



SIZA COMPLIANCE PROCESS FOR TEMPORARY EMPLOYMENT SERVICES (TES)

A Simple Step-by-Step Guide

This guide explains what a Temporary Employment Service (TES) needs to do to complete the SIZA Audit Programme and receive a SIZA Audit Completion Letter.

Important: Registering with SIZA does not automatically mean that you are compliant. You must complete all the steps in the SIZA programme before you can receive an Audit Completion Letter (Certificate).

STEP 1: MAKE SURE YOU MEET THE BASIC LEGAL REQUIREMENTS

Before registering with SIZA, please make sure that the TES company meets the following legal requirements:

- Your business must be registered with the CIPC.
- You must be registered for COIDA.
- You must be registered for UIF.
- You must be registered as a Temporary Employment Service with the Department of Employment and Labour.
- You must attend the relevant SIZA Compliance Training Webinars.
- You need access to a computer and Wi-Fi, as the entire SIZA process is completed online, as SIZA does not provide hard copies of the Self-Assessment Questionnaire (SAQ).

STEP 2: PREPARE YOUR DOCUMENTS

Before you start completing your Self-Assessment Questionnaire (SAQ), make sure that you have the following documents available and saved on the computer you will use to access the MySIZA Platform:

- Your CIPC registration document or Letter of Authority. (CoR 14.3)
- Your COIDA registration document and registration number, as per Section 80 of the Compensation for Occupational Injuries and Diseases Act (COIDA), Act 130 of 1993.
- Your UIF registration document and registration number, as per Labour Relations Act 66 of 1995 – Section 198(2) and Unemployment Insurance Contributions Act 4 of 2002 – Section 10
- Relevant company policies and procedures.
- Employee contracts.

- Payslips.
- Training certificates.
- Any other documents needed to show that your business complies with the law and the SIZA requirements.

Having these documents ready will make it easier to complete and upload them to the SAQ.

STEP 3: REGISTER WITH SIZA

Follow these steps to register:

1. Go to the SIZA website.
2. Scroll to the middle of the page.
3. Click on the green “Register” button.
4. Complete all the required information carefully.
5. Make sure that you enter the correct:
 - Company name
 - Contact person's name
 - Email address
 - Telephone number
6. Select Level 1d, which is the registration level specifically for Temporary Employment Services.
7. Enter your COIDA and UIF registration numbers.
8. Read and accept the Terms and Conditions.
9. Click “Register”.

After registering, you will be taken to the payment portal.

- The annual subscription fee is currently (2026/27) R680 excluding VAT.
- You can pay by PayFast, which gives you immediate access to the SAQ; or EFT.
- If you pay by EFT, please email your proof of payment to the SIZA office.
- Remember that your SIZA subscription must be renewed every year.

Important: Your registration is not complete until you have completed the SAQ.

STEP 4: COMPLETE THE SELF-ASSESSMENT QUESTIONNAIRE (SAQ)

Once your payment has been received and your profile has been activated, your SAQ will become available on the MySIZA Platform.

You must complete the SAQ within 90 days of registration.

How to complete the SAQ

1. Log in to the MySIZA Platform using your username and password.
2. Select "SAQ" at the top of the screen.
3. Click on the blue SAQ number on the left-hand side.
4. Start with Company Details under the General Information section.
5. Answer all the questions.
6. Click "Save" after completing each section.
7. Once you have completed the General Information section, continue to the Checklist.
8. Complete every section in the Checklist, from Company Details through to Business Sustainability.
9. Remember to save your work after each section.

Important when uploading documents

All policies and documents uploaded to the MySIZA Platform must be in the name of the company that is registered with SIZA.

Submit your SAQ for review once you have completed all the questions:

1. Click "Submit for Review".
2. SIZA will review the information you submitted.

There are two possible outcomes:

- If your SAQ needs more information
- Your SAQ may be returned to you.

You will receive an email informing you that changes or additional information are required.

Log in to MySIZA and open your SAQ. The reviewer's comments will appear on the right-hand side of the screen.

Complete the outstanding information and resubmit the SAQ.

If your SAQ is approved

You will receive an email confirming that your SAQ has been approved.

Once your SAQ is approved, you can continue to the next step and arrange your audit.

STEP 5: REQUEST YOUR AUDIT

Once your SAQ has been approved, you need to arrange your audit if you want a SIZA certificate.

What you need to do

1. Contact one or more recognised SIZA audit firms.
2. Request a quotation and available audit dates.
3. Decide which audit firm you would like to use.
4. Log in to your MySIZA profile.
5. Select "SAQ" at the top of the screen.
6. Select your latest approved SAQ by clicking on the blue number.
7. The recognised audit firms will appear on the right-hand side.
8. Select the audit firm you have chosen.
9. Click "Next".
10. Complete the required information.
11. Click "Save".

The audit firm will then arrange the audit date with you and appoint an auditor and reviewer.

STEP 6: THE AUDIT TAKES PLACE

The audit will take place on the date agreed between you and the audit firm.

During the audit, the auditor will:

- Visit your office.
- Review your company policies and procedures.
- Review employee contracts and payslips.
- Review other relevant documents.
- Interview employees.
- Assess whether your business meets the requirements of the SIZA Social Standard.
- Identify any areas where improvements are needed.

Employee availability

At least 66% of your total workforce, based on the highest number of employees you employ, must be available during the audit.

The auditor will also look at the risks in your business. It is important to ensure that you comply with all applicable minimum labour laws and other legal requirements.

Closing meeting

At the end of the audit, the auditor will meet with management and explain the findings.

If any findings are identified, you will need to take corrective action and provide evidence that the problems have been addressed.

You will not receive your Audit Completion Letter (Certificate) until all required corrective actions have been completed and accepted.

STEP 7: COMPLETE YOUR CORRECTIVE ACTIONS

After the audit, you must provide evidence showing how you have corrected any findings.

How to upload your corrective actions

1. Log in to MySIZA.
2. Select “Audits” at the top of the screen.
3. Select your latest audit by clicking on the blue number.
4. Find the section called “CAPS”.
5. Click on “CAPS”.
6. Your findings will appear under Responses.
7. Select “View All” to see all the findings.
8. Click on the blue number next to the finding you want to address.
9. Upload the documents or evidence showing what corrective action you have taken.

Please make sure that each uploaded document is smaller than 3MB. Repeat this process for every finding.

Important: All corrective actions must be uploaded before the deadline.

The auditor will review the evidence you submit.

- If the evidence is acceptable, the finding will be closed.
- If more information is needed, the auditor will leave a comment next to the finding.

You will need to respond to the comment and provide any additional information or evidence required.

STEP 8: RECEIVE YOUR AUDIT COMPLETION LETTER

Once all findings have been closed and all corrective actions have been accepted, you will receive your SIZA Audit Completion Letter.

Your Audit Completion Letter will also be available on your MySIZA profile under “Audits”.

Congratulations — you have now completed the SIZA Audit Programme.

IMPORTANT: TES PROVIDERS WORKING ON FARMS OR PACKHOUSES

A Temporary Employment Service (TES) may only be excluded from a farm or packhouse audit if all of the following requirements are met:

- The TES has successfully completed the SIZA Audit Compliance Programme and is actively maintaining it.
- The TES has completed at least three consecutive SIZA audits conducted by accredited or recognised audit firms.
- The TES achieved a Gold or Platinum risk rating during each of the three consecutive audit cycles.
- All corrective actions raised during these audit periods were successfully closed out, and the TES received the relevant Audit Completion Letters (Certificate).
- The TES maintained a valid and up-to-date SIZA profile throughout all three audit periods.
- The TES maintained an approved Self-Assessment Questionnaire (SAQ) annually.
- The TES attended relevant SIZA training programmes during these audit periods.
- The TES remained open to and cooperated with the between-audit monitoring and verification activities conducted by SIZA.

All other TES providers must be available to participate in the farm, packhouse, or processing facility audit when required

WHAT ARE THE BENEFITS OF HAVING A SIZA AUDIT COMPLETION LETTER?

As a Temporary Employment Service, you need to show that your business is managed in accordance with minimum legal requirements and the SIZA Standard.

Being compliant can help you to:

- Show your clients that you take legal and labour requirements seriously.
- Demonstrate that your business follows the SIZA Social Standard.
- Reduce risks for your business and the farms or packhouses where your employees work.
- Avoid potential problems, penalties, and fines resulting from non-compliance.
- Become a preferred service provider to South African farms and packhouses.

KEEPING YOUR SIZA STATUS VALID

Receiving an Audit Completion Letter is not the end of the process. You must continue to maintain your compliance even during the off-seasonal time.

- Renew your SIZA subscription every year.
- Complete and update your SAQ every year.
- Keep your company information and documents up to date.
- Attend relevant SIZA Compliance Training Webinars regularly.
- Maintain compliance with the applicable laws and the SIZA Standard between audits.

Important: If you do not renew your subscription or complete your SAQ every year, your Audit Completion Letter will no longer be valid.

If you no longer comply with the legal requirements between audits, your certificate may also be cancelled.

DO NOT FALSIFY DOCUMENTS OR CERTIFICATES

Never change, falsify, or misuse your SIZA Audit Completion Letter or any other compliance documents.

This is illegal and may result in your business being blacklisted and held liable for civil or criminal charges. Other SIZA subscribers may also be informed.

IF YOU DO NOT COMPLETE ALL THE REQUIRED STEPS IN THE SIZA PROGRAMME, YOU WILL NOT RECEIVE A SIZA AUDIT COMPLETION LETTER.

Registration alone does not mean that you are compliant.

You need to complete the full process and maintain your compliance.

NEED HELP?

If you need assistance, please contact the SIZA office.

Telephone: 021 852 8184

Email: admin@siza.co.za