MAJOKA WORKFORCE SOLUTIONS

MWS WORKFORCE MANAGEMENT & CONTINUITY FRAMEWORK

Managing the workforce relationship beyond deployment

Once a professional is deployed, MWS remains responsible for the workforce relationship throughout the engagement. The client retains control over the technical work, while MWS manages the employment, workforce administration, performance process and continuity of the assigned workforce.

01 Workforce Ownership & Administration

MWS manages the employment relationship

The professional assigned to the engagement is hired and employed by MWS. MWS remains responsible for the employment and basic workforce administration associated with that professional.

This includes matters such as:

- Employment administration
- Payroll
- Leave administration
- Workforce records
- Other employment-related administration applicable to the engagement

The client remains responsible for the technical direction of the work, including requirements, priorities, technical expectations and acceptance of deliverables.

Operating Principle

The client controls the technical work; MWS controls the employment relationship.

This establishes a clear separation between technical management and workforce management.

02 Performance Management

MWS maintains a defined process for addressing performance concerns during an engagement.

Performance Standards

The professional is expected to meet the agreed requirements of the deployment, including:

- Quality of work
- Timely delivery
- Availability and reliability
- Communication and professionalism

- Compliance with agreed role and process requirements

Performance Concern

A concern may be raised by the client or identified by MWS.

MWS reviews the concern to understand what occurred, what was expected and where the performance gap exists. Where appropriate, the professional is given an opportunity to provide clarification.

Corrective Action — PIP

Where a performance gap is established, MWS may place the professional on a Performance Improvement Plan (PIP).

The PIP defines:

- The performance gap
- Expected improvement
- How improvement will be evaluated
- The improvement period
- The consequence of failing to meet the required improvement

Outcome

Improvement achieved	→	Professional continues deployment.
Improvement not achieved	→	MWS may escalate the matter and, where appropriate, initiate replacement or other workforce action.

> **Serious misconduct or material workforce issues may be handled separately and may not require a PIP.**

Operating Principle

The client evaluates the professional's work; MWS manages the workforce response.

03 Client Communication & Escalation

MWS provides the client with a direct communication path throughout the engagement.

Communication Channel

The client communicates engagement-related matters through the designated MWS Engagement Point Of Contact (POC).

The MWS Engagement POC is the designated MWS representative who serves as the primary communication channel between the client and MWS throughout the engagement.

Escalation

When a matter requires MWS involvement beyond the normal communication level, the Engagement POC escalates it to the appropriate MWS representative or management.

Response & Coordination

The Engagement POC coordinates communication between the relevant parties and ensures that matters requiring MWS involvement reach the appropriate person.

Closure

Once the matter has been addressed, MWS confirms the outcome with the relevant party and closes the communication loop.

Operating Principle

The client has a direct communication path to MWS throughout the engagement, with escalation available when a matter requires management involvement.



04 Workforce Availability & Continuity

MWS remains responsible for workforce continuity throughout the engagement.

Temporary Unavailability

If the assigned professional becomes temporarily unavailable, MWS manages the situation and takes the necessary steps to maintain continuity of the engagement and Client’s Work.

Unable to Continue

If the professional is unable to resume or continue the engagement, MWS initiates the replacement process.

Replacement

MWS identifies and assigns a suitable replacement professional based on the requirements of the engagement.

Transition

MWS coordinates the transition between the existing professional and the replacement, where applicable, to support continuity of the client's work.

Continuation

The engagement continues with the replacement professional once the transition is completed.

Operating Principle

MWS remains responsible for workforce continuity throughout the engagement and manages replacement when the assigned professional can no longer continue.



05 Workforce Changes

Changes to an existing deployment are reviewed before implementation.

A requested change may relate to:

- Role or scope
- Working arrangement
- Required capability
- Availability
- Workforce requirements

MWS evaluates the proposed change for operational, commercial and contractual feasibility.

Where the change is accepted, MWS coordinates its implementation with the client.

Where a requested change is not practical or acceptable, MWS may decline it or propose an alternative arrangement.

Operating Principle

Client-requested changes are reviewed by MWS before implementation and are subject to operational, commercial and contractual feasibility.



MWS Operating Model

The framework can ultimately be reduced to one clear division of responsibility:

Client	MWS
• Technical requirements • Technical priorities • Technical direction • Technical work allocation • Technical acceptance • Technical feedback	• Employment • Payroll & workforce administration • Leave administration • Performance management process • Workforce continuity • Replacement • Employment-related decisions

The core principle

Client controls the technical requirements.

MWS controls the employment relationship.

We have made the process in a way where a client doesn't need to micromanage things if not required.