



**TO:**

**DR THEO NELL**

**SENIOR MANAGER**

**ORGANISATIONAL DEVELOPMENT**

**UNIVERSITY OF CAPE TOWN**

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Dear Theo

### **TOKISO'S SERVICES**

Thank you for meeting with me last week. I confirm that Tokiso is able to offer mediation services to UCT, and is currently a vendor to UCT.

Tokiso is a private and independent company, an accredited private agency under the Labour Relations Act 66 of 1995, and a SETA accredited training provider. Tokiso has won international awards for its innovation in dispute resolution. Tokiso has resolved over 120 000 disputes over the last fifteen years and continues to be a leader in dispute resolution in South Africa. Tokiso resolves disputes in the employment, commercial, community, environment and community fields.

Tokiso has a panel of 291 panellists nationally, of which 42 are based in the Western Cape. Tokiso panellist membership is sought after, and panel requirements are stringently applied. For the employment mediation panel the following requirements have been met by Tokiso panellists –

1. Professionally independent (i.e. not employed by a company, government or union);
2. Successfully completed a recognized course in mediation;
3. Five years' experience in the field of mediation;

4. If a CCMA commissioner, must be at a level A or senior commissioner;
5. Credible reputation as a practitioner in the field;
6. Basic computer literacy;
7. Tax compliant; and
8. Commitment to comply with the Panellist Code of Professional Conduct.

I attach for your information Tokiso's Code of Professional Conduct.

The panellist profiles, daily cost and availability are available on our website, [www.tokiso.com](http://www.tokiso.com). You can search and book a panellist online, making information transparent and easily accessible to you and the human resource practitioners.

As discussed, it would be Tokiso's pleasure to offer to UCT's HR practitioners a complimentary two-hour workshop on conflict management principles. At this workshop, Tokiso can also show these practitioners how to use the online booking service and give guidance on when it would be appropriate to use a mediator.

Please feel free to contact me should you require any further information.

We look forward to hearing from you.

Kind regards

A handwritten signature in black ink, appearing to read 'Tanya Venter', with a stylized flourish at the end.

**TANYA VENTER**

**CEO**