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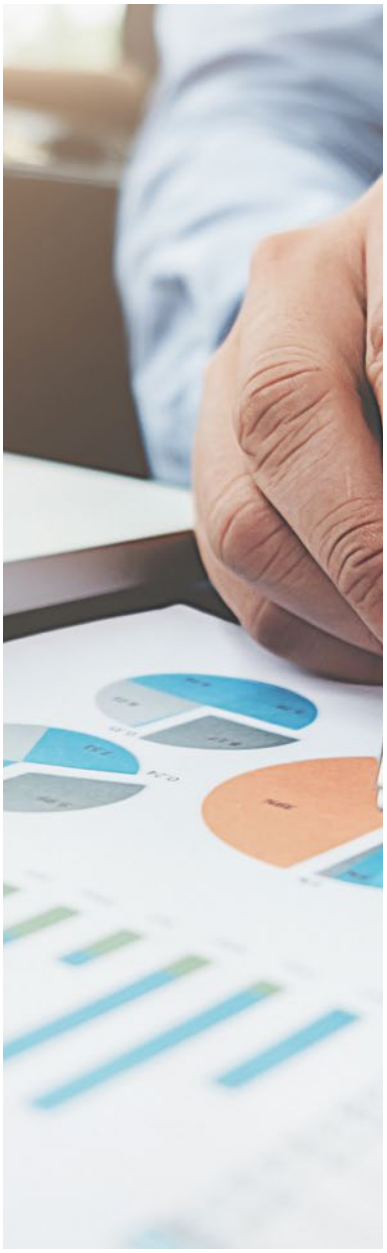

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2020

ANNUAL STATISTICS

AUTHOR DETAILS

Jenny Reid

Jenny Reid, the driving force behind iFacts, is a woman who makes things happen. Where others see challenges, she envisions solutions.

She has become an outspoken advocate of change, integrity and innovation. Her solid experience gets her respect, while her fearless attitude is admired by her peers, the media - and her clients.

Jenny is a sought-after speaker and conference facilitator, both in South Africa and abroad, where her people risk experience, insights and sharp analysis of the background screening sector is valued by organisers and audiences alike. Her fearless attitude and tireless energy have made her stand out in the industry; and she has become an inspiration to other women in the industry.

Jenny started her career in the security industry in 1995 and her integrity and talent was recognised when she became the first woman president of the Security Association of South Africa (SASA) in 40 years.

She bought the iFacts brand in 2009 and saw an opportunity to help her clients remove risks and develop progressive solutions to employee screening. From this, Jenny took her idea a step further and developed a holistic enhancement programme, aimed at helping business owners create a loyal, productive and healthy workforce.

In 2018 Jenny became a partner in a business 50Plus-Skills which is a skills platform for the over 50's who have often retired too soon and either require paid work to live in the later segment of their life or who want to give back to society through work or play.

Jenny has since become a Master NLP Coach and created an online health and wellness platform to help people become the best me they can be. Her tag line is Dream It Do It Be It. She specializes in programmes for career development, personal development, health & wellness and retirement planning.

www.ifacts.co.za

www.theorangesa.co.za

www.50Plus-Skills.co.za

AUTHOR DETAILS

Sonya Skipp

As the General Manager at iFacts, Sonya's responsibility is to oversee the daily operations of the company at an executive level. From marketing and sales to finance and administration, Sonya helps ensure that the business is strengthened through new products, operational system skills, and consistent development.

Sonya and her team are always seeking effective corporate security strategies for iFacts clients that will help develop their businesses, while reducing risk and ensuring the introduction of proactive and innovative solutions for the future.

Sonya is a client-driven professional, putting the needs of clients first by ensuring that iFacts offers the exceptional service that the brand is renowned for in the industry.

Joining the company as a Client Liaison Manager in 2010, she showed an affinity for dealing with clients in a personal and positive manner, developing strong interpersonal skills. After stellar contributions to iFacts, she was promoted to the position of General Manager in early 2012.

Her strengths lie in ensuring clear communication, customer satisfaction, and efficiency for all iFacts' clients. Sonya's additional responsibilities include brand development, operational systems, and marketing strategies.

Sonya holds a diploma in Hotel Management.
Her previous experience includes positions at well-known and prestigious hotel chains and exclusive boutique guest houses during her tenure in the hospitality industry.

Sonya's first-hand experience includes running her own bed and breakfast for five years, along with her husband, Craig, and their three sons.

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INTRODUCTION

INTRODUCTION

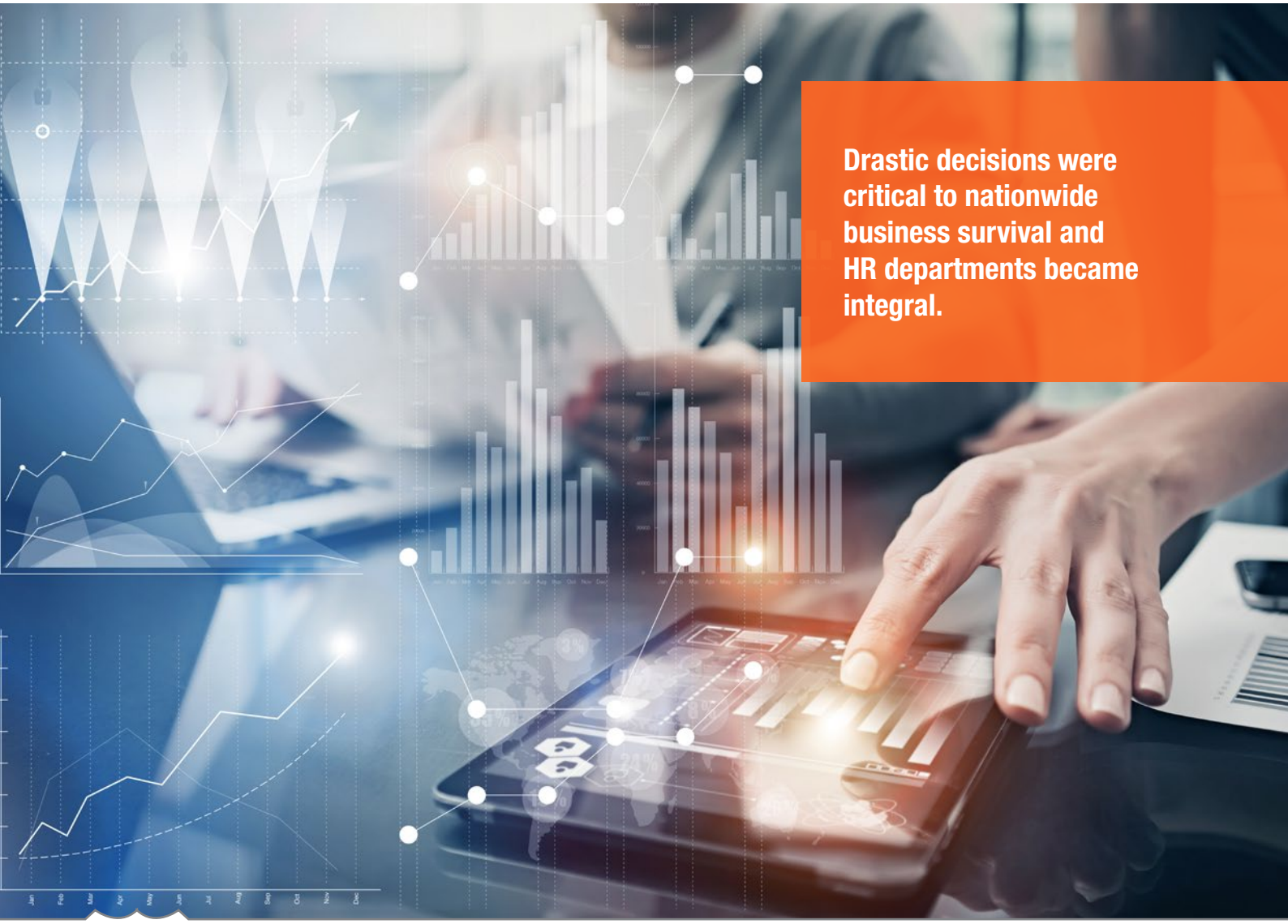
The iFacts annual report usually starts with a review of the previous year.

However, since March 2020, we joined the world in an intolerable battle for survival.
We had to look at how we can operate in a different way, how to endure, and finally what the future holds for us.

Drastic decisions were critical to nationwide business survival and HR departments became integral.

The hard lockdown forced companies to put staff on leave (paid or unpaid).
Where possible companies put remote working policies in place. In the face of devastating job losses many people embraced the opportunity to remain employed
while others struggled to work from home.

Fortunately, iFacts has always put great importance on its online portal. Overnight our staff set up to work from home and ensure our clients were receiving the service levels they are accustomed to. iFacts also observed some shifts in the employee screening required and was able adapt its offering swiftly.



WORKPLACE TRENDS

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WORKPLACE TRENDS

Remote working was the most common and significant trend with its own benefits and challenges.

Lack of productivity was a massive concern for companies. Lack of trust and overzealous monitoring became a problem for employees. In fact, many conceded working much longer hours and feeling utterly exhausted.

According to the NTT Ltd.'s **2020 Intelligent Workplace Report 'Shaping Employee Experiences for a World Transformed'** almost 74% of organisations agree that employees would prefer to choose flexibility when it comes to where they work.

The statistics from the NTT survey are not alone in backing up employee remote working preferences either. The **Global Workplace Analytics survey** found that 73% of employees feel they are more successful when working from home, and 76% want to continue doing so.

Many companies are still considering not renewing leases for their commercial property because their employees are more effective or just as effective at home. The one enormous benefit has been decreased volumes of traffic on the roads.

For HR, these changes have forced a change in policies, and no one is sure of the permanence of any situation. Sometimes fluidity leads to insecurity. HR policies now must consider work /life balance and create a holistic working environment capable of managing virtual offices, with collaboration and engagement.

Issues that required consideration were:

- **Poor communication** infrastructure in South Africa was, and continues to be a significant challenge for many staff members. Sadly, not all areas have good quality internet connection, which reflects poorly on people's performance. An additional challenge is the ongoing irregular power supply from Eskom (the national electricity supplier). While most offices have a robust back-up power supply; not everyone has this privilege at home.

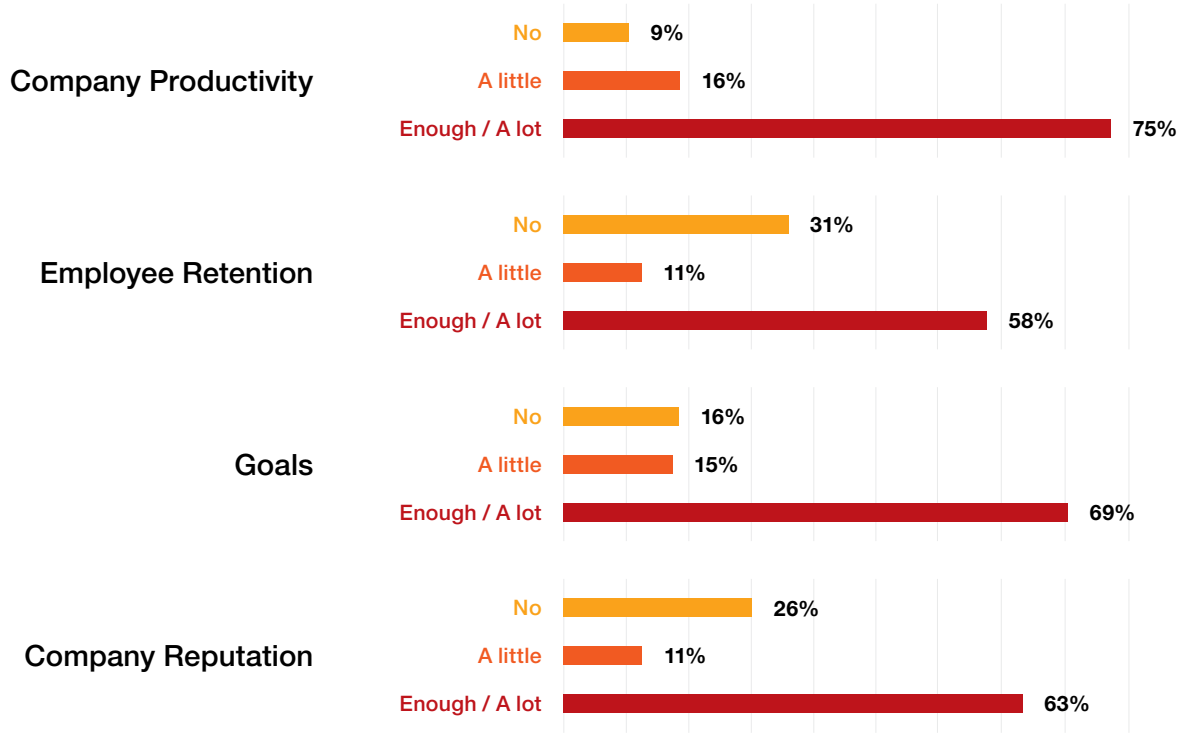
> **74% of organisations agree that employees would prefer to choose flexibility when it comes to where they work.**

- **Employee skills** were not always adequate when it came to using technology at home, which required additional training.

Online learning became a great new opportunity for staff, and many people embraced this opportunity. With less time spent on travel and meetings, many used this time wisely and upskilled themselves. An interesting observation of the learning type was that many people did not engage in the more formal learning sector through institutions. They rather upskilled themselves in areas with real meaning in the workplace. It has often been said that formal education does not necessarily prepare a candidate adequately for workplace success.

Jolie Miller, head of business content strategy for LinkedIn Learning said: "We've seen an exciting expansion in the business with LinkedIn Learning and because people are using real-time data insights to understand what skills are important, we can supplement and enrich conversations with learning that helps people become more successful in getting jobs." She said the pandemic has increased activity in "learning groups" by 1100%, partly because it's giving people that connection piece that they're craving."

Has upskilling/reskilling training been beneficial to the following areas?



Source: The State of Upskilling and Reskilling Training Survey | talentlms.com

- **Artificial Intelligence** was used to automate many HR responsibilities, including recruitment. Companies that are trying to become leaner are trying to digitize wherever possible.

How is AI being used in HR & Recruitment?

Separation/Retirement

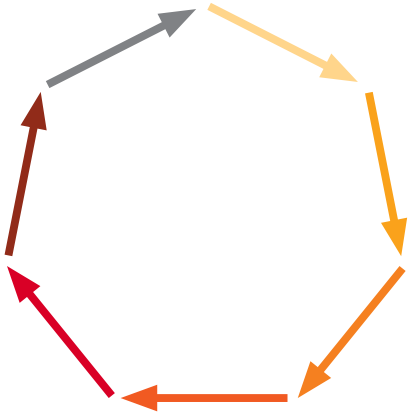
Outplacement
Pension administration
Alumni and boomerang hire sourcing

Compliance and Reporting

Monitoring bias
Supervision of employee activities

Risk Management

Retention and attrition analytics
Absence and accident prediction
Fraud detection



Recruitment

Candidate sourcing
Hiring process automation
Agent-led video interviews
Predicting new hire performance

Learning and Development

Onboarding
Reference information
Personal coaching

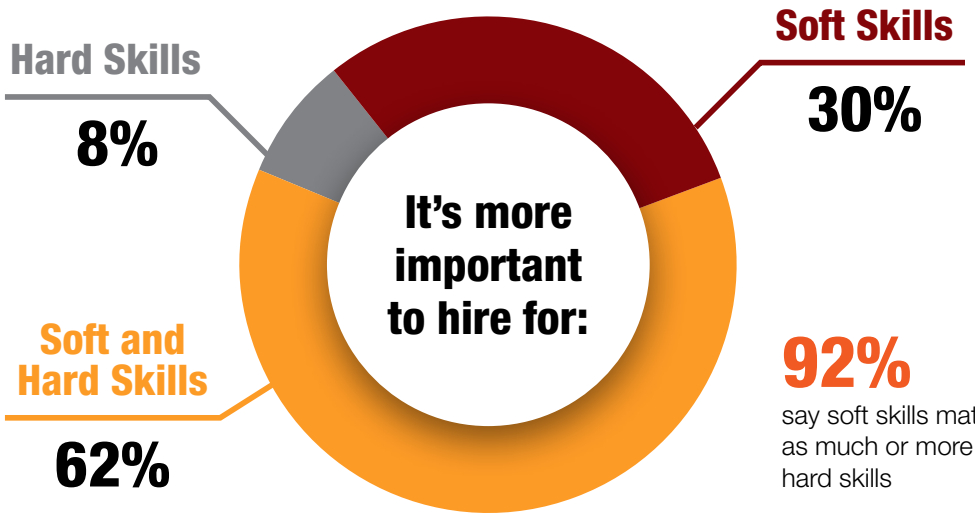
Performance Management

Objective setting
Capacity predictions
Predicting performance
Team fit psychometrics

Engagement and Recognition

Payroll and benefits automation
Engagement monitoring

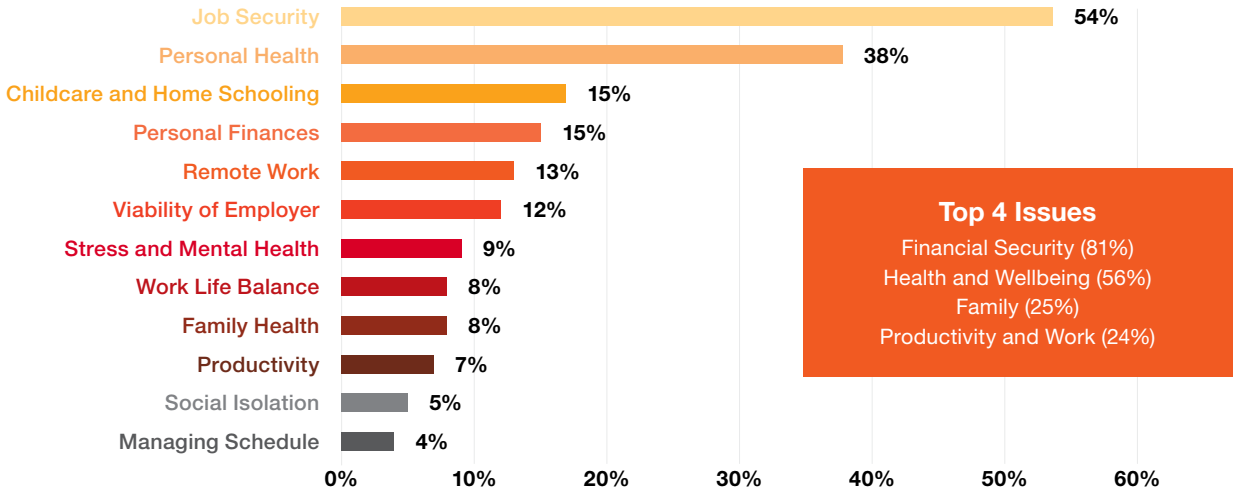
- The awareness of online **employee screening** increased. Sadly, a criminal record check could not be completed in South Africa due to the requirement of candidate's fingerprints having to be taken. However, we did notice a move away from the more traditional checks to a greater assessment of soft skills.



92%
say soft skills matter as much or more than hard skills

- It was said that companies need to focus on providing tools to get the job done, as well as **wellness and engagement.**

Top Issues on Employees' Minds



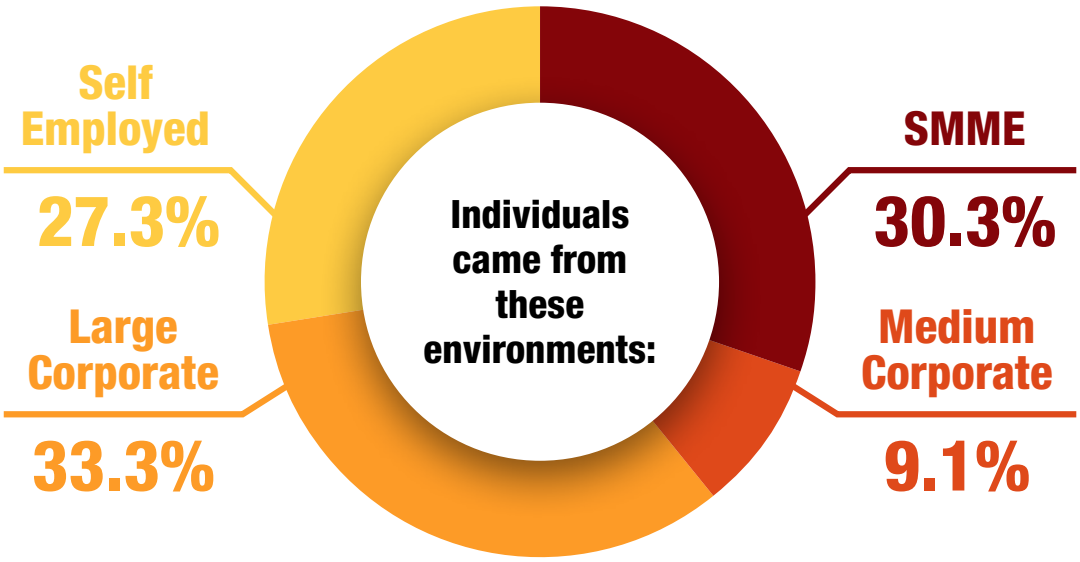
Online survey conducted by CultureX and Josh Bersin between March 31 through April 5. By role, the sample consisted of CHRO's (25%), HR VPs, directors, or managers (52%), HR specialists or business partners (16%). Organizations with more than 10,000 employees represented 21% of the sample, 1,000 - 10,000 (31%), 200-1,000 (23%), and fewer than 200 employees (26%). Information technology (21% of responses), professional services (14%), and financial services (9%) were the most common 0f 19 sectors represented in the sample.

Source: COVID-10 Pulse of HR | joshbersin.com

- There was a heightened awareness of **mental health and wellbeing** and the need to support people remotely.

> **Focus on providing tools to get the job done**

IFACTS 2020 LOCKDOWN SURVEY



61% achieved personal growth

67% followed an exercise plan

82% had previously considered working from home

73% want to work more from home

88% felt supported & motivated by their employer

79% had the necessary tools to work effectively

- The employee engagement level went up from 53% in 2019 to 66% in 2020.

  The factors driving employee engagement were:
  - A sense of belonging to a company
  - The support for the change required during lockdown periods
  - Encouragement to learn and grow
  - Confidence in the management of the company to handle the difficult times people were experiencing.

Engagement level went up from 53% in 2019 to 66% in 2020

THE DEVELOPMENT OF IFACTS DURING 2020

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THE DEVELOPMENT OF IFACTS DURING 2020

With the challenges the world faced in 2020, iFacts, with its ability to introduce new tools online, could introduce new and improved services to its clients easily and effectively.

- **Remote Worker Assessment**
  The concept of determining the ease with which a person can adapt effectively to a new workplace/ environment is not new. iFacts launched the Remote Worker Orientation Assessment tool to assess employee remote working.

  There are common denominators that indicate which employees can be considered for remote working.

  Click here to view Remote Worker Assessment.

- **Online Interviews**
  Online interviews are an excellent tool that allow recruitment teams to assess candidates conversationally. It allows the assessment of an individual's communication skills and body language.

  The recruitment team can send the candidate a link and once the interview is completed, the team can also rate the candidate with comments online.

  In speaking to candidates, they said that they enjoy the process as well as the opportunity to be heard. Many feel that they are not given a fair chance to present themselves because there are so many applications for any given position. They said that they feel quite relaxed in their own environment and fear of being late is eliminated. However, they have felt that their internet connection and reliability of electricity can present challenges despite careful planning on their part.

- **SACE Registration**

  Scams, corruption, and lack of ethics were top of mind during the lockdown. Still, we had not anticipated bogus companies charging teachers to renew their South African Council of Educators' (SACE) registration. The South African Council of Educators' Act requires that all educators register with the Council before appointment to a teaching post. No person may be employed as an educator unless they have been registered with the Council.

  At iFacts, we have an office that assists educators with this process and saves much time.

- **Online Voice Stress Testing**

  Current trends indicate that people and organisations are moving away from the traditional Polygraph test to the Voice Stress Analysis (VSA). Opinions differ in terms of which method is better, but the industry is undoubtedly moving in the direction of the VSA.

  At iFacts, we promote Voice Stress Testing, which is as reliable as traditional polygraph technology and measures "detection of deception". VSA does not consider the tone or pitch of the voice it merely measures "micro-tremors" in the voice which are linked to the stimulation of the central nervous system when the questions are posed. As the body responds to the stress, the muscles in the throat tighten and the basic frequency of the voice changes. An additional benefit is that the VSA test can be done via phone.

- **Personal Success Profile**

  The Work From Home Policy brought different health issues to many people and iFacts partnered with Performance Booster and now brings an easy to use online Personal Success Profile tool to the market. It allows leaders to balance empathy and productivity while allowing employees to develop themselves.

  The online Personal Success Profile analyses the individual's personal profile and raises awareness of areas requiring attention. Worksheets are provided that enable self-reflection.

  Remember healthy employees are more loyal and productive.

> **Remember healthy employees are more loyal and productive.**

GLOBAL EMPLOYEE SCREENING TRENDS

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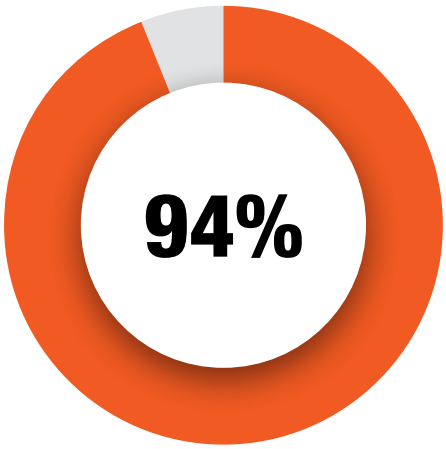
GLOBAL EMPLOYEE SCREENING TRENDS

iFacts is a proud member of the Professional Background Screening Association (**PBSA**). In 2020 **PBSA** conducted an assessment with results that were extremely relevant for iFacts' clients.

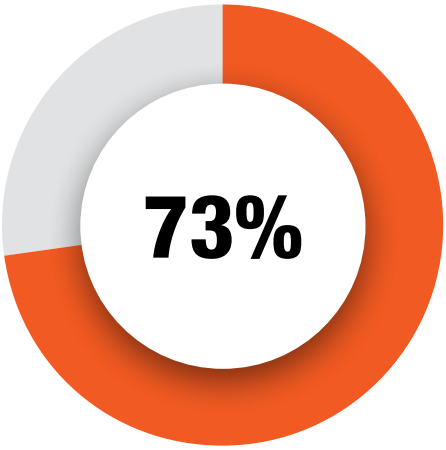
Background Screening is Prevalent

Most organizations report conducting at least one type of background screening, and 73% state they have a documented policy for background screening procedures.

Though many organizations conducts these checks, costs and the length of time to get the results continue to be top challenges.



94% of employers state their organization conducts one or more types of employment background screening

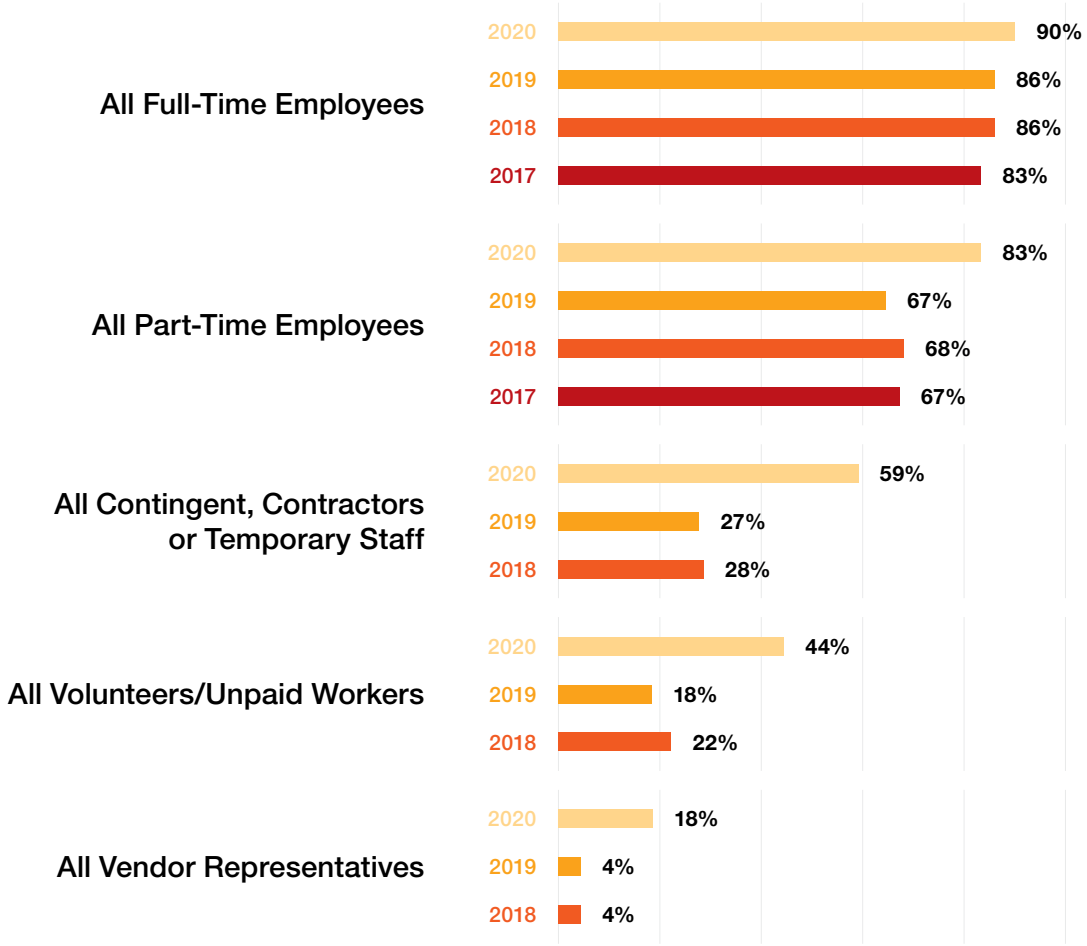


73% of employers have a documented screening policy

Source: PBSA report

Update your employee screening policy **here.**

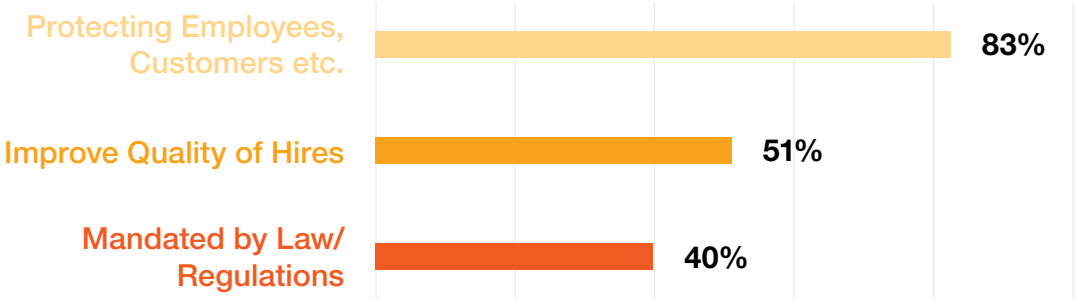
Who Does Your Organization Screen?



*Some data for 2017 is unavailable
Source: PBSA report

- Screening all employees is considered crucial globally. But alarmingly, this is not the case in South Africa. The screening of employees is still considered a grudge-purchase and a minimum amount of screening is done. It is often a tick-box process where the risks associated with the position are not fully considered.

Top Three Reasons for Conducting Background Checks



Source: PBSA report

- Few checks are mandated by law in South Africa. An industry that we do work with extensively is the security industry, because a clean history and registration with the Private Security Industry Authority (PSIRA) is essential.

- Another industry we work with extensively is education. The South African Council of Educators' Act requires that all educators must be registered with the Council before appointment to a teaching post.

- Globally criminal record checks remain the screening check of choice. Regrettably, this is still the case in South Africa.

  iFacts asserts that low conviction rates in South Africa and criminal record checks, merely indicate someone with criminal intention has been caught. There are many more people with either criminal intention or who are committing crimes but have not been apprehended.

  There are effective checks in place to prevent organisations from being subjected criminals, but companies will only be assisted when screening is no longer considered a grudge-purchase.

- Globally, the most performed checks are criminal, identity, employment, and education checks.

- When employees are screened is another issue. Globally 66% of companies wait until a conditional offer has been made or accepted before conducting a check.

- There has been a growth in the number of companies conducting in-service screening checks on a regular basis which is encouraging. Often employees do not know what will tempt them prior to employment. Only once engaged do they see the openings presented to them, either directly or through syndicate involvement.

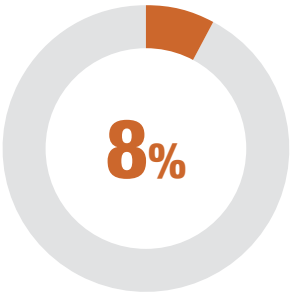
WHY YOU SHOULD HAVE AN EFFECTIVE EMPLOYEE SCREENING POLICY IN PLACE

SECURITY INDUSTRY SCREENING

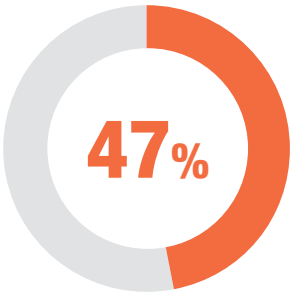
STATISTICS FOR THE YEAR 2020

of candidates screened have criminal records

of candidates screened have poor credit reports



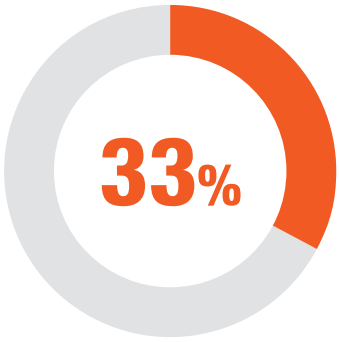
of security officers not registered with the legal authority



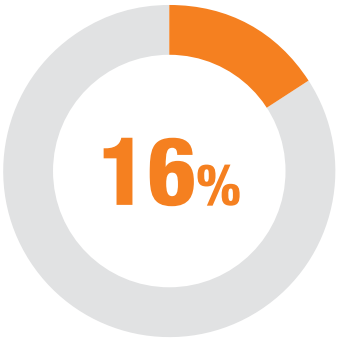
of public driving permits are invalid

INTERESTING NEW DEVELOPMENTS

of work permits in South Africa are invalid



of bank account details verified are invalid



of individual's contact details are invalid

EMPLOYEE SCREENING POLICY

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EMPLOYEE SCREENING POLICY

iFacts understands that it is critical to provide an excellent service to our clients. We believe that a client's Employee Screening Policy should be reviewed on an annual basis to ensure that the risks of the client are addressed immediately. The days of a tick-box process are gone, and screening policies must be designed to address the risk of individuals and ultimately the company.

iFacts found that in 2020 our clients did an average of 2.1 checks per candidate, which has grown from an average of 1.9 in 2019. However, South African owned companies often do not have a documented screening policy, whereas the international companies do.

57% OF EMPLOYERS

STATE AN EFFECTIVE SCREENING POLICY IMPROVED THE QUALITY OF HIRE.

Find out more and get assistance with a customised employee screening policy at **info@ifacts.co.za**

EMPLOYEE SCREENING POLICY CHECKLIST

- [ ] Are your candidates aware of the fact that you have an employee screening policy?
- [ ] Are your employees aware of the reasons for an employee screening policy?
- [ ] Is your employee screening policy drawn up in conjunction with your risk department?
- [ ] Do you have different checks for different levels of risk in your company?
- [ ] Do you include CV verification in your employee screening policy?
- [ ] Do you include job suitability in your employee screening policy?
- [ ] Does your policy include a legally correct candidate consent form?
- [ ] Does your policy include assessments to measure intention to engage in criminal activity?
- [ ] Are you able to conduct your employee screening assessment online?
- [ ] Does your policy allow for regular background checks to be done on existing employees?
- [ ] Does your policy include screening on contract workers or sub-contractors?

Contact iFacts for all your employee screening and vetting needs

Is your Employee Screening Policy up to date? iFacts can help.

WHY USE iFACTS?

The Innovative Employee Screening and Background Checking Company

All employee screening (including criminal record checks) can be done online.

A national footprint of fingerprint hubs for AFISwitch fingerprint taking for criminal record checks.

Consent forms are available in digital format and can be submitted online.

iFacts is legally compliant and a full member of the NCR.

iFacts is a member of the international governing body for Pre-Employment Screening – NAPBS.

iFacts provides real time data and results for its reports ensuring a speedy turnaround time allowing you to make your decisions more quickly.

A simple admin interface is available for all users and can be customised to allow different read levels for different requirements.

There are no hidden costs on checks and prices quoted are the prices you pay.

Customer service is key at iFacts and a friendly operator is always there to help and guide you.

Market related pricing with benefits to larger corporate customers.

Reports are easy to read with an infograph giving an overview of checked results.

Customer service is key at iFacts and a friendly operator is always there to help and guide you.

FREE training for all users.

iFacts allows for the transfer of existing AFISwitch systems to the iFacts system.

No registration costs or contract obligations.

iFacts does not close and is open 365 days of the year.

All South African checks are done with a FREE ID verification.

FREE Employee Screening Policy services are available.

iFacts is a fully female owned South African SMME with a level 4 BBEEE rating that has been in existence since 2001.

iFacts Employee Screening & Vetting Services

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THE iFACTS TEAM:

iFacts will diminish any employee risk swiftly!

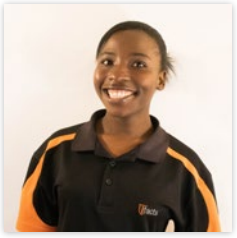
Jenny Reid
(CEO)

Sonya Skipp
(General Manager)

Monique Beetge

Conscience Manjokota

Zanele Kumalo



Chipo Laudi

Tatenda Damba

Michela Maziyokwenyu

Nokuthula Khumalo

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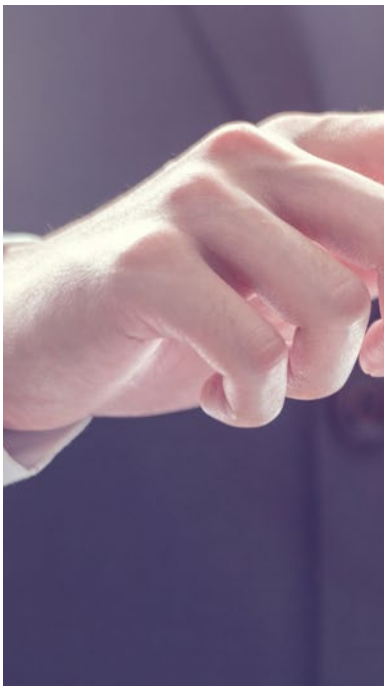
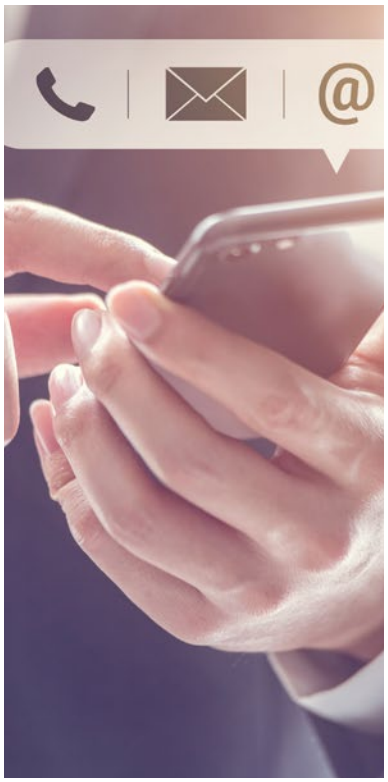
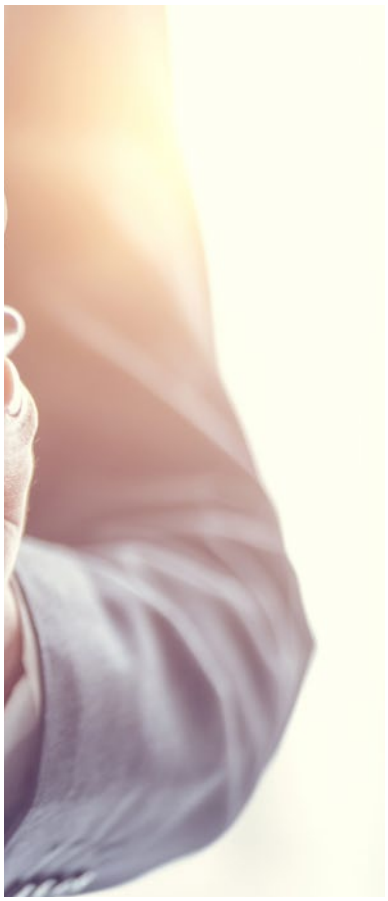
OUR SERVICES

Employee Screening & Vetting Services
Online Employee Engagement Tools | Integrity Assessments
Behavioural Assessments | Voice Stress Analysis
Social Media Risk Assessment | Career Coaching | Wellness







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