



Exponent (Pty) Ltd

PAIA Manual

Exp-Man-PAIA.docx



Configuration Control

Signatories of this Document indicate that they:

- Have read this document and understand that through their approval they confirm their and the employees of the relevant companies to the adherence of this policy.

Document Approval

Table 1 - Document Approval

Title	Approver Name	Signature
COO	Thys Fourie	Signing replaced by Approval Audit

Document History

Table 2 - Document History

Revision	Date	Change Summary	Prepared By
Draft	2011-12-07	Creation	Juanita Grobler
V 1.0	2015-04-20	Converted and amended	Thys Fourie
V 3.0	2018-03-27	New Board and Other	Jacques Cronje
V 4.0	2018-11-27	New Brand.	Jacques Cronje
R 1.0	2023-05-19	Implement new approval audit	Derek Korff
R 6.0	2025-09-09	Change Directors and Access Form	Derek Korff

Referenced policies and Procedures

Table 3 – Referenced policies and procedures

Revision	Date	Description	Reference
R 2.0	28 April 2023	Information Security Management System Policy	Exp-Pol-Information Security Management System

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1 INTRODUCTION TO THE PROMOTION OF ACCESS TO INFORMATION ACT (PAIA)

1.1 On 9 March 2001 the Promotion of Access to Information Act “the Act” came into effect in terms of Proclamation No. R. 20, 2001. The Act seeks to advance a culture of transparency and accountability in both public and private bodies. The legislation was enacted as a direct response to Section 32 of the Constitution of South Africa, No.108 of 1996, with focus on the right of access to information, which requires that the Government implements laws in an effort to make information pertaining to public and private bodies more accessible to all. Section 32 of the Constitution of South Africa provides for the following:

1.1.1 Section 32 (1), where it is indicated that everyone has the right of access to:

(a) Any information held by the state.

(b) Any information that is held by another person and that is required for the exercise or protection of any rights.

1.1.2 Section 32(2), where it is indicated that national legislation must be enacted to give effect to this right and may provide for reasonable measures to alleviate the administrative and financial burden on the State.

1.2 The Act therefore gives effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body (public and private) to whom the request is made is obliged to release the information, except where the Act expressly provides that the information may or must not be released.

1.3 One of the main requirements specified in the Act is the compilation of a Manual that provides information on both the types and categories of records held by the public or private body. In terms of the Act, Exponent (Pty) Ltd is regarded as a “private body” and therefore the requirements regarding access must be in compliance with the provisions of the Act relevant to private bodies. Adherence to these requirements entails not only compilation of the external manual but also compliance with the general provisions stated in the Act.

1.4 When the act was brought into operation on 9 March 2001 four of the Act’s sections were excluded namely:



- 1.4.1 Section 10: Requiring the Human Rights Commission to publish a Guide to support use of PAIA
- 1.4.2 Section 14: Requiring every public body to publish on its record systems and services.
- 1.4.3 Section 16: Requiring certain information to be published in telephone directories.
- 1.4.4 Section 51: Requiring every private body to publish a Manual on its records systems and services

On 15 February 2002 the above-mentioned four sections of the Act, with concomitant Regulations, were brought into operation.

This manual is part of the regulatory document requirements of the Exponent Information Security management System (ISMS)

1 INTRODUCTION TO EXPONANT (PTY) LTD

1.1 The following are directors of Exponent (Pty) Ltd:

- 1.1.1 A K Pillay
- 1.1.2 T T Fourie
- 1.1.3 S.Mlalazi
- 1.1.4 R Van Nieuwenhuizen
- 1.1.5 N O Nteleko
- 1.1.6 V M Naidoo
- 1.1.7 S Naidoo

1.2 The following are Shareholders of Exponent:

1.2.1	Truter, Leon - Leon Truter Family Trust
1.2.2	van Nieuwenhuizen, Raynard - Rayprop Trust
1.2.3	Fourie, Thys Tjaart
1.2.4	Nteleko Nomsa Olivia
1.2.5	Naidoo Valerie Magasperee
1.2.6	Pillay Ashley Kenneth
1.2.7	Exponent Empowerment Trust - B-BBEE Trust
	Mlalazi, Sheilla, Ms., S
	Mncube, Vusie, Israel, Mr., VI
	Petersen, Lorraine, Katie, Ms., LK
	Makondo, Makhanani, Octavia, Ms., MO
	Skosana, Mpho, Ms., M
	Mamabolo, Nonkululeko, Theodora, Ms., NT
	Mokasi, Mercy, Miss, M
	Shange, Khanyisile, Ms., K
	Mpanza, Jabulile, Grace, Ms., JG
	Sebake, Matete, Raesetja, Ms., MR
	Malange, Shonisani, Shoni, Ms., S
	Thyssen, Randall, Peter, Mr
	Matloga, Malehu, Florah, Florah, Ms., MF

2 Exponent CONTACT DETAILS

Any person who wishes to request any information from Exponent (Pty) Ltd with the objective of protecting or exercising a right may contact the Exponent Information Officer. The Information Officer has been duly authorised by the Directors of Exponent to deal with the matters in connection with request for information in terms of the Act.

- | | | |
|-----|----------------------|---|
| 2.1 | Name of body: | Exponent (Pty) Ltd |
| 2.2 | Information Officer: | T T Fourie |
| 2.3 | Physical Address: | 32 Oxford Office park

3 Bauhinia Street
Highveld Techno Park
Centurion
0046 |
| 2.4 | Postal Address: | P.O. Box 10905

Centurion
0046 |
| 2.5 | Telephone Number: | +27 (0) 12 663-0100 |
| 2.6 | Facsimile Number: | +27 (0) 12 663-5678 |
| 2.7 | Email Address: | thys.fourie@exponent.com |
| 2.8 | Website: | www.exponent.com |

3 SECTION 10 - GUIDE ON HOW TO USE THE ACT

3.1 In terms of Section 10 of the Act, the Human Rights Commission must compile a guide which guide is intended to assist users in the interpretation of the Act. The Guide contains a description of the objects of the Act, the contact details of information officers of all the public bodies, particulars of the public bodies, the manner of access to the records of those public bodies and the remedies available in law regarding a breach of any of the provisions of the Act.

3.2 Contact details of the Human Rights Commission are as follows:

- | | | |
|-------|-------------------|--|
| 3.2.1 | Postal address: | SAHRC |
| | | PAIA Unit Research and Documentation Department |
| | | Private Bag 2700 |
| | | Houghton |
| | | 2041 |
| 3.2.2 | Telephone Number: | (011) 484-8300 |
| 3.2.3 | Fax Number: | (011) 484-0582 |
| 3.2.4 | Email Address: | PAIA@SAHRC.org.za |
| 3.2.5 | Website: | www.sahrc.org.za |

4 RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

- 4.1 Exponent profile
- 4.2 Newsletters
- 4.3 Booklets
- 4.4 Pamphlets / Brochures
- 4.5 Advertising Materials

5 RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

- 5.1 Basic Conditions of Employment Act, 75 of 1997
- 5.2 Company's Act, 71, of 2008
- 5.3 Compensation for Occupational Injuries and Diseases Act, 130 of 1993
- 5.4 Credit Agreement Act, 75 of 1980
- 5.5 Currency & Exchange Act, 9 of 1933
- 5.6 Customs and Excise Act, 91 of 1964
- 5.7 Employment Equity Act, 55 of 1998
- 5.8 Income Tax Act, 58 of 1962
- 5.9 Labour Relations Act, 66 of 1995
- 5.10 Occupational Health and Safety Act, 1993
- 5.11 Protection of Personal Information Act (POPIA) Act no 4 of 2013
- 5.12 Regional Service Council Act, 109 of 1985
- 5.13 South African Revenue Services (SARS) Act, No. 34 of 1997
- 5.14 Skills Development Act, 97 of 1998
- 5.15 Skills Development Levies Act, 9 of 1999
- 5.16 Trade Marks Act 194 of 1993
- 5.17 Unemployment Contributions Act, 4 of 2002
- 5.18 Unemployment Insurance Act, 63 of 2001
- 5.19 Usury Act, 73 of 1968
- 5.20 Value Added Tax (VAT) Act, 89 of 1991

6 RECORDS THAT MAY BE REQUESTED

If justified and in accordance with the stipulations of the Act and other related Acts, the following records may be requested from Exponent Information Officer.

6.1 Accounting Records

6.1.1 Books of account including journals and ledgers

6.1.2 Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange

6.2 Financial Records

6.2.1 Banking details

6.2.2 Bank account records

6.3 Company's Secretarial

6.3.1 Company articles of association

6.3.2 Registers

6.3.3 Minutes of meetings

6.3.4 Statutory returns

6.4 Statutory Employee Records

6.4.1 Employee's names and occupations

6.4.2 Time worked by each employee

6.4.3 Remuneration paid to each employee

6.4.4 Date of birth of each employee

6.4.5 Wages register

6.4.6 Attendance register

6.4.7 Salary register

6.4.8 Leave register

6.4.9 Letters of appointment

6.5 Personnel Records

- 6.5.1 Personal records provided by personnel
- 6.5.2 Conditions of employment
- 6.5.3 Payroll records / UIF and Tax returns
- 6.5.4 Internal evaluation records and other internal records
- 6.5.5 Correspondence relating to personnel
- 6.5.6 Disciplinary records
- 6.5.7 Request for leave
- 6.5.8 Absence record
- 6.5.9 Personnel file

6.6 Movable Property

- 6.6.1 Asset register
- 6.6.2 Finance lease agreements

6.7 Intellectual Property

- 6.7.1 Licensing Agreements

6.8 Taxation

- 6.8.1 Copies of all income tax returns and other tax returns and documents

6.9 Insurance

- 6.9.1 Insurance policies
- 6.9.2 Claim records
- 6.9.3 Details of insurance coverage limits and insurers

6.10 Information Technology



- 6.10.1 Hardware
- 6.10.2 Operating systems
- 6.10.3 Telephone exchange equipment
- 6.10.4 Telephone lines
- 6.10.5 LAN installation
- 6.10.6 Software packages
- 6.10.7 Internal systems support
- 6.10.8 Programming / development
- 6.10.9 Data bases
- 6.11 Marketing Records
- 6.12 Internal Correspondence
- 6.13 Internal Policies and Procedures

7 GROUND'S REFUSAL OF ACCESS TO RECORDS IN TERMS OF SECTIONS 62 TO 69 OF THE ACT

Access to a record will or may be refused on one or more of the following grounds

- 7.1 Mandatory protection of the privacy of a third party who is a natural person, if such disclosure would involve the unreasonable disclosure of personal information about a third party, including a deceased individual, subject to the provisions of section 63 (2).
- 7.2 Mandatory protection of the commercial information of a third party, if the record contains:
 - 7.2.1 Trade secrets of that party
 - 7.2.2 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third party.
 - 7.2.3 Information disclosed in confidence by a third party, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
 - 7.2.4 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement.
- 7.3 Mandatory protection of the safety of individuals and the protection of property, where such disclosure could endanger the life or physical safety of an individual, or prejudice or impair the security of:
 - 7.3.1 A building, structure or any system
 - 7.3.2 A means of transport, or
 - 7.3.3 Any other property
- 7.4 Mandatory protection of records, which would be regarded as privileged from production in legal proceedings.
- 7.5 Commercial information of private body, in that a request for access to a record may be refused if the record contains;



- 7.5.1 Trade secrets, financial, commercial, scientific or technical information of the institution, which disclosure, could likely cause harm to the financial or commercial interest of the institution.
- 7.5.2 Information which, if disclosed could prejudice or put the institution at a disadvantage in negotiations or commercial competition.
- 7.5.3 A computer program which is owned by the institution and which is protected by copyright.
- 7.6 Mandatory protection of research information of the institution. A request will be refused if this disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the researcher at a serious disadvantage.
- 7.7 Requests for information that are clearly frivolous or vexatious or which involved an unreasonable diversion of resources shall be refused.

8 HOW TO OBTAIN ACCESS TO RECORDS HELD BY Exponent

The steps below have been designed to ensure that requests for access to records of information held by Exponent is dealt with as quickly and efficiently as possible. These steps apply for an internal or external requester. A requester is defined as any person making a request for access to records of Exponent (Pty) Ltd. The requester must comply with all the requirements contained in the Act relating to the request for access to records.

8.1 Section 53 of the Act prescribes that the requester must use the prescribed form to make the request for access to a record. The requester must therefore complete the prescribed form "Request For Access To Record" enclosed herewith in Annexure-A and submit it to the Information Officer at the postal or physical or e-mail address or facsimile number as stated above. If the requester has not received an acknowledgement of receipt within 14 days, the Information Officer must be contacted to ensure that the request has been received. The following points must be remembered when completing the prescribed form:

- 8.1.1 Each section of the form contains instructions that should be followed to improve the likelihood of the request being granted.
- 8.1.2 If a request for records is made on behalf of another person, the requester must provide a copy of the mandate authorising the requester to act on behalf of that person.
- 8.1.3 The requester should provide, as detailed as possible, a description of the records that are requested to enable the Information Officer to respond correctly to the request for access to records of Exponent

If the requester experiencing difficulties in completing the request form due to illiteracy or disability the Information Officer could be contacted, where after special arrangements would be made (e.g. to make the request orally.)

8.2 It may be necessary to pay fees for access to records in terms of Act. The following type of fees are applicable:

- 8.2.1 Request fee, when access is requested to a record containing personal information about the requester. In this case the requester will not be required to pay the request fee. Any other request must be accompanied by the required request fee.
- 8.2.2 Access fee, which is payable when the request is granted for the reproduction of records and for time in excess of one hour to search and prepare the records for disclosure. Where the time to prepare the records for disclosure is likely to exceed six

(6) hours, a deposit of one third of the anticipated access fee may be required as a deposit.

The fee structure is set by regulation and is reproduced in the enclosed Annexure B. The fees may be paid by cheque and drawn in favour of Exponent (Pty) Ltd. The information Officer shall withhold the record until the requester has paid the required fees. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer would repay to the requester.

8.3 Exponent would process the request within thirty (30) days after the request has been received. The 30 day period within which the Information Officer has to decide whether to grant or refuse the request is for a vast amount of information, or the request requires a search for information held at another office of Exponent (Pty) Ltd and the information cannot reasonably be obtained within the original 30 day period. The company will notify the “requester” in writing should an extension be sought.

8.4 If the request is deemed to have been refused the requester would be notified accordingly. Access would be given to a record of information if:

8.4.1 The requester have complied with all the requirements in the Act relating to the request for access to that record, that is:

- a) The request is properly made on the prescribed form.
- b) The requester has provided proof of identity.
- c) The requester has furnished proof of authority to act on another person’s behalf, if the requester is not making the request on his/her own behalf.
- d) The requester has indicated which form of access is required (i.e. request fee or access fee).
- e) The requester has sufficiently described the record required to enable the Information Officer to identify it.
- f) The required fees have been paid.
- g) The requester’s contact details (e.g. postal address, telephone number, facsimile number and e-mail address).
- h) The requester must state that he/she requires the information to exercise or protect his/her right and clearly state what the nature of the right is to be exercised or protected. In addition, the requester must clearly specify why the records are necessary to exercise or protect such a right.

8.4.2 Access to the record is not refused on one or more grounds of refusal in the Act. The grounds for refusal in the Act fall into the following categories:

- a) Mandatory protection of privacy of a third party who is a natural person.

- b) Mandatory protection of certain records of Exponent (Pty) Ltd.
- c) Mandatory protection of commercial information of a third party.
- d) Mandatory protection of certain confidential information and protection of certain other confidential information, of a third party.
- e) Mandatory protection of safety of individuals, and protection of property.
- f) Mandatory protection of law enforcement and legal proceedings.
- g) Mandatory protection of records privileged from production in legal proceedings.
- h) Economic interests and financial welfare of Exponent .
- i) Mandatory protection of research information of a third party.
- j) Manifestly frivolous or vexatious requests or substantial and unreasonable diversion of resources.

8.5 If all reasonable steps have been taken to find a record requested and there are reasonable grounds for believing that the record is in the Exponent possession but cannot be found or does not exist, the Information Officer or Exponent must, by way of an affidavit or affirmation, notify the requester that it is not possible to provide access to the requested record. The affidavit or affirmation referred to must provide a full account of all steps taken to find the record in question or to determine whether the record exists, as the case may be, including communications with every person who conducted the search on behalf of the Information Officer. If after notice is given, the record in question is found, the requester must be given access thereto unless the ground for the refusal of access exists. If the request is declined for any reason the notice must include adequate reasons for the decision, together with the relevant provisions of the Act relied upon and provide the procedure to be followed should the requester wish to appeal to the decision.

9 REMEDIES AVAILABLE WHEN THE COMPANY REFUSES REQUEST FOR INFORMATION

9.1 Internal Remedies

- 9.1.1 Exponent does not have an internal appeal procedure, therefore the decision made by the Information Officer is final and requesters will have revert to external remedies at their disposal if the request for the information is refused and the requester is not satisfied with the response supplied by the Information Officer.

9.2 External Remedies

- 9.2.1 Should the requester not be satisfied with the decision of the Exponent Information Officer, the requester may within 30 days of notification of the decision apply to Court for relief. On hearing such an application the Court may grant a just and equitable order including the following:

- a) Confirming, amending or setting aside the decision that is the subject of the application.
- b) Requiring the Exponent Information Officer to take some action or to refrain from taking such action as the Court considers necessary within the period mentioned in the order.
- c) Granting an interdict, interim or specific relief, a declaratory order or compensation.
- d) Costs.

- 9.2.2 Likewise, a third party dissatisfied with an Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a court for relief.

- 9.3 If the request is for the record pertaining to a third party, the Information Officer must take all reasonable steps to inform the third party of the request. This must be done within 21 days of receipt of the request. The manner in which this is done must be by the fastest means reasonably possible, but if orally, the Information Officer must thereafter provide the third party a written confirmation of the notification. The requester must also be informed accordingly.

- 9.4 The third party may within 21 days thereafter either makes a representation to Exponent as to why the request should be refused; alternatively grant written consent to the disclosure of the record.

10 AVAILABILITY OF THIS MANUAL

- 10.1 This manual is available for inspection at the offices of Exponent (Pty) Ltd as set out above free of charge.
- 10.2 Copies of the manual may be obtained, subject to payment of the prescribed fee at the offices of Exponent (Pty) Ltd above.
- 10.3 The manual can also be accessed on the Exponent (Pty) Ltd Web site at www.exponent.com.
- 10.4 The manual would also be published in the Government Gazette.

11 Annexure A

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.	
Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
c)	The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
d)	If you qualify for exemption of the payment of any fee, please state the reason for exemption
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

12 Annexure B

FEES IN RESPECT OF PRIVATE BODIES

The following fees have been prescribed in the Regulations promulgated in terms of the Act and must be paid by a requester before the Exponent Information Manager could make any records available to the requester.

1. The fee for a copy of this manual is R1.10 for every photocopy of an A4 size page or part thereof.
2. These fees for reproduction referred to in Regulation 11(10) are as follows:

a)	For every photocopy of an A4 size page or part thereof	R1.10
b)	For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine readable form	R0.75
c)	For a copy in a computer readable form on : compact disc	R70.00
d)	For a transcription of visual images for an A4 Size page or part thereof. For a copy of visual images	R40.00 R60.00
e)	- For a transcription of an audio record, for an A4 size page or part thereof. - For a copy of an audio record.	R20.00 R30.00

3. The **request fee** payable by a requester, other than a personal requester, is referred to in Regulation 11(2) is R50.00.
4. The **access fee** payable by a requester referred to in Regulation 11(3) are as follows:

a)	For every photocopy of an A4 page or part thereof.	R1.10
b)	For every printed copy of an A4 size page or part thereof held on a computer or in electronic machine-readable form.	R0.75
c)	For a copy in a computer readable form on - compact disc	R70.00
d)	- For a transcription of visual images, for an A4 size page or part thereof. - For a copy of visual images	R40.00 R60.00
e)	- For a transcription of an audio record, for an A4 size page or part thereof. - For a copy of an audio record	R20.00 R30.00
f)	To search for and prepare a record that must be disclosed, for each hour or part of an hour reasonably required for such search and preparation.	R30.00



5. Where a private body receives a request for access to information held on a person other than the requester himself/herself and the information officer upon receipt of the request is of the opinion that the preparation of the required record for disclosure will take more than 6 (six) hours, a deposit is payable by the requester. One third of the access fee is payable as a deposit by the requester.
6. The actual postage is payable when a copy of a record must be posted to a requester.