BPESA COVID-19 RELIEF EFFORTS

APRIL 2020
A not-for-profit company that serves as the industry body and trade association for Global Business Services in South Africa serving the international and domestic markets.
Our purpose is to market South Africa to the world as an attractive place to offshore their business processes, thereby stimulating local job creation, particularly for unemployed youth, and coordinating industry role players to provide a sustainable supply of suitably skilled people to enable the sector to remain competitive and to grow.

CORONAVIRUS (COVID-19) Update
AGENDA ITEMS

BPESA OVERVIEW

COVID-19 AND BPESA’S RELIEF EFFORTS

PEOPLE FIRST APPROACH
BPESA OVERVIEW

Role in South Africa
The Global Business Service (GBS) Sector
BPESA OVERVIEW

Current / During CV-19 / Post CV-19

NON-PROFIT MEMBER BASED ORGANISATION

- We provide market information and research to our stakeholders.
- Member Benefits
  - We plan, manage and co-ordinate skills initiatives to up-skill, re-skill and future-skill our workforce. A core focus is on supporting, promoting and facilitating ‘IMPACT SOURCING’ – the intentional hiring of marginalised and excluded youth into the sector.
  - We mobilise and engage our members and partners to collaborate and participate in industry activities to stimulate demand, build a sustainable supply of skills, and contribute to the growth and transformation of the economy.
  - We are a liaison point between industry members, sector stakeholders, potential investors and government where we lobby for policy alignment and other support for the development of the sector.

CV-19 Focus - SERVING BEYOND MEMBERS DURING CRISIS FOR THE GOOD OF THE SECTOR AND YOUTH

FOCUSED ON YOUTH SAFETY AND JOB RETENTION

- Post CV-19 member challenges
  - Financial impact, unable to sign-up again, how can BPESA support?
  - Job losses – how can BPESA support?
COVID-19 AND BPESA’S EFFORTS
Partners and Crisis Response Teams
PARTNERS AND CRISIS RESPONSE TEAMS

Channels for Communication, Exception Management, Reporting and Consequence Management for Essential Services and Industry Support
**PROCESS FOR QUESTIONS, ANSWERS AND CONCERNS**

Channels used for Communication, Exception Management, Reporting and Consequence Management for Crucial Services

**LEVEL 1**  
**PPGI / BUSA CRISIS COMM.**

**LEVEL 2**  
**CEO TO BPESA BOARD**

**LEVEL 3**  
**COVID-19 CRISIS COMM.**

**LEVEL 4**  
**4 REGIONAL GROUPS**

- WhatsApp groups used to collect feedback and queries
- Feedback from regions categorised and escalated to the Covid-19 Crisis Committee
- Covid-19 Crisis Committee reports to the BPESA Board
- The BPESA Board escalates to the PPGI / BUSA Committee Group

Feedback and answers are circulated to the public via the BPESA website via our dedicated COVID-19 Newsfeed and to our stakeholder groups via the WhatsApp groups and regular collective calls.

**CATEGORIES OF QUESTIONS**

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<tr>
<th>The Law</th>
<th>Interpretation of the Law</th>
<th>Expanded Definition</th>
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*WhatsApp Chat Groups  www.bpesa.org.za*
BPESA’S ROLE IN IMPLEMENTING GOVERNMENT GUIDELINES

Principles of Conduct

• In order to ensure the sustainability of crucial services for both South Africa and other countries where services are being delivered out of South Africa, BPESA enforces strong compliance by its members to the crucial/essential services published by Government.
• BPESA takes an active role in approving GBS industry crucial services that are able to continue operation under these guidelines.
• BPESA provides a proactive stance with government in managing compliance across the industry and failure to adhere to these guidelines has severe consequences in the form of having membership revoked and also being reported to the authorities.
• BPESA are required to take such actions so that the South African GBS sector are able to sustain itself through this crisis and emerge retaining its priority status and support from government and key offshore clients/stakeholders.
MACRO PROCESS

Understanding and Influencing the process for applying the essential services, exceptions and motivations, monitoring and adherence

Input into initial crucial services list
- Canvased board input
- Canvased Response Team and Exco Input
- Submitted to PPGI & Presidency

Consolidated high-level draft sector draft crucial services list
- Canvased board input
- Canvased Response Team and Exco Input
- Design designation and verification process
- Design exceptions process
- Design monitoring process
- Design proactive reporting process to PPGI
- Review impact on sector services

Receive Government Approved List / Gazette
- Translate final approved list to industry impact assessment
- Implementing crucial services industry processes monitoring & reporting
- Capacitate BPESA regionally for monitoring, reporting and evaluation

Manage Exceptions & Industry Monitoring
- Ongoing exception management
- Ongoing monitoring and evaluation
- Ongoing proactive reporting into PPGI and Government
- Design consequence – membership, report to authorities
- Conduct corporate survey to support government actions
PEOPLE FIRST APPROACH

Supporting the H&S of South African Citizens
Supporting Global Clients & Customers
Managing Post CV-19 Now
Protecting the employee’s and youth of the GBS Sector

Work From Home
- How / Sector Approach
- Technology
  - Mental Wellness & support
  - Internal Coms channels e.g. Capability BPO

BPESA Comms / Education Platforms
- Social Media / WhatsApp Groups
- Website – update stakeholder base to support youth

Sector specific H & S Best Practice
- Education
- Arrival Temp check
- 1.5m distancing
- Remove contact points
- Disable biometrics
- Own Headsets
- Hospital Grade Sanitizers
- Increased ventilation
- Pvt Transport
- Daily scrubs
- Social distancing
CONTACT BPESA SOUTH AFRICA

NATIONAL
TRACI FREEMAN
Tel: +27 (0)83 657 3112
Email: info@bpesa.org.za
traci@bpesa.org.za
Address: InvestSA, 1 Sandton Drive, Sandton

GAUTENG
FRAN SWART
Tel: +27 (0)83 283 6602
Email: info@bpesa.org.za
fran@bpesa.org.za

EASTERN CAPE
LYNN DAVIS
Tel: +27 (0) 83 200 8352
Email: info@bpesa.org.za
lynn@bpesa.org.za

WESTERN CAPE
SHAHEED HENDRICKS
Tel: +27 (0)82 469 9894
Email: info@bpesa.org.za
Shaheed@bpesa.org.za

KWA-ZULU NATAL
YOGAN NAIDOO
Tel: +27 (0)84 565 9693
Email: info@bpesa.org.za
yogan@bpesa.org.za

Address: Nordic Park 1,
15 Boundary Road,
Centennial Place Business
Park, Century City, Cape Town

Address: InvestSA, Trade & Investment House,
Kingsmead Office Park,
Kingsmead Boulevard, 1 Arundel Close, Durban

CONNECT WITH US

www.bpesa.org.za
BPESA
BPO@BPESABPO
BPO Invest in SA
@BPO2SA
BPESA
(Business Process Enable South Africa)
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