



Company Profile

**Specialists in the
Recruitment of
Top Talent**

www.towergroup.co.za **Dedication, Commitment, Experience**

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Company Overview

The **Tower Group** was established in 1980 as a specialist recruitment agency. Today Tower is still a trusted brand that delivers value-added services to leading clients and career-enhancing prospects to skilled & experienced candidates. We call them Top Talent. As a leading South African brands in the talent acquisition & staffing services industry we are trusted by large and small companies to optimise their people resources and to provide top talent at affordable service rates. Our specialist areas include the provision of flexible-staff (Temps) to allow our clients to meet their all their talent needs and company goals.

Our Mission

With the help and support of our committed staff, it's our aim to build the **Tower Group** by:

“Undertaking each new challenge with initiative and enterprise, giving the best possible value for money, build long-lasting relationships with clients and candidates, encouraging highly motivated and well trained staff to provide and effective and quality service, maintaining a high degree of honesty, integrity and professionalism, showing a sincere interest in the short, medium and long term needs of our clients and candidate, utilising special pro-active measures to assist candidates from previously disadvantaged groups to secure appropriate employment, assisting in the development and progress of our clients and candidates by providing appropriate and timeous innovative human capital solutions.”

Our Vision

Tower Group is committed to delivering professional, high-quality services by bringing together the elements of talent, people, opportunity and solution. **Tower Group** has a long history of delivering top talent for the Financial, Technical, Call Centre, Freight, Management & Executive, Office Support, IT, Sales and International markets. **Tower Group** can even assist when your requirement includes disability placements or scarce skills.

We are the logical choice to assist you where the requirement is for permanent employees, temporary / flexible staffing, contract staff or any other situation that may be unique to your company.

Tower Group is able to custom-design a talent & staffing solution to fit your specific talent requirements and budget and our experience will be invaluable to successfully implement your talent & staffing challenges.

Tower Group is generally recognised as a benchmark in providing talent & staffing services to clients and we have access to a large database of candidates, supplemented by innovative sourcing strategies. **Tower Group** has the simple philosophy of dedication, commitment, experience and we are guided by our deeply embedded value system resulting in the highest quality professional services delivered to clients, candidates and all our stakeholders.

Tower Group is a long-standing member of APSO and we are guided by the industry Code of Best Practice and Ethics in our dealings with clients, candidates and other stakeholders.

Service Offering

Head-Hunting and Executive Placements

Our top head-hunters are able to recruit the best talented leaders for your specific requirements. We seek out those talented individuals who have established themselves as worthy of the top talent label with proven track records, and place them in the position to achieve the results your company aims for, through such strategic talent solutions.

Accounting and Financial Recruitment

With a focus on skilled, numerically inclined candidates who understand not only the macro – economics of South African industries, but, the international economics of unpredictable markets and globalisation. Our talent specialists will provide you with top financial staff for your organisation.

Executive PA and Secretarial

Every successful leader within an organisation is usually supported by a team of professionals who are accustomed to going the extra mile. We pride ourselves in forging a relationship between top secretarial staff and the leaders who will facilitate their development and make their career goals a reality.

General Office Support

The support staff in the general office environment is key to any organisation and we have ventured into relationships with SA's top institutions to obtain the top performers from FET's and Universities as well as experienced staff that have shown their hunger to be the best in various fields. Our cover solutions vary from temporary staff for the odd half day assignment, contract staff for maternity leave or other absenteeism and permanent staff for both negative and positive attrition.

Contact Centre Specialists

Our team of specialists will analyse various areas in great detail within your Contact Centre and provide you with a more than just a staffing solution. The foundation of our service delivery stems from the results of our analysis and partnering with you in implementing the best solution. We pride ourselves in managing a results driven team who will strive for excellence in both the inbound and outbound Contact Centres.

IT & Engineering Staff

Through our years of experience, we understand the shortage of skills in SA and the relative impact on various industries. We plan to facilitate the alleviation of these shortages by investing in individuals who have the potential through Learnership and the management of our lost skills data base. Our ability to advertise internationally gives you the advantage to accessing the leading experts in our ever shrinking global village.

Verification Services

The increased fraud rate in SA specifically related to recruitment has made this service a must across all industries. We provide criminal, ITC and educational verification service within 5 working days. Our system is directly linked to SAPS and gives you the peace of mind to avoid hiring or recruitment errors that could cost a company financially and loss of reputation.

Payroll Services

Our Payroll service is the pride of Tower Group always aiming for 100% accuracy; we can provide you with various manual and automated payroll services for both weekly and monthly payrolls.

Recruitment Advertising & Tender Advertising

Our recruitment advertising division will allow you to expose your vacancy to a targeted market of the best candidates in South Africa or internationally, whilst simultaneously allowing your company its very own marketing opportunity. We generally couple this service with Mass Response Handling. (This is summarised below).

Mass Response Handling

Mass Response Handling is the process of long listing the applications. Our options to you range from the most basic service of receiving bulk applications to the most comprehensive full turnkey solutions that include first and final interview facilitation. It provides an efficient customisable talent & recruitment solution that is significantly more cost effective.

AFIS

Since July 2011 **Tower Group** has been using the Automated Fingerprint Identification System (AFIS) in order to provide our clients with an accurate criminal checking system. This is now the only method that is accepted by the SAPS to conduct fingerprint checks. The SAPS moved away from manual fingerprints to the AFIS system in order to keep up with international technology and eliminate ongoing fraud. With the AFIS fingerprint checks (the new means of doing criminal record checking on job applicants) many companies have found themselves unable to do this most vital check, due to the high cost of having their own systems, having to train users and needing national coverage.



Tower Group has taken a proactive step in offering our clients this outsourced service. The system is mobile and therefore our AFIS consultant is able to conduct fingerprint checks on the premises of our clients at a time that is convenient. This will apply to their current staff and potential staff that are not put forward by Tower Group or any other supplier. We check for criminal records and the data is sent straight to the SAPS's criminal database. The turnaround time for the results of the criminal check is 48 hours. We currently conduct fingerprint checks for several National Companies. We only need to capture prints once and save them which allows us to resubmit prints for rechecking periodically without recapturing prints.



PERSONAL IDENTITY

Corporate Transformation Update

Through our current restructuring and transformation plan at Director Level we have gained the expertise of two black female directors with specific experience in setting up and growing new businesses. Through this transformation initiative Tower Group has moved from a Level 4 BEE certification to Level 3 this year with the ultimate goal being Level 2 BEE certification by end 2016. With a national footprint of branches in the major local economies, **Tower Group** has the necessary track record, experience and industry expertise to meet the total Human Capital requirements of companies seeking a fresh approach to staffing solutions. We are talent specialists!

Board of Directors

Integral to the success of Tower Group as a company is the invaluable experience and diversity of its board of Directors. Each director boasts an individual yet complimentary set of qualifications, in depth skills and exposure not only in the services industry but also in general business and public leadership. These dynamics provide our valued clients with a powerful ally in the execution of their own talent search and business goals.

Mpho Letlape (Director):

Best known for her recent vital work in the Education Sector and her thought-provoking approach to the challenges facing business in South Africa, Mpho is in touch with all issues affecting ordinary and extra-ordinary people. She is in touch with top labour, government, and business leaders in South Africa. This insight is of great advantage to our clients. Mpho sits on a number of boards where she is able to guide top organisations in facing and prospering in the current economic climate.

Peter Venter (CEO):

Having spent the past eighteen years in the recruitment industry at director level, Peter's vast experience in the services, HR and recruitment arena has equipped him with strong leadership skills. His strategic visionary stance and unwavering belief in the development of talented people within business inspires and guides his team to be remarkable achievers.

Sourcing Methods

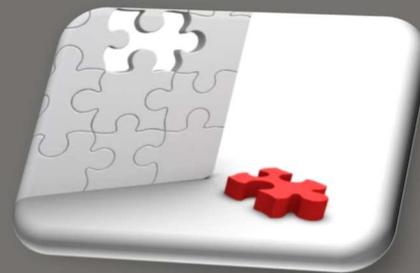
It is a well-known fact that the current recruitment market has a shortage of good calibre candidates. Most industries, companies and sectors find it increasingly difficult to fill their positions and this is a situation that seems to become more acute each year.

For this reason, the **Tower Group** does not only rely on the traditional methods of sourcing suitable candidates, but also by using technology which is a tried and tested business model. These places **Tower Group** in a position to source the right kind of candidates, our clients require, even under the toughest conditions. We therefore make it a priority to research the various markets to ensure that we attract suitably skilled candidates.

Our highly experienced consultants focus on the candidate's suitability for a specific vacancy assigned to **Tower Group**. A detailed job specification is obtained from our client, to ensure that we cover all the dimensions required for that specific vacancy and to source the correct candidate for our clients need.

We perform both competency based and targeted selection interviewing methods to ensure that we gain a balanced appraisal of a candidate's specific capabilities and skill set. The following are some of the areas experienced with each of our candidates to ensure the puzzle fits:

- Review and understanding of Qualifications
- Specific competencies & skills matrix
- General experience & track record
- Career progress
- Emotional maturity
- Specific job related experience
- Overall suitability for the position
- Personality & attitude assessment



The candidate is always interviewed face to face by a **Tower Group** consultant before referring the candidate to the client.

We pride ourselves on achieving a 2:1 "Hit Ratio" for every 2 CV's sent one placement.

Tower Group believes in Quality vs. Quantity this will ensure confirmation that the candidates CV is an accurate reflection of his/her profile and career history.

Tower Group will conduct psychometric testing and/or perform any additional tests required by the client.

We are aware and practice other methods of recruiting candidates such as Networking and internet based solution, thus **Tower Group** believes in the old fashion style of Headhunting our candidate as well.

Compliance of Candidates

The **Tower Group** recognises the inherent dangers of poor candidate screening. To minimise this risk we perform proficient candidate screening and take it very seriously, and that is why we suggest our clients provide us with its minimum screening requirements.

Tower Group retains the services of both Kroll MIE and Lexis Nexis. All risk assessment checks except REDS checks are done prior to CV's being sent.

- ITC Credit Check
- Experian Credit Check
- Identification document validation
- Copy of Matric (Grade 12) Certificate and other tertiary qualifications
- Criminal clearances / checks
- Reference Checks

Membership of Professional Bodies

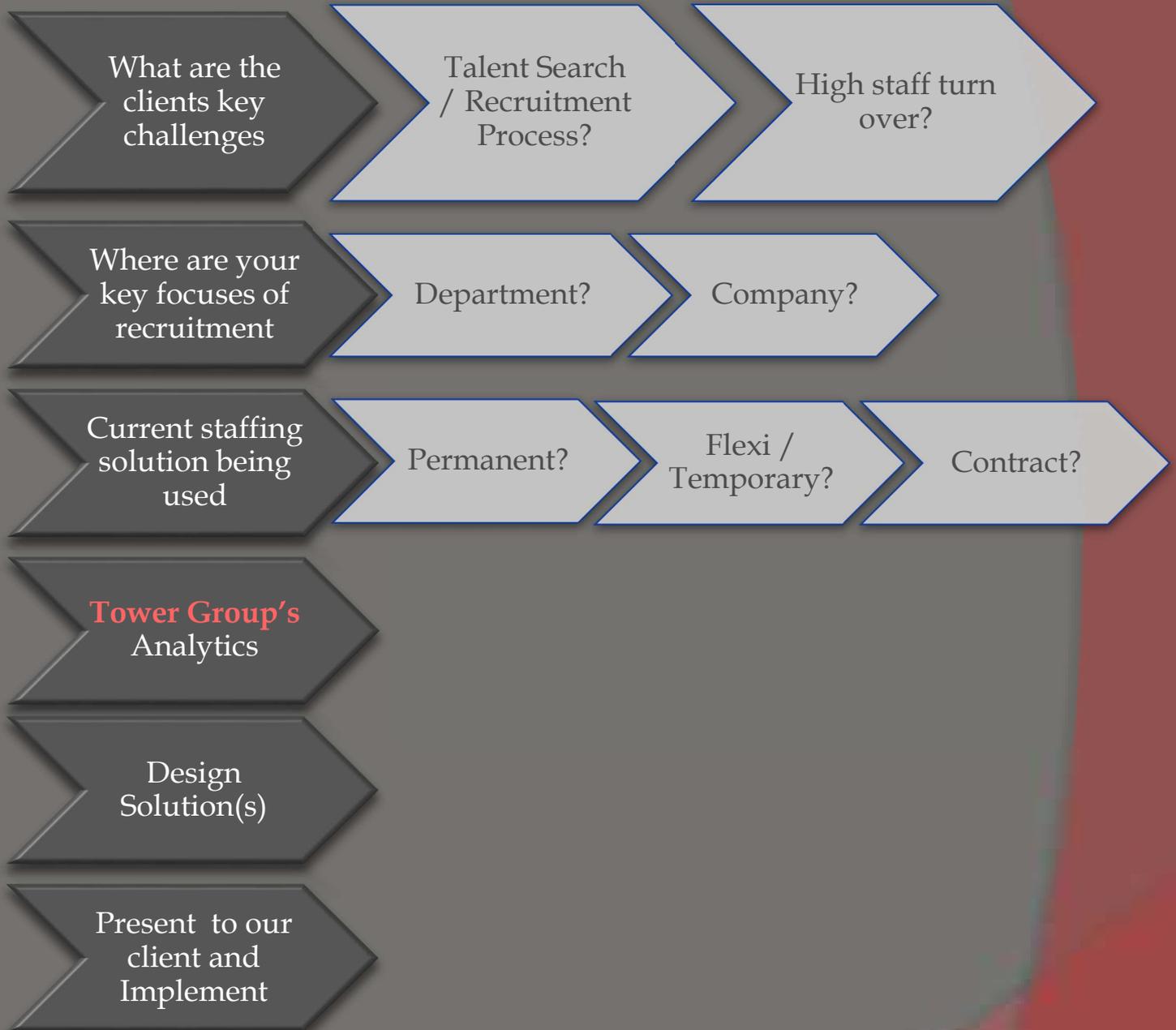
Attendance at functions held by these organisations brings us into contact with many talented people as well as enhancing our knowledge of industry trends. Our memberships include:

- Institute of Credit Management
- Institute of People Management
- Institute of Directors
- Business Women's Association
- IITPSA (Formerly The Computer Society of SA)
- APSO (Federation of African Professional Staffing Organisations)
- CAPES (Confederation of Associations in the Private Employment Sector)

Business Solution Process

At Tower Group your talent specialist team, led by a skilled Talent Specialist dedicated to your business and supported by a team of specialists, has in-depth knowledge of your industry sector – to help you make more informed talent sourcing decisions in your area.

Each of our clients is presented with value-adding options to ensure the most efficient solution is selected. From basic recruitment services to fully integrated business analysis of people, processes and technology we are able to advise you on the perfect solutions related to your organisations needs in terms of Talent and Human Capital.



Summary

In Closing - We believe there are compelling reasons to choose to partner with Tower Group as your Talent & Staffing Services provider to assist you with your current and future top talent / staffing requirements and solutions?

- Our track record is long and distinguished. Clients choose to stay with **Tower Group** for many years attested to by the many long-term partnerships we have built up.
- We have an excellent reputation in the staffing services industry and we are known for our quality of service and dedication.
- Commitment. We see our clients as partners in our success and our commitment to your success is our primary focus.
- We put huge emphasis on client service - it is our core strength and our passion. This backed up by our many CRM technology tools.
- Technology - we are continually building and improving our IT infrastructure to give us, and our clients, a real competitive advantage.
- Our sourcing and talent recruitment methods allow us to source the best talent available for each assignment.
- Flexibility: As a privately owned SME, we are able to respond quickly to your requirements and offer a lot more flexibility. Rather than focusing only on the traditional methods of recruitment we are able to customise our service delivery to suit our clients' exact needs.
- Screening & Verification: **Tower Group** has strict protocols on the screening of candidates. Each candidate is thoroughly referenced; in addition, **Tower Group** verifies ID's, Driver's Licences, Education & Qualification(s) as well as obtaining Credit & Criminal Clearances.
- Sensitivity: We understand that ours is a people business and therefore embrace the personal touch rather than one driven purely by technology.
- We are able to offer our clients a true talent partnership geared towards their specific and unique staffing needs.

Tower = Remarkable People

Geographical Representation



Cape Town:

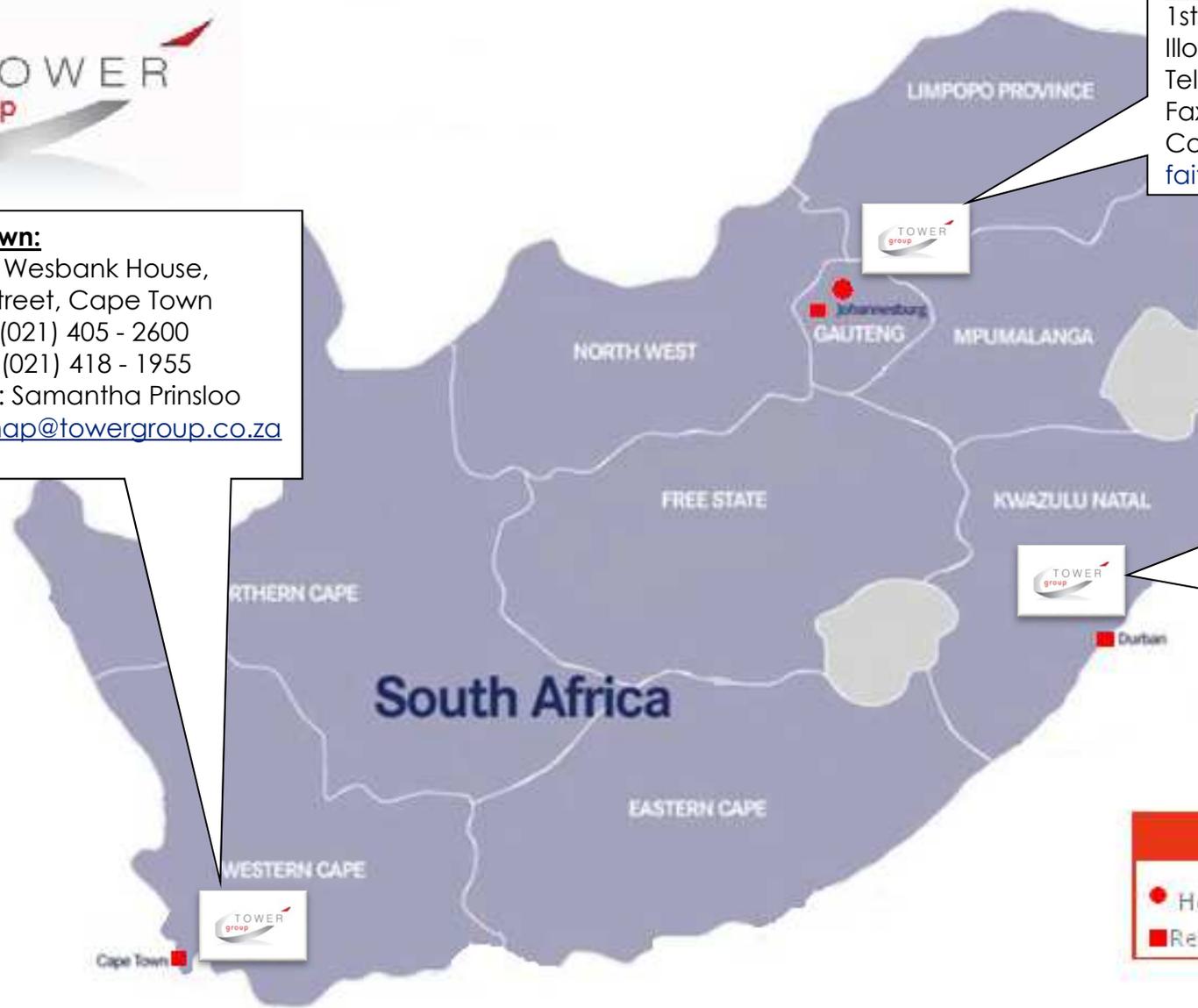
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Key	
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■	Regional Offices