

WIR

Corporate Profile

Westlakes International Recruitment is a division of MLG - one of South Africa's leading providers of Human Resource Solutions. MLG are Consultants, Facilitators & Trainers with an established track record, a solid blue chip client base, and a passion for what they do! Founded in 1994 with the goal of helping organisations and their employees leverage from the vast skill and knowledge base that all employees bring to their organisations, MLG works as a human development partner with each one their clients, providing a wide range of human-centred consulting, education, training and development services.

*Recruitment, selection and placement of quality staff has been a major part of MLG's services since incorporation. The skills shortage worldwide has created such a demand for MLG's Recruitment services that MLG has created a separate Recruitment division - **Westlakes International Recruitment** - to provide clients with a dedicated and professional service link.*

EXECUTIVE :: ACCOUNTING, FINANCE & ADMIN :: IT & COMMUNICATIONS :: OPERATIONS, PROJECT & GENERAL MANAGEMENT :: HR & TRAINING :: SALES & MARKETING
HEALTH, HOSPITALITY & LEISURE :: SCIENCE & TECHNOLOGY :: MANUFACTURING, ENGINEERING & ELECTRONICS

MLG Human Resource Solutions (Pty) Ltd :: Reg 2004/014738/07 T/A WESTLAKES INTERNATIONAL RECRUITMENT

CAPE TOWN :: JOHANNESBURG :: DURBAN :: LONDON

Scope of Service

Westlakes International Recruitment is a division of **MLG** - one of South Africa's leading providers of Human Resource Solutions. MLG are Consultants, Facilitators & Trainers with an established track record, a solid blue chip client base, and a passion for what they do! Founded in 1994 with the goal of helping organisations and their employees leverage from the vast skill and knowledge base that all employees bring to their organisations, MLG works as a human development partner with each one their clients, providing a wide range of human-centred consulting, education, training and development services.

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More Than Just Solutions!

Westlakes International Recruitment pride ourselves on being able to deliver the right candidate, for the right job, time after time. By focussing on getting the right fit, not just with regards to person or job match, but also with regards to corporate culture and working environment, we are able to add value to your organisation's workforce.

Westlakes' Recruitment Consultants are specialists in their areas of expertise and pride themselves on their extensive knowledge and ability to source quality Candidates. Our recruitment process comes with the added bonus of having direct access to MLG's subject matter experts – so that we can recruit with understanding, and with purpose!

Being part of the MLG group of companies means that Westlakes not only provides for your staffing needs, but also opens the doors to more solutions such as HR and Management Consulting, Education, Training & Development interventions and Project Management for total 'turn-key' staffing solutions.

Westlakes - more than just solutions...

Recruitment Choices...

As a progressive & innovative agency we can recruit staff in a variety of different ways:

- Identification of candidates through specialised recruitment processes whereby our consultants conceptualise, design and provide professional copy for any and all job specific advertising or marketing campaigns (whether that be online or in local, national or specialised press);
- Contingency Recruitment - where we can offer you available candidates from our extensive database;
- A more targeted "advertised selection" route or bespoke "Executive Search" – where we focus on direct advertising in general, national and specialised press, generating a selection of experienced and qualified candidates for you to choose from; and
- "Head Hunting" – where we utilise a higher degree of industry knowledge and executive networking for more specialised candidates by resourcing with less of a 'blanket' approach.

Recruitment Speciality

WIR

Candidate Focus Areas

Executive

Accounting, Finance & Admin

IT & Communications

Operations, Project & General Management

HR & Training

Sales & Marketing

Health, Hospitality & Leisure

Science & Technology

Manufacturing, Engineering & Electronics

As part of the MLG Group, Westlakes International Recruitment is able to leverage off of MLG's successes with regards to Education, Training & Development; HR Consulting; and Project Management initiatives with Clients. Having either trained individuals in certain areas, having provided extensive HR support (transactional and/or specialised) or having provided a total 'turn-key' staffing solution via MLG's project management division, Westlakes International Recruitment has been able to recruit with understanding, and with purpose! This is with the added bonus of having direct access to MLG's subject matter experts within each focus area above.

Service Delivery Model

Technology

Westlakes International Recruitment uses a high end recruitment database to track, view, manage and report on all aspects of the recruitment process. The software application that our consultants use specifically aligns to our Business Process Model to provide a consistent approach to our recruitment service provision to both candidates and clients.

Capacity Planning

In the event that Westlakes is asked for assistance with a large volume of vacancies, MLG as a "parent" company is able to utilise HR staff within the group to assist in sourcing relevant candidates for Westlakes' clients. MLG's specialised HR staff will increase manpower within Westlakes where necessary for continued commitments of large numbers of job orders. Further to this, as part of a wider network, MLG and Westlakes have affiliations to certain other organisations which would be able to assist in the recruitment process as and when necessary.

Westlakes Consultants and their continuing professional development

Being part of a larger group of companies where the focus is on the development of human capital, Westlakes is able to provide staff with in-house training on all aspects of both management and operational activities. This occurs on an informal day-to-day basis, as well as on a more formal basis – sometimes external, like an APSO accreditation.

Westlakes 'Education, Training & Development' initiatives aim to empower staff with the knowledge, ability and experience necessary to provide clients with an excellent and quality service provision.

Escalation Procedures

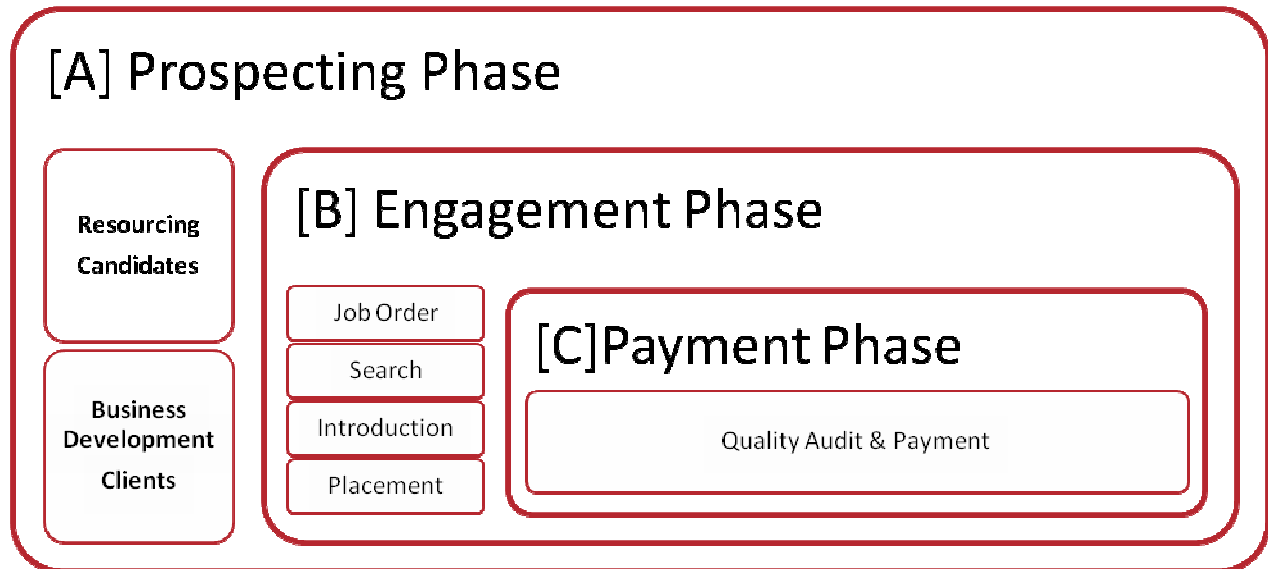
In the unlikely event that Westlakes should provide poor service delivery to a client or if there are invoicing issues, Westlakes would immediately determine the cause of the fault, or missed measures, and report this to management. A resolution which best suits both parties would be sought with a sense of urgency. However, should the problem still not be resolved after management intervention, there would be senior management/executive intervention on both the client and service provider sides to find an appropriate and agreeable solution.

Monitoring Performance

Westlakes International Recruitment aims to adhere to best practices as laid out in our Business Process Model in all respects. Daily and weekly checks are performed by team leaders and management to ensure that our consultants/support staff recruit according to our service level agreements. Where this is not the case, certain escalation procedures shall be followed (as mentioned briefly above) and all matters are recorded so that improvements can be made going forward. Strategy sessions, action plans, issues monitoring, and internal communication meetings ensure that team leaders and management are on top of monitoring performance whenever and wherever possible.

An overview of WIR's Business Process Model

Westlakes International Recruitment has developed a Business Process Model (BPM) to guide their consultants in providing exceptional service to both clients and candidates alike. Our recruitment process has been broken down into phases and stages (as can be seen in the diagram below) and each stage is broken down further into ordered steps. Each step links to the required actions that need to be completed to fulfil our responsibility of excellent and quality service provision.



Candidate Suitability

Westlakes International Recruitment takes pride in their Business Process Model (BPM). Developed to provide a superior recruitment service to clients, Westlakes has broken down the recruitment process step by step.

Part of the Prospecting Phase of the BPM includes the Resourcing of suitable candidates:

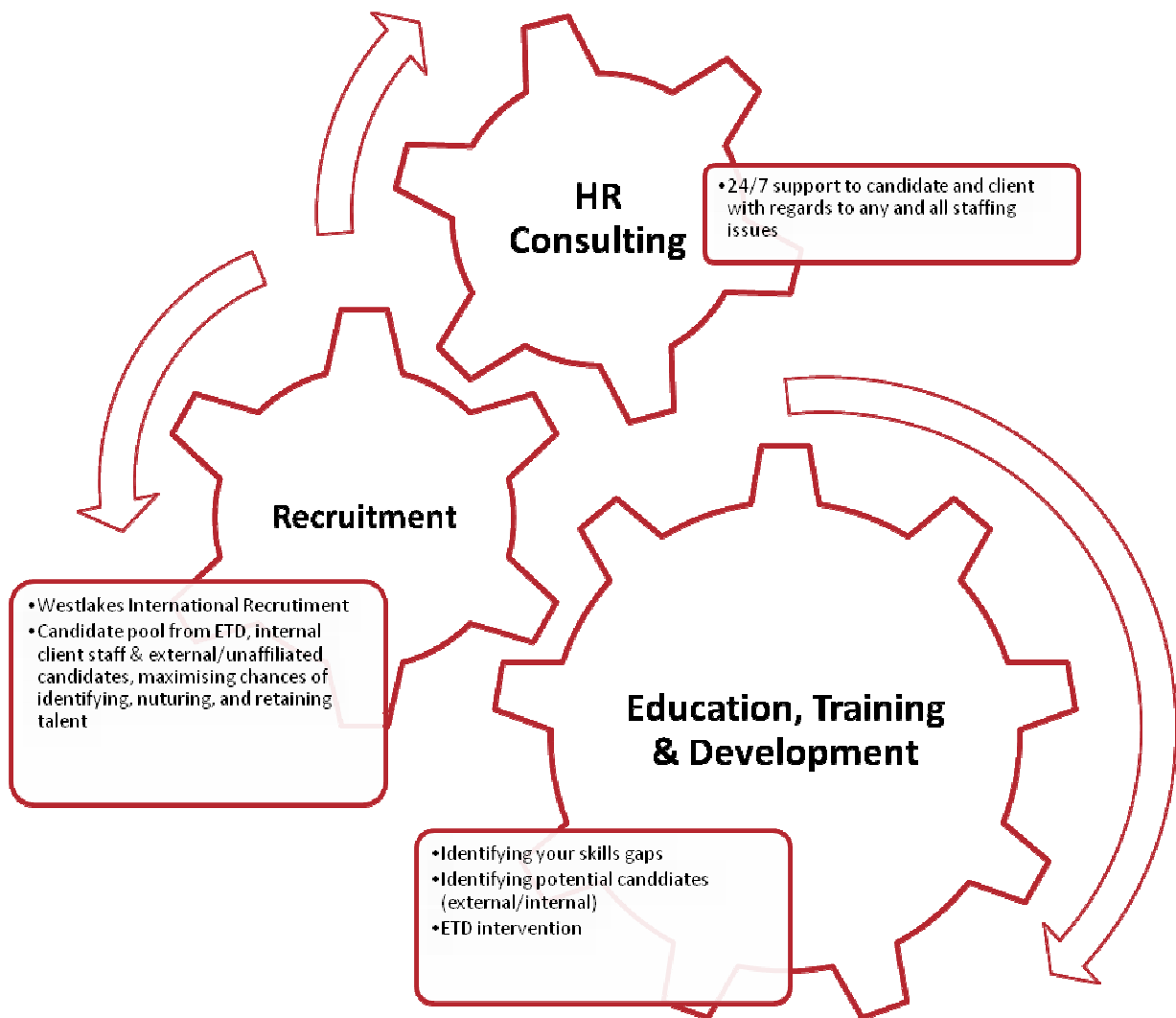
- Commonality Survey - to short list candidates to represent. Westlakes believes that quality candidates have certain traits and characteristics in common. This is an evolving area of Westlakes' BPM and will become stronger and stronger with time. An exciting prospect!
 - CV assessment - after resourcing potential candidates
 - Prelim interview - to determine whether or not candidate may be registered
 - Profile Matrix - common values; behaviours; skills, attributes and abilities, assessed for particular categories of candidates. E.g. accounting candidates.
- Candidate Registration - specialised WIR registration form to obtain all essential info.
- Candidate Terms & Conditions signed (T&C's) - verifying authenticity of qualifications etc.
- Extensive Interviews with WIR Recruitment Consultant (with MLG HR Consultant backup & support if necessary)
- Minimum 2 x References
- Checks
 - Credit
 - Criminal
 - Qualifications
- Psychometric Tests (on client request)
- Employer Tests/Case Studies (on client request)

The War for Talent

The current climate of the staffing industry suggests that there is a massive skills shortage worldwide! Westlakes International Recruitment does not necessarily believe this to be the case...

Due to Westlakes' affiliation with MLG we are inclined to say "What skills shortage?" when asked a question regarding the scarcity of good talent in today's workforce. We say this because Westlakes International Recruitment and MLG are able to offer 'more than just solutions!'

A total 'turn-key' staffing solution where "skills shortages" are identified up front and solved as one holistic project management process. Westlakes & MLG work together to help you get your staffing into gear.



Measurement & Benchmarking

Please find our standard terms and conditions attached – which includes our pricing structure.

Pricing may be affected due to volume orders or difficult to fill vacancies. However, this will be discussed (and agreed upon) on a case-by-case basis. In all other instances the agreed to Westlakes International Recruitment standard terms shall prevail.