

## The SIZA Programme – Process for Temporary Employment Services (TES) (i.e., Labour Brokers)

A Temporary Employment Service/labour provider is a contractor who supplies workers to farms and packhouses during season. Temporary Employment Services are also sometimes known as labour brokers or labour providers, but we will be referring to all of these as TES throughout this document. When a TES provides workers to farms and packhouses it is required that the owner

When a producer asks you to supply a SIZA Audit Completion Letter (certificate), you will have to complete the SIZA programme by doing the following:

### Step 1: Registration

- Go to the SIZA website: [www.siza.co.za](http://www.siza.co.za)
- Scroll down to the middle of the page.
- Click on the green button that says “Register”.
- This will take you to the registration page.
- Complete all the questions and make sure to indicate the correct name, email address, and telephone number.
- Your level of registration will be a Level 1d which is specially designed for TES.
- When you reached the section where you will have to complete a PUC – take note that this is only for farms and that you can pass this by adding a “0” in the block provided.
- At the “Company Standard”, only select “Social”. Do not select an additional standard. At the GLOBALG.A.P. and Sedex options, please select “no”.
- Please indicate all the industries you work in at “Industry type”.
- Accept the “Terms and Conditions”.
- Click on “Register”.
- Once you have registered, the platform will guide you to the payment portal where it will be expected that you should pay an annual membership fee of R570 (excl. VAT). You can either do this payment via Payfast or by EFT.
- Please email the proof of payment to [lynn@siza.co.za](mailto:lynn@siza.co.za). Note that you will need to renew your membership with SIZA every year.
- Once payment is made, it is important that you must complete the Self-Assessment Questionnaire, otherwise your registration is not completed.

### Step 2: Complete your Self-Assessment Questionnaire (SAQ)

- Once you have made the membership payment and your profile has been activated, your SAQ will become available to complete online. This must be done within 90 days from your registration.
- Log in to the *MySIZA* Platform with the username and password you received when you registered.
- Go to “SAQ” at the top of the screen.
- Change the “Recently Viewed” to “All”.
- Click on the thumb tack icon to pin the “All” list view.
- Select the SAQ name (the blue number on the left-hand side).
- Then select “Checklist” next to the word “Details” (below the arrows).
- Starting with “Company Details”, the questions will appear in the middle of the screen.
- Complete each question.
- Select “Save” at the bottom of the screen after each section.
- Note that there are multiple sections on the left-hand side of the checklist, from Company Details to Business Sustainability. Each of these sections need to be completed in full.

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- Remember that all policies that you upload, must be in the registered company name (as you registered with SIZA).
- Complete all the sections up to “Business Sustainability”.
- Once you have completed all the questions, select “Submit for Review”.
- SIZA will review your SAQ, and if anything else is needed, they will “Reject” your SAQ.
- You will then receive an email indicating that the SAQ was rejected.
- Log in on *MySIZA* and go to your SAQ. The comments made by the reviewer will appear on the right-hand side of the screen.
- Once you completed the outstanding information, please resubmit the SAQ for review.
- An email stating that your SAQ is “Approved” will be sent to you once SIZA is satisfied with the information.
- You will be able to book the audit once the SAQ is approved.

### Step 3: Request the Audit

- Contact the audit firms to get quotes and dates for your audit. The contact details of the audit firms are available at: <https://siza.co.za/audits-3/recognised-audit-firms/>
- Once you have decided which audit firm you will use, login in on your *MySIZA* profile with your username and password.
- Select SAQ at the top of the screen.
- If you do not see the relevant SAQ, change “Recently Viewed” to “All”.
- Select your latest approved SAQ by clicking on the blue number on the left-hand side of the screen.
- You will see all the audit firms on the right-hand side of the screen.
- Select the firm of your choice.
- Click “Next”.
- Click “Save”.
- The audit firm will book the date as arranged with you and allocate an auditor and reviewer.

### Step 4: The Audit Takes Place

- The audit will then take place as arrange between you and the audit firm.
- The auditor will come to your head office and go through all your policies, payslips, and contracts.
- The auditor will also interview your employees. There must be at least 66% of your total workforce (highest number you employ) present during the audit.
- The auditor will conduct the audit on the requirements of the SIZA Social Standard. You can see these requirements here: [https://siza.co.za/wp-content/uploads/SIZA\\_Social\\_Standard\\_February\\_2020\\_V6.0.pdf](https://siza.co.za/wp-content/uploads/SIZA_Social_Standard_February_2020_V6.0.pdf)
- Remember that the auditor will evaluate any risks in your business. Make sure that you meet all the minimum labour laws with your employees.
- Once the audit is done, the auditor will have a closing meeting with management and provide you with a list of all the findings made during the day(s) of the audit. You will need to provide corrective actions for each finding before your audit will be completed and before you will receive your Audit Completion Letter (certificate).

### Step 5: Complete your Corrective Actions

- Your audit is now done, and you need to upload and submit evidence of your corrective actions/improvements.
- Log in with your username and password.
- Go to “Audits” at the top of the screen.
- Click on “Recently Viewed” and change it to “All”.
- Click on the thumb tack icon to pin the “All” list view.
- You will see a list of your audits, make sure you go to your latest audit (click on the blue number on the left).
- Below the arrows, you will see there is a field “CAPS”. Select the word “CAPS”.
- Your findings will appear under Responses. At the bottom right of the block, you will see a “view all” option. Select it.
- You will then see all your findings.
- Select the blue number on the left for the finding where you want to upload the corrective action.
- Below the description of the finding, you will see the “Upload response documentation” option. Upload Files”. Just make sure the document is not larger than 3MB.
- When you have finished uploading, go back to the very top left of the screen (on your internet browser).
- Click on the back arrow. This will take you back to the summary of the findings.
- Select the next finding.
- Make sure to upload all your corrective actions before the deadline (the sooner the better).
- The auditor will then review the evidence you uploaded. If the evidence is correct, the auditor will close the finding.
- If the evidence is not correct, the auditor will leave a comment next to the finding on the right-hand side of the screen.
- Once all the findings are closed, meaning all your corrective actions have been accepted, you will receive your Audit Completion Letter (certificate).
- This will also be available on your profile under Audits.

### Why do I need a SIZA Audit Completion Letter (Certificate)?

As a TES, you need to be able to provide evidence that the way you manage your business is according to minimum laws and the SIZA Standard. You will only be able to get this Audit Completion Letter (certificate) if you followed the full process and completed the SIZA third-party audit all the way and all corrections have been signed off by the auditor. If you complete the whole process and get the certificate, your workforce will not need to form part of your client’s audit on the day of their audits, and your clients will be able to verify with SIZA if you already have an Audit Completion Letter (certificate) in place. This makes you a preferred service supplier.

### What Happens if I Work on a Farm that Requires both SIZA and WIETA Audits?

It sometimes happens where farms require a SIZA and WIETA audit to be in place because they produce wine along with their other agricultural commodities. In these cases, the farms can have a combined audit conducted for both SIZA and WIETA, meaning they do one audit that includes both Standards. As a TES, if you work on a farm that requires both Standards, you need to be registered with both SIZA and WIETA to be able to get the combined audit conducted. You can then select one of the audit firms that can conduct combined SIZA/WIETA audits, which are BSI, NSF, and Partner Africa. You will find the contact details at <https://siza.co.za/audits-3/recognised-audit-firms/>. The process for completing the audit is the same as described above. Remember – you will need to submit your corrective actions on both the *MySIZA* and the WIETA Platforms.

### Quick Facts:

- You will need to renew your membership and complete your SAQ every year, otherwise your audit certificate will not be valid anymore.
- You are only compliant if you actively participate and follow the SIZA programme requirements in your business. If you do not maintain the legal requirements between audits, your certificate will be cancelled.
- You will only get an Audit Completion Letter (certificate), once you complete all the steps in the SIZA programme.
- If you have a valid SIZA Audit Completion Letter, you can be a preferred service provider for South African farms.

**REMEMBER: YOU WILL NOT RECEIVE AN AUDIT COMPLETION LETTER (CERTIFICATE) IF YOU DO NOT COMPLETE ALL THE STEPS IN THE SIZA PROGRAMME.**

For assistance, please contact the SIZA office at 021 852 8184 / [info@siza.co.za](mailto:info@siza.co.za).