



Maestro Assist

FRANCHISING & BUSSINESS
INCUBATION

HR & COMPLIANCE RETAINER SCOPE OF WORK

1. SERVICES INCLUDED

A. PAYROLL ADMINISTRATION

- ✓ **Monthly payroll processing** (salaries, overtime, bonuses)
- ✓ **Statutory deductions** (PAYE, UIF, SDL) calculation & submission
- ✓ **Payslip generation & distribution** (digital/print)
- ✓ **Monthly payroll reconciliation reports**

B. LABOUR LAW COMPLIANCE

- ✓ **Employment contract reviews/updates** (up to 5 contracts/month)
- ✓ **Basic BCEA, LRA & EE Act compliance checks**
- ✓ **Disciplinary/grievance procedure guidance** (up to [X] cases/month)
- ✓ **HR policy reviews** (1 policy update/month)

C. EMPLOYEE RELATIONS

- ✓ **Leave management system oversight**
- ✓ **Performance management support** (1 review session/month)
- ✓ **Basic recruitment assistance** (1 job ad + interview guide/month)

D. HR ADMINISTRATION

- ✓ **Employee record-keeping** (digital files)
 - ✓ **Monthly HR compliance report**
 - ✓ **2x priority email/call support sessions weekly**
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2. SERVICE LIMITATIONS

A. HOURLY ALLOCATION



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- **Startup Package:** 15 hours/month
- **SME Package:** 30 hours/month
- **Corporate:** Custom hours

B. EXCLUSIONS (NOT COVERED)

- ✗ CCMA representation/litigation
 - ✗ Custom HR software implementation
 - ✗ Bulk recruitment drives (>2 positions/month)
 - ✗ After-hours support (after 5pm/weekends)
 - ✗ Workplace skills plan (WSP) submissions
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3. CLIENT RESPONSIBILITIES

- Provide complete employee data by [Payroll Cut-Off Date]
 - Submit HR requests via [Designated Portal/Email]
 - Approve payroll 48hrs before payday
 - Notify of any staff changes within 24hrs
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4. FEES & PAYMENT TERMS

Monthly Retainer Fee: R[XX,XXX] (excl. VAT)
Overage Rate: R[XXX]/hour (billed in 15-min increments)
Payment Due: By 1st of each month
Late Payment Fee: 2% per week

5. TERM & TERMINATION

- **Initial Term:** 6 months (auto-renews monthly thereafter)
- **Termination Notice:** 30 days
- **Early Termination Fee:** 50% of remaining contract value