



CD DIRECT

**DISCIPLINARY ENQUIRIES
GENERAL INFORMATION FOR ONLINE
DISCIPLINARY ENQUIRIES**



**CONFLICT
DYNAMICS**

TRAINING
& DISPUTE
RESOLUTION
SERVICES

Our aim is to ensure that the outcome and the procedure of an online disciplinary enquiry complies with the law and fairness by giving parties ready access to the services of an experienced disciplinary enquiry chairperson online at cost effective rates.

These guidelines describe how you can appoint a chairperson, and they give an indication of the rates and terms of business on which we are able to provide the services of chairpersons. Exact fees and terms will be quoted on a case by case basis.

The chairpersons on the CD Direct Panel of Chairpersons are highly experienced labour law and labour dispute resolution practitioners, and have been trained on how to host an online disciplinary enquiry using Zoom. For the list of chairpersons and a resume of their qualifications and experience see our website

<https://www.conflictdynamics.co.za/ChairPersonsAndInvestigators>

The basic requirements for participants in an online disciplinary enquiry are as follows:

- A Zoom account – Pro is most secure and versatile
- A steady broadband connection
- A PC/laptop/iPad with a camera
- Enhancements include a headset with a microphone and a second screen

Participants don't need to subscribe to Zoom, as they can join the meeting via the link that will be sent to them by the chairperson. In order to participate in breakout rooms however, parties will need to have downloaded the Zoom app on their computers which they can do here: <https://zoom.us/support/download>. A Protocol for Participants also provides guidelines on how to participate effectively in an online meeting and has been sent to you with this document.

CD Direct disciplinary enquiry chairpersons are appointed as follows

Parties may contact Conflict Dynamics via the website, by e-mail or telephone and request assistance in the appointment of a chairperson to conduct an online disciplinary enquiry on terms agreed with CD Direct. Where parties contact Conflict Dynamics and request assistance in the appointment of a chairperson, the Conflict Dynamics client advisor will provide a case management service from the selection and appointment of the chairperson to the provision of an written outcome and invoicing of the client and payment of the chairperson.

Fees

Chairperson are paid a fixed daily fee for eight hours or part thereof and a set fee for the outcome. Fees vary according to the qualification and experience of the chairperson. Before a chairperson is finally appointed you will be advised of their fees.

Terms & Conditions**Fees and expenses:**

1. A daily rate is quoted for an 8-hour hearing or part thereof.
2. If the parties, by agreement, require the hearing to extend beyond 8 hours or in the event of additional days being required, the client will be charged and overtime rate at 75% of the chairperson's hourly rate.
3. Fees do not include agreed expenses such as the CD Direct administration fee, room hire, catering, and the chairperson's travelling costs, all of which will be estimated at the time chairing fees are quoted.

Payment:

1. CD Direct invoices will be sent by Conflict Dynamics (Pty) Ltd.
2. The enquiry fee (based on number of days set aside for the enquiry (unless paragraph 2 above applies) and estimated expenses, if applicable, are payable five working days in advance of the enquiry.
3. A final balancing invoice or credit note, if applicable, will be issued and become payable before the outcome of the enquiry is sent to the client.
4. Interest will be chargeable on amounts overdue at 15% pa.

Cancellation/Postponement charges:

1. Where a cancellation or postponement is made within ten working days of the enquiry date (excluding Saturday, Sunday and public holidays), 50% of agreed fees will be payable.
2. Where a cancellation or postponement is made within 48 hours of the enquiry date (excluding Saturday, Sunday and public holidays), the full agreed fees will be payable.
3. All agreed expenses incurred by CD Direct and the cost of any overtime by the chairperson will be payable in full.
4. CD Direct may cancel an enquiry where payment has not been made by all parties

in accordance with these terms and conditions, unless alternative payment terms have been agreed by CD Direct.

For further information and to discuss the enquiry contact Craig Hulscher at:

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