



AIM TO BE THE BEST

"The huge volume of new laws applicable to Labour, has made it worse than a mine-field. No company that doesn't have specialist, professional legal guidance can dream of going it alone."

These are the words of Bob Swiegelaar, founder member of Boval Express Couriers cc, a countrywide business he established 15 years ago with its headquarters in Port Elizabeth. Boval offers an overnight courier service to all the main centres in South Africa and a 48-hour service to all the regional centres.

Swiegelaar believes in the principle of "every man to his trade", which is why he established a relationship with SEESA, South Africa's leading professional legal consultancy, specialising in Labour, BEE and Skills development.

"Several years ago I realised that we needed specialist Labour law help because none of us at Boval are vaguely qualified in Labour law, which is extremely complex.

"Fortunately a client recommended that we contact SEESA, which we did, and they have given us excellent service and advice over the past couple of years.

"Today, we don't even attempt to solve any Labour issue without SEESA. We call them straightaway and they come and sort it out for us, at our premises."

Boval Express Couriers has 50 employees and Swiegelaar says the most common Labour problem "boils down to a lack of passion for work".

"Too many people have this misperception that they can do what they like in the workplace. They turn up late or they don't turn up at all or they don't work properly," he explains. "The reason this attitude exists is because the law in South Africa protects the employee. This does nothing to encourage people to behave in a responsible, law-abiding manner."

Swiegelaar is currently dealing with a situation that spells this out:

"We have a case on the go at the moment where one of our drivers failed the driver evaluation system we have in place to ensure our drivers are safe on the roads.



We get a registered driving school instructor to evaluate our drivers and give us a report. His report stated that he was habitually turning into oncoming traffic and failing to pull off in first gear – extremely hazardous and basic mistakes.

"We cannot put someone in charge of an R800 000 vehicle knowing full well he is not driving properly and could be the cause of an accident.

"To rectify the problem we followed the due legal process, counseled him and gave him the opportunity to improve his driving skills, even though he has been driving for 20 years. This still didn't help, he failed the evaluation again and he continued driving badly.

"Logically speaking, he should be dismissed without any further ado. This is not possible because the Labour law supports the employee. Fortunately we have SEESA to guide us every step of the way, so that when a guy like this is finally dismissed, he won't have any legal loopholes to support his case should he take us to the CCMA. And if he does take us to the CCMA, then SEESA represents us, at no extra charge."

Swiegelaar says his employees respect SEESA's attorneys for their firm but fair handling of all Labour issues.

"At a hearing, the employee explains his or her side, then we give our side, and then SEESA's attorney gives his verdict according to the Labour law."

Despite the Labour issues he daily faces, Swiegelaar is completely committed to his business.

"I love working and making a success of the work I do. My Dad was the same; I suppose it's in the blood.



"With respect, very few express couriers can compete with us," he says. "Ours is a hands-on, family business and we pride ourselves on good service. If we weren't one of the better couriers in the country we would definitely not have pharmaceutical giants like Aspen Pharmacare and Adcock Ingram Healthcare on our books."

Many of Boval's clients have been with them for over ten years.

"We want to thank our clients for their business and to let them know how much we appreciate it when they thank us for our service. Our aim is to be the best express courier countrywide."

24-HOUR PROFESSIONAL LEGAL SUPPORT

From Labour to BEE-compliance to Skills training, development and facilitation, SEESA offers you and your business 24-hour, highly affordable, tax-deductible support.

SEESA has an in-house team of 152 lawyers, 9 consulting-panel legal firms, 550 employees and 18 offices country-wide.

SEESA has a client base of 35 000 South African business owners. The group's success is attributed to product and service excellence, combined with affordability.

SEESA's clients range from businesses with 1 employee to businesses with over 5 000 employees. SEESA assists a diverse range of businesses, including retail, security, manufacture, farming, service industry and professional practices.

SEE SA IN A NEW LIGHT WITH SEESA

Possible choice of box: THE BIG TEN

SEESA celebrates its 10th anniversary this year. Over the past ten years, the company has shown strong, consistent, exciting growth. SEESA has established itself as the largest employer's company in South Africa today.

"We can confidently say that SEESA is helping to ensure that all South African businesses have a successful future in our country." - SEESA MD, Marius Vosloo.



BEE Skills labour



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