Mandate SA
WORKFORCE



COMPANY PROFILE · NOVEMBER 2026

Recruitment you can see into.

Permanent placement, volume hiring, temporary staff and executive search for South African employers, run on our own platform so your procurement and HR teams can see, check and sign off every step.

Mandate SA Workforce, a division of Mandate SA (Pty) Ltd · workforce.mandatesa.com · info@mandatesa.com

AT A GLANCE

One partner for every kind of hire

Mandate SA Workforce is the recruitment and staffing division of Mandate SA (Pty) Ltd. We recruit for employers that hire regularly, five employees or five hundred, and we run every hire on our own platform so the work is never hidden.

Not a job board

Our customers are businesses that outsource recruitment. Candidates are the people we source and manage, and they never pay.

Visible delivery

Every request, shortlist and decision sits in your client portal, with a record for your HR and procurement files.

Terms before we start

Fees and guarantees are published, agreed in writing and the same for every client in the same band.

5 working days
to a first shortlist, permanent roles

72 hours
to a first shortlist, volume and temporary

90 days
free replacement guarantee

135%
B-BBEE Level 1 procurement recognition

Every figure in this document comes from our published fees, guarantees and compliance records at workforce.mandatesa.com. We are newly launched: rather than borrowed statistics or quotes, we show exactly how we work.

In this profile

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03 Four services, one platform
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01 · WHO WE ARE

A South African recruitment partner that shows its work

Mandate SA Workforce is the recruitment and staffing division of Mandate SA (Pty) Ltd, a South African company that is 100% black-owned and youth-owned. We recruit for employers, from a single specialist to hundreds of people across provinces, in warehousing and logistics, retail, hospitality, construction and engineering, contact centres, admin and finance, and the public sector.

Most employers know the experience: you send a request, wait, get a pile of CVs that do not quite fit, and never find out what was done. We think hiring should be explained, not mysterious, and that buying from a transformed, tax-compliant supplier that protects candidates' information should be easy.

Our values

Show the work
If we cannot explain why a candidate is on your shortlist, they should not be.

Candidates are people, not stock
They never pay, are never put forward without agreement, and their information is protected.

Say what we can and cannot do
Rare skills take longer; we tell you on the first call.

Be exact about who we are
We are new, and we publish only what we can show you in a document.

Make the right thing easy
Compliance, fairness and privacy are built in, not added later.



Who we speak to
The people who carry the risk when a supplier cuts corners.

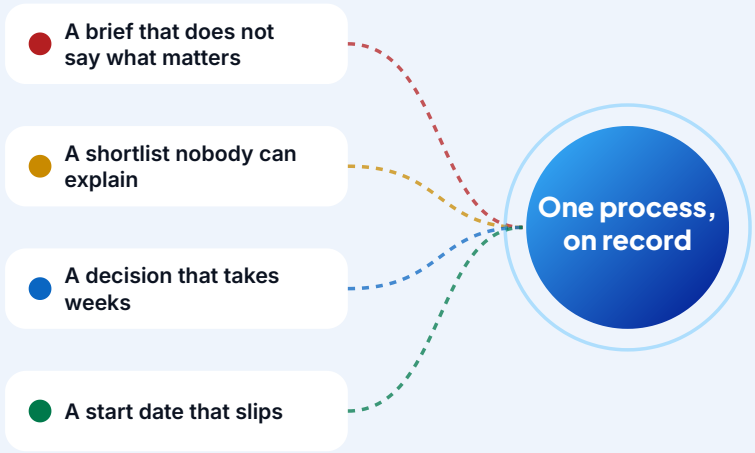
HR directors · Heads of talent acquisition · Recruitment managers · Procurement managers · Workforce managers · Supplier development managers

Mandate SA Workforce
A division of Mandate SA (Pty) Ltd. 100% black-owned and youth-owned. Employers pay us; candidates never do.

Photographs illustrate the kinds of work we recruit for. They are not our clients or staff.

Hires go wrong in the same four places

A brief that does not say what matters, a shortlist nobody can explain, a decision that takes weeks and a start date that slips. Our process is built around those four places, and it is the same for one accountant or five hundred pickers and packers.



Every step has an owner, a timeline and something in writing

1 Brief
Written with you and signed off. The shortlist clock starts here.

2 Explained shortlist
Each candidate with a summary, the reasons they match and the gaps.

3 Decision on record
Approve, decline or interview in one click, with a note.

4 Checks and start
References, qualifications and documents, then a confirmed start date.

5 Follow-up
We stay in touch with the new hire and with you through the early weeks.

- **You can check us against it.** If a hire is slow, you can see where and why, and so can we.
- **The clock starts at sign-off.** First shortlist within 5 working days for permanent roles and 72 hours for volume and temporary roles.
- **A slow decision is the commonest cause of a slow hire.** One-click decisions in your portal keep it moving.



03 · WHAT WE DO

Four services, one platform.

OUR SERVICES

Use one, or run several together. Permanent placement suits roles that will last years; volume hiring suits 5 or more people in the same role; temporary staffing suits peaks, projects and cover; executive search suits senior posts that need discretion.

Permanent placement
Specialist, professional and management roles

Volume and bulk hiring
5 or more hires of one role, across sites

Temporary and contract staff
Peaks, projects and cover, employed by us

Executive search
Senior leaders and scarce specialists, in confidence

Building blocks you can buy on their own

- Recruitment process outsourcing
- Sourcing and screening
- Workforce management
- Workforce readiness

Whichever you choose: a named account manager, a written brief and timeline, a fee agreement signed before we start, and live progress in your client portal.

Permanent placement

Specialist, professional and management roles, filled from screened, interview-ready shortlists, with the reasons for every match shown.



1 Brief

You get: A written brief to confirm, with your must-haves, package range and timeline.

Quick: usually one conversation.

2 Search and screen

You get: A progress note on the search and any questions about the brief.

Depends on how scarce the skills are. Common roles move faster than rare ones.

3 Shortlist

You get: A shortlist with a summary, match reasons and gaps for each candidate.

As fast as you decide. A slow decision is the commonest reason good candidates are lost.

4 Interviews and offer

You get: Interview schedules, feedback summaries and offer guidance.

Set by the interview calendar you and the candidate can agree.

5 Checks and start

You get: Check results, signed documents and a confirmed start date.

Notice periods set the start date, often the longest wait.

6 Follow-up

You get: Check-in notes at the early stages after the start date.

Ongoing, early on.

Who it is for

- Employers filling a role that will last for years, not months
- HR and hiring managers who do not have the time to sift hundreds of applications
- Teams that want an explained shortlist, not a pile of CVs
- Businesses replacing a leaver and needing the search kept quiet

What is included

- A named account manager
- Screened and interviewed candidates
- Reference and qualification checks
- Offer support
- A written brief both sides sign off
- Explained matches with reasons and gaps
- Interview scheduling
- Live progress in your client portal

Fee and guarantee

12% · 15% · 18%

of the guaranteed annual package, by band: up to R300 000, to R700 000, above R700 000. Invoiced when the person starts.

90-day free replacement

Shortlist in 5 working days

TO START, WE NEED

- The role title, purpose and reporting line
- The package range and benefits
- Must-haves, nice-to-haves and the checks you want
- Who decides, and how quickly
- Your preferred start date and the notice period you can accept

Volume and bulk hiring

Dozens to hundreds of hires across sites and provinces, run as a single campaign with a target, a deadline and daily numbers.



1 Campaign brief

You get: A campaign plan with a target, a date and a number for each site.

Short: one working session, then we confirm the plan in writing.

2 Attraction and sourcing

You get: Approved adverts and a live count of applicants per site.

Starts as soon as the plan is signed off.

3 Screening and assessment

You get: Assessment results and document checks, recorded per candidate.

Runs alongside sourcing, in waves.

4 Batch shortlists

You get: Batches of candidates ready for your approval, released by site.

As quick as your reviewers; batches stop piling up if you approve daily.

5 Offers and onboarding

You get: Signed contracts, start-date confirmations and an induction list.

Sets the real start dates.

6 Track to the target

You get: A daily progress view by site and province, plus downloadable reports.

Daily until the target is reached.

Who it is for

- Retailers staffing new stores or a trading peak
- Contact centres filling a training class
- Logistics and warehousing operators ramping up for a new contract
- Any employer that must hire many people in the same few weeks

What is included

- Targets by site and province
- Shortlists released in batches
- Document and licence checks where needed
- A named account manager
- A daily pipeline view in your portal
- Screening and assessments to the role
- Candidate follow-up until the first shift
- A closing report on the campaign

Fee

R3 500

per entry-level hire, or 8% of the annual package for roles above R180 000 a year. From 5 hires of one role, invoiced as each person starts.

First batch in 72 hours

You pay per person who starts

TO START, WE NEED

- Roles, headcount per site and start dates
- Site addresses and the province for each
- Job descriptions, pay rates and shift patterns
- Licences, certificates or checks the roles legally need
- Who approves each batch of shortlists

Temporary staffing

People for peaks, projects and cover, placed quickly, onboarded properly and administered so you do not have to.



1 Request

You get: A written confirmation of the role, duration, shifts and bill rate.

Quick for common roles, once your account is set up.

2 Match and screen

You get: Names and profiles of available people, ready to approve.

Fastest when your account is set up and the role is a regular one.

3 Onboard

You get: Contracts, assignment letters and onboarding documents, completed.

Done before the first shift.

4 Assignment and timesheets

You get: Timesheets for approval and a clean attendance record.

Weekly or as agreed.

5 Extend, convert or end

You get: An early warning before any legal or contractual limit, with options.

Planned ahead of the three-month mark.

Who it is for

- Employers covering leave, absence or a short project
- Seasonal businesses with a peak that returns each year
- Teams that want to see someone work before deciding on a permanent hire
- Businesses that want worker administration done for them

What is included

- Screened, available people
- Assignments and timesheets
- Replacement terms agreed in writing
- A named account manager
- Onboarding and documents
- Pay and bill rates kept separate
- Advice on the three-month rule and equal treatment

Fee

18%

markup on the worker's gross pay. UIF, SDL, COIDA passed through at cost, each on its own invoice line. We are the employer; you direct the work.

First shortlist in 72 hours

One invoice per period

TO START, WE NEED

- The role, the shifts and the expected end date
- The pay rate the worker will receive
- Site address, induction and safety requirements
- Who approves timesheets
- The reason for the placement, so the three-month point can be planned

Executive search

A confidential, researched approach to senior leaders and scarce specialists, led by a named consultant from start to offer.



1 Scoping and brief

You get: A written mandate and confidentiality terms to sign.

Allow real time: this step sets the quality of the search.

2 Market mapping

You get: A map of target organisations and people, with your exclusions applied.

Runs while the brief is finalised.

3 Direct approach

You get: Regular confidential updates on who has been approached and who is interested.

Longer than a normal hire: many of the best people are not looking.

4 Assessment

You get: Interview notes and reference reports against the brief.

Set by diaries, which at this level are the hard part.

5 Shortlist

You get: A shortlist with a summary, match reasons and gaps for each candidate.

As fast as your decision-makers can meet.

6 Offer and onboarding

You get: Offer support documents and a plan for the first months.

Notice periods can be long at this level.

Who it is for

- Boards and CEOs appointing senior leaders
- State-owned companies and public entities filling executive posts through formal procurement
- Businesses replacing a leader without announcing it
- Teams recruiting scarce technical specialists who are not looking

What is included

- A named consultant
- Market mapping and direct approach
- A written assessment of each shortlisted candidate
- Follow-up through the early months
- A written mandate and confidentiality terms
- Structured assessment and references
- Offer support

Fee

25%

of the first-year package, retained and paid in three parts: when the search starts, on the shortlist, on appointment. The one service with a payment before the appointment.

Confidential direct approach

A named consultant

TO START, WE NEED

- The mandate: purpose, scope and reporting line
- Names of the decision-makers and the process
- Organisations or people that are off limits
- Confidentiality terms for the announcement
- A package range agreed at board or committee level

Run all of your hiring with us, or only the part you need

Recruitment process outsourcing goes furthest: a dedicated team works to your process and approval steps, on our platform, for a monthly retainer. The other three are the building blocks beneath every service, and you can buy them on their own.

Recruitment process outsourcing

We run all or part of your hiring, under your brand and your rules, with reporting on your own numbers.

YOU RECEIVE

- Service levels written into your agreement
- A monthly report on vacancies, shortlists and fills
- One accountable team instead of many agencies

TYPICAL ROLES

Any role you hire for regularly, from entry level to management

Sourcing and screening

Candidates found, checked and scored against your brief, with the reasons for each match shown.

YOU RECEIVE

- A scored shortlist with the match reasons
- Screening answers and availability confirmed
- A list of checks done and checks still open

TYPICAL ROLES

High-volume entry roles and specialist roles where you run the interview

Workforce management

Onboarding, site assignments, attendance, timesheets and administration for the people we place with you.

YOU RECEIVE

- Contracts and onboarding documents completed
- Attendance and timesheets ready for your approval
- A record of every assignment, per site

TYPICAL ROLES

Everyone we place with you on temporary or contract terms

Workforce readiness

Screening, assessments and training programmes that get candidates ready to start well and stay.

YOU RECEIVE

- Assessment results against your standard
- A readiness record for each candidate
- Cohorts ready to start together on your date

TYPICAL ROLES

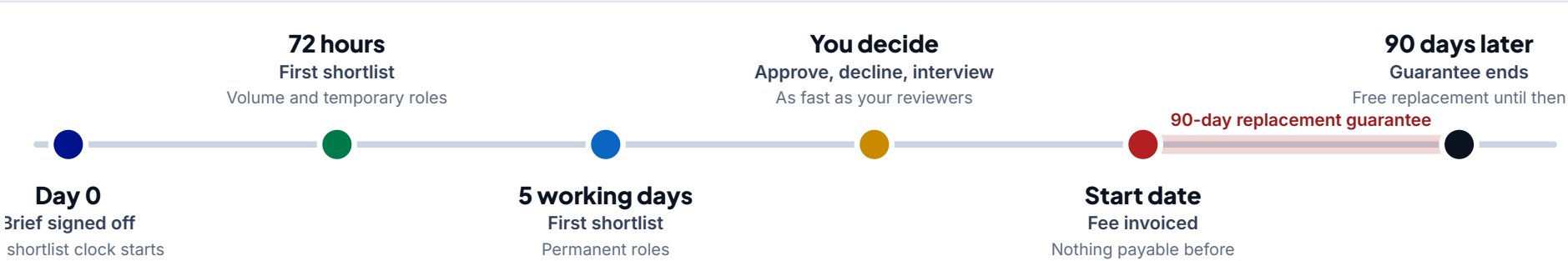
Cohort hiring for contact centres, retail, hospitality and operations

Recruitment process outsourcing is priced as a monthly retainer, agreed for your volumes, with service levels written into the agreement. Ask us for a quote and we propose a structure based on how many roles you hire for in a year.

04 · HOW A HIRE WORKS

From brief to first day, with the timings in writing

Our timelines run from the day you sign the brief off, not from the day you first wrote to us, because a vague request is the commonest reason a shortlist is slow or wrong.



Promised timings from our published guarantees. Not drawn to scale: what happens between shortlist and start depends on interviews and notice periods.

STEP 1

Tell us what you need

Roles, numbers, sites and start dates, through your portal or our hiring request form. You get a reference number straight away.

STEP 2

We source and screen

We search among candidates we have screened and the wider market, screen and interview, and score each match against your brief.

STEP 3

You review shortlists

Approve, decline or ask to interview in one click, with a note. Every decision is recorded for both sides.

STEP 4

We place and support

Offers, start dates, onboarding and follow-up. For temporary staff, we handle assignments and administration.

What keeps it fast on your side: sign off the brief promptly and say who decides; review shortlists within a day or two; give feedback in a line or two, even when it is a no; tell us at once if the role or numbers change.

05 · THE CLIENT PLATFORM

Your own portal, limited to your organisation

We built our own recruitment platform so the work is never hidden. Your team signs in to see every vacancy, shortlist and interview as it happens.

Shortlists you can open

Skills, experience and match reasons for every candidate on one screen. Approve, decline or ask for an interview in one click, and add a note that we see straight away.

Every decision on record

Notes, interviews, offers and start dates are kept in one history that both sides can see. Nothing depends on one person's inbox.

Candidates follow along

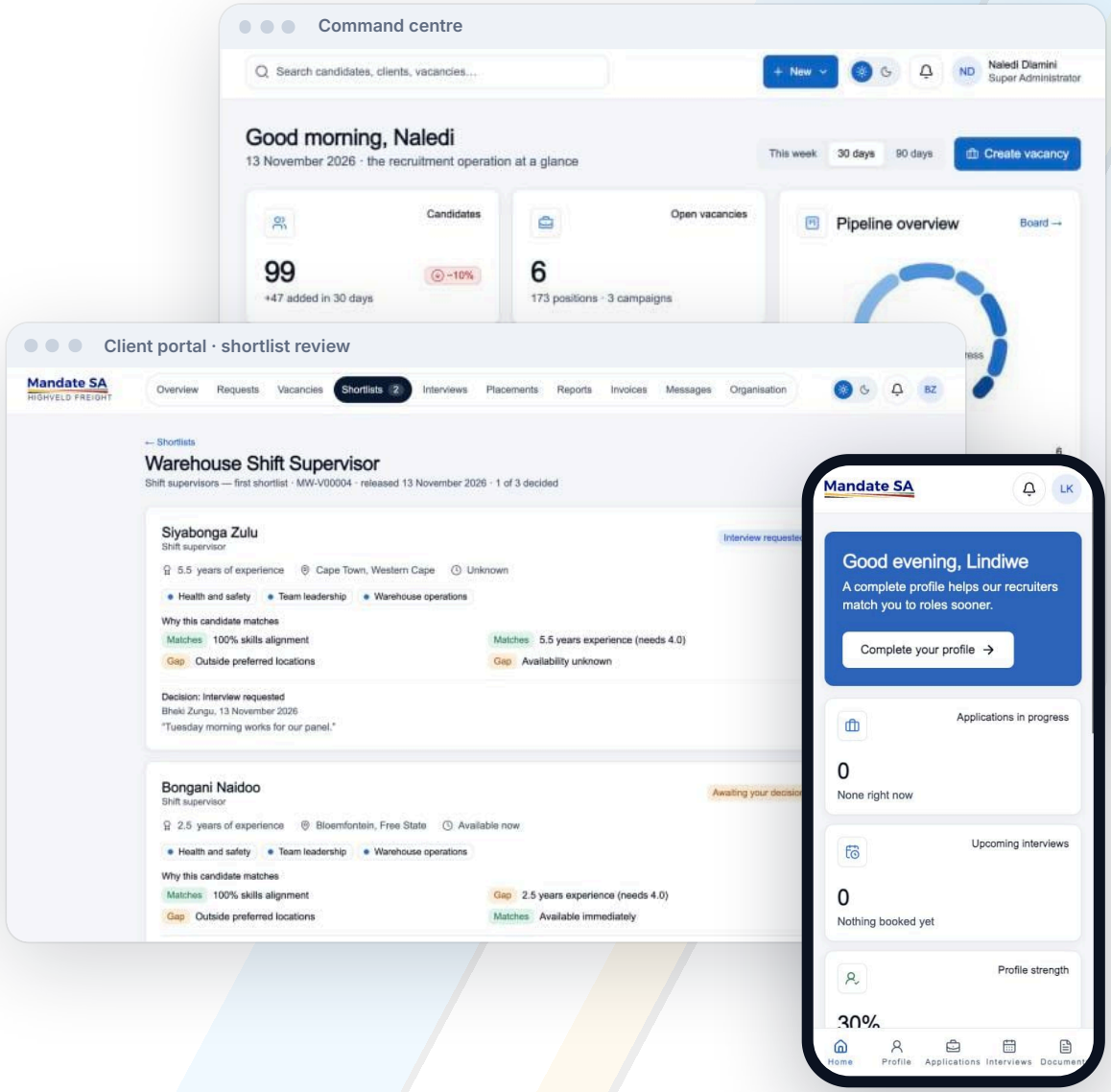
Each applicant tracks their applications and interviews from their phone, in plain words. You field fewer calls asking for updates.

Reports you can download

Vacancies, placements and requests as spreadsheets, limited to your organisation, with time to shortlist and time to fill measured on your own roles.

Timesheets and invoices

Approve temporary staff timesheets in the portal. One invoice per period with pay, markup and statutory costs on separate lines.



The client portal shortlist review, our team's command centre and the candidate portal on a phone, shown with sample records.

06 · INDUSTRIES

Built for employers that recruit regularly

Retailers, banks, telecommunications companies, logistics businesses, manufacturers, contact centres and any organisation that hires often: five employees or five hundred. Each sector has its own rules, and we check them before anyone starts.

Warehousing and logistics

Pickers, packers, forklift operators, drivers and the supervisors who run the shift.

- Pickers and packers
- Forklift and reach-truck operators

Retail

Store teams, cashiers, merchandisers and the seasonal staff who carry a trading peak.

- Sales assistants
- Cashiers and till operators

Hospitality

Chefs, cooks, waiters, front-of-house and housekeeping, for hotels, restaurants and events.

- Chefs, sous chefs and line cooks
- Kitchen assistants and scullery staff

Construction and engineering

Artisans, site supervisors, safety officers, technicians and professional engineers.

- Artisans
- General workers and scaffolders

Contact centres

Agents, team leaders, quality analysts and trainers, hired in cohorts to a start date.

- Inbound and outbound agents
- Collections and retention agents

Admin and finance

Administrators, bookkeepers, accountants, payroll and finance professionals.

- Receptionists and office administrators
- Data capturers and clerks

Public sector and state-owned companies

Suppliers of recruitment and staffing to departments, municipalities and state-owned companies.

- Professional and technical roles for state-owned companies
- Project teams for government programmes



Roles shown are examples from our industry pages. Photographs illustrate the kinds of work we recruit for; they are not our clients or staff.

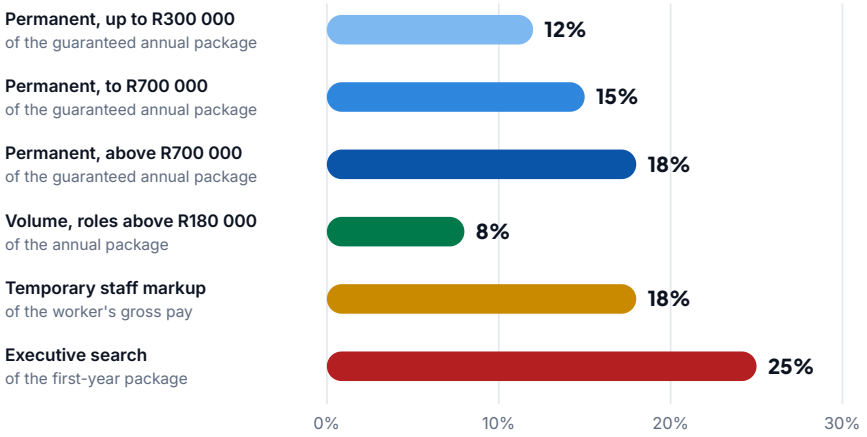
07 · FEES

Published fees, agreed before we start

You should know the price before any work starts, pay for a result rather than effort, see each cost on its own line, and candidates should never pay.

Our fee percentages, side by side

Each percentage applies to a different base, shown beside it. The permanent band percentage applies to the whole package.



SERVICE	FEE	INVOICED
Permanent placement	12% up to R300 000; 15% to R700 000; 18% above R700 000	On the start date
Volume hiring	R3 500 per entry-level hire; 8% above R180 000 a year (from 5 hires of one role)	As each person starts
Temporary staff	Gross pay + 18% markup; UIF, SDL, COIDA at cost on separate lines	Once per period
Executive search	25% of the first-year package, retained	In three parts
Recruitment outsourcing	Monthly retainer for agreed volumes and service levels	Monthly

R3 500 per hire

Volume campaigns, entry-level roles: a flat fee for each person who starts.

Monthly retainer

Recruitment outsourcing, priced for your volumes and service levels.

WORKED EXAMPLE

R67 500

A permanent role at R450 000 is in the 15% band.

WORKED EXAMPLE

R33 600

A permanent role at R280 000 is in the 12% band.

Our prices exclude VAT. We are not registered for VAT yet, so no VAT is added to your invoice. Candidates never pay.

07 · GUARANTEES

What we promise, in writing

Every guarantee is written into your agreement and shown in your client portal.

5 working days

From a signed-off brief to the first shortlist for permanent roles.

72 hours

To the first shortlist for volume and temporary roles, then further batches as screening completes.

90 days

If a permanent hire leaves or is let go within 90 days, we replace them at no extra fee. If we cannot, we refund part of the fee in proportion to the time left.

Nothing upfront

The fee is invoiced on the day the person starts, not when they accept the offer. Retained executive search is the one exception.

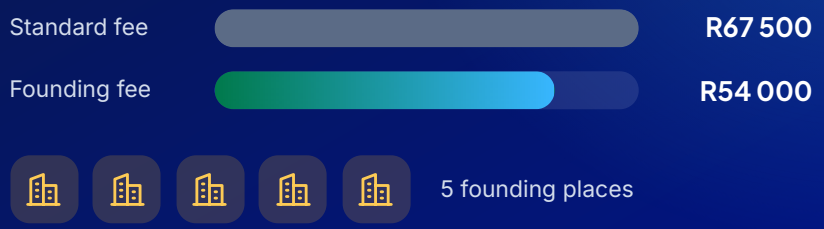
FOUNDING-CLIENT OFFER

20% off our fee for our first 5 employers

For the first 5 employers who sign our terms of business by 31 January 2027. The 20% comes off our own fee: permanent placement fees, volume per-hire fees, the temporary staff markup and executive search fees. The pay of the people we place and UIF, SDL, COIDA stay at cost.

Closes 31 January 2027. Prices exclude VAT. Claim a place at workforce.mandatesa.com/contact.

WORKED EXAMPLE: A R450 000 PERMANENT ROLE



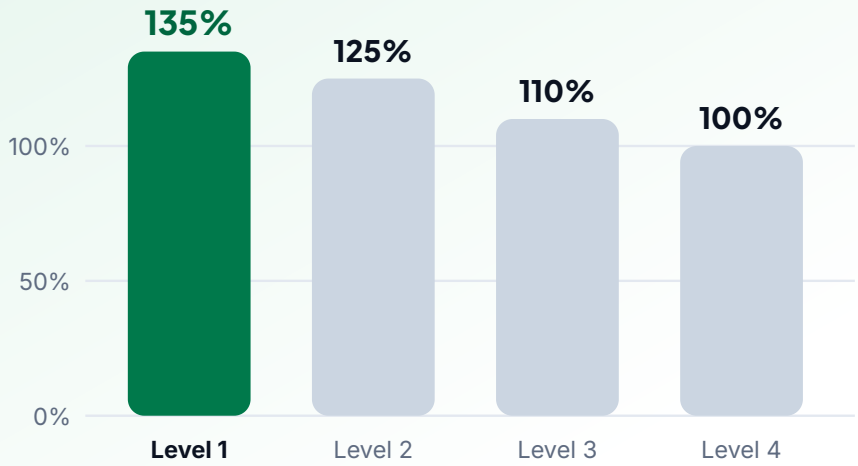
Compliance you can check

What we hold today. Registration, tax and supplier numbers go to your procurement team in the vendor pack, not in this document.

Level 1

B-BBEE CONTRIBUTOR

135% procurement recognition, the figure the B-BBEE Codes of Good Practice set for Level 1. 100% black-owned and youth-owned. CIPC B-BBEE certificate for exempted micro-enterprises, valid until 18 October 2027.



Recognition by B-BBEE level under the Codes. Worked example: R1 000 000 spent with us counts as R1 350 000 of measured procurement spend; the same spend with a Level 4 supplier counts as R1 000 000. Your verification agency decides how spend on recruitment is treated on your scorecard.

Held

Registered company HELD
Mandate SA (Pty) Ltd, registered with the Companies and Intellectual Property Commission. Registration certificate in our vendor pack.

Registered for tax HELD
Registered with the South African Revenue Service for income tax. Notice of registration in our vendor pack.

POPIA by design HELD
Candidate data in private storage, every view of a CV permission-checked and logged, consent recorded. Our privacy notice is public.

Information Officer registered HELD
Our Information Officer is registered with the Information Regulator under POPIA. Registration certificate in our vendor pack.

Tax compliant HELD
Our SARS tax compliance status shows as compliant on the Central Supplier Database. Tax compliance PIN in our vendor pack.

Central Supplier Database HELD
Registered with National Treasury as Mandate SA, trading as Mandate SA Workforce, for public-sector and state-owned clients. Supplier number in our vendor pack.

Registered employer HELD
Registered with SARS for PAYE and UIF, and with the Compensation Fund for COIDA, so every person we employ is covered. Registration letters in our vendor pack.

Being completed

Private employment agency registration IN PROGRESS
Registration with the Department of Employment and Labour as a private employment agency.

09 · POPIA AND DATA SECURITY

Personal information, protected by default

Recruitment runs on CVs, identity documents, qualifications and references. The Protection of Personal Information Act 4 of 2013 says how that must be handled, and we built our platform around it instead of adding it later.

Private storage
Candidate documents and CVs are kept in private storage, never on a public address.

Every view checked and logged
Each time a CV or document is opened, the viewer's permission is checked and the view is recorded.

Consent recorded
A candidate agrees before their profile is shared with an employer, and can switch each use of their information on or off.

Only for your vacancy
You see a candidate only when they have been shortlisted for your role and agreed to be put forward.

Your data stays yours
Your organisation's information is visible only to your users and our team on your account. Reports are limited to your organisation.

Never sold
We never sell personal information. Our service providers handle it only on our instructions, under agreement.

Collect only what is needed
Section 10: ID and certificates only when an employer is interested.

Say what we hold and why
Section 18: candidates are told before we collect.

Keep it secure
Section 19: private storage and logged access.

Keep it no longer than needed
Section 14: CVs kept for 24 months, deleted sooner on request.

Where we process candidate information on your behalf, a written agreement sets out each party's role. Our privacy notice is public at workforce.mandatesa.com/privacy. Questions about personal information go to info@mandatesa.com.

10 · WHY US, COMPARED

What changes when you work with us

The same hire, two ways. On the left, what employers tell us they are used to; on the right, what we commit to in writing.

	A TYPICAL AGENCY	MANDATE SA WORKFORCE
Seeing progress	Updates when you phone or email for them	Every vacancy, shortlist and interview live in your own client portal
Why a candidate is put forward	A CV arrives in your inbox	The match reasons are shown beside each candidate
The process	Agreed verbally, and it varies by consultant	A published process, with every decision recorded for both sides
B-BBEE recognition	Varies by supplier; ask for the certificate	Level 1, 135% procurement recognition, certificate in our vendor pack
Candidate data	CVs forwarded as email attachments	Private storage, permission-checked and logged CV views, consent recorded
When you pay	Terms vary by agency	Invoiced on the day the person starts; nothing upfront (retained executive search excepted)
If a hire leaves	Ask what the agency offers	A free replacement within 90 days, or a pro-rata refund if we cannot replace

"A typical agency" describes common practice in the market, not any named firm. Ask any supplier you compare us with for the same documents.

11 · CANDIDATES NEVER PAY

Employers pay us. Candidates never do.

We will not ask a candidate for money for a job, an interview, a placement, a training course or to process their documents, and nobody working with us may do so. That one rule shapes how we work: we answer to the employer who needs the hire and treat every candidate with respect.

No fees, ever
Not for a job, an interview, a placement, training or documents.

Never put forward without agreement
We call a candidate before an employer sees anything, and they can say no to a particular employer.

Everyone hears what happens next
Shortlisted, interviewed or not chosen, every candidate we contact is told.

Their rights under POPIA
Candidates can see, correct or delete their information, and withdraw consent to being put forward.

If anyone using our name asks a candidate to pay, they should not pay, and should email info@mandatesa.com so we can act.

Why it matters to you: we are paid by the employers who need to hire, so our interests line up with finding people a good job that they stay in.



Candidates find roles at workforce.mandatesa.com/jobs and apply free of charge.

Getting started takes one email

Whether you are hiring now or onboarding us as a supplier first, here is what happens.

1 Send a brief
As short as the role, how many people and where. By email or the request form.

2 Reference number
Issued straight away, to quote in any later message.

3 Reply within one working day
A recruiter confirms the details and agrees a timeline in writing.

4 Sign the brief and terms
Fees and guarantees agreed before work starts.

5 First shortlist
Within 5 working days (permanent) or 72 hours (volume, temporary).

For your procurement team: the vendor pack

Email info@mandatesa.com with the subject "Vendor pack" and we send it, and complete your supplier onboarding forms.

- Company registration certificate
- SARS notice of registration
- Tax compliance status and PIN
- B-BBEE certificate, Level 1
- Central Supplier Database details
- Your supplier forms, completed by us

A brief that gets a faster answer

- What the person will do in their first three months
- What they cannot do the job without
- What you are offering, and when they should start
- For volume: headcount per site, provinces and start dates
- For temporary staff: shifts and the expected end date

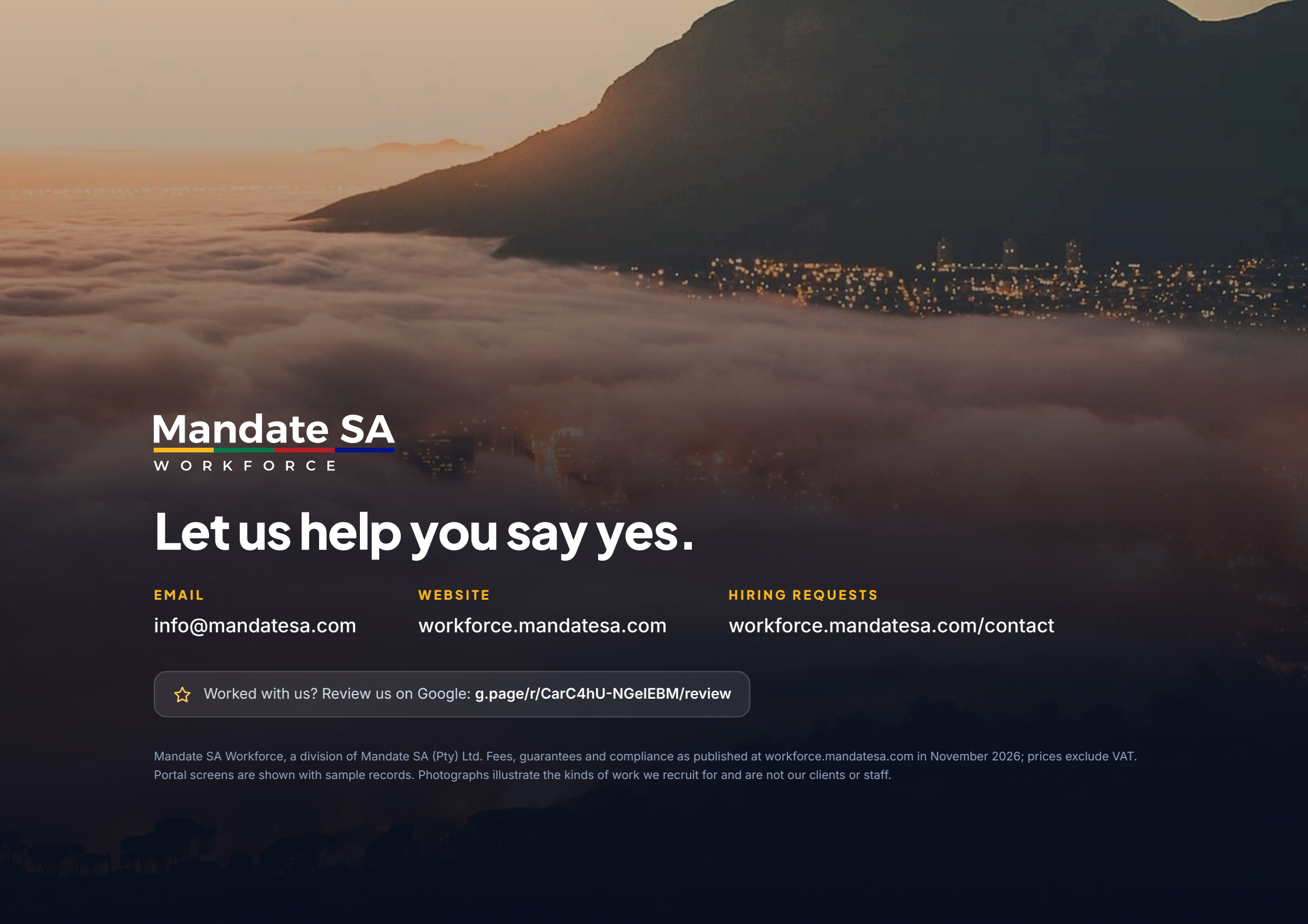
B-BBEE Level 1
135% recognition for your procurement

Tax compliant
SARS status shown on the Central Supplier Database

Central Supplier Database
Registered supplier with National Treasury

Candidates never pay
No fees for job seekers, ever

POPIA by design
Private storage, every CV view logged



Mandate SA
WORKFORCE

Let us help you say yes.

EMAIL
info@mandatesa.com

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