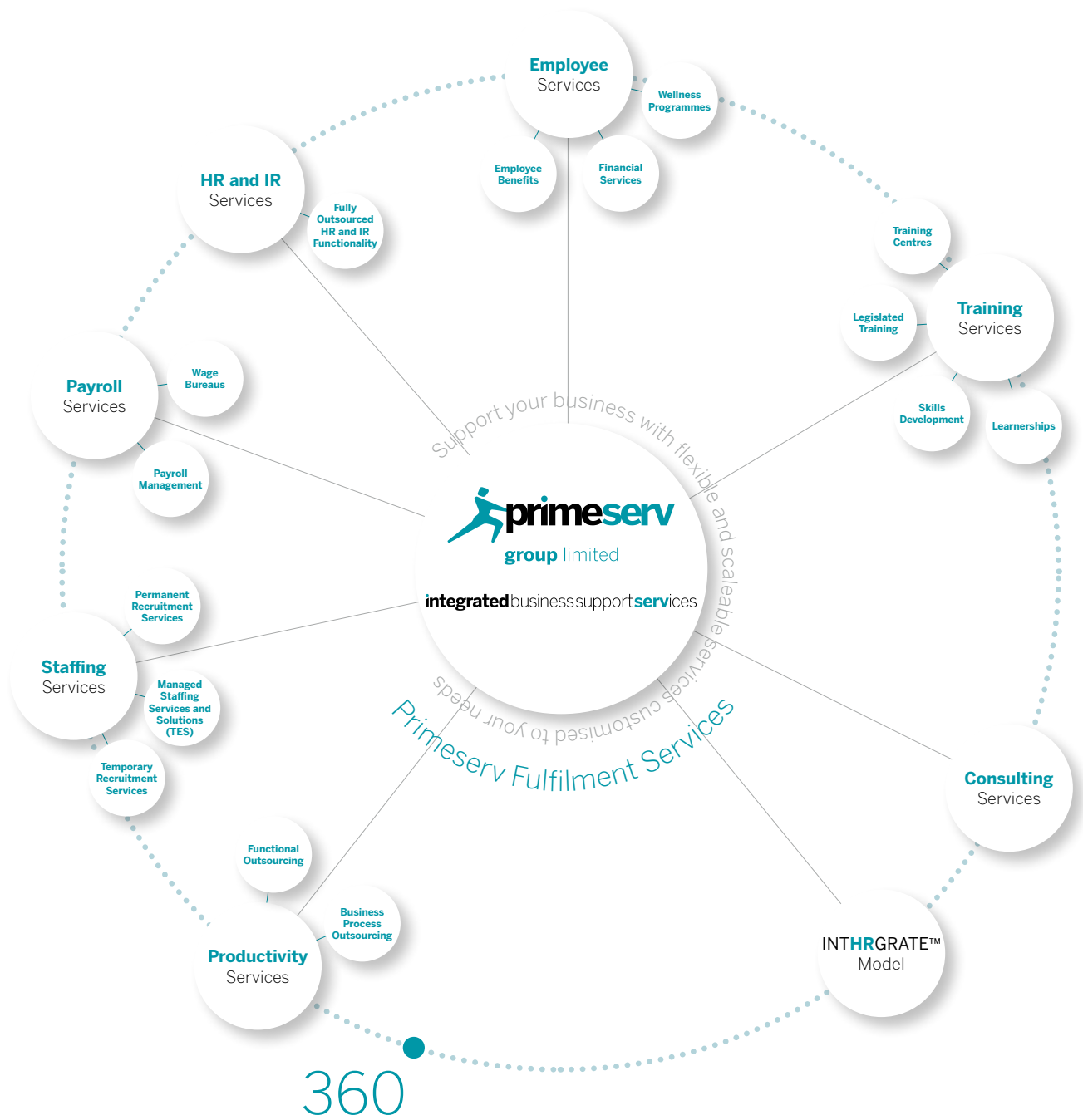
the Primeserv INTHRGRATE™ model

The basis of our services offering is our proprietary INTHRGRATE™ model, which is used to facilitate a holistic approach to human capital management and to determine the correct mix of services for each client. INTHRGRATE™ takes into account the client's business strategy, objectives and structure when an appropriate solution is being developed for the organisation. It also facilitates the correct selection of services to meet each client's unique needs. **This service is delivered at no extra cost to our clients.**

As a provider of integrated business support services we add value by enabling our clients to be more efficient, productive and profitable. We also ensure that they are fully compliant with all relevant legislation and regulatory requirements. This value is based on our in-depth understanding of both their businesses and the complexities of human capital management. Within this context, we strive to develop and deliver cutting-edge systems and procedures that enable us to deliver optimal levels of service and to exceed expectations every day.

creating shared value for our communities

- contributing towards broad-based socio-economic development
- securing an environment in which all can prosper
- supporting skills development initiatives
- promoting employment and procurement opportunities
- promoting our CSI initiatives
- a value chain that directly benefits the local community, in particular the youth



360

Primeserv is an innovative provider of specialised, **integrated business support services** focused on planning, implementing, managing and measuring human capital solutions for clients across a wide range of industries and sectors.

sectors of business and industries we service:

Agriculture, Automotive, Banking, Building and Construction, Design and Draughting, Drivers and Transportation, Engineering and Fabrication, Facilities Management, Financial and Insurance, Food Production, FMCG, Government Services, Harbours and Railways, Hospital, Nursing, Medical, Logistics and Distribution Centres, Mechanical, Merchandising, Mining, Paper and Pulp, Petrochemical, Pharmaceutical, Power Generation, Retail and Wholesale, Secretarial and Office Support, Tourism and Hospitality, Telecoms, Telemarketing and Call Centres, Warehousing, Waste Management.

Primeserv maintains a robust IT system with proprietary management information to meet the specific needs of the business.

integrity respect professionalism leadership focus
 teamwork care skills loyalty innovation performance –
 exceeding expectations





Capitalise on the sustainable benefits of
our flexible and scaleable
integrated business support **services**
customised to your needs

An integrated approach that aligns our
customised service offering to your business
needs

24[7]365



business support services

staffing services

Primeserv provides Leading-Edge Integrated Business Support Services driving Productivity and Performance Efficiencies

We service the following sectors of business and industry:

Agriculture, Automotive, Banking, Building and Construction, Drivers and Transportation, Engineering and Fabrication, Facilities Management, Financial and Insurance, Food Production, FMCG, Government Services, Harbours and Railways, Hospital, Nursing, Medical, Logistics, Warehousing and Distribution Centres, Mechanical, Merchandising, Mining, Paper and Pulp, Petrochemical, Pharmaceutical, Power Generation, Retail and Wholesale, Secretarial and Office Support, Tourism and Hospitality, Telecoms, Telemarketing and Call Centres, Waste Management.

Customised support services to meet our Clients' specific needs

- 
- Managed Staffing Services
 - Permanent Recruitment
 - Temporary Recruitment
 - Temporary Employment Services
 - Productivity Services
 - Functional Outsourcing
 - Business Process Outsourcing
 - Payroll Services
 - Time and Attendance Systems
 - HR and IR Services
 - Customised Management Information Reporting
 - Mega-project Services
 - Accredited Training and Skills Development
 - Learnerships
 - Human Capital Management Consulting
 - Skills Development and Innovation Hub
 - Lifestyle and Employee Benefits
 - Financial Services

Economic forecasts, business confidence, fluctuating demand and an ever-changing & complex labour environment combine to make the South African business landscape particularly challenging.

At Primeserv we focus on the constant innovation and alignment of our products and services with the needs of our clients. We are leading providers of a comprehensive range of:

Managed Staffing and Temporary Employment Services include:

- Staffing Needs Analysis
- Permanent Recruitment
- Temporary Recruitment
- Temporary Employment Services
 - Contract Staffing Blue Collar
 - Contract Staffing White Collar
 - Contract Staffing Professional Services
 - Project-based Staffing Services
 - Contingent and Full Site Services
 - Adhoc Labour Pools
 - Independent Contracting Services
 - Industrial Action/Strike Solutions
 - Business Continuity Services
 - Staff Express
- Integrated Time and Attendance Systems
- Customised Management Information
- Mega-project Services

Primeserv Staffing Services provide:

- Staffing solutions on demand
- Managed by industry experts
- Verified staff database
- Job worthiness checks
- Medicals and Certification
- Staff competency testing
- Onboarding, induction & EOC management
- Fully compliant with SA Labour Legislation
- National footprint
- Peace of mind



And a full range of managed PPE and Health and Safety services





productivity services

Primeserv Functional Outsourcing (FO) and Business Process Outsourcing (BPO) Services are specialist productivity management services which are customised to deliver economically measurable, best practice efficiency to our clients' business operations.

Outcomes based and tailor made for you

- Pay per unit/functional service output
- Pay only for services delivered
- FO and BPO models to match needs
- Customised KPI's and SLA's
- Delivery of reliable and predictable outcomes
- Non-core to you becomes core to us

Cost advantages and increased efficiencies

- Functional and business processes at competitive pricing
- Improved risk management and financial benefit
- Primeserv's industry expertise and experience enable us to take on the most complex and challenging processes
- Clients realise an increase in productivity, efficiency and profitability

Speed to market

- Ongoing, on site evaluation to achieve continuous improvement
- Continuously improve services offering to ensure outputs are delivered faster and optimally

On-going skills development and training

- Skills assessments ensure the right skills at the right place at the right time
- Customised learnerships
- Youth skills development and deployment
- Training on site or at Primeserv Training Centres
- Industry specific skills development at Primeserv's Training and Innovation Hub

Management and supply of operational equipment

Full LRA responsibility

- Labour Relations Act responsibility for outsourced functions is assumed and managed by Primeserv
- Allowing you to focus on your core business

Complete peace of mind



hr and ir services

At Primeserv we know that it is people who drive your productivity and ultimately your performance. Our comprehensive range of tried and tested HR & IR Services can be customised to meet your unique needs so your people can perform at their peak.

Full function HR & IR services

- Advisory services
- Outsourced functionality of entire HR & IR departments and processes
- Staffed by industry experts
- Staff needs analysis
- Competency analysis and assessment
- Skills gap management
- Upskilling and training assessment
- Search and recruitment
- Verification of qualifications
- Credit checks
- Background checks
- Medicals and health certification
- Onboarding and inductions
- End of Contract (EOC) management
- CCMA management
- Bargaining Council management
- Labour Law Advisory
- Strike management
- Business Continuation Services
- Restructuring and staff reorganization
- Transformation management





payroll and employee services

training and consulting services

Primeserv takes the stress out of payroll management and lets you focus on your core business. Our tried and tested latest technology systems are designed to deliver fully compliant, reliable payrolls – let us take care of it all.

Primeserv utilises a web-based, customised payroll system which delivers both payroll processing and financial management information and reporting in either modular or integrated formats, specifically tailored to clients' needs.

Full Service Payroll Outsourcing

- Payroll preparation and management
- Payroll processing
- Payment of payroll
- Funding of payroll
- SARS compliance
- SARS submissions
- Rebate recoveries
- Wage bureau services for mega-projects
- Customised payroll systems and reporting

Employee Benefits

- Lifestyle and Retirement benefits
- Medical benefits
- Funeral benefits

Employee Wellness

- Employee Loyalty Programmes
- Employee value-adds

Financial Services

- Loans and financial assistance



Companies whose employees stay current with the latest thinking, skills and technology are the ones with a clear competitive edge.

As part of an integrated offering, Primeserv offer a comprehensive portfolio of fully accredited qualifications across a range of Sector Education Training Authorities and other accrediting bodies.

Our national footprint is staffed with a committed team of experienced, professional skills development specialists.

Training Services

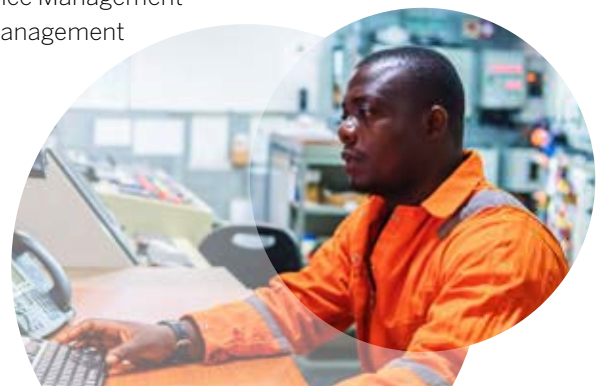
- Training Needs Identification, Implementation and Audits
- Customised Training Programmes
- Training (at Primeserv Centres or on-site at client)
 - ABET
 - Technical
 - Supervisory
 - Management
 - Corporate
 - Legislated
- Learnerships Facilitation and Administration
- Skills Centres
- Workplace Skills Plans
- Innovation Skills Development Hub

To prosper in a dynamic and highly competitive economy can be challenging. Keeping up with best practice and legislative compliance while maintaining a finger on the pulse of international industry trends is often a daunting task.

At Primeserv our team of industry-wide subject matter specialists partner with you, so you can stay focused on your core business.

Human Capital Consulting Services

- Human Capital Management Consulting
- Strategic HR planning
- Legislative expertise
- B-BBEE Advisory
- EE Advisory
- Remuneration Advisory
- Development of Workplace Skills Plans
- Skills Gap Analysis
- Performance Management
- Change Management





the primeserv difference

Partner for change with Primeserv

- Leading-edge, accredited services and continuous innovation
- Optimised to meet your needs and fluctuating demands
- Industry specific expertise with a customer centric approach
- Capacity resourced national footprint to deliver 24/7/365
- Consistent highest quality service delivery
- A fully compliant and certified offering
- Peace of mind



csi and beyond

The Group has intensified its efforts and increased resources to create employment and upskilling opportunities for the youth and poorly skilled employees. Primeserv is committed to driving these key national imperatives. The Group's operational activities are aligned to the advancement of youth employment, skills upliftment and sustainable job creation.

Primeserv's corporate social responsibility and investment strategy is focused on sustainable upliftment of the disadvantaged sectors of our community.

Youth development

The Group's primary CSI focus is on youth development as Primeserv sees them as particularly vulnerable, yet critical to the socio-economic future of South Africa. Primeserv continues to provide financial, professional and skills transfer support to the Siyakhula Trust which focuses on developing and advancing leadership skills and capability among the rural youth.

Primeserv also supports various youth-based initiatives particularly alongside the communities within which it works.

Community support

The Group aims to support communities in areas where we provide services. In so doing, the benefit lies not only in providing employment opportunities to potential breadwinners, but also in the upliftment of our employees' communities. Full strategic planning and financial support is dedicated to implementing community-focused projects in selected areas.

Also close to our hearts are other vulnerable elements within our society, namely those suffering ill health and animals in need.

The provision of CSI initiatives is considered a privilege by the Group and the professional planning and implementation of these initiatives remains a core Primeserv imperative.



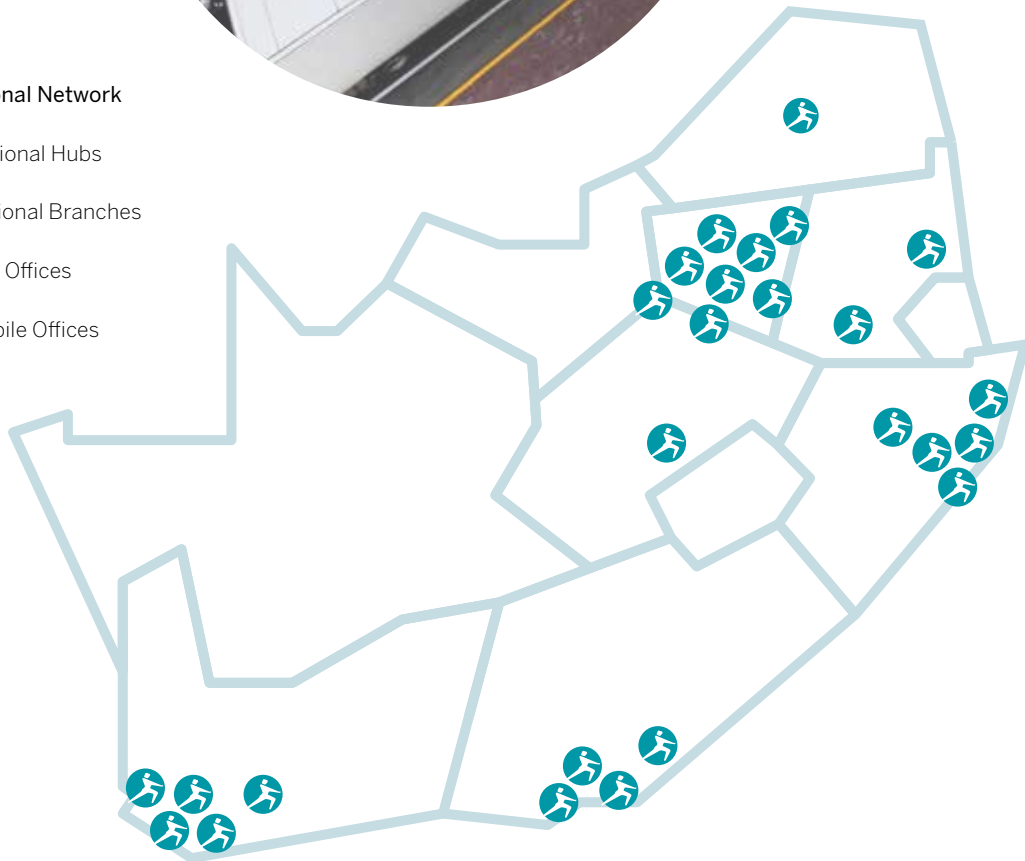
the Primeserv INTHRGRATE™ model





National Network

- Regional Hubs
- National Branches
- Site Offices
- Mobile Offices



Primeserv Group Limited
 25 Rudd Road, Illovo, Sandton 2196
 PO Box 3008, Saxonwold 2132
 South Africa

T: + 27 11 691 8000 F: +27 11 691 8011



integrated business support services

For a personal introduction to Primeserv please call **0860 777 677**

Email: productivity@primeserv.co.za Branches Nationwide

www.primeserv.co.za