



Western Cape
Government



Department of Economic Development and Tourism in partnership
with the Department of Infrastructure

Handbook of important information for Emerging Contractors



Making it easier to do business in the
Western Cape **FOR YOU**

ABOUT

This booklet outlines key compliance information and requirements for emerging contractors who wish to do business with government and the public sector.



BROUGHT TO YOU BY THE RED TAPE
REDUCTION UNIT DEPARTMENT OF ECONOMIC
DEVELOPMENT AND TOURISM



COMPLIANCE ROADMAP

START HERE



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INTRODUCTION

Compliance information is important for any emerging contractor who wishes to do business within the public sector.

The Red Tape Reduction Unit has a responsibility to simplify information for all businesses, in order for them to access opportunities.

As the Department of Economic Development and Tourism, our role is to ensure **that we make it easier for you** to do business in our Province.

We hope that the compliance requirements in this booklet will help you understand the importance of each role player whether you're starting, growing, or scaling your business within the construction sector for the Western Cape Government.

Your role is important to help our economy grow and create jobs for citizens of this Province.

If you require more information from any of the stakeholders and role players mentioned in this booklet, please feel free to contact us directly.

E-mail address: redtape@westerncape.gov.za

WHAT IS COMPLIANCE?

Compliance refers to when a company follows all the laws, regulations and requirements created by government or regulatory bodies that apply to a specific industry.

The construction industry has multiple regulatory bodies and government requirements that companies need to follow in order for the company to be regarded as fully compliant.

WHY SHOULD I BE COMPLIANT?

A construction company that is fully compliant will be in the position to do business with the public sector. Therefore, if you wish to be a service provider to any government department, your construction company needs to be fully compliant.

PURPOSE OF THIS BOOKLET

This booklet will empower you as the emerging contractor with information that may help you do business with government and its agencies.

WHAT IS AN EMERGING CONTRACTOR?

In the South African context, an “emerging contractor” can be defined as a “person or enterprise which is owned, managed and controlled by previously disadvantaged persons and which is overcoming business impediments arising from the legacy of apartheid” (CIDB 2011b).

POTENTIALLY EMERGING ENTERPRISES

“An enterprise which is owned, managed and controlled by previously disadvantaged persons and which is overcoming business impediments arising from the legacy of apartheid.”

HOW WILL THIS BOOKLET ASSIST YOU?

This booklet will take you through the entire process you will need to follow if you wish to be fully compliant as an emerging contractor.



Companies and Intellectual
Property Commission

a member of **the dti** group



The Companies and Intellectual
Property Commission (CIPC)

COMPANIES AND INTELLECTUAL PROPERTY COMMISSION (CIPC)

The first step in the compliance process is to make your company official by registering it at the Companies and Intellectual Property Commission (CIPC). CIPC registration must be done so that you can receive a company registration number. Your company registration number and documents will be used to complete the compliance procedure.

WHAT IS THE ROLE OF CIPC?

- Registration of Companies, Co-operatives and Intellectual Property rights and the maintenance thereof.
- Disclosure of information on its registers.
- Enforcement of the relevant legislation.
- Licensing of business rescue practitioners.
- Monitoring compliance with and contravention of financial reporting standards and making recommendations thereto.

WHY SHOULD AN EMERGING CONTRACTOR BE COMPLIANT WITH CIPC?

There are benefits that come with having a registered company:

- **Company has limited liability.** This means that the losses of the business owner(s) will not be more than (in other words, is limited to) the amount of capital the owner(s) invested into the company. This means that your personal assets will not be at risk if the business fails.
- **You can apply for government tenders, contracts, and support.**
- **You can open a business banking account.**
- **Depending on business turnover, the company tax rate may be lower than the tax rate for individuals.** This will be discussed further in the South African Revenue Services (SARS) section of the booklet.

WHAT CIPC REQUIREMENTS DO I NEED TO BE COMPLIANT WITH IF I WANT TO REGISTER MY COMPANY AT CIPC?

There are requirements for before and after your company is registered with CIPC.

Requirements **BEFORE** your company is registered with the CIPC

1. Company registration:

You can register your company by sending the application by using any of the following methods:

- **BizPortal** www.bizportal.gov.za

This is an online system that you can use to register your company.

- **eServices** <https://eservices.cipc.co.za/>

This is an online system you can use to access various services from the CIPC. You will first have to register as a customer and then login. After you have logged in, you will click on company registration.

- **CIPC Self-Service Centre**

The self-service terminals can be found at the following address:

Cape Town Service Centre, Shop 03, Norton Rose House, Thibault Square, Riebeeck Street, Cape Town

Make sure you have the following when using the self-service terminal:

- All directors must be present.
- Valid SA ID number
- Valid cellphone number
- Email address

2. Name Reservation (**This a compulsory step for non-profit companies**)

You may apply for between 1 and 4 proposed names during an application process, which costs **R50**.

For-profit companies can be registered **with or without** a reserved company name.

Not-for-profit companies **must** be registered with a name.

- For companies **without a reserved name**, the company registration number will become the company name with (South Africa) as the suffix. You may apply for a name reservation at a later stage. In this case, you will need to first reserve a name and then apply for a name change, which constitutes a change to its Memorandum of Incorporation (MOI).

- For companies **with a reserved name**, you will need to complete a name reservation application. It is advised that you conduct an internet trademark search of your proposed name before submitting your name reservation application. This may help prevent you from having to apply for a name a reservation again, which would incur extra costs on your side.

Your name reservation application is only registered or reserved when you receive written confirmation from CIPC in the form of a CoR9.4 (turnaround time is 2 days).

The name reservation is **valid for a period of 6 months** (from the approval date) during which you **must** have used the name on a company or co-operative registration or a change to a company or close corporation name.

Name reservation periods can be extended on an application for a prescribed fee of R30. The extension period is 60 business days at a time and the extension application must be submitted by the individual who submitted the name reservation.

Approved or reserved names can only be extended within the month before it expires. If your reserved name has expired, you cannot extend it.

How do I reserve a name for my company?

Name reservation can be done via any of the following platforms:

- E-services: www.cipc.co.za / Online Transacting / New E-services
- BizPortal: www.bizportal.gov.za
- CIPC Mobile App
- Self-Service Terminal
- Banks (as part of the company registration process)
- Associated name reservations or names requiring supporting documentation
namereservationsandregistrations@cipc.co.za

A step-by-step guide on name reservation using the new e-Services at https://www.cipc.co.za/wp-content/uploads/Step_by_step_Guide/Name-Reservation-1.pdf

3. Company registration

The company registration fee is **R125**.

If you registered your company without a name, the company's registration number automatically becomes the company name. Such a company may apply to add a name at a later stage.

A private company must have at least one (1) director and a non-profit company must have a minimum of three (3) directors.

Once, your company is successfully registered with CIPC, SARS will automatically generate an income tax reference number for your company.

Requirements AFTER your company is registered with the CIPC

1. Filing Financial Accountability Supplement (FAS) or Annual Financial Statement (AFS)

Before payment of Annual Returns (AR), a Financial Accountability Supplement (FAS) or an Annual Financial Statement (AFS) must be filed on eServices. It can be filed as part of the Annual Report process or on its own. Your company will need to file either a FAS or an AFS.

What is a Financial Accountability Supplement (FAS)?

FAS (CoR30.2) is a summary of information regarding a company's record keeping and the maintenance of financial records. FAS is an easy questionnaire that has to be answered.

Private Companies that do not need to submit financial statements **must file a FAS through eServices.**

Companies that **must file audited Annual Financial Statements (AFS)** in terms of Regulation 28 of the Companies Act, must do so through XBRL. XBRL is an extensible Business Reporting Language for the electronic communication of business information. A computer program is required to transfer the audited AFS to eServices. XBRL makes

it easier for companies to report their financial information in an electronic format.

- For more FAS and AFS information consult our website FAQs (see XBRL programme).
- **Email queries to XBRL@cipc.co.za**
- A copy of the Companies Act, 2008, and the Regulations are available on the CIPC website.

2. Annual Return submission to CIPC – COMPULSORY

- **If not submitted CIPC will start a deregistration process.**
- Annual Return is **not** related to SARS Tax Returns.

Companies must file the Annual Return within 30 business days after the registration anniversary date.

Calculation of Annual Return fee & payment can be done using:

- eServices on the CIPC website; or
- BizPortal; or
- at a CIPC Self-Service Centre.

Card Payments: Payment with **Debit or Credit Cards** can be done directly after calculation on eServices and BizPortal.

ANNUAL RETURN FEES

COMPANIES		
ANNUAL TURNOVER	WHEN TO PAY?	FILE AFTER 30 DAYS
	File within 30 business days after anniversary date	Penalty for late lodgement
Less than R1 million	R100	R150
R1 million and more but less than R10 million	R450	R600
R10 million and more but less than R25 million	R2 000	R2 500
R25 million and more	R3 000	R4 000

B-BBEE Certificates

Businesses can apply for a B-BBEE certificate on eServices, Bizportal, or at a CIPC Self-Service Centre when registering a business, or when filing annual returns.

- **For a company with a turnover of less than R10 million, a B-BBEE certificate is not required.**
 - Businesses can complete an affidavit, signed by a commissioner of oaths. Once an affidavit has been stamped by a commissioner of oaths, the affidavit serves as a B-BBEE certificate, as no other verification is required for Exempted Micro Enterprises.

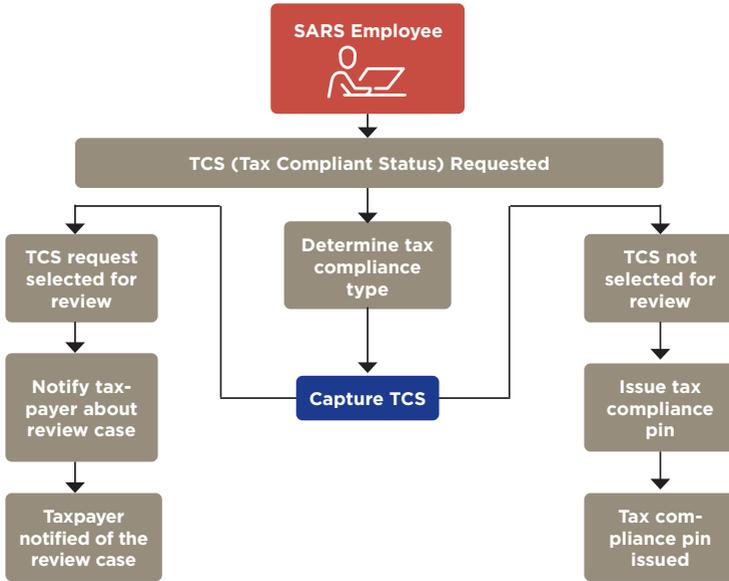
Please note

- CIPC B-BBEE certificates are **free of charge**.
- **CIPC only provides B-BBEE certificates to Exempted Micro Enterprises** in terms of the *Amended Codes of Good Practice, issued in terms of Section 9 of the Broad-Based Black Economic Empowerment Act 53 of 2003 as amended*; **with a turnover of no more than R10 million.**
- A certificate is only valid for 12 months from the date of issue and cannot be renewed. Once expired a new application must be filed.
- Only directors/members of entities are allowed to apply for B-BBEE certificates, no intermediaries or third parties. **You are not allowed to apply for a B-BBEE certificate on behalf of someone, doing so is a criminal offence, and could lead to legal proceedings.**
- Providing incorrect shareholder information is a criminal offence, it could lead to legal proceedings.
- Once an application has been submitted it cannot be amended later. **Read instructions carefully.** Changes will only be recorded when applying for a new B-BBEE certificate after the current one expires.
- Companies that have at least one foreign director/member do not qualify for CIPC B-BBEE certificates.
- All directors/members' contact details must be up to date as a unique OTP (One-Time PIN) will be sent to each member before an application can be concluded. **A functionality to update director/member contact details is available on the CIPC eServices.**
- Directors with more than 10 entities linked to their ID numbers will not be able to apply for CIPC B-BBEE certificates.



South African Revenue Services (SARS)

SOUTH AFRICAN REVENUE SERVICES (SARS)



WHAT IS THE ROLE OF SARS?

SARS is responsible for collecting tax, ensuring a culture of taxpayer compliance, and facilitating trade across the country's borders. Through doing this, SARS is protecting the country's economy.

WHY SHOULD AN EMERGING CONTRACTOR BE COMPLIANT WITH SARS?

Emerging contractors are required to be compliant with SARS. The compliance status of the contractor provides the government with the assurance that the contractor has paid their taxes and is tax compliant. The tax compliance status of the contractor increases the eligibility for application to be considered for the government supplier database.

WHAT SARS REQUIREMENTS DO EMERGING CONTRACTORS NEED TO BE COMPLIANT WITH?

According to SARS, being tax compliant is when the taxpayer is registered for all the taxes they should be registered for, has submitted all the required returns and declarations, and does not owe SARS any money.

The tax you will have to pay depends on the size and nature of your company. As a business owner, you are responsible for the filing and payment to SARS accurately and on time.

The table below describes the different types of companies and can be used to determine what tax(es) your company will need to be registered for

TYPES OF BUSINESS AND TAX RESPONSIBILITIES		
Types of business	Description	Tax responsibilities
Sole Trader/ Owner	Operates on a small scale and run by self-employed individuals. Includes the informal businesses. No requirement to register with Company and Intellectual Property Commission (CIPC).	Register for Personal Income Tax (PIT) and annually declare your business income on the Income Tax Return for Individuals (ITR12). Where you need to pay SARS, you must do so before the payment deadline reflected on your Notice of A (ITA34).
Partnership	Two or more people with common interest who join to run a business. No requirement to register with CIPC. Each partner will be taxed separately according to their share in the business.	Register for Personal Income Tax (PIT) and annually declare your business income on the Income Tax Return for Individuals (ITR12). Where you need to pay SARS, you must do so before the payment deadline reflected on your Notice of Assessment (ITA34).
Private/ Public Companies or Close Corporation	Formal business that is required to register with CIPC and obtain a company registration number. The company is separate from the owner and the owner is required to submit their Personal Income Tax.	<ul style="list-style-type: none"> ● Automatic registration for Corporate Income Tax (CIT) when registering with CIPC and declare CIT annually on ITR14. ● Register for VAT - if you qualify. ● Register for PAYE - if you qualify and Special Small Business taxes; Turnover Tax, SBC or ETI. ● Payment of Taxes.
Co-operative	A Co-operative is formed when a group of people, with common interests, joins to achieve a certain economic, social or cultural goal, such as stokvel, community agricultural venture, etc. A Co-operative is required to register with CIPC. Co-operative are taxed as companies.	See Private/ Public Companies or Close Corporations.

Source: SARS Small Business Essential Tax Guide

WHEN WILL I NEED TO REGISTER WITH SARS?

If you have already registered your company with the CIPC, SARS will automatically generate a Company Income Tax (CIT) reference number for you.

The company representative must then register on SARS eFiling to update information and transact electronically and conveniently with SARS.

Self Employed/Sole Traders or persons in Partnerships need to register for Personal Income Tax (PIT) directly with SARS via SARS eFiling.

If you are trading as an individual and do not have an Income Tax Reference Number, you must first register as a taxpayer on eFiling to create a profile, and a tax reference number will be generated for you.

TAX COMPLIANCE STATUS SYSTEM

SARS has introduced a new service called the Tax Compliance Status (TCS) system, which replaces the old Tax Clearance Certificate (TCC) system.

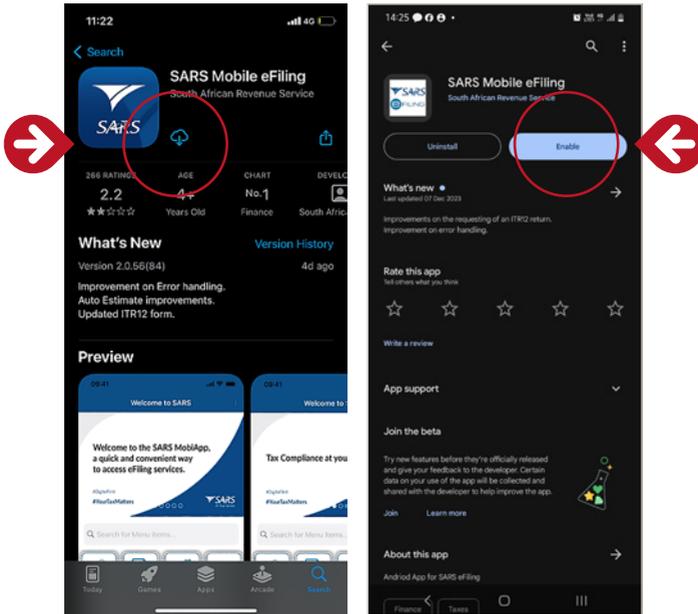
How do I get my Tax Compliance Status?

You can activate your TCS using any of the following:

1. SARS's Online Query system <https://tools.sars.gov.za/sarsonlinequery/tcr01>
2. eFiling system <https://www.sarsefiling.co.za/>

If you are trading as a Sole Trader or in Partnership - Download the SARS MobiApp from the Google Play Store (Android) or App Store (Apple devices) and tap on 'REGISTER'.

3. Visiting a SARS branch
4. Contacting the SARS Contact Centre at 0800 00 7277 (Calls are free of charge)



Screenshots of the App store and Google Play Store showing the SARS MobiApp

ACTIVATING YOUR TAX COMPLIANCE STATUS

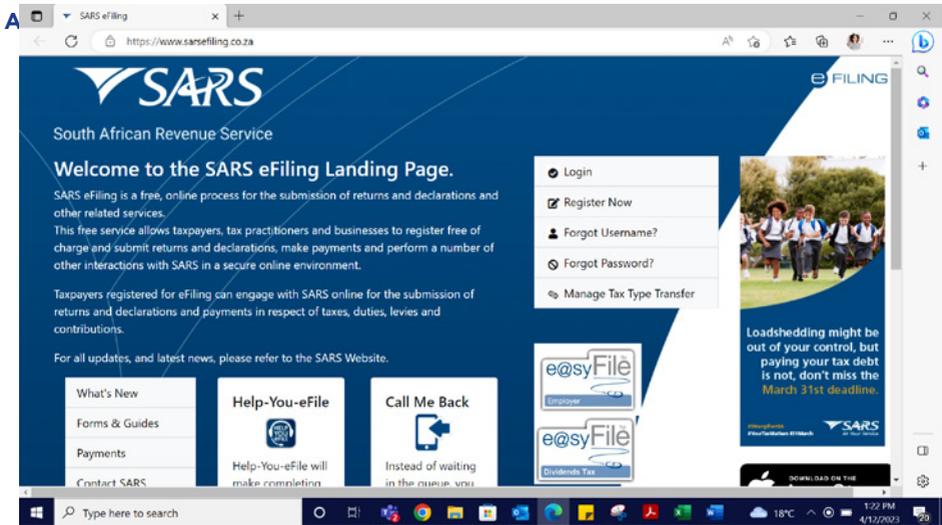
To activate the TCS system, you need to be registered for Income Tax on your eFiling profile – TCS activation is a once-off process.

Activating your TCS using the Online Query System

You can use the SARS Online Query System to request your TCS <https://tools.sars.gov.za/sarsonlinequery/tcr01>

Request Details	
TCS Type	Entity Type
Good Standing	Individual
Identity Type	ID Number *
South African ID Number	
Tax Type	Tax Ref No *
Income Tax	
<input type="button" value="Generate Form"/> <input type="button" value="Reset"/>	

- Under **TCS** Type, select Good Standing
- Under **Entity Type**, select the answer relevant to you.
- Select your identity type and enter your ID number or passport number.
- Select the relevant tax type and insert the tax reference number.



Step 1: Log on to eFiling

To use the new Tax Compliance Status Verification service online, you must be authorised to use eFiling. An authorised person (for example the representative taxpayer or eFiling administrator) of the organisation that can set up user groups and user rights must log in and activate the service.

Step 2: Activate the Tax Compliance Verification service

- Activation of the Tax Compliance Verification service is a once-off process.
- Once you have logged in, set up your user groups and applicable user rights to perform TCS verifications.
- Click on “Tax Status
- Select “Tax Compliance Status Verification”
- Complete the activation process.

Step 3: Verify the taxpayer's TCS

- Select the “New Verification Request” menu.
- Capture and submit the taxpayer’s tax reference number and PIN.
- Confirm that the taxpayer information displayed corresponds with those of the taxpayer whom you tend to verify.

The taxpayer’s current tax compliance status will appear and will be colour-coded with a detailed description of what the status means.

You will now be able to print the verification for recording purposes. Your verification will also be stored electronically in “History” for future reference.

How do I view my Tax Compliance Status on eFiling?

To view your tax compliance status, you need to confirm your tax reference number(s) for Income Tax, and if you are registered for PAYE and Value-Added Tax (VAT) you need to confirm those reference numbers as well. Once your details are confirmed, your **“My Compliance Profile”** will be created, and you will have access to view the tax compliance status of your tax affairs.

“My compliance profile” is a platform that gives you a single view of your tax affairs. On your compliance profile, you can see a summarised compliance status for each of the tax reference numbers you have confirmed. Depending on your profile, the following taxes will be displayed on your **“My Compliance Profile”**: Income Tax (including Assessed tax and Provisional tax), Employment Taxes (including PAYE, SDL and UIF), and VAT.

How do I request my Tax Compliance Status on the eFiling system?

Once you have viewed your “My Compliance Profile”, you may request a Tax Compliance Status by:

1. Select the TCS Request option and the type of TCS for which you would like to apply. You will have the following options:
 - Good standing
 - Tender
 - FIA (Individuals only)
 - Emigration (Individuals only)

2. Complete the Tax Compliance Status Request and submit it to SARS. Once SARS approves your request, you will be issued with an overall tax compliance status and a PIN. You can request that the PIN be sent to you via SMS, and you can view it on your “Tax Compliance Status Request” dashboard. The PIN can also be printed in the form of a TCS result letter.

HOW WILL I KNOW WHETHER I AM TAX COMPLIANT OR NOT?

On your “**My Compliance Profile**” a colour indicator will appear next to each tax type to indicate whether you are tax compliant or not for each.

- “**Red**” indicates non-compliance.
- “**Green**” indicates compliance for that specific tax type.

A “Red” indicator next to any one of the tax types means that you are non-compliant not only for the specific tax type but also for your overall compliance status as well.

ACTIVATING AND REQUESTING YOUR TCS BY VISITING A SARS BRANCH IN PERSON

You can visit any of the following branches in the province.

1. Making an appointment with SARS to visit a branch in person

You can make an appointment to visit a branch in person through any of the following ways:

- 1.1 Send an SMS to SARS on **47277** to request an eBooking appointment at a branch: Booking (Space) ID number/Passport number/ Asylum Seeker number. View our easy step-by-step video on how to use the SARS SMS services. (<https://www.youtube.com/watch?v=VRagmtSar-c>)
- 1.2 SARS USSD Channel by typing, on your mobile device, a string of characters which comprises of an asterisk (*), followed by a few digits and ending with a hashtag (#) and dialing.

Steps on how to request tax services via the SARS USSD Channel

Step 1: Initiate USSD by dialing ***134*7277#**

Step 2: Select the service you require.

Step 3: Taxpayer Verification – SARS will request you to complete either your ID/Passport/Asylum Number

Step 4: Tax Resolution – Upon successful verification by SARS, a response will be displayed.

1.3 Call the Contact Centre on **0800 00 7277** to make an appointment on your behalf.

2. Virtual appointments

You can make a booking for a virtual appointment with any of the SARS branches using the SARS Branch eBooking System <https://tools.sars.gov.za/SARSeBooking>

You can select any branch/region when making a virtual booking. It doesn't have to be within the area where you reside.

If you select a branch under 'Preferred Branch' and the system returns the message *'The selected Province or Branch do not have available appointment slots....'* then please select another Province and/or Branch to view other available appointments.

BRANCH LOCATION	ADDRESS
Beaufort West	Church Street, Beaufort West, 6970
Bellville	Corner of Teddington & De Lange Road, Bellville, 7530
Cape Town	17 Lower Long Street, Cape Town, 8001
George	1 Platinum Drive, Edenpark, George
Mitchell's Plain	Liberty Promenade Shopping Centre, AZ Berman Drive, Beacon Valley, Mitchells Plain, 7785
Paarl	19/20 Market Street, Paarl, 7646
Worcester	59 Church Street, Naude Building, Worcester, 6850

Activating your TCS through the SARS Contact Centre

The SARS Contact Centre details are listed in the table below. You can call the Contact Centre and request that they activate your Tax Compliance Status. Make sure that you have your tax registration number with you as the Contact Centre agent might require this number.

Contact Centre number	0800 00 7277
Operating hours	Weekdays 08h00-16h30 Except Wednesdays 09h00-16h30 Closed on weekends and Public Holidays

SARS MOBILE UNIT

SARS also has a mobile unit which serves the purpose of educating the public on compliance and tax procedures. The Mobile Unit visits different parts of the country and delivers educational workshops.

The Mobile Tax Unit offers the following services:

- Completion & submission of Income Tax Returns (ITR12) on MobiApp / eFiling
- Tax Season general enquiries

To see the Mobile Unit schedule, please navigate your way to

<https://www.sars.gov.za/individuals/who-pays-tax/how-do-i-learn-about-taxes/>

For more information contact the Mobile Unit on **0800 00 7277**

SPECIAL TAXES (TAX INCENTIVES) THAT APPLY TO SMALL BUSINESSES

Turnover Tax (TOT)

The Turnover Tax system is a single tax system and replaces Income Tax, VAT, Provisional Tax, Capital Gains Tax and Dividends Tax. Qualifying businesses will declare and pay one (1) tax (unless with a VAT or PAYE option) and only start paying tax when their annual turnover exceeds R335 000.

Turnover Tax aims at reducing and simplifying tax compliance and the administrative burden on small businesses with an annual turnover of R1 million or less.

Small businesses that qualify for Turnover Tax must register for Pay-As-You Earn (PAYE) if they have employed qualifying employees.

What are the benefits of Turnover Tax?

- Reduced administrative and compliance burden.
- Reduced tax rates as tax is calculated on turnover instead of profit.
- Tax savings for qualifying small businesses

Who qualifies for Turnover Tax?

Registration for Turnover Tax system is optional. Any small business with an annual turnover of R1 million or less may apply to register. The following taxpayers may qualify:

- Individuals (sole proprietors)
- Partnerships
- Close corporations
- Companies
- Co-operatives

How can I register for Turnover Tax?

A person qualifying as a small business may apply to register as a small business manually or online.

Online application

You may apply to register before the beginning of a year of assessment, that is:

- Before 1 March or before a date during the year of assessment prescribed by SARS:
or
- Within two months from the date of commencement of business activities during the course of the year of assessment.

Manual application

Complete the application (TT01) form.

Submit the completed form by any of the followings:

- In person at a SARS branch after making an eBooking on the SARS website
- Via email using the following addresses applicable to you:
 - Tax Practitioners: pcc@sars.gov.za
 - Taxpayers: contactus@sars.gov.za

How do I pay Turnover Tax?

- The 1st payment is due on the last business day of August.
- The 2nd payment is due on the last business day of February.
- The submission of TTO3 Turnover Tax returns is in line with the submission of the annual income tax returns between 1 July and 31 January of the following year.

The first two interim payments must be made based on the estimated taxable turnover of the business for that tax year. After the end of the tax year, a Turnover Tax return (TTO3) that reflects the actual taxable turnover of the business must be completed and submitted. Any shortfalls or overpayments then become payable or refundable. The second interim payment must be equal to the amount of turnover tax payable on the estimate for the full year, less the first interim payment.

What happens if I am registered for Turnover Tax, and I fail to pay?

Interest and penalties

Should a small business fail to pay any Turnover Tax when it is payable to SARS, interest will be charged from:

- 1 September, in the case of the first interim payment; and
- 1 March, in the case of the second interim payment

The prescribed rate is payable on the amount of Turnover Tax that should have been paid until the earlier of:

- The date on which the shortfall is received by SARS; and
- The last day of the year of assessment (in the case of a first interim payment) or the due date of the assessment for that year of assessment (in the case of a second interim payment)

A penalty will be imposed if an estimate of the taxable turnover for the second interim payment is less than 80% of the actual taxable turnover for a year of assessment. The penalty to be charged will be determined at 20% of the difference between:

- The tax payable on 80% of the taxable turnover; and
- The tax payable on the estimate that was initially calculated.

A penalty will not be imposed if SARS has issued an assessment for a payment due at the end of a year of assessment (second interim payment).

The penalty will be waived in full or in part if SARS is satisfied or partly satisfied that an understatement of the estimated payment was not done deliberately or negligently, and that the estimate was made earnestly based on the information available.

SMALL BUSINESS CORPORATION (SBC) INCENTIVE

Small businesses with an annual turnover of up to R20 million may qualify to pay Income Tax at a reduced tax rate.

If you indicate that you are a small business on your Income Tax Return (ITR14), and meet all the requirements, **the reduced rates will be applied automatically.**

- There is no need to apply for the reduced rates because your SBC status will be determined using information on your ITR14.

The reduced SBC tax rates will automatically be applied yearly if your company meets the requirements.

- No more than 20% of revenue may consist of investment income.
- Not more than 20% income from rendering a personal service.

SBC Requirements

- Co-operatives and Private Companies – not applicable to sole proprietors, partnerships, trusts
- Shareholding held by Natural Persons (individuals)
 - Held for the entire year.
 - Imperative to deregister from other CC's or companies before starting new venture.
- Shareholders to have no interest in other company.
 - Includes dormant/shelf/non-trading companies.
 - Excludes listed companies exempt from the payment of income tax and some other exceptions.

- Gross Income not exceeding R20 000 000 per year.
 - Pro Rata amount if trading less than 12 months - **Not taxable income, is based on gross income.**

SBC Tax Rates

- Tax rates are applied yearly if requirements are met.

TAXABLE INCOME (R)	RATE OF TAX (R)
1 - 87 300	0% of taxable income
87 301 - 365 000	7% of taxable income above 87 300
365 001 - 550 000	19 439 + 21% of taxable income above 365 000
550 001 and above	58 289 + 28% of the amount above 550 000

WHEN AM I REQUIRED TO REGISTER FOR VALUE-ADDED TAX (VAT)?

Businesses with estimated or actual turnover of more than one R1 million are required to register and to charge 15% VAT on the taxable supplies of goods and services.

Categories for VAT registration

COMPULSORY REGISTRATION	VOLUNTARY REGISTRATION
You will be required to register for VAT if your sales are more than R1 million, in any 12 month period or you expect that your sales will exceed that amount in terms of a written contractual obligation.	You can apply for voluntary registration even if your sales, are less than R1 million. The requirement is that the sale made must already have exceeded the minimum threshold of R50 000, or is likely to exceed R50 000 in a 12 month period. Registration for VAT using SARS eFiling is quick and convenient.

Source: SARS Small Business Essential Tax Guide

PAY-AS-YOU-EARN (PAYE)

An employer who is registered or required to register with SARS for PAYE will also be required to register and pay over the Skills Development Levy (SDL) and Unemployment Insurance Fund (UIF) contributions to SARS.

Make sure you register with SARS within 21 business days after becoming an employer, deduct PAYE and UIF from your employees' salaries or wages and pay it over to SARS on a monthly basis. These payments must be made within seven (7) days after the end of the month. Where employees' salaries are below the set thresholds, currently R83 100 per year, no PAYE is payable.

PROVISIONAL TAX

All companies are automatically registered for Provisional Tax upon registration for Company Income Tax. Individuals that have a small business and earn an income from this business, other than a salary, must register for Provisional Tax. You must complete and submit a Return for Payment of Provisional Tax (IRP6) twice a year and make payment of your estimated income.

This return can be filed via SARS eFiling. If, however you are registered for Turnover Tax, you do not need to submit an IRP6.

CORPORATE INCOME TAX (CIT)

Companies must declare their income annually by submitting a Company Income Tax Return (ITR14) once their registration has been finalised. The declaration must be accurate, stating all income and expenses so that over or under tax assessment is avoided. For the assessment year ending on, or after 31 March 2023, the rate of Corporate Income Tax is 27% (previously 28%).

TAX RETURN SUBMISSION PERIODS PER TAX TYPE

Tax Type	Submission Due Dates	Tax Form	Notes
Company Income Tax (CIT)	Once a year as per company's financial year end	ITR14	The company has 12 months to submit the ITR14 after the financial year-end. The financial year end is indicated on the company registration certificate from CIPC.
Personal Income Tax (for self-employed individuals)	Once a year as announced by SARS during filing season	ITR12	Sole traders, self-employed and individuals in a partnership should declare their business income on their ITR12
VAT	Every two (2) months before the 25th	VAT201	The period will be allocated at registration and some companies may be required to submit every month
PAYE	Monthly on or before the 7th	EMP201	The submission is due within seven (7) days after the month the tax was deducted from the employee.
Provisional Tax	Twice a year	IRP6	For companies: The first submission is due six (6) months from the start of the financial year. The second submission is due at the end of your financial year. For individuals: the first submission is due on 30 August and second submission is due 28/9 February of each year.
Turnover Tax	Once a year	TT03	The submission of turnover tax returns is done once a year in line with the company's financial year-end or submission of the annual income tax returns, between 1 July and 31 January of the following year for individuals.
Employer Reconciliation	End of October and end of May	EMP501	First interim submission is due at end of October and final submission end of May

PRACTICING GOOD RECORDKEEPING

It is good practice to open a separate bank account for your company so that you do not mix personal and business expenses.

Tips

- Make sure your records clearly show your company's income and expenses.
- Records must be kept in their original form; in the form, including electronic, prescribed by the Commissioner by public notice; or in the case of a request by a specific taxpayer to retain records or documents in a different but acceptable form, the form authorised by a senior SARS official; in an orderly fashion; in a safe place; and open for inspection, audit, or investigation by SARS.
- Records must be kept for the period of 5 years from the day of submission until the last day of the 5 years or indefinitely if not yet submitted to SARS.

Your company's records should include the following:

- Assets, liabilities, various loans
- Register of fixed assets
- Sales slips, invoices, receipts, bank deposit slips
- Records of credit purchases and sales
- Statements of annual stocktaking
- Supporting vouchers

****All source documents must be available for examination by SARS and must be kept for 5 years.*



Construction Industry Development Board (CIDB)

WHAT IS THE ROLE OF THE CIDB?

Chapter 3 of CIDB Act

The Board must establish a National Register of Contractors (RoC) that must categorize contractors in a manner that (16(1)): facilitates public sector procurement and promotes contractor development.

18(1) A contractor may not undertake, carry out or complete any construction works or portion thereof for public sector contracts, awarded in terms of competitive tender or quotation unless he or she is registered with the Board and holds a valid registration issued by the Board.

(2) Any contractor who carries out or attempts to carry out any construction works or portion thereof under a public sector contract and who is not a registered contractor, is guilty of an offence....

The Regulations requires that the register be applied only to construction works contracts having a value in excess of R30 000 including VAT.

What is the Register of Contractors (RoC)?

The RoC is a database maintained by the CIDB in which contractors are graded according to their level of expertise and capability. The RoC will support clients to better procure for infrastructure.

- It applies to all contractors who want to do work in the public sector.
- The Construction Industry Development (CID) Regulations bind public sector clients to only award construction works contracts to CIDB-registered contractors.
- Contractors on the RoC will also be able to access funding and other support programmes offered by the CIDB.

Who Can Register?

Construction companies who have the capability to undertake construction works contracts and who wish to tender for public construction contracts.

Who Must Not Register (Exemptions)?

1. Joint ventures

- Joint ventures themselves are not registered but the contractors who form part of the JV must be registered individually at the CIDB.
- JVs can have a maximum of 5 contractors.
- Lead partner must be registered on the required class of work and should be at least one grade below the required grade.
- JV grading is verified using JV calculator on CIDB website.

2. Contractors who are under restrictions from doing business with the public Sector

- E.g., Bidders who are listed on the national Treasury register of defaulters will be automatically disqualified.

3. Labour-only contractors who undertake substantially labour-only contracts.

4. Supply-only contractors who undertake substantially supply-only (or majority supply only) contracts.

5. NHBRC contractors - contractors registered as home builders are exempt provided that they only undertake construction of homes.

DETERMINING FINANCIAL CAPABILITY				
Grade	Upper limit of tender value range	Best Annual Turnover (R)	Largest Contract (Mandatory from Grade 2 - 9)	Available Capital (R)
1	500 000	0	0	0
2	1 000 000	0	130 000	0
3	3 000 000	1 000 000	450 000	100 000
4	6 000 000	2 000 000	900 000	200 000
5	10 000 000	3 250 000	1 500 000	650 000
6	20 000 000	6 500 000	3 000 000	1 300 000
7	60 000 000	20 000 000	9 000 000	4 000 000
8	200 000 000	65 000 000	30 000 000	13 000 000
9	No limit	200 000 000	90 000 000	40 000 000

CIBS Grading

The CIDB has 9 grades upon which they grade contractors. Grading is based on:

- 1. Works capability** (track record/project), which is determined by the largest completed project within the five years immediately preceding the application
- 2. Financial capability**, which is determined by financial history: the **best annual turnover** (over two financial years) and **available capital** (calculated from the financial statements for the two years immediately preceding the application).

WHAT IS MY CIDB GRADE?

Refer to table above in conjunction with the points below.

Grade 2

- Must meet 1 grading requirement (track record)
- Completed a contract with the value of not less than R130 000

Grade 3

- Must meet 2 grading requirements (track record & turnover or available capital)
- Completed a contract with the value of not less than R450 000
- Either have best annual turnover not less than R1000,000 or have available capital not less than R100 000 (available capital and turnover are determined from latest annual financial statements Grade 4

Grade 4

- Must meet 2 grading requirements (track record & turnover or available capital)
- Completed a contract with the value of not less than R900 000
- Either have best annual turnover not less than R2 000 000 or have available capital not less than R200 000.

Grade 5, 6,7,8 & 9

- Must meet all three requirements (track record, turnover & available capital)
- Completed contract works to the values stipulated in the table.
- Satisfy the turnover and available capital of the contractor designation being applied for

WHAT CIDB REQUIREMENTS DO EMERGING CONTRACTORS NEED TO BE COMPLIANT WITH?

You can register with the CIDB by filing in the application forms which can be downloaded from the CIDB website, or you can register online.

- The **online system** can be found at <https://online.cidb.org.za/#/Register>
- All **application forms** can be accessed at the following website <https://www.cidb.org.za/contractors/register-of-contractors/application-forms/>

Once you have registered with the CIDB, it will be **valid for 3 years** from the date of registration.

All supporting documentation you submit with your applications need to meet with the following.

- Copies of IDs, share certificates, and contractor electrical certificate must be **originally certified** (emailed or faxed copies are not acceptable).
- Certification must be done by a **Commissioner of Oath** (the certification stamp must show Commissioner of Oath, preferably certification done at SAPS).
- Certification validity period is 3 months from date of certification (the validity period must be shown on the certification stamp).

Grade 1 Registration – Entry Level

Grade 1 contractors can register with the CIDB using **online registration**.

What do I need to register online?

- A valid **Central Supplier Database (CSD)** number
- Access to **email**
- Access to **mobile phone** to receive the one-time pin “OTP” when making payment.
- A **bank card** with sufficient funds/credit balance on your CIDB account
- Service is accessible from the CIDB website
- Turnaround time – Registration is activated immediately after successful payment.

Grade 1 must provide the following supporting documentation when they apply:

Company supporting documentation

For the company, the following forms must be completed:

- Certificate of Incorporation (CM1)/CoR 14.3 forms.
- List of all active directors (CM29)/CoR 39 forms.
- Share certificates (must be originally certified by the Commissioner of Oaths). The validity period of certification is three months.
- All name change certificates (CM9) (if applicable).

For Close Corporation, the following forms must be completed and submitted to the CIDB:

- Latest CK1/CK2 forms

For other entities, the following is applicable:

- Partnership (partnership agreement).
- Trust (a copy of the trust deed or JM21).
- Co-operatives – CR 10 (Certificate of Incorporation). A list of all directors in a table format with their names, surnames, ID numbers, addresses, and signed by all.

Company principal(s) and ownership/interest supporting documentation

- Attach originally certified copies of Identity Documents.
 - A Commissioner of Oaths must certify copies.
 - Certified copies are valid for three months.
 - For external Companies, the originally notarised copy of the passport.
- Tax Clearance Certificate
 - Valid and original Tax Clearance Certificate must be attached to your application.

Requirements for Registration in Electrical Engineering for EB class of works

- Originally certified and signed copy of the company's valid Electrical Contractor's Certificate.
 - A Commissioner of Oaths must certify copies.
 - Certified copies are valid for three months.

Declaration

- The applicant must ensure that the declaration is signed.

Note: Registration is valid for a period of three years. Please notify the CIDB of any change of your particulars. Incomplete applications result in delays in processing. Applications without relevant supporting documentation will not be processed.

Grade 2-9 registration

Contractors on Grades 2-9 can register with the CIDB using the application form for Grade 2-9 which can be found on the following webpage <https://www.cidb.org.za/contractors/register-of-contractors/application-forms/>

Please note that Online Registration is not applicable for Grade 2-9

- *Online Registration can be used by Grades 2-9 for Annual Renewal*

Documents and supporting documents to complete:

- Completed Grade 2 - 9 application form.
- Basic company statutory documents (same as Grade 1 requirements)
- Proof of payment of registration fees (Admin fee per class of works plus annual fees – admin fee is non-refundable)
- Track Record (Appointment/award letter, completion certificate/confirmation, latest/final payment certificate/copies of bank statements)
- Latest annual financial statements
- If financial statements are not audited, copies of bank statements or vat returns (Vat 201 forms and Vat Statement of Account) to support the highest turnover.
- **Online registration not applicable for Grade 2 – 9**
- Registration turnaround time– 21 working days

Annual Fees Payable

- Proof of payment (company name or CRS number must be used as the reference number when making payment) must be attached.

GRADING DESIGNATION	ADMINISTRATION FEE	ANNUAL FEES
1	450 (Valid for 3years)	
2	450	250
3	750	350
4	750	900
5	750	1 750
6	750	3 500
7	750	9 000
8	750	29 000
9	750	55 000

Requirements to meet after you are registered with the CIDB:

In **addition to the track record documentation** (appointment; completion certificate & last/final payment certificate):

- Joint Ventures – must submit a **signed JV agreement**.
- Sub-Contracting – must submit a **sub-contract agreement** stipulating the scope of work and payments for sub-contract work should be traceable.
- Private Sector Work – must submit appointment/copy of contract/completion certificate or confirmation of completion and copies of bank statements as proof of payment for works undertaken.

Annual Financial Statements

- Must be compiled by a registered Accounting Officer / Auditor in good standing with the relevant accounting body.
- Must be signed off by members/Directors and Accounting Officer/Auditor
- If not audited, must be accompanied by vat returns (vat 201 forms & vat statement of account) or copies of 12-month bank statements (for purpose of verification of the highest turnover)
- If audited, bank statements are not mandatory unless requested.

If submitting bank statements (for proof of payment of works done or to verify turnover:

- Must be bank stamped (applicable to internet statements).
- Must not be shaded.
- All pages of each statement must be submitted, and not only specific pages, i.e., if a statement has 20 pages, all 20 pages must be submitted.



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



Department of Employment and
Labour (DoE&L)

OCCUPATIONAL HEALTH AND SAFETY ACT, 1993

The Occupational Health and Safety Act, 1993 requires employers to bring about and maintain (as far as is reasonably practicable) a work environment that is safe and without risk to the health and safety of workers.

- In addition to the OHS Act, the Department of Employment and Labour publishes regulations in terms of the Act.
- The Act and Regulations can be purchased from the Government Printer in Gazette format or bound format from various publishers.
- The Act is administered by the National **Department of Employment and Labour Inspections and Enforcement Services Branch: Occupational Health and Safety.**

Prosecution

If a worker does something which is in contravention with the Occupational Health and Safety Act, the employer is responsible for the offence and can be found guilty (and sentenced for it) unless they are able to prove that:

- They did not give their consent.
- They took all the reasonable steps to prevent it.
- The worker did not act within the scope of their competence, in other words, the worker did something they were aware that they should not have done.

The employer must ensure that the workplace is free of hazards (whether substances, equipment, processes, etc.). Where the employer is not able to ensure this, they must inform workers of the dangers/hazards, how it can be prevented and how to work safely in these conditions.

It is also crucial for all employees to know their rights and responsibilities contained in this Act.

Shared responsibility for safety in the workplace

It is not expected that the employer be the only individual responsible for safety in the workplace. The Occupational Health and Safety Act is based on the principle that hazards/dangers in the workplace are to be addressed through communication and collaboration between the employer and workers.

Both employers and workers are expected and encouraged to:

- Proactively identify dangers in the workplace.
- Develop control measures to make the workplace safe.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE is equipment that protects the person wearing it against any health or safety risks at work.

Examples of PPE are safety helmets, eye protection, high-visibility clothing, safety footwear, safety harnesses, respiratory protective equipment (RPE), etc.

Why is PPE important?

PPE reduces the risk of harm or injury to users caused by hazards present in the workplace. It is important to note that even when safety measures are in place, hazards still remain present at the workplace and PPE is used to minimize the risk of injury.

TYPES OF PPE		
Type of PPE	Purpose of PPE	Examples
Eye protection	Offers protection from chemical or metal pieces, dust, gas, vapour and radiation. Make sure your choice of eye protection is suitable for the task being performed and that it fits properly.	<ul style="list-style-type: none"> ● Safety spectacles ● Goggles ● Face screen ● Face shield ● Visor
Head and neck protection	Protects the user from the impact of falling, flying objects, injury from bumping the head, hair getting caught in machinery, chemical splashes, and climate/temperature. Make sure to replace head protection if it is damaged.	<ul style="list-style-type: none"> ● Industrial safety helmet ● Bump cap ● Hairnet ● Firefighter's helmet ● Scarves
Ear protection	Provides protection against noise.	<ul style="list-style-type: none"> ● Earplugs ● Earmuffs ● Semi-insert/canal caps
Hand and arm protection	Offers protection against abrasion (scraping), temperature extremes, cuts, punctures, impact, chemicals, electric shock, radiation, vibration, biological agents and prolonged immersion in water.	<ul style="list-style-type: none"> ● Gloves with a cuff <p>In combination with</p> <ul style="list-style-type: none"> ● Sleeves that cover all or part of the arm
Feet and legs protection	Offer protection from penetration. It is important that the correct footwear is selected based on the risks in the specific workplace.	<ul style="list-style-type: none"> ● Safety boots with protective toecaps ● Other types of safety footwear.
Lung protection	Respiratory protective equipment (RPE) offers protection for the lungs. If your work poses a risk to your lungs and you would like to find out more information, you can contact an inspector.	
Whole body protection	There is a wide variety of PPE for the body.	<ul style="list-style-type: none"> ● High-visibility clothing ● Flame retardant work wear

HEALTH AND SAFETY REPRESENTATIVES

What is a health and safety representative?

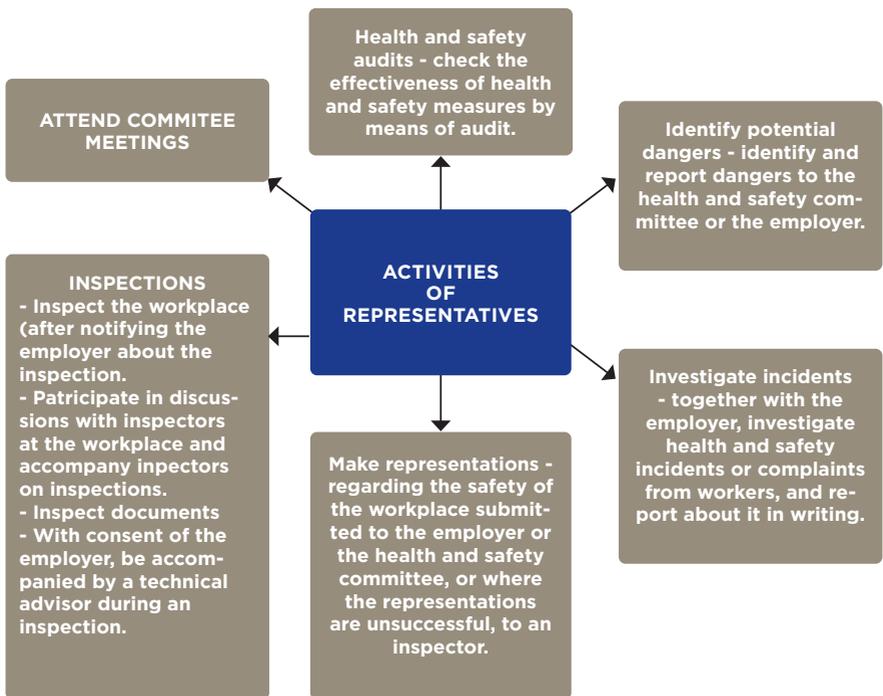
Full-time workers nominated or elected and designated in writing by the employer after the employer and workers consulted and reached an agreement about who will be health and safety representatives.

An agreement must also be reached on the period of office for representatives and the functions of representatives. This must be settled between the employer and workers.

Representatives must (at the least) be familiar with circumstances and conditions at the part of the workplace for which they have been designated.

What may health and safety representatives do?

- Health and safety audits.
- Identify potential dangers.
- Investigate incidents.
- Make representations.
- Inspections.
- Attend committee meetings.



How many health and safety representatives must be designated?

1 representative must be designated for every workplace consisting of 20 or more workers. If only 19 workers are employed, it is not a requirement to designate a health and safety representative. Businesses are encouraged to maintain health and safety standards either way, even if the number of workers are 19 only.

For shops and offices:

- 1 representative designated for every 100 workers or part thereof.
- If there are 21-100 workers, 1 representative must be designated.
- If there are 101-200 workers, 2 representatives must be designated.

Other workplaces:

- 1 representative must be designated for every 50 workers or part thereof.
- In the case of 21-50 workers, 1 representative must be designated.
- In the case of 51-100 workers, two representatives must be designated.

Depending on the circumstances, an inspector may require more representatives to be designated – even in the case where the number of workers is less than 20.

When must health and safety representatives be designated?

Within four months of the commencement of the OHS Act 1993.

When must health and safety representatives perform their duties?

All activities pertaining to the designation, function and training of representatives must be performed **during normal working hours**.

HEALTH AND SAFETY COMMITTEES

Purpose of health and safety committees:

Members meet to initiate, promote, maintain and review measures of ensuring the health and safety of workers.

When must a health and safety committee be created?

At least one committee must be established when there are two or more designated health and safety representatives.

How many members make up a health and safety committee?

An employer should determine the number of committee members based on the following:

1. If one committee has been created at a workplace, ALL health and safety representatives have to be part of this committee.
2. If more than one committee has been created at a workplace, then each health and safety representative must serve on at least one of the committees.

In other words, every health and safety representative must be a member of a committee.

An employer can also nominate other people to represent them on the health and safety committee, however, the number of nominees cannot exceed the number of health and safety representatives in the committee.

It is important to note that an inspector can recommend the creation of more committees if they feel that the existing number of committees in a workplace is inadequate.

How often should a health and safety committee meet?

Committees meet as much as is necessary, but at least once every three months.

Time and place of the meetings are determined by the committee members. However, when 10% or more of workers request a meeting with an inspector, the inspector may determine the time and place of the meeting.

What is the procedure at committee meetings?

The committee will elect a chairperson, determine their period in the chair position, the general procedure of meetings.

Committees are allowed to have health and safety experts as **advisory members** form part of the committee (for their knowledge and expertise), however, advisory members cannot vote.

Functions of health and safety committees:

- **Make recommendations** to the employer about the health and safety of workers. If these recommendations do not lead to the resolution of the matter at hand, the committee can make recommendations to an inspector.
- **Discuss incidents** that leads to injury, illness or death of any worker. The committee may report this in writing to an inspector.
- **Recordkeeping** of every recommendation to the employer and every report to an inspector.
- **Any other functions required by regulation.**

An employer may not make any deductions from a worker's salary for anything the worker may be required to do in the interest of health and safety. (stated in the OHS Act). All deductions have to be made in writing and consent provided by the worker.

THE DEPARTMENT OF EMPLOYMENT AND LABOUR CHIEF DIRECTORATE: OCCUPATIONAL HEALTH AND SAFETY

The Department of Employment and Labour has established provincial offices to ensure the health and safety of all workers.

- **Inspections and investigations are carried out by Occupational Health and Safety inspectors from these provincial offices.**

PLANNED INSPECTIONS	UNPLANNED INSPECTIONS
Planned inspections are based on accident statistics, the presence of hazardous substances or the use of dangerous machinery in the workplace.	Unplanned inspections usually arise from requests or complaints by workers, employers, or members of the public, The requests or complaints are treated confidentially.

The powers of Occupational Health and Safety Inspectors

If an inspector finds dangerous or adverse conditions at a workplace, they may set requirements to the employer in the following ways:

1. Prohibition notice

In the case of threatening danger, the inspector may inhibit a particular action, process or the use of a machine or equipment through serving a prohibition notice.

The contents of such a notice cannot be ignored and compliance with the notice must take place with immediate effect.

2. Contravention notice

A contravention notice is served in the case where the provision of a regulation is breached.

The notice may be served on the workers or the employer.

- If the OHS Act is contravened, it could result in immediate prosecution.
- If a regulation is contravened, the employer may be given the chance to correct the contravention within a time limit specified in the notice.
 - This time limit is usually 60 days.

3. Direction notice

In the case where the health and safety measures implemented by the employer do not satisfactorily protect the health and safety of workers, the inspector may require the employer to implement more effective measures.

The direction notice will prescribe the corrective measures served to the employer.

Other powers of OHS Inspectors

- An inspector may enter any workplace or premises where machinery or hazardous substances are being used, and question or serve summons on people to appear before them.

- An inspector can request that documents be submitted to them, investigate and make copies of the documents, and demand an explanation about entries into such documents.
- An inspector may inspect condition or article, take samples of it, and seize any article that may serve as evidence.

Note

The powers of inspectors are not absolute. Any individual who disagrees with any decision taken by an inspector may appeal against the decision in writing to the:

**Chief Director
Occupational Health and Safety
Department of Labour
Private Bag x117
Pretoria, 0001**

Co-operation with the inspector

Employers and workers must comply with the directions, subpoenas, requests, or orders of inspectors. They may not prevent anyone from complying.

Questions from inspectors should be answered, but no one is obliged to answer a question by which they might incriminate themselves.

When an inspector requires, they must be provided with the means and assistance to conduct the investigation. An inspector may request individuals to assist with the investigation.

No one is allowed to insult the inspector or deliberately disrupt the investigation.

GENERAL DUTIES OF EMPLOYERS TOWARDS WORKERS

The employer must provide and maintain all equipment needed to do the work, and all the systems according to which work must be done, in a condition that will not affect the health and safety of workers.

Employers must comply with the following duties:

- Identify potential hazards which may be present while work is being done, something is being produced, processed, used, stored or transported, and any equipment is being used.
- Establish the precautionary measures needed to protect workers against the identified hazards and provide the means to implement these precautionary measures.
- Provide the necessary information, instructions, training, and supervision while keeping the extent of workers' competence in mind. In other words, what they may do and may not do.
- Not permit anyone to carry on with any task unless the necessary precautionary measures have been taken.
- Take steps to ensure that every person under their control complies with the requirements of the Act.
- Enforce the necessary control measures in the interest of health and safety.
- See to it that the work being done, and the equipment used, is under the general supervision of a worker who has been trained to understand the hazards associated with the work. Such a worker must ensure that the precautionary measures are implemented and maintained.

Employers have the responsibility to inform workers on health and safety

The employer must **ensure that every worker is informed** and understands the health and safety hazards of any work being done, anything being produced, processed, used, stored, handled, or transported, and any equipment or machinery being used.

- The employer must also provide information about precautionary measures against these hazards,

The employer must inform their designated health and safety representatives when an inspector notifies them of an inspection or investigation that will be conducted at the workplace. With this, the employer must also inform health and safety representatives of any applications made for exemption or any exemption granted in relation to the OHS Act.

When an incident occurs in the workplace, the employer must inform the health and safety representative as soon as possible.

What is an incident?

An incident is an event that occurs in the workplace where a person is killed, injured, or becomes ill.

An incident also includes the spillage of hazardous chemical substance or where machinery runs out of control without killing or injuring anyone.

GENERAL DUTIES OF WORKERS

Workers have the following duties:

- Take care of their health and safety, as well as that of other people who may be affected by their actions or negligence to act.
 - This includes playing at work. Many people have been injured and even killed owing to horseplay in the workplace, and that is considered a serious contravention.
- Cooperate with the employer where the OHS Act imposes a duty or requirements on the worker.
- Give information to an inspector from the Department of Employment and Labour if they require it.
- Carry out any lawful instruction which the employer or authorised person prescribes with regard to health and safety.
- Comply with the rules and procedures given by the employer.
- Wear the prescribed safety clothing or use the prescribed safety equipment where it is required.
- Report unsafe or unhealthy conditions to the employer or health and safety representative as soon as possible.
- If a worker is involved in an incident that may influence their health or cause an injury, they must report that incident to the employer, and authorised person or the health and safety representative as soon as possible, but no later than by the end of the shift.

RIGHT	ABOUT
Right to information	<p>Workers must have access to:</p> <ul style="list-style-type: none"> ● OHS regulations. ● Health and safety rules and procedures of the workplace. ● Health and safety standards which the employer must keep at the workplace. ● The worker may request the employer to inform them on health and safety hazards in the workplace. ● Precautionary measures to be taken. ● Procedures to be followed if a worker is exposed to substances hazardous to health. <p>A worker can request their private medical practitioner to investigate their medical and exposure records. If the worker is a health and safety representative, they may investigate and comment in writing on exposure assessments and monitoring reports.</p>
Right to participate in inspections	<p>Workers who are health and safety representatives may:</p> <ul style="list-style-type: none"> ● Accompany an inspector from the Department of Employment and Labour during an inspection of the workplace. ● Answer questions asked by the inspector.
Right to comment on legislation and make representations	<ul style="list-style-type: none"> ● A worker may comment or make representations on any regulation or safety standard published in terms of the OHS Act.
Right not to be victimised	<p>An employer may NOT dismiss a worker, reduce a worker's salary, or reduce a worker's service conditions because:</p> <ul style="list-style-type: none"> ● the worker supplied information required from them in terms of the OHS Act, to someone who is charged with administration of the OHS Act (e.g., an inspector). ● the worker complied with a lawful notice ● the worker did something which (in terms of the OHS Act) should have been done. ● the worker did not do something which (in terms of the OHS Act) is prohibited. ● the worker has given evidence before the Labour Court or a Court of Law on matters regarding health and safety.
Right to appeal	<p>A worker may appeal against a decision of an inspector Appeals must be referred in writing to the: Chief Inspector Occupational Health and Safety Department of Labour Private Bag X117 Pretoria, 0001</p>

WHAT IS A LETTER OF GOOD STANDING?

A Letter of Good Standing shows that your company is registered with the Workman's Compensation Fund. It verifies that the compensation fund will assist an employer with covering any work-related injuries or illness that the employees may suffer. A Letter of Good Standing also proves that you do not have any debt or pending claims or payments on the Compensation Fund record.

HOW DO I OBTAIN A LETTER OF GOOD STANDING?

The first step towards obtaining a Letter of Good Standing from the Department of Employment and Labour involves registering with the Department and ensuring that you have a valid registration number.

Register with the Department of Employment and Labour

1. Go to the Department's website and download the W.As.2 form (this is the registration form for all employers).
 - The guidelines at following link_will assist you in completing the W.As.2 form: <https://www.labour.gov.za/DocumentCenter/Forms/Compensation%20for%20Occupational%20Injuries%20and%20Diseases/W.As.2%20GUIDELINES%202018.pdf>
 - It is important that you gather your business' supporting documents such as the CIPC registration, copy of the ID(s) of the company owner(s), tax number.
2. Once you have completed the W.As.2 form and attached all the required supporting documents, you must submit it to the nearest Department of Employment and Labour office/Labour Centre/Satellite Office

WESTERN CAPE PROVINCIAL OFFICE	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(021) 441 8000
Fax Number(s):	(021) 441 8135
Street Address:	Department of Employment and Labour (Western Cape), 4th - 6th Floors, 9 Long Street, Cape Town
Postal Address:	PO Box 872, Cape Town, 8000
Email Address:	wc.customercare@labour.gov.za

Contact information and addresses of **Labour Centres:**

WESTERN CAPE PROVINCIAL OFFICE	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(021) 441 8000
Fax Number(s):	(021) 441 8135
Street Address:	Department of Employment and Labour (Western Cape), 4th – 6th Floors, 9 Long Street, Cape Town
Postal Address:	PO Box 872, Cape Town, 8000
Email Address:	wc.customercare@labour.gov.za

Beaufort West	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(023) 414 3427 / 071 330 2601
Fax Number(s):	(023) 414 3425
Street Address:	4 Voortrekker Street, Beaufort West
Postal Address:	PO Box 346, Beaufort West, 6970
Email Address:	Email Address: Yolanda.VanWyk@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -32.35383471339632, 22.581005888549846

Bellville	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(021) 468 5500 / 082 384 1505
Fax Number(s):	(021) 941 7092
Street Address:	1st Floor, Middestad Mall, 20 Charl Malans Street, Bellville
Postal Address:	PO Box 1789, Bellville, 7535
Email Address:	Tembekile.Hoza@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -33.9039233204631, 18.63008613389154

Cape Town	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(021) 468 5500/ 076 879 3477
Fax Number(s):	(021) 468 5510
Street Address:	22 Parade Street Cape town 8000, Thomas Boydell Building, Cape Town
Postal Address:	PO Box 872, Cape Town, 8000
Email Address:	John.Jacobs@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -33.927132877458185, 18.422473490532987

George	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(044) 801 1200 / 082 806 8044
Fax Number(s):	(044) 801 1251
Street Address:	Labour Centre, 35 Albert Street, Albert, George
Postal Address:	Private Bag X6545, George, 6530
Email Address:	timoti.nyakaza@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -33.96678105874353, 22.458501318565656

Knysna	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(044) 302 6800 / 066 587 2550
Fax Number(s):	(044) 382 5159
Street Address:	Old Van Hilderens Building, 13 Clyde Street, Knysna
Postal Address:	PO Box 452, Knysna, 6570
Email Address:	Karen.Fuller@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -34.037081524909915, 23.049809906526722

Mitchell's Plain	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(021) 391 0591 / 079 510 3387
Fax Number(s):	(021) 391 0761
Street Address:	Old Post Office Building, Polka Square, 7th Avenue Town Centre, Mitchell's Plain
Postal Address:	PO Box 205, Mitchell's Plain, 7785
Email Address:	Ngubo.Lubelwana@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -34.050652023058554, 18.620307625534377

Mossel Bay	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(044) 691 1140/1/ 082 294 5678
Fax Number(s):	(044) 691 1519
Street Address:	1st floor Shoprite Building, CNR Marsh & Church Street Mossel Bay
Postal Address:	PO Box 2538, Mosselbay, 6500
Email Address:	Gerhard.JansevRensburg@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -34.18268882751537, 22.14282198311574

Oudtshoorn	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(044) 203 6100/279 2386/ 082 301 6447
Fax Number(s):	(044) 272 4804
Street Address:	13 Regent Street, Oudtshoorn
Postal Address:	PO Box 336, Oudtshoorn, 6620
Email Address:	Denver.Siebritz@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -33.59048224153815, 22.206439937810973

Paarl	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(021) 872 2020 / 74 / 082 926 5923
Fax Number(s):	(021) 872 6290
Street Address:	68 Breda Street, Paarl
Postal Address:	PO Box 24, Paarl, 7620
Email Address:	Adele.Bezuidenhout@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -33.732464336938015, 18.96849792368957

Somerset West	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(021) 852 6535/ 082 796 1849
Fax Number(s):	(021) 851 4459
Street Address:	1 Standard Bank Building, 117 Main Road, Somerset West
Postal Address:	PO Box 404, Somerset West, 7130
Email Address:	Zulaigha.Smith@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -34.083797637952884, 18.85131088489274

Vredenburg	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(022) 703 8100/ 082 908 2173
Fax Number(s):	(022) 713 3416
Street Address:	85 Main Road, Vergelegenpark, Vredenburg
Postal Address:	Private Bag X16, Vredenburg, 7380
Email Address:	Evril.Adams-August@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -32.906570006484316, 18.003315825378053

Worcester	
Operating Hours:	07:30 to 16:00, Monday to Friday.
Telephone Number(s):	(023) 346 5200/ 072 029 8930
Fax Number(s):	(023) 342 7507
Street Address:	90A Durban Street, Worcester
Postal Address:	PO Box 227, Worcester, 6850
Email Address:	Marius.Murray@labour.gov.za or wc.customercare@labour.gov.za
Google maps:	GPS -33.647558741584845, 19.446370885090637

3. Your application will be reviewed and if all is in order, you will be issued a registration certificate and an employer reference number (ERN).

Once registered with the Department of Employment and Labour, employers are legally required to register with the Workmen's Compensation Fund and pay a percentage of their employees' income as a monthly assessment as part of the Compensation for Occupational Injuries and Diseases Act (COIDA).

COIDA

COIDA is a South African law that makes provision for compensation of employees for work-related injuries and illnesses.

COIDA requirements

- Registration with the Workmen's Compensation Fund

Reporting of accidents that occur on the job - this must be done within 7 days of the incident.

- Payment of assessments to the Compensation Fund (the amount payable is calculated based on the employer's payroll).
- Recordkeeping of all accidents and illnesses that occur on the job as well as claims made to the Compensation Fund.
- Employers must provide medical assistance to employees who experience injuries or illnesses as a result of the job.
- Employees are required to submit claims to the Compensation Fund within 12 months of the illness or accident.

- Employers must comply with the COIDA regulations, which includes providing information to the Compensation Fund if requested to do so.

The Compensation Fund will issue a CF Registration number starting with 99..... (12 digits) to be used for payment's reference number or enquiries.

Return on Earnings (RoE)

In order to obtain a Letter of Good Standing, you must submit your RoE before the set deadline. It is against the law for failure to submit the RoE - penalty fees will be charged.

The RoE is used by the Compensation Fund to calculate the compensation premiums of employees at company.

How to submit RoE

The RoE - also called the W.As.8 can be submitted by hand or online.

1. Submission by hand

- Complete the Roe Form at the end of this section
- Guidelines to assist you with your W.As.8 form can be found at the end of this section

2. Online submission

If you are submitting online, you need to be registered on the Department of Employment and Labour Online Submission system. You can register at <https://roe.labour.gov.za/DolRegistrationWeb/landing.html>.

Once registered, you can submit online using the RoE Online system

When you are completing the RoE, you will need to estimate the company's total yearly wage and/or salary costs so that the compensation fund can compute the amount you need to pay. The amount will be a percentage of the total yearly wage or salary. For this reason, you will have to submit the total yearly wage and salary estimates each year.

Once your RoE is submitted, the Department of Employment and Labour will send you a Notice of Assessment (NoA). The NoA will state an assessment fee you need to pay

to the Workman's Compensation Fund. This fee is based on the total salaries paid by the company and the risks the employees of the company might face when performing their duties.

When you first register with COIDA you will receive a Letter of Good Standing for free, but it needs to be renewed between the 28th of February and the 30th of April every year. The Letter of Good Standing is valid for 12 months from the date of issue.

Once you pay the assessment fee, you will be able to apply for the Letter of Good Standing. To acquire the Letter of Good Standing application form pdf, you will need to produce proof of payment of assessment fees. The Letter of Good Standing validity period depends on if you choose to pay the assessment fees on a monthly or yearly basis. If you pay yearly, then it becomes valid for one year which means your workers are covered for that period. However, if you pay the assessment fees in instalments then you will have to renew it on a monthly basis. Note that if you decide to go with the monthly option, you will still have to pay at least a 30% deposit of the amount payable as per the NOA.

ADDITIONAL INFORMATION TO NOTE

Every employer who has employees working over 24 hours per month needs to register said employees with the Unemployment Insurance Fund (UIF) and remit the necessary funds according to law.

HOW DO I REGISTER EMPLOYEES WITH THE UIF?

The total funds contributed is about 2% deduction of the employee's gross income. The employee needs to apply for UIF payment with the Department of Employment and Labour within 6 months of being jobless. After application, they are entitled to benefits for a maximum period of 238 days depending on the period of their contribution to UIF.

Declaration 01 March 2017 - 28 February 2018

I, the undersigned confirm that the number of employees and their earnings (staff costs/salaries & wages) for the 12 months ending 28/02/2018 are as follows:

Actual Earnings:01/03/2017 - 28/02/2018				Provisional Earnings:01/03/2018- 28/02/2019				
Month	Number of employees and amount of earnings (staff costs/salaries & wages) per month paid to all employees (excluding directors of a Company or members of a close corporation) up to a maximum of R 403 500 per person for the above period.		Number of directors/members and amount of earnings (staff costs/salaries & wages) per month paid to directors of a Company or members of a Close Corporation up to a maximum of R 403 500 per person for the above period.		Number of employees and amount of earnings (staff costs/salaries & wages) per month expected to be paid to all employees (excluding directors of a Company or members of a close corporation) up to a maximum of R 430 944 per person for the above period.		Number of directors/members and amount of earnings (staff costs/salaries & wages) per month expected to be paid to directors of a Company or members of a Close Corporation up to a maximum of R 430 944 per person for the above period.	
	Number	Earnings - (Rands only)	Number	Earnings - (Rands only)	Number	Earnings - (Rands only)	Number	Earnings - (Rands only)
Mar								
Apr								
May								
Jun								
Jul								
Aug								
Sep								
Oct								
Nov								
Dec								
Jan								
Feb								
Total								

		FINAL EARNINGS PAID	ESTIMATED EARNINGS
Total earnings of both employees and Directors/Members:			
Total cash value of free food and/ or quarters. (if applicable) in Rands.			
GRAND TOTAL OF EARNINGS			
State in words the grand total of earnings:		State in words the grand total of earnings:	
Give reason where earnings differ by 30% from the previous year:			
Declaration by employer:		Declaration by Agent/Payroll Administrator:	
Name:		Name:	
Designation:		Designation:	
SIGNATURE:		SIGNATURE:	
Date:		Date:	
Telephone No:		Telephone No:	
e-mail Address:		e-mail Address:	
Company Banking Information:		Office use only - Codified.	
Bank Name:			
Account No:			
Branch Code:			
Branch Name:			
Type of Acc:			

NB: IT IS THE RESPONSIBILITY OF THE EMPLOYER TO ENSURE THAT THE INFORMATION DECLARED IS ACCURATE AND CORRECT, THEREFORE NO REVISIONS WILL BE ENTERTAINED
IT IS COMPULSORY FOR BOTH EMPLOYER AND AGENT / PAYROLL ADMINISTRATOR TO SIGN THE DECLARATIONS ABOVE.
IT IS A SERIOUS OFFENCE TO MAKE A FALSE DECLARATION OR FAIL TO RENDER A RETURN WITHIN THE PRESCRIBED PERIOD.
THE ONUS IS ON THE EMPLOYER TO NOTIFY THE COMMISSIONER WITHIN 7 DAYS OF ANY CHANGES IN THE PARTICULARS SO FURNISHED (E.G NATURE OF BUSINESS OR CLOSURE OF BUSINESS, ETC)
In the event that more than one return is furnished for the same assessment period this office will accept the first return as final
Criminal proceedings will be instituted for misrepresentation of facts

IMPORTANT ROE FORM INFORMATION AND GUIDELINES

If the return is not submitted to this office on or before 31 March of every year, a penalty not exceeding 10% (ten percent) of the final assessment, may be imposed, in terms of section 83(6)(b). The act empowers the Director General in terms of sec 83(6)(a) to estimate the earnings.

Who is an employee as referred to in part 2

“Employee” means a person who has entered into, or works under a contract of service or apprenticeship or learnership with an employer, whether the contract is expressed or implied, oral or in writing, and whether remuneration is calculated by time or work done, or is in cash or in kind and includes -

- Casual / temporary employee employed for the purpose of the employer’s business/farming activities.
- Working director of a Company or member of a Close Corporation/Body Corporate, who has entered into a contract of service, or of apprenticeship or learnership, in so far that the employee acts within the scope of his/her employment in terms of such contract. (Excluding shareholders or “silent partners” who are only paid dividends or sharing profits).

NB. A sole owner or partners in a business/farming operation are not regarded as “employees” as contemplated by the Act and their earnings should, therefore, not be included.

A person provided by a labour broker, against payment to a client for the rendering of a service or the performance of work and for which service or work such person is paid by the labour broker, is an employee of the labour broker. The earnings of such persons should not be included in the client’s Return of Earnings document.

What are earnings (staff costs/salaries & wages) as referred to in part 2

Earnings are **all** payments made regularly, before any deductions, whether in money or in kind, to employees.

The following list are not exhaustive, but are intended only to highlight certain remuneration items for which there may be some doubt as to their inclusion or exclusion.

Included in the gross earnings before any deductions are the following:

- Overtime of a **regular** nature, (not intermittent or irregular overtime).
- Bonuses of any kind, including incentive bonuses and annual bonuses.
- Commission, even though the amount may vary from month to month.
- The cash value of food and quarters supplied to employees as part of a remuneration package. Cash value of fringe benefits such as a company car, free accommodation or accommodation at a reduced rate, etc.
- Travel and other allowances paid **regularly**, as part of the package.
- Where the employee is remunerated in accordance with a package of benefits, all items forming part of the package, other than employer contributions such as medical aid contributions.
- Earnings/Drawings paid to **working** Directors of a Company or Members of a Close Corporation. **Attach a list with their names, ID numbers and addresses.**

Excluded are the following:

- Payments of a reimbursive nature.
- Overtime worked occasionally.
- Payments for specific non-recurring tasks which do not form part of an employee's normal duties.
- Ex gratia payments.
- Intangible fringe benefits such as the taxable portion of medical aid/pension contributions by the employer, etc.
- Payments to cover special expenses such as subsistence and travelling costs, lunch and costs for business meetings.
- Travel and other allowances paid occasionally.
- Profit sharing of Directors and Members.

FINAL EARNINGS : When a business is sold/ceased, liquidated/sequestered or the employer deceased)

Indicate the date in the space provided on the front page (item 1.13) and declare the final earnings paid to that date.

Minimum assessment section 83(2)(b)

As a result of continuously rising costs, the 2017 – 2018 minimum assessment has been increased to R1 153 per annum.

Letter of Good Standing

This letter can be obtained once the employer has complied with the requirements of the COID Act, inter alia:

- Submitting the latest return of earnings.
- Assessment has been paid or instalments have been arranged and paid.
- The letter of good standing can only be generated online at <https://cfonline.labour.gov.za/OnlineSubmissions>
- Usernames and passwords are the same as the ones used when submitting on returns of earnings
- Use the 99..... number on the CF registration number then you link your company

Website address

The Compensation for Occupational Injuries and Diseases Act, 1993 and Amendments are available on the website at <http://www.labour.gov.za>

Returns of Earnings online submission

The office has introduced the online submission of Return of earnings. The employers can submit their return online.

- Go to www.labour.gov.za under online services block/tab you click **“Compensation Fund”**. Then go to **“I am a new user and want to Register”** and click the **“Register for DOL User Account”** button on the next screen to register
- Then fill in the required fields and apply
- There is also a process flow attached on the website with steps to guide you - see **“Useful Documents”**, then **“ROE Process Flow”**.
- If you encounter any problems please send an email to cfcallcentre@labour.gov.za.



Building Industry Bargaining Council (BIBC)

WHAT IS THE ROLE OF THE BIBC?

The Building Industry Bargaining Council (BIBC) is a Sector and Area-specific Bargaining Council established through an Act of Parliament to promote and facilitate collective bargaining in the building industry.

What this means is that representatives of employees (registered trade unions) and representatives of employers (registered employer organisations), work together to agree on conditions of employment in the construction industry.

The BIBC is made up of 3 employer associations and 3 trade unions, led by a Chairperson and Vice-Chair.

Trade unions and employer organisations need to register with the Department of Employment and Labour (DoEL) and maintain that registration to apply for representative status at the BIBC.

WHY SHOULD AN EMERGING CONTRACTOR BE COMPLIANT WITH THE BIBC?

Apart from the moral obligation to pay a fair wage as negotiated between the employers' organisations and trade unions who serve on the Council, there is also a commitment among responsible employers in the industry to compete fairly by offering the same conditions of employment.

Employers registered with the BIBC subscribe to standard rates of pay and employee benefits. This allows for all employers within the jurisdiction of this bargaining council and in accordance with the Collective Agreement to compete fairly across the industry.

In addition, the Minister of Employment and Labour, by publishing the BIBC Main Collective Agreement as a Government Gazette, has made registration and compliance with the BIBC Main Collective Agreement a legal requirement and has bestowed the necessary powers on various officers to enforce that agreement.

Benefits of being compliant with the BIBC

- Compliance Certificate will be issued to you which offers the opportunity to tender for work.

- Employers in good standing experience lower levels of labour unrest.
- Employers in good standing are listed on our website and this information is available to 'givers of work'.
- Your company will be in the registers of the BIBC and therefore available to anyone on request.
- Employees who are registered by their employers are assigned permanent, individual member (holiday fund) numbers which ensure that they receive their correct benefits and that these accrue to them for their entire career in the industry – regardless of their movement between employers.
- The BIBC administers five employee benefit funds on behalf of the industry – pension, medical aid, sick, bonus and holiday funds. This means that you do not need to provide your own funds or pay for sick leave.
- The BIBC has negotiated undertakings from various bodies, government and otherwise, who are responsible for awarding contracts to the building industry, which means that only employees in good standing will qualify for such work. This program is expanding constantly as the BIBC engages with these stakeholders.

WHAT BIBC REQUIREMENTS DO EMERGING CONTRACTORS NEED TO BE COMPLIANT WITH?

- Employers must be registered with the BIBC, should register new employees with the BIBC and should provide employees with the prescribed minimum wage and benefits.
- Employers who are not registered or are in dispute with the BIBC are not regarded as compliant (in other words, they are non-compliant)
- A compliance order will be issued against the employers who do not adhere to the and comply with all legal requirements of the Labour Law (Collective Agreement).

To be in good standing, you need to be registered as an employer and your employees need to be registered with the BIBC as well. New employers must register within fourteen days of operating within the scope of the BIBC Main Collective Agreement and new employees must be registered within fourteen days of commencement of employment.

To maintain your good standing, you must provide your employees with the minimum prescribed wages and benefits as detailed in the BIBC Main Collective Agreement.

WHAT ARE COMMON MISTAKES EMERGING CONTRACTORS MAKE WHEN ENGAGING WITH THE BIBC?

The most common mistake made by emerging contractors is that they do not conduct the necessary research to access the information that is needed to set up and run a compliant new business in the construction industry.

Basic knowledge that is required by a new business owner includes:

- An understanding of employment relations laws.
For example, the Basic Conditions of Employment Act (BCEA) contains provisions that regulate the employment relationship between the contractor and his employees.
The BCEA also contains provisions on:
 - Administration and record keeping (wage records) and payment of contributions to the BIBC, and
 - Contracting with employees (HR Admin).
- It is important that new contractors understand all relevant laws that govern employee benefit payments, including the Labour Relations Act.
- In addition, the payment of pension fund contributions is governed by its own law, i.e., and Pension Schemes Act.
- Knowledge of commercial contracting types, tender processes and an understanding of the standard forms used to contract in the industry e.g., JBCC and labour-only contracts, is a requirement for new contractors wanting to grow their business.

SCENARIOS OF COMMON MISTAKES MADE BY EMERGING CONTRACTORS WHEN ENGAGING THE BIBC

Scenario 1

A new, emerging contractor failed to register as an employer with the BIBC before tendering. He was awarded the tender and then could not access the tender due to not being compliant with the BIBC.

Scenario 2

A foreman at a large construction company has been retrenched and has set up his own labour-only subcontracting business in the construction industry. He has

no management or business experience and has not done his basic research on the regulations that apply in the industry.

BIBC agents conducting random site inspections have visited his construction site and found him to be non-compliant, as neither he nor his employees are registered at the BIBC. This results in a compliance order and the main contractor being held jointly and severally liable for any shortfall in wages and benefits that are due to the sub-contractors' employees.

Scenario 3

A new contractor who has been in business for 9 months has properly registered as an employer and registered his employees at the BIBC. He has deducted pension fund benefits from his employees but has not paid over the funds deducted from to the BIBC. He is reported to the Financial Sector Conduct Authority (FSCA) after ignoring communications from the BIBC and in accordance with the pension fund legislation, has been reported. As a result, a criminal case has been opened against him at the South African Police Services. In addition, a civil case relating to the debt to the Fund is also pursued according to the FSCA rules.

REGISTERING WITH THE BIBC

Employers are responsible for the registration of themselves as well as the registration of their employees.

The BIBC has 2 documents that assist employers with the registration process for themselves:

- Employer Registration Guidelines will guide employers on how to complete the registration form. https://www.bibc.co.za/media/abc/docs/assets_registration/bibc_employer_registration_guidelines_2022.pdf
- Employer Registration Form. This form must be completed by employers and be submitted to the BIBC offices with the required supporting documentation, https://www.bibc.co.za/media/abc/docs/assets_registration/bibc_employer_registration_2022.pdf

REGISTERING EMPLOYEES

Employers can register their employees on the eesi© platform using the Provisional Employee Registration module. If you are an employer and have not registered on the eesi© platform yet, you can contact the BIBC via email at employersupport@bipc.co.za or you can visit one of the BIBC offices.

Employers can also make use of the Employee Registration Form which can be found here https://www.bipc.co.za/media/abc/docs/assets_registration/bipc_employee_registration_2022.pdf

WHEN SHOULD YOU REGISTER?

Every employer in the industry who falls within the registered scope of the Council must register with the council within 14 days of commencing operations.

It is important that employers ensure their employees are registered with the BIBC within 14 days of starting employment.

BIBC CONTACT INFORMATION	
Website	https://www.bipc.co.za/
Telephone (Switchboard)	021 950 7400 021 950 7405
Email	bipc@bipc.co.za
Office Hours	Monday: 08h00 - 15h00 Tuesday - Friday: 08h00 - 16h00
Head Office	81 Voortrekker Road, Bellville, 7535 Private Bag X29, Bellville, 7535
Satellite office contact details	https://www.bipc.co.za/contact

The BIBC's areas of jurisdiction are broken down into 4 areas:

- **Area A:** Cape Peninsula (Peninsula Area) – Bellville Office
- **Area B:** Paarl and surrounds (Somerset West Area) – Somerset West Office
- **Area C:** Malmesbury and surrounding areas (Boland Area) – Paarl Office
- **Area D:** Overstrand (Overstrand surrounding areas) – Hermanus Office



National Home Builders Registration Council (NHBRC)

WHAT IS THE NHBRC?

The NHBRC is a voluntary regulatory organization with a database of registered builders. Any person in the business of building homes is required by law to be registered with the NHBRC.

WHAT IS THE ROLE OF THE NHBRC?

The NHBRC was established in terms of the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998).

The NHBRC is mandated to protect the interests of housing consumers and to regulate the home building industry.

The goal of the NHBRC is to ensure homes are built safely for its homeowners. It safeguards both citizens and the larger construction industry from fly-by-night construction companies. The aim is stopping construction businesses from entering the industry competitively when they lack the knowledge or the commitment to construct safe homes with safe electricity, water and refuse systems. The NHBRC does this by establishing and regulating building standards with registration, training, and inspections. This authority body also helps housing consumers enforce these standards. It also warrants any bad workmanship to enable the consumer to have it fixed for up to 5 years in specific instances (look at the complaints question below for more details).

WHY SHOULD AN EMERGING CONTRACTOR BE COMPLAINT WITH THE NHBRC?

Under South African law, no person may build a home unless they are registered with the NHBRC.

Benefits of being compliant with the NHBRC

Home builders who are registered with the NHBRC have proven their technical skills, experience in building homes and their financial capabilities and are deemed suitable to build homes in line with NHBRC standards.

NHBRC compliance enables you to apply for **Loans, Funding, Contracts and Tenders** because it usually requires an NHBRC registration number.

- You will have access to training programmes and all the resources offered by the NHBRC.
- As a registered NHBRC Company you have the added credibility as an accredited home builder.

Your business gets access to the **mediation services** that the NHBRC offers to builders and owners.

You should register with the NHBRC to show that your company follows all of the required rules and guidelines to safely perform maintenance to structures or to build new ones. Registering with the NHBRC is important because clients often request this and NHBRC registration is almost always a prerequisite for contract-, tender-, and building loan applications.

WHAT NHBRC REQUIREMENTS DO EMERGING CONTRACTORS NEED TO BE COMPLIANT WITH?

Home builders are required to register with the NHBRC.

How to register with the NHBRC

Step 1: Complete Application Form

It is important to complete the form in **BLACK PEN**. The registration form can be downloaded at <https://www.nhbrc.org.za/registration-process/>

The NHBRC has a one-stop digital web portal that is accessible to homeowners and homebuilders. The services offer a digital portal for Registration, Renewal and Lodging of Complaints, Proof of residence, etc.

Register for the E-services here: <https://www.nhbrc.org.za/wp-content/uploads/2020/03/Registration-Application-for-Registration-AR003.pdf>

Choose new registration or renewal or verify a home builder option.

Step 2: Attach Documents

Attach the applicable documents to the application form:

1. An original copy of a valid tax compliance status from SARS.
2. Notice of Incorporation (Co 14.1). (PTY ONLY).
3. Certified copy of shareholding certificate. (PTY ONLY).
4. Trust Resolution / Deed of Trust (TRUST ONLY).
5. Certified copy of the Partnership agreement letter. (PARTNERSHIP ONLY).

Other required documents to be attached will be mentioned on the application form itself. It may include certified copies of the IDs of every member, a CIPC company registration certificate, a letter from the bank stating the company's banking details,

Step 3: Return Form

Take the completed form and relevant attached documents to your nearest Provincial NHBRC customer care office. The Western Cape has 2 offices, which are listed below:

Millnerton Customer Care Office	George Customer Care Office
Centennial Place, East Block, Century City Boulevard, Millnerton 7441 Cape Town Tel: (021) 913 9210 Email: WC-online@nhbrc.org.za	1st Street 14 Fairview Office Park George 6259 Tel: 044 871 1209 Email: WC-online@nhbrc.org.za

Step 4: Payment

The NHBRC will issue you an invoice and you will have to pay the stipulated amount. The initial application fee is **R745.61** and is non-refundable (once-off).

An annual membership fee of **R526.32** is due every year.

National Home Builders
Registration Council
First National Bank
Account Number: 62081366520
Branch Code: 255005

Step 5: Book Technical Assessment

After you submit all your documents, you'll be issued with the Home Builders Manual Part 1 and 2 as well as Part 3, which you will then have to go and study in preparation for the technical exam. Assessments are conducted from Monday to Friday at your nearest NHBRC customer care office. You'll need to enquire about the scheduled times for these technical assessments. Builders are allowed only two attempts to pass the technical test within 30 days of paying the application fee.

Builders have two options when buying a builder's manual.

1. Home builders manual – **R87.82**
2. Home builders manual and SANS 10400 – **R3168.15**

How long does NHBRC registration take?

The registration itself can take 5 working days, however, the entire registration process can take much longer, because there are various NHBRC enrolment requirements.

What is the NHBRC technical exam and how does the test work?

The technical exam is based on the **Home Builders Manual Parts 1, 2 and 3**. These are manuals you must acquire. You **must** pass the exam within 30 days, after paying the application fee. You have **two attempts** to pass the exam.

This test is compulsory for your Technical Manager, and it is important to schedule your assessment at the nearest NHBRC customer care office because there are certain dedicated times for assessments.

What does the NHBRC expect from Construction companies in South Africa?

Obligations that apply to home building businesses, according to the NHBRC:

- register your business at the NHBRC and renew your membership every year.
- Make sure you have a written agreement or a contract with the homeowner before you start working.
- Ensuring the home building project is **enrolled 15 days before construction begins.**

- To construct the home, according to the NHBRC's technical requirements and the requirements set in your written agreement/contract with the homeowner.
- Ensure you rectify any minor faults or deficiencies that the housing consumer notifies you of, up to three months after they have moved into the unit. This specifically relates to the non-compliance of terms, plans, specifications or deficiencies in the design, material, or workmanship.
- In terms of roof leaks, ensure you repair them within 7 working days. A consumer can notify you of a leak roof up to one year after occupancy.
- Rectify a major structural defect(s) up to 5 years after the consumer has moved into the property.

When registering, the following documents are required:

- ID Copies of Directors to be submitted.
- Confirmation of banking details
- Proof of address not older than 3 months
- The Latest Company Certificate - Abridged certificate COR 30.1 (CIPC registered companies only)
- Pay a Fee of R 1 271,91
- Pass the Assessment

WHAT ARE FREQUENTLY ASKED QUESTIONS EMERGING CONTRACTORS ASK THE NHBRC?

- Why must I register with the NHBRC?
- Must I have a registered company?
- How much are the fees?
- Who must do the assessment?
- What are the Benefits of registering with the NHBRC?
- Which training courses are provided and how much do they cost?
- Are work opportunities available after registration?
- How many times will the inspector come to my site?
- Will the inspector make an appointment to do the inspections?

EXAMPLES OF COMMON MISTAKES MADE BY EMERGING CONTRACTORS ENGAGING WITH THE NHBRC

- Housing Consumers have the right to be protected against home builders who build houses below standard.
- Housing Consumers benefit from the NHBRC warranty scheme.
- Enrolment of a project allows the NHBRC to conduct quality inspections on new homes during the various stages of construction.
- The consumer will receive warranty cover for minor defects, roof leaks identified within one-year from date of occupation and builder rectification of major structural defects identified within five years from date of occupation.
- Homeowners must ensure they sign contracts with a home builder who is registered with the NHBRC.
- Housing Consumers are protected when using a registered homebuilder.
- Home builders should know that the NHBRC has published a Code of Conduct for home builders.
- The rights of Housing Consumers are protected should the home builder deviate from the plans, the agreement and technical building standards.

ONLINE SERVICES GUIDE

The NHBRC has launched a one stop online digital portal which is accessible to home owners and builders. The address is <https://nhbrc.org.za/online-services/>



NHBRC CONTACT INFORMATION

Cape Town

Tel: 021 913 9210
Centennial Place
Century Boulevard
Milnerton, 7441

George

Tel: 044 871 1209
14 Fairview Office Park, 6530
Toll-free Number: 0800 200 824
Fraud Hotline: 0800 203 698

Database Registration



Municipal*



To be fully compliant, you will need to be registered on both the National and Provincial supplier databases.

The WCG requires its suppliers to register on both the Central Supplier Database (national database) and the Western Cape Supplier Evidence Bank (provincial database) for procurement via the eProcurement System (ePS) also known as the Integrated Procurement Solution (IPS).

*Depending on your municipality, you might also need to register on a municipality database (if you wish to do business with your municipality).

NATIONAL

Central Supplier Database

The CSD is the official database for companies, organisations and individuals who wish to provide goods and services to the government. When you register on the CSD, the Government verifies your CIPC company registration number, SARS tax clearance, email address, banking details, and cell number.

How to register on the Central Supplier Database

Registration on the CSD is made up of a two-stage online process and should be done by the primary user only (not a representative).

STAGE 1

If you are not registered on the CSD, you can register a new account using the following link. <https://secure.csd.gov.za/Account/Register>

- You'll receive an activation email on which you should click to activate the account.
- You will receive a One-Time Password (OTP) which will be sent to your cell number (make sure you have your cell phone close by). The OTP will be used to activate your account.
- Log into the CSD.

STAGE 2

- Complete the following:
 - Supplier identification information
 - Industry classification information
 - Contact information.
 - Address information
 - Banking details
 - Tax information and details
- If the company is non-CIPC registered, complete the director's and members' information.
- Associations information (if relevant)
- Commodities information
- Maintain users.
- Complete notifications information
- Complete accreditation information (if relevant)
- Complete the B-BBBE information.
- Click submit to proceed.

Once you have completed all required sections, supplied all the required information, and all the information has been verified, you will receive an auto-generated communication containing your CSD supplier number and a unique reference number (MAAA number). Organs of the state will have access to verified CSD supplier information.

The picture below displays the CSD supplier self-registration process.



PROVINCIAL

Western Cape Supplier Evidence Bank (WCSEB)

The WCSEB is a web-based application that allows users of the Western Cape Government to extract, manage and verify data of prospective suppliers that wish to do business with the Western Cape Government.

Why should I be registered on the WCSEB?

The WCSEB draws information on service providers from the CSD and over and above, SCM compliance documents which are housed and maintained annually on the WCSEB. This augments the CSD as this information is not available on the CSD.

How do I register on the WCSEB?

You would first need to be registered on the CSD to obtain your MAAA number. Thereafter you will need to complete a WCSEB registration form and submit it with the required regulatory documents.

The required documents are listed and linked below:

- WCBD 4 – compulsory ([https://www.westerncape.gov.za/provincial-treasury/files/atoms/files/WCBD 4 Declaration of Interest 1.pdf](https://www.westerncape.gov.za/provincial-treasury/files/atoms/files/WCBD%204%20Declaration%20of%20Interest%201.pdf))
- WCBD 6.1 (if applicable) including the B-BBEE certificate/ affidavit. <https://www.westerncape.gov.za/provincial-treasury/sites/provincial-treasury.westerncape.gov.za/files/atoms/files/WCBD%206.1%20Preference%20Points%20Claim%20Form.pdf>
- ID document
- Security Officer's Board Certificate (PSIRA) (if applicable)
- Construction Industry Development Board (CIDB) Certificate (if applicable)
- Selection of commodities (Annexure A) – compulsory ([https://www.westerncape.gov.za/provincial-treasury/sites/provincial-treasury.westerncape.gov.za/files/atoms/files/Commodity List Annexure A 1.PDF](https://www.westerncape.gov.za/provincial-treasury/sites/provincial-treasury.westerncape.gov.za/files/atoms/files/Commodity%20List%20Annexure%20A%201.PDF))

Where do I submit my completed WCSEB registration form?

You can submit your forms via email, in person, or via post.

- **Email:** wcseb@westerncape.gov.za
- **Delivery/in person:** 4 Waterford Place, 2nd Floor, Century City, 7441
- **Post:** Private Bag x9165, Cape Town, 8000.

Please note that if you decide to email your documents, you should keep the hard copies safe as we will still need you to deliver the hard copies to us.

Frequently asked questions (FAQs) about the WCSEB

A list of FAQs with answers can be found on this webpage: <https://www.westerncape.gov.za/provincial-treasury/tenders/supplier-databases>

Once you have completed both previous processes, your business is fully compliant. You may start doing business with both the Western Cape Government and National Government. Businesses must visit their local municipality and their website to gain information on what is required.



BCCEI

Bargaining Council for the
Civil Engineering Industry



Bargaining Council for the
Civil Engineering Industry (BCCEI)

WHAT IS THE THE BARGAINING COUNCIL FOR CIVIL ENGINEERING?

The Bargaining Council for the Civil Engineering Industry (BCCEI) is a statutory body created under the Labour Relations Act 66 of 1995 (LRA) to provide for the co-regulation of stable and productive employment relations within the civil engineering industry with a view to achieving harmonious workplaces and stability within the industry.

It was established when the employer organization and the trade unions who represented the majority of the employers and employees in the civil engineering industry, approached the then Minister of Labour to establish a Bargaining Council in terms of the provisions set out in the LRA and was registered in December 2012. It is therefore an industry-based forum of organized business and labour that regulates employment conditions and labour relations within the civil engineering industry, providing the necessary administrative infrastructure and technical expertise to ensure effective coactive bargaining, industry compliance and dispute resolution for the civil engineering industry.



THE SCOPE OF THE CIVIL ENGINEERING INDUSTRY

The civil engineering industry means the industry in which employers (but not local authorities) and employees are carrying out work of a civil engineering character normally associated with the civil engineering industry as determined by NEDLAC.

It is important to note that all employers that perform civil engineering work as defined in the BCCEI's registered scope, are required to register with the BCCEI and comply with all the relevant collective agreements that have been concluded by the parties. The collective agreements have also been extended to non-parties by the Minister of Employment and Labour and therefore apply to all contractors, big and small, regardless of whether the contractors are members of the employer/s organizations or whether the employees belong to the party trade union/s who concluded the collective agreements.



THE ROLE AND PURPOSE OF THE BCCEI

- Provide a valuable service to employers and employees in the civil engineering industry.
- Facilitate wage negotiations between representative employer organizations and representative trade unions.
- Operate a Dispute Resolution Centre to prevent and resolve disputes between employers and employees.
- Ensure compliance with the respective collective agreements.

Role and purpose of the Bargaining Council



BCCEI



Role and purpose



Information services



Collective bargaining



Compliance
with agreements



Exemptions and
demarcation issues



Dispute resolution

LEVIES

All bargaining councils are funded by various fees (levies) payable by both employers and their employees in the industry.

These nominal charges cover the operating costs required to provide services to the civil engineering industry and are regulated in the Registration and Administration Expenses Collective Agreement.

The BCCEI levies are made up of two separate levies, namely

1. the administration expenses levy and;
2. the dispute resolution levy.

What is the purpose of the levies?

The purpose of the levies is to contribute to the costs involved in enforcing the respective collective agreements, which includes the operation of the Dispute Resolution Centre to deal with all labour disputes (both staff and hourly paid) instead of the matters being heard by the Commission for Conciliation Mediation and Arbitration (CCMA).

COMPLIANCE

The Labour Relations Act 66 of 1995 empowers the BCCEI to ensure that the employers that fall under the BCCEI's registered scope, comply with the various collective agreements concluded by the parties.

The BCCEI has conducted numerous road shows to inform the stakeholders in the civil engineering industry of the BCCEI and continues to provide information through its offices and various initiatives. Pro-active educational audits are conducted on an ongoing basis and investigations into complaints received are promptly attended to.

If an employer is of the view that the scope of its activities does not fall within the BCCEI's jurisdiction or that it is unable to comply or meet its obligations in accordance with a particular collective agreement, it may apply to the BCCEI for an appropriate exemption. Demarcation disputes are not referred to the BCCEI but referred to the CCMA.

The process of considering and granting exemptions is carried out by the BCCEI and all applications are heard by an Independent Exemptions Committee. If an exemption application has been declined, it may be appealed to the Independent Appeal Board.

Designated Agents

A Designated Agent is an employee of the BCCEI who is qualified to advise employers and employees in the civil engineering industry regarding their obligations in terms of the collective agreements and has the necessary powers to enforce the collective agreements as bestowed upon him/her by the LRA and Department of Employment and Labour.

A Designated Agent of the BCCEI will, as part of his/her duties, visit employer's sites and conduct audits and assist both employers and employees with the interpretation and application of the relevant collective agreements.

What happens if I fail to comply with the BCCEI collective agreements?

- Disqualification from certain civil engineering projects by clients.
- Disqualification from obtaining a letter of good standing from the BCCEI.
- The Designated Agents may enforce the collective agreements, including but not limited to retrospective claims for underpayment of wages and non-payment of levies.



DISPUTE RESOLUTION

The BCCEI is accredited by the CCMA to manage all its own disputes in terms of the BCCEI's Dispute Resolution Collective Agreement.

All disputes between an employer and employee are referred to the BCCEI which has established a Centre for Dispute Resolution with its head office in Johannesburg, and branches in Cape Town, East London, Port Elizabeth, Bloemfontein and Durban.

In areas where there are no BCCEI offices, the CCMA/ Department of Employment and Labour/ other bargaining council offices are utilized, or alternatively, an appropriate venue is arranged to facilitate the BCCEI's dispute resolution function.

An employee or employer may, in terms of the BCCEI's rules, refer a dispute to be heard at the BCCEI by completing the required referral form, also known as LRA Form 7.11, which is available at any one of the BCCEI offices or online at www.bccei.co.za.

Disputes referred to the BCCEI will be heard by a commissioner who facilitates possible settlement discussions between the parties. If no agreement is reached, the dispute may be referred to arbitration or to the Labour Court, depending on the nature of the dispute.

The dispute resolution function of the BCCEI is to ensure that disputes referred are resolved timeously and efficiently to meet the accreditation requirements of the CCMA and maintain industrial peace within the industry.

To this end, the BCCEI appoints suitably qualified and experienced CCMA accredited conciliators and arbitrators, who have the knowledge and understanding of the industry, to conduct the relevant processes.

The simple-to-use service is available to all companies as well as to all scheduled and non-scheduled employees who fall within the scope of the BCCEI. The cost of using the dispute resolution service is covered by the monthly dispute resolution levy paid by employers and employees.eg an Inquiry by Arbitrator (S188A) dispute. This cost is determined by the Minister from

REGISTRATION AND COLLECTIVE AGREEMENTS

All employers who currently work or intend to work in the civil engineering industry are encouraged to reach out to the BCCEI to determine whether their scope of work falls under the jurisdiction of the BCCEI and to avoid the reputational and monetary risk of being found guilty of non-compliance. Registration is done online via the BCCEI's website at www.bccei.co.za.

Copies of the BCCEI's registered scope and the respective collective agreements are also available on the website.

CONTACT INFORMATION

The Bargaining Council for the Civil Engineering Industry (BCCEI) is registered in terms of section 29(15) (a) of the Labour Relations Act, 1995, with reference number LR2/6/6/160.

HEAD OFFICE - Bruma, Johannesburg

Physical address: Block F, Eastgate Office Park, South Boulevard, Bruma, 2198

Postal address: PO Box 2699, Bedfordview, 2008

Telephone: +27 (0)11 450 4963 / 66

Facsimile: +27 (0)11 450 0089 or 086 550 4995

Email: info@bccei.co.za

Website: www.bccei.co.za General Enquiries: info@bccei.co.za Dispute

Enquiries: disputes@bccei.co.za Exemption Enquiries: exemptions@bccei.co.za

BRANCH OFFICES

Johannesburg

Block F, Eastgate Office Park, South Boulevard, Bruma, 2198

Telephone: +27 (0)11 450 4966/63

Cape Town

2nd Floor, Sunbel Building, 3 Old Paarl Road, Bellville

Telephone: +27 (0)10 001 0096

Durban

Suite 102, Gateview Office Park, 3 Sugar Close Lane, Umhlanga Ridge, Durban, 4320

Telephone: +27 (0)10 001 0097.

Port Elizabeth

51, 6th Avenue Newton Park, Port Elizabeth, 6050

Telephone: +27 (0)10 001 0098

East London

Shop 11C, Beacon Bay Crossing Centre, Cnr N2 & Bonza Bay Road, Beacon Bay, East London, 5241

Telephone: +27 (0)10 001 0099.

Bloemfontein

Suite 1 Boward Building, 107 Zastron Street, Bloemfontein, 9300

Telephone: +27 (0)10 001 0095



Resources for emerging contractors

The following section contains information on government information, programmes and resources that offer services and opportunities to citizens looking to access opportunities.

CONTRACTOR DEVELOPMENT PROGRAMME (WESTERN CAPE GOVERNMENT DEPARTMENT OF INFRASTRUCTURE)

The Contractor Development Programme facilitates sustainable growth for emerging construction contractors CIDB Grades 1-5. The Programme shares compliance information, create networking opportunities, provide accredited training and mentoring interventions or emerging contractors.

WHO DOES THE CONTRACTOR DEVELOPMENT PROGRAMME FOCUS ON?

Contractors with a CIDB Grade 1-5 (particularly youth and women).

The Contractor Development Programme offers the following:

1. Construction information sessions

- 1-day event
- All construction contractors
- Various stakeholders presenting

2. Structured training

- Takes place for 8 weeks spread over 8 months.
- CIDB grading 2GB/CE.
- Themed Accredited Training.

3. Advanced Mentoring training

- Takes place over 16 months.
- CIDB grading 3GB/CE to 5GB/CE.
- 4-month training and mentor for the rest of the term.

Emerging contractors often experience challenges with registering with the CIDB and the Central Supplier Database. By not being registered with these 2 bodies, contractors cannot be selected for the training and are therefore, disqualified.



How can I apply to the Contractor Development Programme?

If you want to apply to be part of the Contractor Development Programme, you must complete the application form which can be found at the following link:

<https://www.westerncape.gov.za/tpw/sites/tpw.westerncape.gov.za/files/atoms/files/2022%2006%2001%20CDP%20APPLICATION%20FORM%20UPDATED%20MT%20CURRENT.pdf>

Contact information for the Contractor Development Programme

Tel: +27 483 8924 / 2412/ 4884/ 3254

Fax: +27 (0)21 483

E-mail: TPW.CDP@westerncape.gov.za

www.westerncape.gov.za

23rd Floor, The Box (Atterbury House), 9 Riebeeck Str., Cape Town, 8000



COMMUNITY DEVELOPMENT WORKER PROGRAMME (CDWP)

The CDWP is a national government programme that was officially launched in the Western Cape in 2005.

CDWs are catalysts between the community and government through:

1. Informing communities on government services community members can make use of.
2. Informing government on the needs of communities

The CDWP is managed by the Western Cape Department of Local Government.

CDWs can also be accessed through Thusong Centres (this is explained a bit further in the booklet).

Contact information for Community Development Workers

MUNICIPALITY	NAME AND SURNAME	EMAIL ADDRESS	JOB DESIGNATION
Beaufort West	Mark De Bruin	mark.debruin@westerncape.gov.za	Regional Coordinator
	Yvonne Hector	yvonne.hector@westerncape.gov.za	CDW Supervisor
	Richenda Muller	richenda.muller@westerncape.gov.za	CDW Supervisor
	Nontembiso Gaba	nontembiso.gaba@westerncape.gov.za	CDW
	Ronald Twani	ronald.twani@westerncape.gov.za	CDW
	Wendy Abrahams	wendy.abrahams@westerncape.gov.za	CDW
	James Esbach	james.esbach@westerncape.gov.za	CDW
	Heidi Boezak	heidi.boezak@westerncape.gov.za	CDW
	Shaun Plaatjies	splaatjies9@gmail.com	CDW
	Chante Beyers	chante.beyers@westerncape.gov.za	CDW
	Fundiswa Ntanjana	fundiswa.Ntanjana@westerncape.gov.za	CDW

Bergrivier	Nicolene Davids Swart	nicolene.swart@westerncape.gov.za	CDW
	Fredrico Smith	frederico.smith@westerncape.gov.za	CDW
Breede Valley	Sindiswa Zenzile	sindiswa.zweletemba@westerncape.gov.za	CDW
	Randall Matthews	randall.matthews@westerncape.gov.za	CDW
	Bianca Adams		CDW
	Beauty Hlutyana	beauty.hlutyana@westerncape.gov.za bianca.adams@westerncape.gov.za	CDW
	Minki Yanta	minki.yanta@westerncape.gov.za	CDW
Cape Winelands District	Ashraf Kafaar	Ashraf.Kafaar@westerncape.gov.za	Regional Coordinator
	Gerrit Jacobs	Gerri.Jacobs@westerncape.gov.za	CDW Supervisor
	Muranda Smith	muranda.smith@westerncape.gov.za	CDW Supervisor
	Pedro Williams	pedro.williams@westerncape.gov.za	CDW
Cederberg	Michelle Smith	michelle.smith@westerncape.gov.za	CDW
	Johannes Zimri	johannes.zimri@westerncape.gov.za	CDW
	Matthews Mdabuli	matthews.mdabuli@westerncape.gov.za	CDW
	Buhle Mndaweni	buhle.mndaweni@westerncape.gov.za	CDW
	Mynie Titus	mynie.titus@westerncape.gov.za	CDW
	Arthur Lenns	arthur.lenns@westerncape.gov.za	CDW
	Niklaas Mouton	niklaas.mouton@westerncape.gov.za	CDW
	Elsabe Syster	elsabe.syster@westerncape.gov.za	CDW
	Zandile Xoma	zandile.xoma@westerncape.gov.za	CDW
	Cindy Ockhuis Lazaro	cindy.lazaro@westerncape.gov.za	CDW

Drakenstein	Stanley Cupido	stanley.cupido@westerncape.gov.za	CDW
	Joseph Weideman	joseph.weideman@westerncape.gov.za	CDW
	Bukelwa Hendry	bukelwa.hendry@westerncape.gov.za	CDW
	Yandisa Matshotyana	yandisa.matshotyana@westerncape.gov.za	CDW
	Edwina Samuels	edwina.wellington@westerncape.gov.za	CDW
	Noncendo Betana	noncendo.betana@westerncape.gov.za	CDW
Laingsburg	Gloria Coakley	gloria.coakley@westerncape.gov.za	CDW
	Fransina Hermanus	fransina.hermanus@westerncape.gov.za	CDW
	Colleen Jantjies	colleen.jantjies@westerncape.gov.za	CDW
	Beverly Vorster	beverly.vorster@westerncape.gov.za	CDW
Langeberg	Charmain Swanepoel	charmain.swanepoel@westerncape.gov.za	CDW
Matzikama	Pieter Isacks	pieter.isacks@westerncape.gov.za	CDW
	Gert Afrikaner	gert.afrikaner@westerncape.gov.za	CDW
	Zonia Koordom De Koker	zonia.koordom@westerncape.gov.za	CDW
	Danico De Koker	danico.lewat@westerncape.gov.za	CDW
	Jerine Kotze	jerine.kotze@westerncape.gov.za	CDW
	Jakobus Stuurman	j.stuurman@westerncape.gov.za	CDW
Overberg District	Xavier Engel	xavier.engel@westerncape.gov.za	CDW Supervisor
	Surita Lewis	sarita.lewis@westerncape.gov.za	CDW

Overstrand	Bongiwe Mahlonti	bongiwe.mahlonti@westerncape.gov.za	CDW
	Cynthia Booysen	cynthia.booysen@westerncape.gov.za	CDW
	Siyabulela Bongwana	siyabulela.bongwana@westerncape.gov.za	CDW
Prince Albert	Benjamin Kok	benjamin.kok@westerncape.gov.za	CDW
	Heloise Vorster	heloise.vorster@westerncape.gov.za	CDW
	Roseline Wanie	roseline.wanie@westerncape.gov.za	CDW
	Kyla Mack	kayla.mack@westerncape.gov.za	CDW
Saldanha Bay	Christopher Crotz	Christopher.Crotz@westerncape.gov.za	Regional Coordinator
	Mattheus Swarts	matheus.swarts@gmail.com	CDW Supervisor
	Elverno Karolus	elverno.karolus@westerncape.gov.za	CDW Supervisor
	Pauline Cloete	paulina.cloete@westerncape.gov.za	CDW
	Funeka Daniso	funeka.daniso@westerncape.gov.za	CDW
Stellenbosch	Vuyokazi Dyasi	vuyokazi.dyasi@westerncape.gov.za	CDW
Swartland	Mavis Ndamane	mavis.ndamane@westerncape.gov.za	CDW
Swellendam	Phillip Evertson	phillip.evertson@westerncape.gov.za	CDW
	Margaret Neethling	margaret.neethling@westerncape.gov.za	CDW
	Anneen Philander	anneen.philander@westerncape.gov.za	CDW

Theewaterskloof	Clinton Hunter Bronn	clinton.bronn@westerncape.gov.za	Regional Coordinator
	Elliston Wakens	ellistonwakenz@gmail.com	CDW Supervisor
	Maretta Lottering	maretta.lottering@westerncape.gov.za	CDW
	Julian Boer	julian.riviersonderend@westerncape.gov.za	CDW
	Johanna Leonard	johanna.leonard@westerncape.gov.za	CDW
	Nandipha Nukani	nandipha.nukani@westerncape.gov.za	CDW
	Timothy Jende	timothy.jende@westerncape.gov.za	CDW
	Emre Uygun	emre.uygun@westerncape.gov.za	CDW
	Cetyiwe Gcobani	cetyiwe.gcobani@westerncape.gov.za	CDW
Witzenberg	Karin Gwendelen Seroot	karin.seroot@westerncape.gov.za	CDW
	Lizzina Swarts	lizzina.swarts@westerncape.gov.za	CDW
	Shiela Zoliswa Mangqayi	Shiela.mangqayi@westerncape.gov.za	CDW
	Lungile Chicago Thuntubele	lungile.thuntubele@westerncape.gov.za	CDW
	Melvin Bezuidenhout	melvin.bezuidenhout@westerncape.gov.za	CDW
	Thandeka Tshambu	thandeka.tshambu@westerncape.gov.za	CDW
	Christo Jacobs Louw	christo.louw@westerncape.gov.za	CDW

THE EXPANDED PUBLIC WORKS PROGRAMME (EPWP)

The EPWP is a nationwide government programme aiming to provide poverty and income relief through the creation of temporary jobs for the unemployed using labor-intensive methods. The EPWP is implemented on all levels of government (National, Provincial and Local) and State-Owned Enterprises.

The EPWP focuses on creating jobs in the following four sectors:

1. Infrastructure
2. Non-state
3. Environment and Culture
4. Social

The EPWP is coordinated by the National Department of Public Works and Infrastructure, and they are responsible for monitoring the quality of the programme's delivery of infrastructure and services to the poor.

The main aims of the EPWP are to:

1. Bring unemployed citizens into a working environment.
2. Equip the unemployed with skills and work experience.
3. Award the unemployed a stipend (allowance)
4. Enhance the unemployed's chances of future employment and/or trigger an "entrepreneurial spirit".

Who is eligible to apply for EPWP jobs?

- Unemployed individuals
- Unskilled individuals
- Adult men and women
- Youth (16-35)
- People living with disability.

Western Cape Government EPWP provincial co-ordination office information

Allison Petersen

Tel: 021 483 8528

Email: Allison.Petersen@westerncape.gov.za

THUSONG SERVICE CENTRES

A Thusong Service Centre is a one-stop service centre providing Government information and services to communities based on the needs of the specific community.

The Thusong Centre programme aims to:

- Bring government information and services closer to the people to promote access to opportunities as a basis for improved livelihoods.
- Promote cost-effective, integrated, efficient and sustainable service provision to better serve the needs of citizens.
- Build sustainable partnerships with government, business and civil society.
- Create a platform for greater dialogue between citizens and government.

What services are offered at Thusong Centres?

Emerging contractors can make use of the services offered at Thusong Centres such as labor relations enquiries and making use of the internet services at centres.

Core services offered by the Thusong Centres are listed in the table below:

SERVICE PROVIDERS	CORE SERVICES
South African Social Services Agency (SASSA)	<ul style="list-style-type: none">● Disability grants.● Child support grant.● Old age grants.● Foster care grant.
Department of Social Development	<ul style="list-style-type: none">● Foster Care.● Food relief programme.● Registration of partial care.● Request of payment of social grant into beneficiary account.● Reporting social grant fraud.
Department of Employment and Labour	<ul style="list-style-type: none">● Labour related issues.● UIF applications.● Compensation Fund Status● Maternity Benefits and other labour related issues.

Provincial Community Development Workers	<ul style="list-style-type: none"> ● Enhancing Service Delivery. ● Community needs identification. ● Contributing to citizen education by ● Providing referral services to communities on government services and programmes. ● Identify and facilitate community needs. ● Assist communities with government information.
Local municipal area office	<ul style="list-style-type: none"> ● Municipal account printouts. ● Assisting with housing applications and queries.
Cape Access	<ul style="list-style-type: none"> ● Provision of access to information through information communication technology (ICT) infrastructure. ● Internet access.

Thusong Centres contact information

Thusong Service Centres Provincial Coordinators

Fax 021 483 8719

Phone 021 483 3839

Postal Private Bag X9112, Cape Town, 8000

Street 6th Floor, 14 Queen Victoria Street, Cape Town

PISSC Chairperson: Western Cape

Mornay Pretorius, Ms

Postal Private Bag X9112, CAPE TOWN, 8000

Street 6th Floor, 14 Queen Victoria Street, Cape Town

Phone 021 483 5517

Email Pretorius@westerncape.gov.za

Provincial Director

Geraldine Thopps, Ms

Postal Private Bag X9007, Cape Town, 8000

Street GCIS Norton Rose Building, 8 Riebeeck Street, Foreshore, Cape Town, 8000

Phone 021 697 0145

Fax 021 418 2066

Email geraldinet@gcis.gov.za

Below you will find a directory for all Thusong Centres located in the Western Cape:

THUSONG SERVICE CENTRE	CONTACT INDIVIDUALS
<p>BEAUFORT WEST Address: 3 Devries Street, Rustdene, Beaufort West, 6970 Phone 023 415 3144 Fax 023 415 3144</p>	<p>Centre Manager Mr. Rufus Maans 023 415 1008 Email: Rufusm@beaufortwestmun.co.za Regional Communications Coordinator (GCIS) Ms. Monique Warden Email: monique@gcis.gov.za</p>
<p>BITTERFONTEIN Address: Matzikama Local Municipality, West Coast District, corner Kok and Longstreet Phone 027 642 7344 Fax 027 642 7344</p>	<p>Centre Manager Mr. Heinrich Koopman 027 201 3420 Email: heinrichk@matzikama.co.za Regional Communication Coordinator (GCIS) Ms. Esmeralda McKay 027 642 7344 Email: esmaralda@gcis.gov.za</p>
<p>BREDASDORP Address: Corner of Long, Park and Ou Meule Street, Bredasdorp Phone 028 050 0319</p>	<p>Centre Manager Ms. Luzeth Smith 028 050 0319 Email: luzeths@capeagulhas.com Regional Communication Coordinator (GCIS) Mr. Louis Botha Email: Louis@gcis.gov.za</p>
<p>CERES Address: Witzenberg Municipality, Cape Winelands District, 3 Panorama Rd, Bella Vista, Ceres, 6835 Phone 023 315 6240 / 023 312 1129 Postal Witzenberg Municipality, Cape Winelands District, 3 Panorama Rd, Bella Vista, Ceres, 6835</p>	<p>Centre Manager Mr. Arrie Krotz 023 315 6240 Email: arrie@witzenberg.gov.za Regional Communication Coordinator (GCIS) Mr. Peter Titus 023 345 2737 Email: peter@gcis.gov.za</p>
<p>CITRUSDAL Address: Cederberg Local Municipality, West Coast District, Vicky Zimri TSC, Bohemia Street, Citrusdal, 7340 Phone 022 921 2620 Fax 022 921 2620</p>	<p>Centre Manager Mr. Lorenzo Fortuin 027 482 2581 Email: Laurenzof@cederbergraad.co.za Regional Communication Coordinator (GCIS) Ms. Esmeralda McKay Email: esmaralda@gcis.gov.za</p>

<p>CLANWILLIAM (satellite) Address: Cederberg Municipality, West Coast District Municipality, Bloekom Ave, Clanwilliam, 8135 Phone 027 482 2581</p>	<p>Centre Manager Mr. Lorenzo Fortuin Email: Laurenzof@cederbergraad.co.za Regional Communication Coordinator (GCIS) Ms. Esmeralda McKay Email: esmaralda@gcis.gov.za</p>
<p>GRABOUW Address Theewaterskoof Municipality, Overberg District Municipality, Old Cape Road, Grabouw Phone 021 859 2507</p>	<p>Centre Manager Ms. Samantha Cupido 021 859 2507 Email: Samanthacu@twk.org.za Regional Communication Coordinator (GCIS) Mr. Louis Botha Email: Louis@gcis.gov.za</p>
<p>HAWSTON Address Overstrand Local Municipality, Overberg District, Church Street, Hawston, 7202 Phone 028 315 2784 Fax 028 315 2784</p>	<p>Centre Manager Ms Marian Moolman 028 315 2784 Email: mmoolman@overstrand.gov.za Centre Manager Ms. Ronnell Salies 028 315 2784 Email rsalies@overstrand.gov.za Regional Communication Coordinator (GCIS) Mr. Louis Botha Email: Louis@gcis.gov.za</p>
<p>HOPEFIELD (satellite) Address Saldanha Bay Local Municipality, West Coast District, 7 Antonio Sieni Street, Langebaan Phone 022 772 2622</p>	<p>Centre Manager Ms. Salomie Adams 022 772 2622 Email: salome.adams@sbm.gov.za Regional Communication Coordinator (GCIS) Ms. Esmeralda McKay Email: esmaralda@gcis.gov.za</p>
<p>ILINGELETHU Address Swartland Local Municipality, West Coast District, Ilingeletu Sports Field, Malmesbury, 7299 Phone 022 486 4593 Fax 022 486 4415</p>	<p>Centre Manager Mr. Lindani Gweba 022 487 9400 Regional Communication Coordinator (GCIS) Ms. Esmeralda McKay Email esmaralda@gcis.gov.za</p>
<p>LADISMITH Postal address Kannaland Local Municipality, Garden Route District</p>	<p>Centre Manager Mr. Cornil Hendricks 028 551 1023 Email: cornil@kannaland.gov.za Regional Communication Coordinator (GCIS) Mr. Jethro Grootboom Email: jethro@gcis.gov.za</p>

<p>LAINGSBURG</p> <p>Address Laingsburg Local Municipality, Central Karoo District, cnr Main and 3rd Avenue, Goldnerville, Laingsburg, 6900 Phone 023 551 1899 Fax 023 551 1899</p>	<p>Centre Manager Mr. Steven Schippers 023 551 1899 Email: sschippers79@gmail.com Regional Communication Coordinator (GCIS) Ms. Monique Warden Email: monique@gcis.gov.za</p>
<p>LANGEBAAN</p> <p>Address Saldanha Bay Local Municipality, West Coast District, 7 Antonio Sieni Street, Langebaan, 7357 Phone 022 772 2622</p>	<p>Centre Manager Ms. Salomie Adams 022 772 2622 Email: salome.adams@sbm.gov.za Regional Communication Coordinator (GCIS) Ms. Esmeralda McKay 022 772 2622 Email: esmaralda@gcis.gov.za</p>
<p>MOSSEL BAY</p> <p>Address Mossel Bay Local Municipality, Eden District, 108 Adriaans Avenue, Asla Park, Mossel Bay, 6500. GPS coordinates: 34°10'46.04"S 22° 4'47.26"E Phone 044 606 6245 Fax 044 606 5062</p>	<p>Centre Manager Ms. Nomboniso Jika 044 886 0040 Email: njika@mosselbay.gov.za Regional Communication Coordinator (GCIS) Mr. Jethro Grootboom 044 606 6245 Email: jethro@gcis.gov.za</p>
<p>MURRAYSBURG</p> <p>Address Central District, Central Karoo, Murraysburg Municipal Office, 23 Beaufort Street, Murraysburg, 6995 Phone 023 415 3144</p>	<p>Centre Manager Mr. Andile Sopete 049 844 0007 / 049 844 0112 Email: andile.sopete@yahoo.com Regional Communication Coordinator (GCIS) Ms. Monique Warden Email: monique@gcis.gov.za</p>
<p>OUDTSHOORN</p> <p>Address George Local Municipality, Eden District, No. 3 12th Avenue, Bongulethu, Oudtshoorn, 6620 Phone 044 274 3087 Fax 044 274 3087</p>	<p>Centre Manager Mr. Mark Geweld 044 203 3923 Email: mark@oudtmun.gov.za Centre Manager Mr. Wilton Kowa 044 203 3923 Email: kowa@oudtmun.gov.za Centre Manager Mr. Isaac Pitt 044 203 3923 Email: isaac@oudtmun.gov.za Regional Communication Coordinator (GCIS) Mr. Jethro Grootboom 044 274 3087 Email: jethro@gcis.gov.za</p>

<p>PAARL EAST Address Paarl Local Municipality, Cape Winelands District, Van der Steel street, Paarl East, Paarl</p>	<p>Centre Manager Mr. James Rhoda 021 807 6346 / 021 807 6347 Email: JamesR@drakenstein.gov.za Regional Communication Coordinator (GCIS) Mr. Peter Titus 023 345 2737 Email: petert@gcis.gov.za</p>
<p>PLETTENBERG BAY Address Langeberg Local Municipality, Cape Windelands District, C/o Xiphula Street, Kwanokuthula, Plettenberg Bay, 6600 Phone 044 501 3174</p>	<p>Centre Manager Mr. Mzwandile Namntu 044 501 3174 Email: mnamntu@plett.gov.za Regional Communication Coordinator (GCIS) Mr. Jethro Grootboom Email: jethro@gcis.gov.za</p>
<p>PRINCE ALBERT Address Prince Albert Local Municipality, Central Karoo, 1 Adderley Street, Prince Albert, 6930</p>	<p>Centre Manager Mr. Heinriche Esterhuizen 023 541 1426 Email: heinriche@pamun.gov.za Regional Communication Coordinator (GCIS) Ms. Monique Warden Email: monique@gcis.gov.za</p>
<p>RIVERSDALE Address Hessequa Local Municipality, Eden District, Van der Berg Street, Riversdale, 6670 Phone 028 713 3647 Fax 028 713 3647</p>	<p>Centre Manager Mr. Raymond Heunis 028 713 7803 Email: raymond@hessequa.gov.za Regional Communication Coordinator (GCIS) Mr. Jethro Grootboom 044 274 1802 Email: jethro@gcis.gov.za</p>
<p>ROBERTSON Address Paddy Street, Robertson, 6705 Phone 023 615 8019</p>	<p>Centre Manager Ms. Suzette Kotze 023 615 8019 Email: skotze@langeberg.gov.za Regional Communication Coordinator (GCIS) Mr. Peter Titus 023 345 2737 Email: petert@gcis.gov.za</p>
<p>SWELLENDAM Address Swellendam Local Municipality, Overberg District, 01 Vollenhoven Street, Swellendam Postal Address PO Box 20, Swellendam, 6740 Phone 028 514 3732 Fax 028 514 3334</p>	<p>Centre Manager Ms. Frances Meyers 028 514 8592 / 028 514 8599 Email: frances@swellenmun.co.za Senior Communication Officer (GCIS) Mr. Louis Botha 044 880 1174 Email: Louis@gcis.gov.za</p>

<p>THEMBALETHU</p> <p>Address George Local Municipality, Eden District, cnr Jeriko Street and Sandkraal Road, Thembaletu, 6529 Phone 044 880 1711 Fax 044 880 1712</p>	<p>Centre Manager Mr. Tommy Gozongo 044 801 9421 Email: thembaletumpcc@gcis.gov.za Regional Communication Coordinator (GCIS) Mr. Jethro Grootboom 044 274 1802 Email: jethro@gcis.gov.za</p>
<p>UNOBUNTU</p> <p>Address Breede Valley Local Municipality, Cape Winelands District, cnr Nkentsha and Mtwazi Streets, Zwelethemba, Worcester, 6850 Email unobuntumpcc@gcis.gov.za Fax 023 345 1031 Phone 023 348 2739</p>	<p>Centre Manager Mr. Lizo Paul 023 348 2708 Email: lpaul@bvm.gov.za Regional Communication Coordinator (GCIS) Mr. Peter Titus 023 345 2737 Email: petert@gcis.gov.za</p>
<p>VAN RHYNSDORP</p> <p>Address Matzikama Local Municipality, West Coast District, 1 Nelson Mandela, Van Rhyndorp, 8170 Phone 027 219 1917 Fax 027 219 1574</p>	<p>Centre Manager Mr. Heinrich Koopman 027 201 3420 Email: heinrichk@matzikama.co.za Regional Communication Coordinator (GCIS) Ms. Esmeralda McKay 027 219 1917 Email: esmaralda@gcis.gov.za</p>
<p>VREDENDAL</p> <p>Address Matzikama Local Municipality, West Coast District, 1 Bult Road, Vredendal North, 8160 Phone 027 201 3420 Fax 027 213 1031</p>	<p>Centre Manager Mr. Heinrich Koopman 027 201 3420 Email: heinrichk@matzikama.co.za Regional Communication Coordinator (GCIS) Ms. Esmeralda McKay 027 201 3420 Email: esmaralda@gcis.gov.za</p>
<p>WABOOMSKRAAL</p> <p>Address George Local Municipality, Eden District, Main Road, Waboomskraal Phone 044 886 0040 Fax 044 886 0040</p>	<p>Centre Manager Mr. Adam Lewie 044 886 0040 Email: adamlewie03@gmail.com Regional Communication Coordinator (GCIS) Mr. Jethro Grootboom 023 415 3144 Email: jethro@gcis.gov.za</p>

BUSINESS SUPPORT HELPLINE SERVICE

The Red Tape Reduction Unit in the Department of Economic Development and Tourism offers a FREE service that assists businesses with red tape challenges.

If you are experiencing any red tape barriers when dealing with government, you can contact the Business Support Helpline Service via email at redtape@westerncape.gov.za or you can fill in the form on the website linked at <https://www.westerncape.gov.za/red-tape-reduction/contact-us>

The service is FREE! Please e-mail us if you experience any challenges trying to grow or start your business.





Office of the Consumer Protector

WHAT IS THE OFFICE OF THE CONSUMER PROTECTOR?

The Western Cape Office of the Consumer Protector (OCP) is a Provincial Government unit that is mandated to act as a consumer protection agency within the province by the provisions of provincial and national legislation. The OCP is primarily responsible for two main mandates namely, the investigation of consumer disputes and the provision of consumer education and awareness to citizens and businesses.

WHICH LEGISLATION IS USED BY THE OFFICE OF THE CONSUMER PROTECTOR?

- Consumer Protection Act, 68 of 2008 and Regulations
- Western Cape Consumer Affairs (Unfair Business Practices Act), Act 10 of 2002
- National Credit Act, 34 of 2005
- Common law

DOES THE CONSUMER PROTECTION ACT APPLY TO SMME'S?

The CPA applies to all transactions for goods or services in South Africa in the ordinary course of business. A “**consumer**” is defined as any person (which includes juristic persons e.g. a business) to whom goods or services are marketed, the person transacting as well as the beneficiary of a particular good or service. A “**supplier**” is any person who markets goods or services. The phrase “ordinary course of business” means that if a supplier sells a product to a consumer, that consumer can only enforce his rights if the supplier is in the business of selling that particular product or service. Similarly, the consumer’s rights can only be enforced by consumers as defined – natural persons (individuals) or juristic persons (such as companies) with an **annual turnover or asset value of less than R2m**. A SMME could therefore be classified as a consumer but its asset value or annual turnover must be less than R2m. The intention is clear, to protect individuals and small businesses.

WHAT IS THE AIM OF THE CONSUMER PROTECTION ACT?

- to promote a fair, accessible and sustainable marketplace for consumer products and services and for that purpose to establish national norms and standards relating to consumer protection,
- to provide for improved standards of consumer information,

- to prohibit certain unfair marketing and business practices,
- to promote responsible consumer behaviour,
- to promote a consistent legislative and enforcement framework relating to consumer transactions and agreements.

HOW DO I LODGE A COMPLAINT OR GET ADVICE FROM THE OFFICE OF THE CONSUMER PROTECTOR?

The Office of the Consumer Protector can be contacted on our toll-free number 0800 007 081, or via e-mail at consumer.protector@westerncape.gov.za. We also have a please call me number which is 079 7691207.



Economic Development and Tourism
Red Tape Reduction
80 St Georges Mall, Waldorf Building, Cape Town
tel: +27 21 483 9271
www.westerncape.gov.za



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