



NEWSLETTER

CENTRAL CHAMBER

February 2006

91st ANNUAL GENERAL MEETING

Our guest speaker this year is Andre Watson, Andre is a professional rugby referee who offers unique insight into the world of professional rugby. His anecdotal information is based on extensive travel on the world circuit including refereeing the Rugby World Cup final in 1999. Andre brings his audience behind the scenes, what happens in the change rooms before and after the game, what happens on the field and what is said, by whom!! He offers motivational talks and discusses the "lighter" side of refereeing. He also addresses certain myths about refereeing and the game of rugby by sharing his personal experiences in the modern era of rugby.

ABSA and Antalis are the proud to sponsors this event which is taking place on Thursday, 16th March 2006 and will be held in the NAMPAK Auditorium of the Cross Media Training Centre .

As usual the meeting will be followed by cocktails and a formal dinner at 19h30. The cost of the dinner this year will be R160.00 per person (including VAT).

For further details please contact Nicky Pottow on (011) 699 3044, alternatively please complete the reply form attached to this newsletter and fax back to (011) 699 3042.

Inside this issue:

	Page
Employment: When does an applicant become and Employee?	2
Hackers: Danger to your Client Base	2
Outsourcing	2
Performance Management	2
Telephone Technique and Front Office Skills Workshop	3
Enclosed::	
AGM – Agenda	
Minutes of AGM – 2005	
Nomination Forms for Executive Committee	

EMPLOYMENT: WHEN DOES AN APPLICANT BECOME AN EMPLOYEE?

Item 863 (Acknowledgements ICSA Corporate Governance Technical Newsletter)

On 23 March 2005, the Labour Appeal Court handed down a judgement in the case of Wyeth SA (Pty) Ltd v Manqele and Others (2005) JOL14108 (LAC). The judgement confirmed that, upon the acceptance of employment by signing a contract, an applicant became an employee. Accordingly, the employer, who terminated the contract before the first day of employment, was liable to make recompense, as it would with any employee.

In making this decision the Court referred to an English case of Sarker v South Tees Acute Hospitals NHS Trust (1997) IRLR328 and the well known South African cases of Whitehead v Woolworths and Jack v Director-General, Department of Environmental Affairs.

HACKERS: DANGER TO YOUR CLIENT BASE

Item 844 (Acknowledgements ICSA Corporate Governance Technical Newsletter)

The British "Aid to the Church in Need" charity recently had details of the names and addresses of 2000 of its donors stolen from its database. The hackers then attempted to obtain funds from the persons named on the list.

The British Charity Commission has referred other bodies to the British Department of Trade and Industry's website which contains guidelines on business assurance and managing digital risk. The website address is www.dti.gov.uk/industries/informaitnsecurity/downloads.html.

OUTSOURCING

Item 865 (Acknowledgements ICSA Corporate Governance Technical Newsletter)

Section 197 of the Labour Relations Act provides that when a business enterprise is transferred as a going concern, the transferee or purchaser is obliged to accept existing employees.

The question as to whether or not the sale of transfer of non-core function, such as security or cleaning, is subject to the provisions of

section 197 of the Labour Relations Act, has always been a contentious matter.

In COSAWU v Zikhethale Trade (Pty) Ltd., (2005) 26ILJ 1056 (LC), the Court has ruled that where a company transfers its non-core functions to a selected service provider, the service provider is automatically substituted as the employer.

PERFORMANCE MANAGEMENT

Item 844 (Acknowledgements ICSA Corporate Governance Technical Newsletter)

The focus on performance management, throughout industry and in the Public Sector results in a need to emphasise the essentials of an effective performance management system.

Experts suggest that a performance management system requires all of the following steps to be taken, if it is to become of practical benefit to the organisation.

- The focus should be on the performance of the organisation's people, processes and technology;
- Performance indicators and objectives should be identified and cascaded down to divisions and then to individuals. This should ensure a uniform goal within the organisation.
- Accountability for results should be linked to the remuneration and bonuses paid to each member of staff. This enables the more productive employee to earn more than the less active employee.

South African commerce, industry and Public Service should emphasise the need for improved performance, in order that our business enterprises may achieve and maintain the productivity levels of our major competitor countries.

Until the performance management system applies to individual employees, whose remuneration is dependant on their achievements, the performance system is ineffective.

TELEPHONE TECHNIQUE AND FRONT OFFICE SKILLS

Realise the value of an efficient and motivated receptionist and ensure that customers and other business contracts receive a good first impression.

Course Contents:

- Customer Service
- Grooming and Appearance
- The Reception Area
- Communication Skills
- Handling Appointments
- Greetings
- Messages
- Dealing with Complaints
- Telephone Technique
- Security and the Reception Area

Date for 2006: 4 July 2006

Time: 08h30 – 16h30

Course Fee: R957.00

(inclusive of VAT, lunch, tea/coffee and course notes)

For an enrolment form, please contact Nicky on (011) 699 3044