



COMPANY PROFILE

2023 - 2025



www.itm-holding.com

Your 
**Human
Capital
Partner**

CHAIRMAN'S STATEMENT

The year 2023 marked our 12th anniversary with a major milestone of starting the year with more than 7000 staff placed across the globe and an unprecedented rise of employment opportunities, prompting the "ITM - HR" Brand to progressively become one of the leading HR firms on the African continent.

In the aftermath of the COVID-19 Pandemic, the HR industry witnessed a significant shift in employers' mindset towards remote working, focus on employee well-being and mental health as well as an increased focus on diversity. Our teams of HR professionals have been observing these industry trends to design appropriate solutions for companies facing challenges to support and retain their employees.

The latest UN World Youth Report analyzed the growing gaps in the pursuit of decent work for young people and concluded that these gaps result from 2 major factors; Employers have an increasing need for experienced and certified employees while young candidates keep realizing that academic curriculums do not prepare them enough or equip them with the right skills for employment, hence losing an entry opportunity to prove their potential.

It is with this understanding that ITM is committed to bridge the unemployment gaps by creating a center of excellence within our HR Firm that selects the best talents across the continent and equips them with professional skills and specific technical knowledge in their fields of interest. We instill a culture and philosophy of excellence in our people, and we motivate them to drive performance in their respective organizations.

In the journey of achieving our goal for the year 2025, The ITM Group is building a business ecosystem comprised of several companies in different sectors namely Fintech, Sales & Distribution, Logistics, Construction, Maintenance, Mining & Environmental solutions. These companies will keep increasing employment opportunities, providing a safer job environment for our people, and adding value to our clients and stakeholders because we believe that our success depends on theirs.



Sylva U. Monga
Chairman, ITM Holding



WHO WE ARE?

Founded in 2011, ITM started as a training and personnel management company. The quality of services offered to organizations in terms of capacity building, personnel development, and sourcing the right talent to match various industry needs, took the ITM brand on a higher stage and a subsequent journey of exponential growth.

From 2016, ITM Group implemented an expansion plan across various regions of Africa. Today ITM is represented in the DRC, Rwanda, Uganda, Burundi, Tanzania, Kenya, South Africa, Nigeria, Angola, Benin, Togo, Senegal, Chad, Congo, Côte d'Ivoire including representations outside the continent in Germany and Trinidad & Tobago.

OUR MISSION

Ensuring growth and sustainability of operational capacity for our stakeholders:

FOR EMPLOYERS

Optimizing their development in human capital.

FOR EMPLOYEES

Fostering personal and professional fulfillment in a dynamic career management.

OUR VALUES

Loyalty- Integrity-Quality

OUR VISION

Ensuring success for all.

OUR UNIQUENESS

- Our capacity to grasp and address your needs in a proactive manner
- Our quality and relevant work system
- Our focus on adding value to your business

OUR PHILOSOPHY

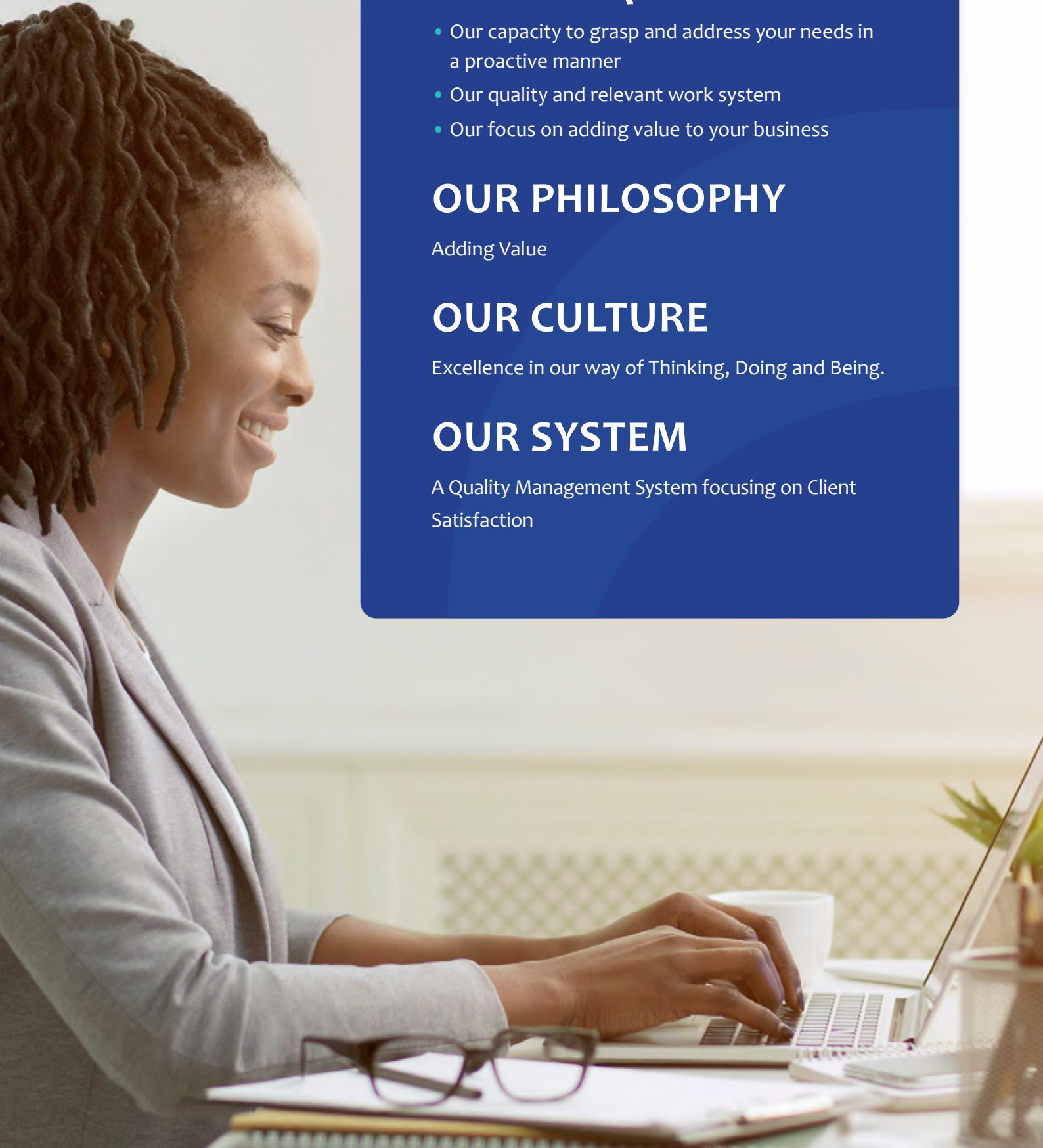
Adding Value

OUR CULTURE

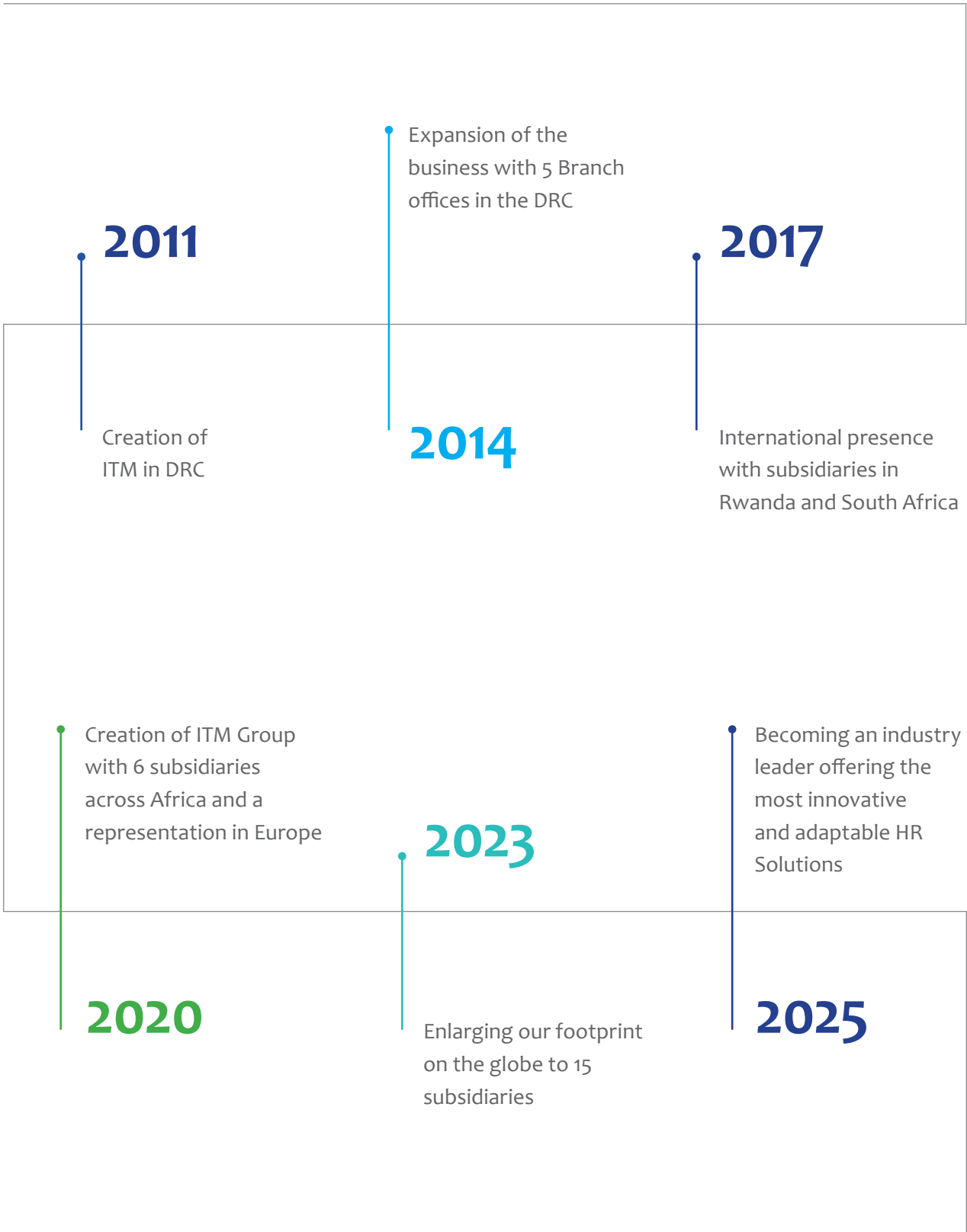
Excellence in our way of Thinking, Doing and Being.

OUR SYSTEM

A Quality Management System focusing on Client Satisfaction



THE KEY MILESTONES OF OUR JOURNEY



FOOTPRINT



1  **DRC**
Kinshasa, Lubumbashi,
Kolwezi, Goma, Kalemí

2  **CONGO**
Brazzaville

3  **RWANDA**
Kigali, Karongi

4  **TANZANIA**
Dar-es-Salaam, Zanzibar

5  **KENYA**
Nairobi

6  **UGANDA**
Kampala

7  **BURUNDI**
Bujumbura

8  **NIGERIA**
Abuja, Lagos

9  **BENIN**
Cotonou

10  **TOGO**
Lomé

11  **SENEGAL**
Dakar

12  **CÔTE D'IVOIRE**
Abidjan

13  **TCHAD**
N'Djamena

14  **ANGOLA**
Luanda

15  **SOUTH AFRICA**
Johannesburg

16  **GERMANY**
Mainz

17  **TRINIDAD & TOBAGO**
Port of Spain

18  **SOUTH SUDAN**
Juba

ITM Group at a Glance

12 OVER YEARS



OF EXPERIENCE

8



INVESTMENTS IN
8 COMPANIES

680



A PORTFOLIO OF
680 CLIENTS

18



INTERNATIONAL
PRESENCE IN
18 COUNTRIES

7,500



QUALIFIED AND COMPETENT PEOPLE

OUR HR EXPERIENCE SPANS ACROSS THESE INDUSTRIES



FINANCIAL SERVICES



FINTECH



TELECOMMUNICATION



AGRIBUSINESS



ICT



BPO



MANUFACTURING



MINING



BREWERIES



DISTRIBUTION & WHOLESALE



TRANSPORT & LOGISTICS



FMCG



NGOs



CIVIL ENGINEERING



PUBLIC INFRASTRUCTURE



HOSPITALITY



ENVIRONMENTAL CONSERVATION



OIL & GAS



MEDIA



TOURISM



AVIATION MANAGEMENT



HEALTH SECTOR

OUR SERVICES

ITM is a specialized **Human Resource Management Firm** offering the following services:



RECRUITMENT



**EMPLOYEE
ONBOARDING**



**STAFF
MANAGEMENT**



**EXPAT
MANAGEMENT**



**SALARY
SURVEY**



**HR AUDIT AND
CONSULTING**



**PAYROLL
MANAGEMENT**



**MONITORING &
EVALUATION OF
PROJECTS**



**CORPORATE
RETREAT**



**PROFESSIONAL
TRAINING**



**TRAINEE
PROGRAMS**



**TALENT
ASSESSMENT**



RECRUITMENT

The ITM brand is currently positioned as one of the leading HR firms on the market due to a strong capacity to attract and retain the best talents.

Are you looking to replace an employee, expand your organization structure or fill a vacancy? Our devoted recruitment team will help you achieve your organization's objective:

- A reliable Recruitment Process that is able to provide qualified candidates in optimal timeframes.
- A team of Experienced Recruiters with international exposure to deal with complexities of Talent Acquisition & Headhunting.
- A Global Database that contains a large pool of profiles from various industries.
- An efficient Recruitment Platform that enables recruiters to track applications and update job applicants on each step of the recruitment process.
- A Remote Testing approach that allows recruiters to conduct Psychometric & Aptitude tests online to fasten and ease decision making.

ITM is an equal opportunity HR firm that focuses on inclusivity of all categories of people to give them a chance of achieving their career dreams.





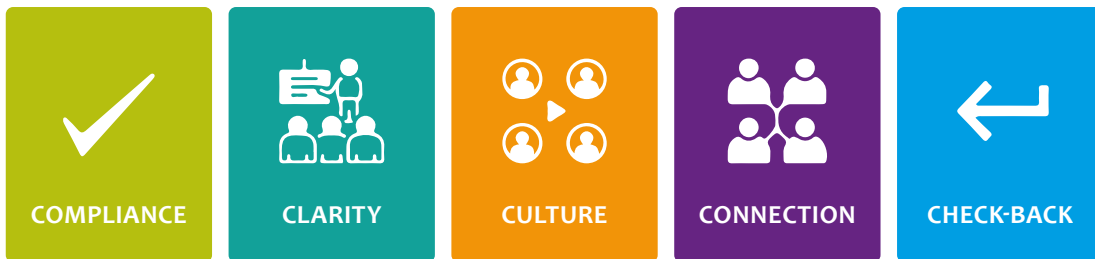
EMPLOYEE ONBOARDING

The employee onboarding process is a critical Human Resources function.

HR researchers have come to conclude that employees are more likely going to stay with an organization longer if they get a positive onboarding experience. ITM provides a comprehensive onboarding service that ensures that every new employee complies with all requirements and goes through position specific trainings. New hires must be prepared with an understanding of the company culture, philosophy and work system.

We also assist employers in the elaboration of employee handbooks, design induction manuals with attractive visuals including animated and entertaining videos that will guide the new hire throughout his integration process.

THE 5 C'S OF SUCCESSFUL ONBOARDING



You never get a second chance to make a first impression therefore, we welcome our new hires in a way that makes them feel greatly valued.



ADDRESS
www.itmatica.com

HR HANDBOOK

EMPLOYEE ORIENTATION PROGRAM

HR GUIDELINES FOR EMPLOYEES

LIST OF GUIDELINES.

Letras negras en el 80% del texto, con un tamaño mínimo de 10 puntos. El color de las letras debe ser negro o gris oscuro. Evitar el uso de colores brillantes o fluorescentes. Evitar el uso de letras cursivas o decorativas. Evitar el uso de letras de tamaño muy pequeño. Evitar el uso de letras de tamaño muy grande. Evitar el uso de letras de tamaño muy pequeño. Evitar el uso de letras de tamaño muy grande.




STAFF MANAGEMENT

The main goal of ITM as a Human Capital Partner is to make upcoming talents and professionals succeed in their career while employers benefit from the returns of their performance.

Our teams are entirely dedicated to ensuring the success of Employee Placement and Staff Management that impact our clients' businesses with growth and sustainability.

The key role of our HR Supervisors is to allow employers to focus on their core business by relieving them from the burden of dealing with Human Capital challenges.





At ITM we don't just manage your staff, we send you a Team of Trained & Motivated Professionals to win your everyday battles.

THE 13 SUCCESS FACTORS OF ITM IN EMPLOYEE PLACEMENT AND STAFF MANAGEMENT:

- Employee File Compilation
- Successful Background & Reference Checks
- A clear Supervision Roadmap
- Payroll Management and timely salary payouts
- Detailed & analytical Human Capital Reports
- Efficient Leave Management with a replacement system of Fillers
- A resourceful Database of trained candidates
- Effective Conflict Management program
- Legal Compliance
- Employee Performance Evaluation
- Training Needs Assessment
- On the job training
- Health Care Management



EXPAT MANAGEMENT SERVICES

Depending on the length of their stay abroad, their country of origin, and their specific needs and concerns, we provide end to end sourcing and integration of expatriates and their families into their country of operation and work on all their onboarding process. From helping with visa facilitation, airport pickup, housing, work-permit hosting to eventually settling in at your organization.

Our advanced payroll management system is quite efficient in helping us minimize computation errors and respect punctuality in the payout process.

SOME OF THE KEY REASONS WHY COMPANIES TRUST ITM WITH THE MANAGEMENT OF THEIR EXPATRIATE STAFF:

- **RELOCATION SOLUTIONS:** We assist expats with airport pickups & hotel accommodation, Apartment/housing, Car lease sourcing, setting up utilities, obtaining work permit, processing local administrative paperwork and local bank processes to help them adjust to a new environment and culture.
- **HEALTH INSURANCE SOLUTIONS:** We facilitate in getting a comprehensive medical coverage for expats through our partnership with international health insurance providers. These international health plans can cover emergency evacuations and inpatient services at referral hospitals in Africa and Europe.
- **COMMUNICATION SOLUTIONS:** With our telecommunication partners we negotiate calling packages that allow expats to stay connected with friends and family back home, such as virtual phone numbers (e-sim cards) and international calling plans in countries where these services apply.
- **LEGAL COMPLIANCE SOLUTIONS:** Our team of labor law specialists are dedicated to guide employers and their expatriate employees on the various legal provisions to prepare for a smooth integration and stay in the host country.
- **ESTABLISHED EXPAT MANAGEMENT PROCEDURES:** We understand that one of the challenges employers may face in the management of their expatriate employees is to develop a clear management framework that guaranties the safety of all foreigners in their staff members, from their date of departure from the country of origin, arrival in the host country, integration, stay to the date of repatriation. ITM has established a set of procedures that include Safety, Integration, Emergency and Evacuation Processes & Procedures.



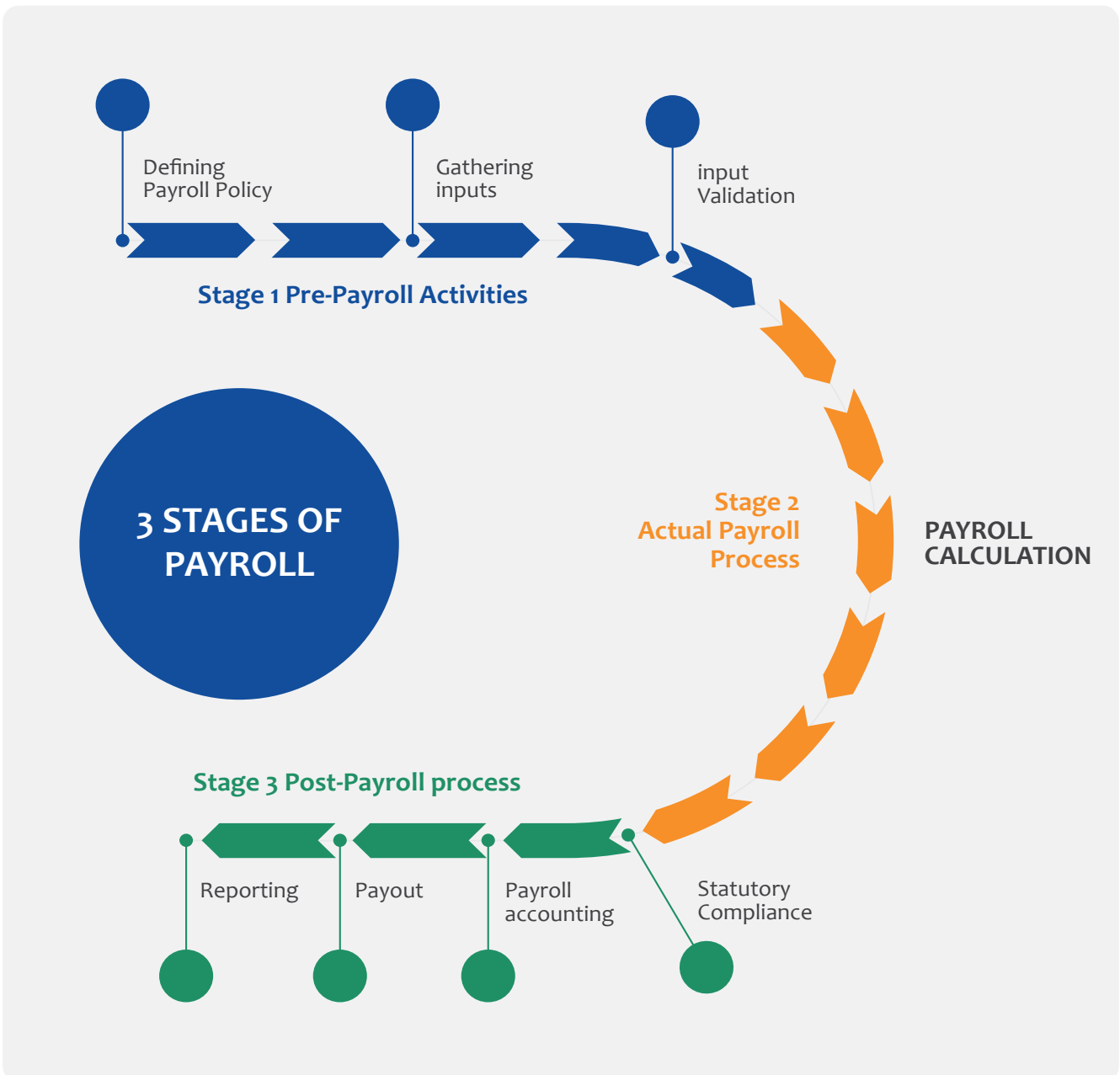


PAYROLL MANAGEMENT

Our top priority as a HR Consulting Firm is to ensure that all our employees are paid on time. We deploy a team HR Supervisors to collect daily data on attendance, review hourly schedules, compile overtimes, and continuously update employee records.

Our payroll schedules are prepared based on the preferred payment dates of each client therefore, we create a cycle that will enable us to remain within the required timelines.

Our robust HRM system will manage your monthly payroll with diligence and efficiency, saving you time and making your accounting duties that much easier.



We provide a clear visibility to our clients with timely reporting, send out pay slips to employees and ensure that everyone in the organization is paid correctly and on-time.

THE BENEFITS OF USING ITM PAYROLL SERVICE:

- Full access to your employees' information on-the-go.
- The ability to monitor employee attendance and payroll costs daily
- Track vacation and sick leave balances.
- Administer medical and other benefits programs
- Accuracy in payroll calculations with the use of accredited payroll softwares
- A dedicated contact to arrange your payroll according to the requirements of your business.



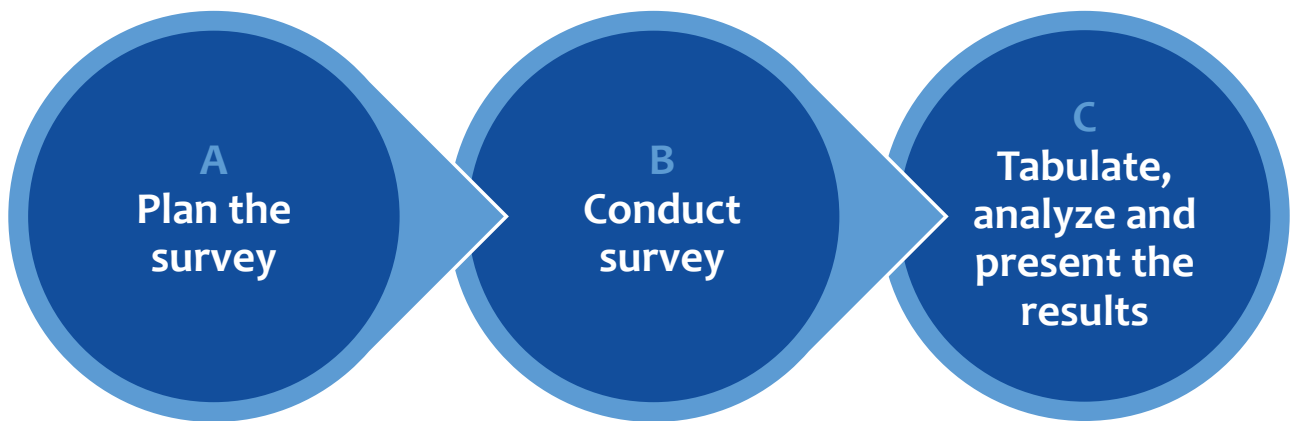
Our goal is to remain compliant with all statutory requirements related to salary treatment and payments.



SALARY SURVEY

From Project diagnosis and design that includes remuneration and benefits market survey, review of salary structure, to project final reporting, our team of HR experts will use the latest tools to help your organization determine competitive salaries and benefits, attract, and retain employees, and ensure that their compensation packages are fair and equitable.

Our Data Research specialists follow a survey roadmap categorized in 3 steps:



There are 6 key indicators that determine our salary survey approach:





HR AUDIT & CONSULTING

To optimize the success of your work force, adequate employee attraction & retention policy, internal HR processes, definition of roles, performance objectives and adequate appraisal processes are some of the key factors that will position your organization as the employer of choice for the best talents in your industry.

Our **HR Audit Service** will enhance your internal organization with legally compliant HR processes and good practice standards.



Our HR Consulting approaches are aimed at resolving major organization challenges and create a continuity plan for these specific HR roles:

1. **Effective HR Strategies**
2. **Benefit & Compensation Plans**
3. **HR Technology with appropriate systems & tools**
4. **HR Compliance**
5. **Employee Engagement, Retention & Recognition Plan**
6. **Diversity, Equity & Inclusion (DEI) Strategies**
7. **Organization Development Plan**
8. **Performance measures & appraisal**
9. **Skill Gaps Analysis**



PROFESSIONAL TRAINING

Our customized training methods are designed to help clients identify people and process challenges that may hinder them from achieving optimal results.

We take a collaborative approach to create a tailor-made strategy for success. ITM's goal is to partner with you to assess, envision, develop, and execute powerful trainings that increase productivity, improve performance, and inspire excellence. Our tailored approach has been successful in consistently exceeding client expectations over the years.

OUR TRAINING CALENDAR IS STRUCTURED IN 6 CATEGORIES:

1. OPEN PROGRAM

The open program calendar is designed for individuals who wish to attend a short masterclass on a specific topic that matches their skill enhancement needs or gaps. Each topic on the calendar is developed based on extensive market research and revised every year to remain relevant with knowledge of various trends from each specific industry.

2. ON-SITE TRAINING

We conduct organization-specific trainings to match our clients' needs in human capital development. With a database of more than 250 training consultants across the globe, ITM is able to meet the diverse training needs of several industries.

3. TRAINING EVENT

Our annual training events give participants from different organizations the opportunity to attend a conference on Major Topics that drive organization performance, conducted by a panel of expert & renowned guest speakers.

4. LEADERSHIP PROGRAM

ITM is renowned for providing cutting-edge leadership trainings that equip leaders with the skills and knowledge they need to drive success in their organizations. Our trainings are carefully curated by a team of seasoned professionals who have a deep understanding of what it takes to lead effectively in today's fast-paced business environment.

5. E-LEARNING PROGRAM

Our e-learning platform provides an innovative and engaging learning experience, with a range of multimedia-rich content, interactive exercises, and assessments that enable learners to test their knowledge and track their progress. We offer an online learning experience with both certified and non-certified courses, with the former being a popular choice for individuals seeking to improve their employability prospects or organizations looking to upskill their workforce.

6. PEARSON VUE CERTIFICATION

ITM is an authorized Pearson VUE testing center. As a leading provider of computer-based testing services, Pearson Vue offers a wide range of certification exams for professionals in various industries. With our partnership, we can now provide our clients with the convenience of taking Pearson Vue exams at our premises. We also provide preparatory courses to ensure that participants pass the certification exam successfully.





TRAINEE & APPRENTICESHIP PROGRAM

The trainee & apprenticeship program also known as the “**Young Talent Program**” at ITM, was introduced after the Covid pandemic outbreak with a great passion to equip fresh graduates and the unemployed youth with knowledge and employability skills.

Through the program, participants receive mentorship and guidance from experienced professionals in their field, gaining valuable practical experience that can help them secure gainful employment in the future. With a focus on developing specific industry skills, our program offers a pathway to success in a variety of fields. If you're a fresh graduate or an unemployed youth looking to gain practical work experience, our trainee and apprenticeship program is the perfect opportunity to get started.

We provide our trainees with valuable networking opportunities and access to job placement with our clients.

While most of our job readiness courses are open for individual participation, some programs are conducted in partnership with governments, job promotion & training sponsors as well as non-governmental organizations (NGOs) to provide financial support and ensure that participants receive both theoretical and practical trainings.

We also facilitate large corporation looking to launch a talent academy to ensure a sustainable career development plan within their organizations, to create a trainee program tailored to the organization's entry level requirements in terms of skills, attitude, technical knowledge, corporate culture, philosophy and etiquette.

Our trainee & apprenticeship program has proven to be reliable and successful for job seekers, upcoming young talents and organizations looking to promote youth employment and career development.





CORPORATE RETREAT & TEAM BUILDING

Our Corporate retreats are conducted in serene and peaceful locations that provide a break from the day-to-day routine and allow your team to bond in a relaxed and informal setting. Our sessions are combined with team building activities tailored to your organization's specific needs and goals. The entire program is designed to improve team dynamics, build trust, and encourage communication.

Today, team building may be seen as merely a recreation activity, but in an actual sense, it is a solution that enhances the productivity and performance of workers in various organizations. We offer a range of team building activities, including problem-solving challenges, outdoor adventures, and creative workshops, all of which are facilitated by experienced professionals. Our retreats are a great way to break down barriers, build relationships, inspire creativity, and enhance personal growth.

With our corporate retreat & team building service, your organization will benefit from improved team cohesion, increased productivity, and enhanced communication. Your team will return to work with a renewed sense of purpose and a stronger sense of camaraderie.

From an experience of organizing international corporate events within the ITM Group for the past 11 years, we dedicated an Events Coordination Team with the aim of supporting our clients in building a people centric spirit within their corporate meetings and office gatherings.

OUR CORPORATE RETREAT PACKAGES INCLUDE:

1. **Corporate Retreat with Team Building activities.**
2. **Company Town Hall Meetings facilitation.**
3. **Annual Soirée for anniversaries and end of year parties.**





MONITORING & EVALUATION OF PROJECTS

Our team of Project Managers and M&E experts are committed to assess the progress of project indicators starting with a consistent and systematic approach to needs assessments, mid-term evaluations, final assessments as well as impact assessments.

OUR PROJECT MONITORING AND EVALUATION APPROACH OFFERS THE FOLLOWING BENEFITS TO OUR CLIENTS:

ENSURE PROJECT SUCCESS

We help you track your progress, identify potential problems, and take corrective measures to ensure that your projects meet the desired objectives.

DATA-DRIVEN DECISIONS

Our services provide you with reliable data that can be used to make informed decisions. Our team uses advanced tools and techniques to gather, analyze, and interpret data, allowing you to make strategic decisions based on the results.

IMPROVED EFFICIENCY

Our monitoring and evaluation services help you identify areas where improvements can be made, resulting in more efficient processes and operations. This can lead to cost savings, increased productivity, and improved outcomes.

ACCOUNTABILITY

By monitoring and evaluating project performance, our service ensures accountability to stakeholders, including funders, clients, and partners. This helps build trust and credibility and enhances your reputation.





TALENT ASSESSMENT & EMPLOYEE EVALUATION.

Whether you're looking to hire the right candidate, develop the capacities of your existing staff, or restructure your team, our assessment tools will provide you with the insights you need to succeed.

Our Assessment Package gives you access to a wide range of efficient testing tools that will enhance your internal staffing and career development processes with accurate and reliable data:

1. **Psychometric Assessment**
2. **Behavior Assessment**
3. **Technical Assessment**
4. **Aptitude and Communication Skills Assessments**
5. **360 Degree Evaluation**

OUR CLIENTS

THEY TRUST US

MINING



AUTOMOTIVE/MACHINERY MAINTENANCE, ASSEMBLY & RESELL



CONSTRUCTION, OIL & GAS



TELECOMMUNICATION



BANKS



NGO



BREWERIES



AIRLINE, TRANSPORT & LOGISTICS





OUR LOCATION

ITM SARL - DRC

775 Av. Kasavubu, Q/Makutano,
Lubumbashi
Email: info@itmafrica.com

ITM NEXUS GMBH - GERMANY

Raiffeisenstr. 25, 55270 Klein-Winternheim,
Infoallemagne@itmafrica.com
Phone: +49 6136 929 128

ITM SERVICES LTD - NIGERIA

Ground Floor, St. James House, No 167
Adetokunbo Ademola Crescent Wuse 2,
Abuja (By Peniel Apartments)
Phone: +234 70 2509 0000
E-mail: info.abuja@itmafrica.com

ITM AFRICA LTD - RWANDA

No.7 KG 220 Street (Opp. RDB)
Gasabo District, Kigali
Phone: +250 783 224 349
E-mail: infocustomer@itmafrica.rw

ITM KATOPE PTY - SOUTH AFRICA

Unit 24, Hughes Industrial Park
422 Oscar Road - Boksburg
Phone: +27 10 786 0671
Email: info.itmsa@itmafrica.com

ITM KTOPE LDA - ANGOLA

Edificio Mix Center,
Talatona - Luanda
Phone: +244 817 010 917
Email: infoangola@itmafrica.com

ITM TANZANIA LTD

7th Floor Tanzanite Park,
Victoria, New Bagamoyo Rd,
Dar Es Salaam Phone: +255 737 100 025
Email: infotanzania@itmafrica.com

ITM KENYA LTD

Nairobi, Downtown Area
Nairobi Phone: +254791620299
itmkenya@itmafrica.com

ITM SERVICES UGANDA LTD

Cargen House, 2nd Floor
Parliamentary Avenue
Kampala
Email: infouganda@itmafrica.com

ITM BENIN SARL

Immeuble DIBOUSSE,
1er étage, Boulevard de la Marina,
Phone: +229 55 07 19 19
Email: infobenin@itmafrica.com

ITM TOGO SARL

Tsikplonou Kondji
PIA Annexe.
Email: infotogo@itmafrica.com

ITM CONGO (BRAZZAVILLE)

Pointe Noire, Centre Ville
109 Avenue Denis NGOMA
Immeuble Grain de Seneve
Email: infocongobrazza@itmafrica.com

ITM HOLDING – HQ

272, Avenue Colonel Mondjiba

Kinshasa – Ngaliema, DRC

Email: info@itm africa.com



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