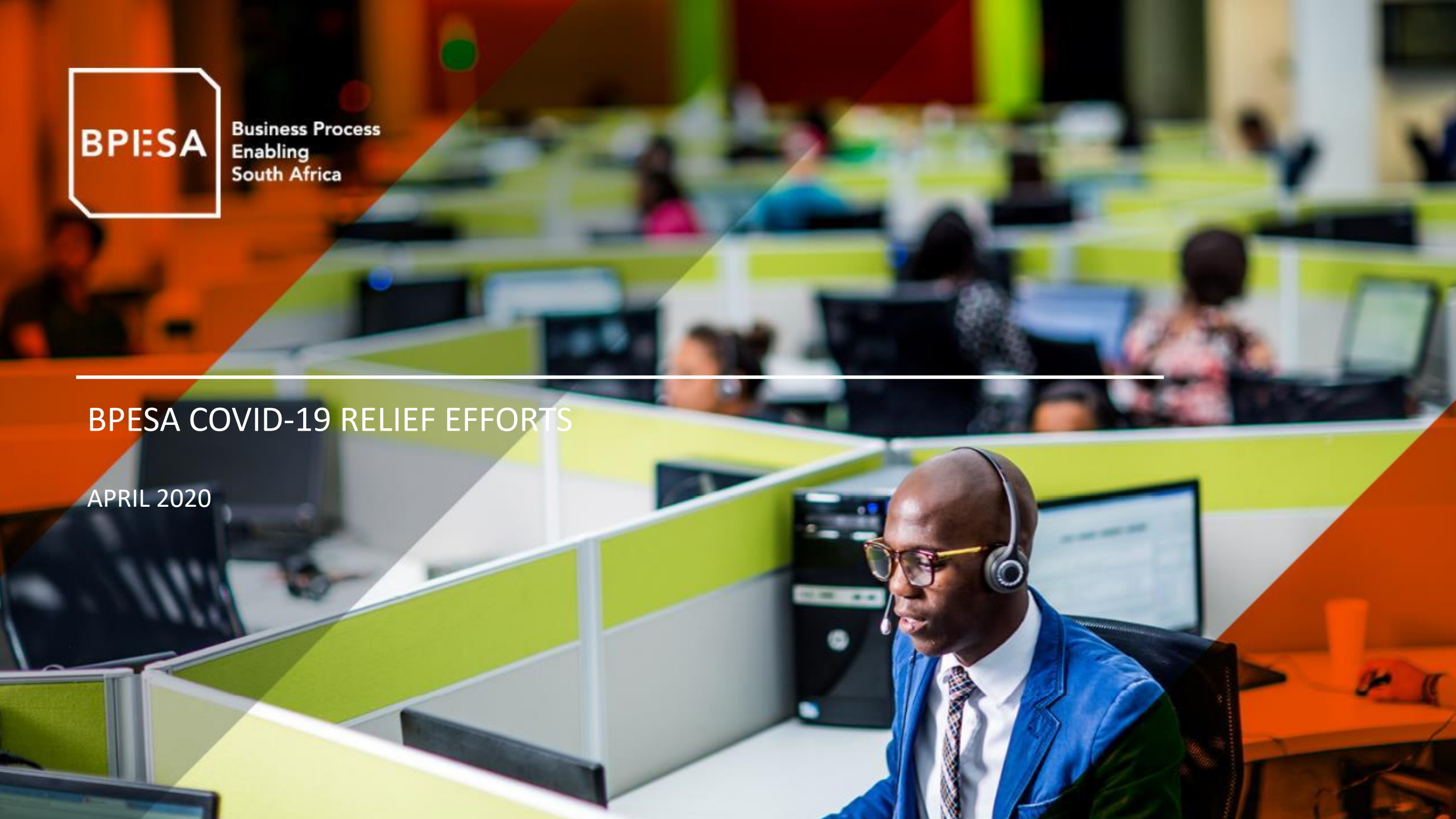




Business Process
Enabling
South Africa

BPESA COVID-19 RELIEF EFFORTS

APRIL 2020





BPIESA

**Business Process
Enabling
South Africa**

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.



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?



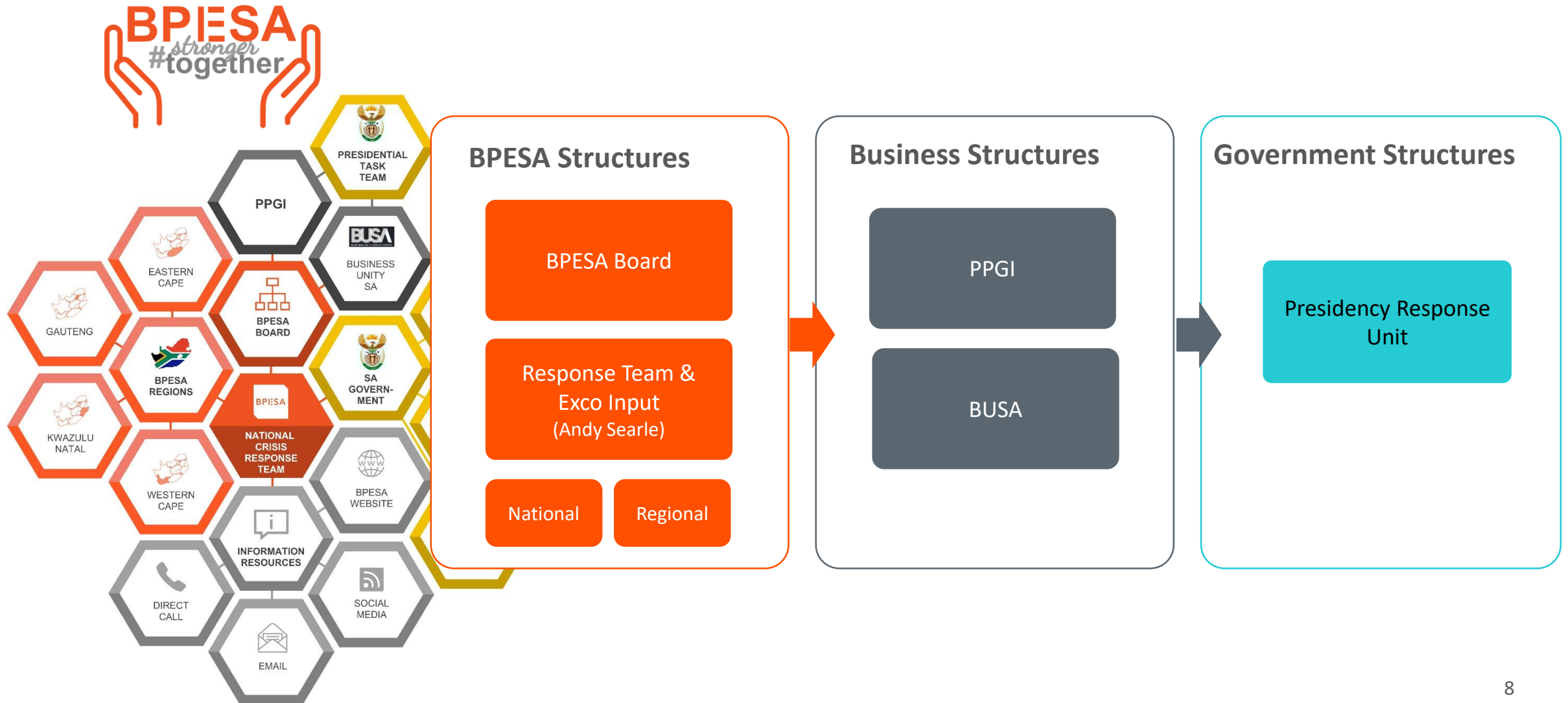
COVID-19 AND BPESA'S EFFORTS

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



- 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.



WhatsApp Chat
Groups



www.bpesa.org.za



CATEGORIES OF QUESTIONS

The Law

Interpretation of the
Law

Expanded
Definition



BPESA'S ROLE IN IMPLEMENTING GOVERNMENT GUIDELINES

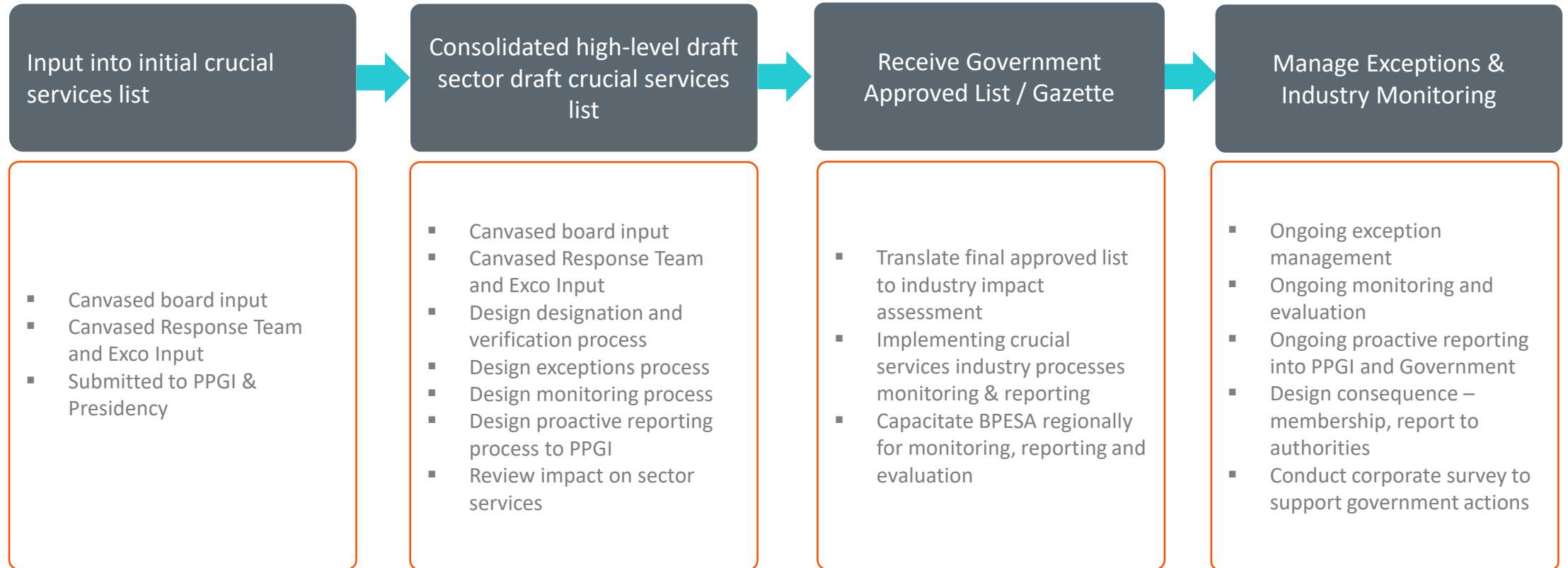
Principles of Conduct

- 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



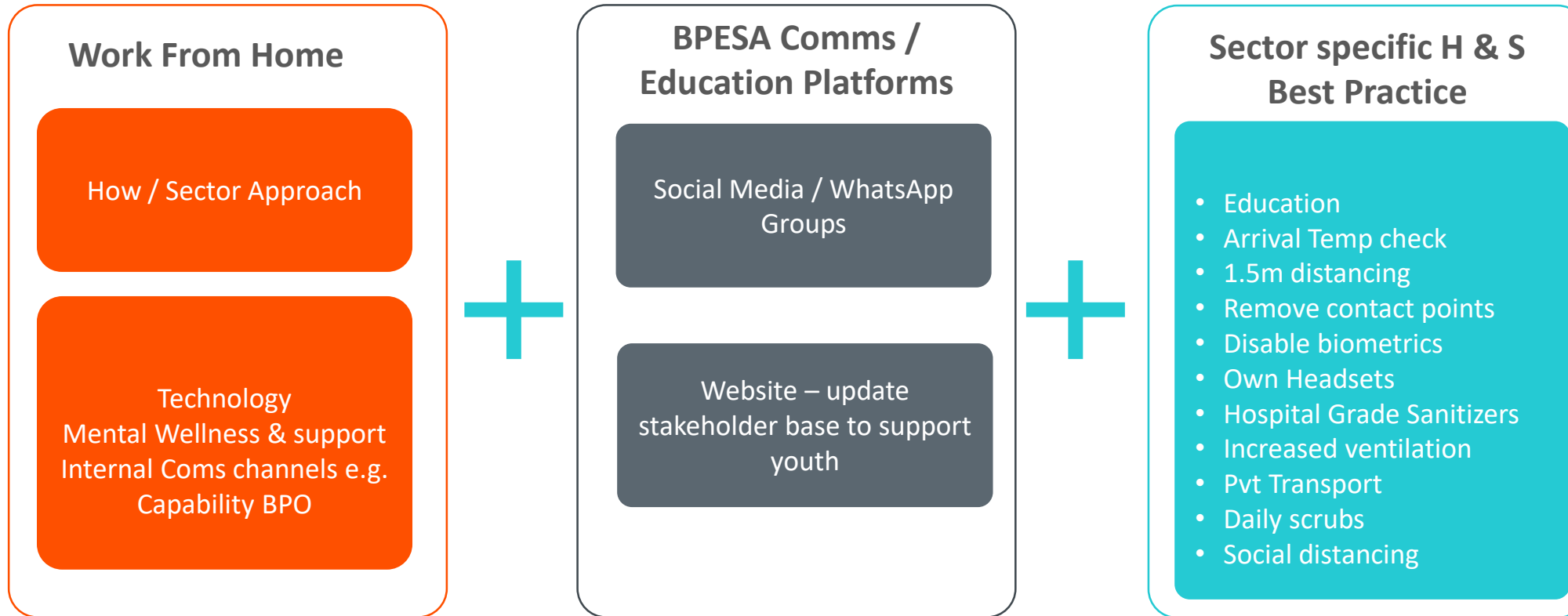
PEOPLE FIRST APPROACH

Supporting the H&S of South African Citizens
Supporting Global Clients & Customers
Managing Post CV-19 Now



PEOPLE FIRST

Protecting the employee's and youth of the GBS Sector



CONTACT BPESA SOUTH AFRICA

NATIONAL

TRACI FREEMAN

Tel: +27 (0)83 657 3112

Email:

info@bpesa.org.za

traci@bpesa.org.za

GAUTENG

FRAN SWART

Tel: +27 (0)83 283 6602

Email:

info@bpesa.org.za

fran@bpesa.org.za

Address: InvestSA, 1
Sandton Drive, Sandton

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

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

KWA-ZULU NATAL

YOGAN NAIDOO

Tel: +27 (0)84 565 9693

Email:

info@bpesa.org.za

yogan@bpesa.org.za

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
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