

QUEST'S COMPANY PROFILE



Quest

Enabling Business through Talent™

QUEST is South Africa's leading provider of scalable recruitment and staffing solutions for Frontline customer service, Sales, Marketing and Support staff. Its primary services are Bulk Recruitment Solutions (Perm and temp), Field Marketing Solutions, Human Resource Outsourcing, Recruitment Process Outsourcing and Staff Optimisation Solutions. All of this is geared towards **"ENABLING BUSINESS THROUGH TALENT"** .

Our **vision is to be the leader in Customised Staffing Solutions in Africa.**

COMPANY OVERVIEW

Established in **1974**, Quest has over 40 years experience in the South African staffing industry specialising in the recruitment and management white-collar staff . As part of Adcorp Holdings Limited (listed on the JSE in 1987), South Africa's leading provider of staffing, human capital management and business process outsourcing services, we have access to financial resources, leading IT and information systems and sound corporate governance.

Quest is a subsidiary of Adcorp Workforce Solutions (Pty) Ltd which has a consolidated **Level 1 BBBEE rating** with **82.45% black ownership** and **45.00% black female ownership**.

Quest has a proud history of firsts in the South African staffing industry. First to offer optimised staffing model, first to set up a specialised call centre staffing solution, first to successfully implement learnership programmes and more.



QUICK FACTS

- 14 branches nationally
- 268 permanent employees
- Over 15 000 contractors on assignment on any given day across the country
- 1343 national client footprint, dealing with an excess of 3500 Head of Departments contacts.
- A database of approximately 150 000 candidates giving our clients access to top notch candidate base.

We operate across various industries including:

- **Aviation**
- BPO
- **Financial Services**
- FMCG
- **Hospitality**
- Petrochemical
- **Pharmaceutical**
- Public Sector
- **Retail**
- Sales and Marketing
- **Technical**
- Telecommunication



360° VIEW

At Quest, we approach every aspect of what we do with open eyes, an mind and heart. Our discipline enables us to see the big picture without losing focus on the goals of our business, our clients and our candidates.

Our view on business is deceptively simple. We harness the lessons we have learnt in the staffing industry since 1974 by looking back, we innovate and proactively develop solutions for the future by looking ahead and we consistently adapt to the ever-changing South African business environment by looking in the moment.

We take this same view when partnering with our clients and candidates. Understanding our client's business, strategy and operational needs is imperative in determining which of our staffing solutions is best suited to enabling their business to achieve desired outcomes.

Understanding our candidate's potential, career aspirations and realities enable us to advance their careers effectively.



OUR FCS² SERVICE OFFERING

BULK RECRUITMENT SOLUTION (PERM & TEMP)

This solution is perfect for those special projects that result in the processing of high volumes of data or information that is required in a short space of time. Our specialist division is made up of a dedicated team of personnel trained in both telephonic and electronic interface as well as high speed data entry.

- Bulk Temp/Projects: Sourcing and supplying bulk temp orders at a single client (same scope) for a period longer than 6 months. Employee Leasing – Temporary staff, supplied on a monthly salary and statutory benefits are only charged to the client when they are availed off.
- Bulk Perm: Sourcing and supplying bulk candidates to a single client (same scope) i.e. Filling 60 contact centre orders at one client.

FIELD MARKETING

Sourcing and supplying temporary staff to work either remotely over a large geographical area or in one location. i.e. Stocktaking, Direct Selling Agents or Promotional Agents. This product normally requires a management system based on the geographical challenges and difficulty in managing temporary staff in far outlying areas.



OUR FCS² SERVICE OFFERING - CONT.

HUMAN RESOURCE OUTSOURCING (HRO) SOLUTIONS

Our Human Resources Outsourcing (HRO) solution enables client organisations to outsource all – or part – of their HR processes, allowing internal staff to focus on core business goals and objectives. Our services enhance talent management, improve productivity and reduce costs.

RECRUITMENT PROCESS OUTSOURCING (RPO)

Quest's RPO offers clients a full bouquet of recruitment services. This includes all aspects of the recruitment process such as job description development, job advertising, job posting, sourcing, response handling, screening, assessments, interviews and on-boarding. The client may choose to outsource all or part of.

STAFF OPTIMISATION SOLUTIONS

Our Staff Optimisation solution assists client organisations in optimising employee performance and - in turn - deliver a consistently positive customer experience which ultimately results in brand loyalty and profits. We and our partners in conjunction with the client analyse current and historical information pertaining to planned and unplanned absenteeism, trends, work load, stats etc. to determine the required Full time employees to either perform an upcoming form of work/division or current project running.



CREATING VALUE FOR CLIENTS

FASTER TURNAROUND TIME TO EXPAND INTO NEW MARKETS OR OFFERINGS:

Quest's capabilities to advertise, source, assess and place candidates in short time frames due to its scale and tools, allow Quest clients to meet their business requirements in a timely manner, thereby increasing the **speed to delivery**. This is especially important where our clients want fast turnaround to meet expansion opportunities or respond to changing market needs.

IMPROVED EFFICIENCIES:

As an expert and experienced provider in staffing solutions, with scale unparalleled to competitors and a proven track record of 40 years, Quest is able to offer efficiencies in processes and back office operations resulting in **cost effectiveness**.



CREATING VALUE FOR CLIENTS-CONT.

IMPROVED EFFECTIVENESS:

Quest's experience in Human Performance Management ensures the right **candidates are sourced** through means of extensive advertising experience, a vast database and sophisticated tracking and assessment tools - and managed in the right way, by means of best practice Performance Management, Industrial Relations Management, Development and HR Administrative processes.

BUSINESS INTELLIGENCE TO ENABLE BUSINESS:

Quest is able to convert Human Performance data into Business Intelligence by means of understanding employee performance in depth. This allows Quest to **advise clients on what key indicators are of importance**, and how those should be improved, which could Improve our client's business.



DIFFERENTIATORS

- **BBBEE credentials:** We are a **89.47% black ownership and 67.00% black female ownership**. allowing our clients to benefit from BBBEE scoring and points. **This gives our clients credibility in the SA and ability to claim 125% of their spend with Quest.**
- **Business Intelligence:** We transform data and information into business intelligence to better serve our clients — to be faster, more knowledgeable and more responsive. **Our clients are able to learn and make strategic decisions about the future of their business.**
- **Client-focused:** We are a purpose-built organization. We ensure that we understand our clients' needs and deliver solutions that best meet their requirements. **Our clients get bespoke solutions that enable their unique business.**
- **National and African Operations:** South African and selected African delivery capabilities. **Our clients can thus be at peace that they have a partner with the ability to support most if not all of their African operations.**
- **Productivity and performance:** Our unique staff measurement system (HPWS) ensures that every flexible staff member is contracted to clients' aligned KPA. **This lead to enhanced productivity of the assignees leading to business effectiveness.**



DIFFERENTIATORS – CONT.

- **Quality Service Delivery:** Excellent testimonials and referrals on our quality and service. **The clients have confidence that their quality will not be compromised.**
- **Track Record:** Proven track record executing complex and volume projects on time and with greater efficiencies for JSE listed clients. **Clients benefit from our experience particularly with unforeseen recruitment complexities.**
- **Strong Balance Sheet:** We have a healthy and strong Balance Sheet supported by Adcorp Group Ltd giving our clients a peace of mind that contracted staff will always be paid right and on time. **Our assignees will never go unpaid.**
- **Powerhouse of Industry Knowledge:** Our staff have one of the longest industry record which when coupled with our access to Adcorp Group Subject Matter Experts makes us a powerhouse of industry knowledge. **Our clients benefits from cutting edge staffing expertise in one house.**



ACCOLADES

2017

- PMR Awards: **Diamond Arrow 2017 Award: Outstanding 1st Overall** for Western Cape Provincial Survey Leaders & Achievers category: Personnel Recruitment Agencies

2016

- PMR Awards: **Diamond Arrow 2016 Award: Outstanding 1st Overall** for Ekurhuleni Regional Survey Leaders & Achievers category: Personnel Recruitment Agencies
- PMR Awards: **Silver Arrow 2016 Award** for National Survey on Outsourced Staffing Solutions Companies
- PMR Awards: **Diamond Award: 2016 Best Personnel Recruitment Agency** in the City of CT
- Contact Centre Management Group Industry Awards 2016 - **2nd Place: Best Technology Innovation-Internal Solution**
- Adcorp's Chairman's Award 2016: **Best Group Player 2016**
- BPeSa Awards (WC): **Best External Support Services**
- BPeSa Awards (WC): **Best Domestic Outsourced Contact Centre - Small & < 50 seats**

2015

- PMR Awards: **Winner - Diamond Award: 2015 Best Personnel Recruitment Agency** in the City of Cape Town
- 14th Annual Oliver Empowerment Awards: **Winner - Top Empowered Female Leader of the Year Award**
- PMR Awards: **Winner- Diamond Arrow 2015 Award** (City of Ekurhuleni Survey) in the **Best Personnel Recruitment Agencies** category.



ACCOLADES - CONT.

2015

- National BPeSA Awards: Winner - **The Best Support Services: HR Service Provider (External)**
- 14th Annual Oliver Empowerment Awards: **Finalist** - Diversity Awards
- **Pretoria News Readers 2015: 2nd Place** - Best Employment Agency

2014

- **PMR Africa: First Overall Winner of the Diamond Arrow (Ekurhuleni)-Personnel Recruitment Services**
- **Black Business Quarterly (BBQ) Awards - Winner**, Best Employer Awards 2014
- **Gender Mainstreaming Awards: 3rd Place** - Private Sector Category: Diversity & Transformation
- **11th Annual Standard Bank Top Women Awards: Finalist** - Top Businesswoman of the Year Award
- **12th National Business Awards: Finalists** - 2014 Top Women Awards

2013

- **Pretoria News Readers 2013: Best Employment Agency**
- **AMARA Awards 2013: Employment Agency of the year (2nd runner up)**
- **BPeSa Awards (WC): Best External Support Services of the year 2013**
- **PMR Africa: First overall winner of the Golden Arrow 2013 (Ekurhuleni)-Personnel Recruitment Services**
- **Business Engage: Diversity and Transformation Award (2nd Place)**
- **Business Engage: Women Empowerment in the Workplace (2nd Place)**



ACCOLADES - CONT.

2012

- **Career Junction:** 2012 Recruiter of the year (Medium Category)
- **PMR Africa:** Diamond Arrow in the category of leaders and achievers- 1st overall (KZN)
- **PMR Africa:** Diamond Arrow in the category of leaders and achievers- 1st overall (Ekurhuleni Metro).

2011

- **Top Women in Business and Government:** Achievement and commitment to the promotion of workplace equity for women
- **Adcorp Chairman's Awards:** Group company winner in the category most improved profit generator more than 20 million rand
- **Career Junction:** 2011 recruiter of the year
- **Junction Awards:** Recruiter of the year in the category small agency – winner.

2010

- **African Stars annual BPO awards:** Gold award winner in the category HR service provider-outsourced
- **African Stars annual BPO awards:** Gold award winner in the category HR service provider-Western Cape. **PMR Africa:** Golden Arrow award in the category leaders and achievers- 2nd overall
- **Services SETA:** Top gainful employer on the internship and learnership programmes.



QUEST LEADERSHIP

The Quest Executive leadership supports their team with sound guidance and an innovative spirit. Our Executive team is:

Kay Vittee : Global Executive: Adcorp Support Services

Julie Boshoff : Managing Executive: Finance & Enablement Services

Stephen Shields : Managing Executive: Operations

OUR FOOTPRINT

