

THE SERVICE PLAN

The Company's service strategy will include the following key aspects:

1. How to understand your current Organizational Culture through:

- Facilitating collective commitment from Management and all Stakeholders towards operational success for the client.
- Facilitating and assisting all Stakeholders to develop joint goals, to be implemented and monitored by Management and Stakeholders concerned, towards long term Operational success for the Client.

2. How to change your current Organizational Work Culture through the:

- The development and implementation of an in-depth conflict resolution process focused on a proactive and issues orientated process.
- To design the relationship between Management and Stakeholders which will lead to a work culture based on a common set of values.

3. How to make values live in your Organization through:

- The development of common objectives.
- The development of policies, procedures and practices that will support a common Work Culture towards sustainable Operational success for the Client.

4. How to effectively manage the Employer/Employee Relationship in terms of Industrial/Labour Relations Best Practices through:

- The development and/or proposal of an Employee Relations Policy with specific reference to a properly structured and legally compliant Behavioural Code designed to facilitate a clear understanding of the disciplinary dynamics in the workplace as well as grievance and dispute resolution systems for the Client.
- To provide Line Management with the necessary and/or relevant training on how to Chair disciplinary hearings and present evidence in a structured manner.
- Correct formulation of Disciplinary Charges, correct interpretation of Fact and Evidence, deciding on the appropriate Penalty and deliberation of the findings, Shop Steward Training as well as Complainant Training.

5. How to understand policies, procedures and systems that will best support that relationship by understanding the respective roles of the Employer/Employee Relationship with specific reference to:

- Employer rights, employee rights and union rights.
- Compliance with the LRA, BCEA, Employment Equity, Occupational health, COIDA/Mine Health and Safety/Minerals Act.

6. How to identify and adapt to the contemporary changes in the field of Industrial/Labour Relations through:

- The development and training of competent employees for the client in the areas of handling CCMA Litigation and all the legalities surrounding this.
- Advising Line Management on sound and credible Best Practice Industrial/Labour Relations Principles, strike management and fair retrenchments.

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