

# Business Model: Human Resources

Designed by: SAIMAS Workshop

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Iteration: 1.0

Key Controls (KC)				
SA Constitution and Bill of Rights		Occupational Health and Safety Act	Public Holidays Act	
Basic Conditions of Employment Act		Unemployment Insurance Fund Act	Promotion of Access to Information Act	
Employment Equity Act		Pensions Fund Act	Promotion of Equality & Prevention of Unfair Discrimination Act	
Labour Relations Act		Smoking and Other Workplace Legislation	ILO: Conventions: Recommendations & Codes	
Skills Development Act		Medical Schemes Act and Regulations		
Key Partners (KP)	Key Activities (KA)	Value Proposition (VP)	Customer Relations (CR)	Customer Segmentation (CS)
DG Top Management Contractors Service Providers Organised Labour DPSA	Provide HR provisioning & maintenance services Render HR development services Manage labour relations Provide employee wellness services Provide management advisory services Facilitate performance management	Stable workforce Well cared for workforce Capable workforce Well-staffed establishment Healthy partnership between EMM and organised labour	Personal assistance - CRM/Call centres Dedicated personal assistance Automated services Publications	Management Fulltime employees Part-time employees Interns
	Key Resources (KR)		Channels (CH)	
	HR Facilities/Buildings Vehicles Equipment/Technology IT systems Budget		Direct - own workforce Indirect - service providers & contractors	
Cost Structure (C\$)			Revenue Streams (R\$)	
Not applicable for now			Not applicable for now	