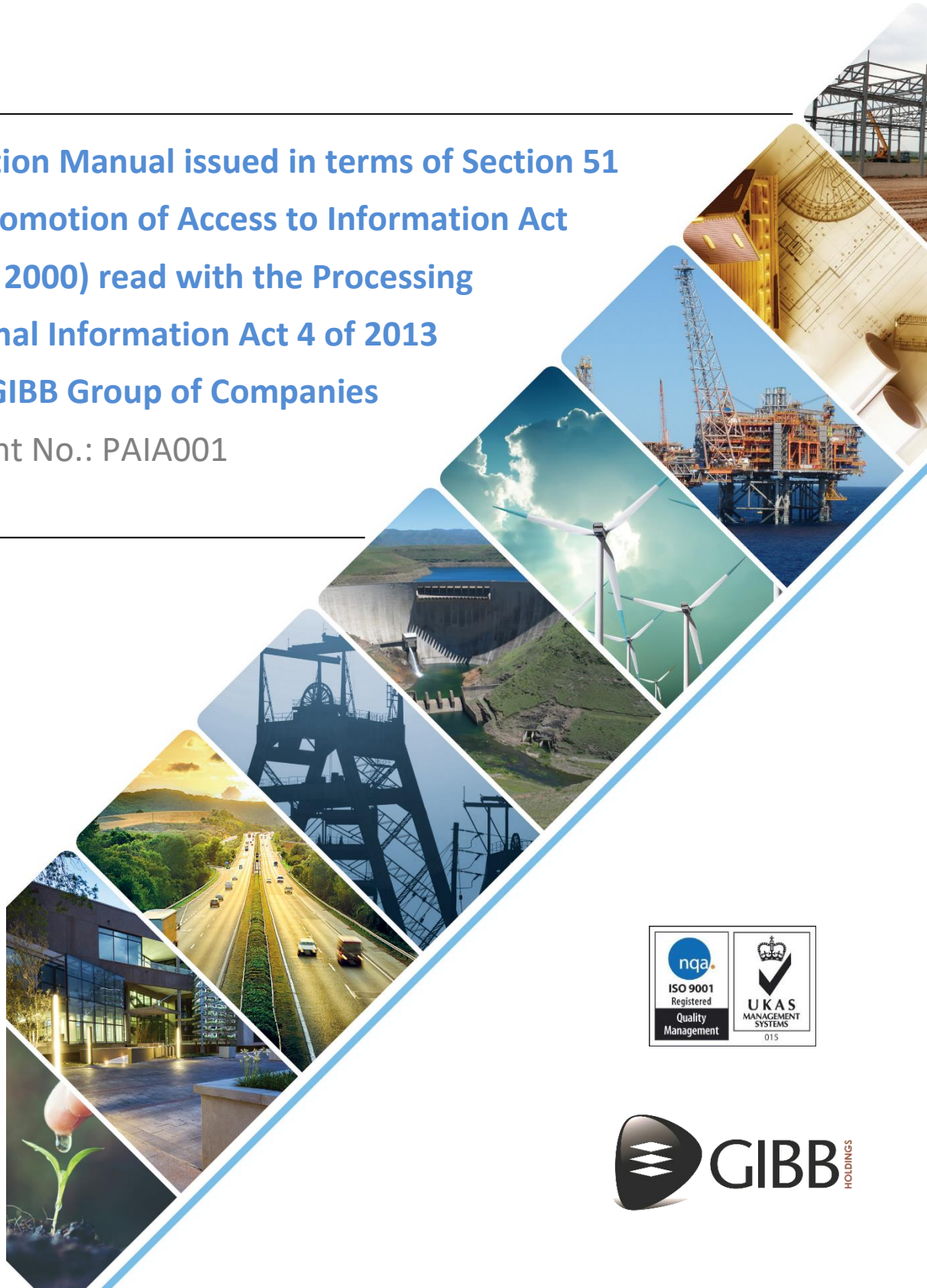


**GIBB Holdings**  
**Registration No. 2002/019792/07**

**Information Manual issued in terms of Section 51  
of the Promotion of Access to Information Act  
(Act 2 of 2000) read with the Processing  
of Personal Information Act 4 of 2013  
For the GIBB Group of Companies**

Document No.: PAIA001

*June 2021*



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## Preliminary

### Approval

The signatures below certify that this Promotion of Access to Information Act (PAIA) Manual has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

|             | Name           | Signature   | Position                           | Date         |
|-------------|----------------|---|------------------------------------|--------------|
| Prepared by | Virginia Voigt |    | National Quality Manager           | 01 July 2021 |
| Reviewed by | Philip Barnard |    | Human Capital Management Executive | 1 July 2021  |
|             | Chris Jacobs   |    | Manager: IT Services               | 02 July 2021 |
| Approved by | Richard Vries  | <br><small>R Vries (Jul 2, 2021 13:46 GMT+2)</small> | Group Chief Executive Officer      | 02-Jul-2021  |

### Amendment Record

This PAIA Manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

| Rev No. | Issue Date   | Rev Description                                  | Prepared By | Reviewed By          | Approved By |
|---------|--------------|--|-------------|----------------------|-------------|
| 1       |              | ARCUS GIBB Issue                                 |             |                      |             |
| 2       | Oct 2012     |  | C Jacobs    |                      |             |
| 3       | 12 Apr 2021  | Revision in accordance with the PAIA Act         | C Jacobs    | P Barnard & V Voigt  | MANCO       |
| 4       | 30 June 2021 | Revision in accordance with latest requirements. | V Voigt     | P Barnard & C Jacobs | MANCO       |

### Company Proprietary Information

The electronic version of this manual is the latest revision.



It is the responsibility of the staff member to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled.

### Disclaimer

This report, and information or advice, which it contains, is provided by GIBB (or any of its related entities) solely for internal use and reliance by its Client in performance of GIBB's duties and liabilities under its contract with the Client. Any advice, opinions, or recommendations within this report should be read and relied upon only in the context of the report

as a whole. The advice and opinions in this report are based upon the information made available to GIBB at the date of this report and on current South African standards, codes, technology and construction practices as at the date of this report. Following final delivery of this report to the Client, GIBB will have no further obligations or duty to advise the Client on any matters, including development affecting the information or advice provided in this report. This report has been prepared by GIBB in their professional capacity as Consulting Engineers. The contents of the report do not, in any way, purport to include any manner of legal advice or opinion. This report is prepared in accordance with the terms and conditions of the GIBB contract with the Client. Regard should be had to those terms and conditions when considering and/or placing any reliance on this report. Should the Client wish to release this report to a Third Party for that party's reliance, GIBB may, at its discretion, agree to such release provided that:

- a) GIBB's written agreement is obtained prior to such release, and
- b) By release of the report to the Third Party, that Third Party does not acquire any rights, contractual or otherwise, whatsoever against GIBB and GIBB, accordingly, assume no duties, liabilities or obligations to that Third Party, and
- c) GIBB accepts no responsibility for any loss or damage incurred by the Client or for any conflict of GIBB interests arising out of the Client's release of this report to the Third Party.

### ***Personal Information***

The Parties shall comply with any applicable data protection legislation regulating the processing of personal information, including the Protection of Personal Information Act, 2013 (**POPIA**) and any regulations issued in terms of POPIA that may apply in relation to the processing of any personal information in connection with this agreement.

Without derogating from the generality of the foregoing, the receiving Party agrees that it will:

- follow and adhere to the Company's instructions in connection to processing of the personal information of the Company's employees, customers and suppliers it receives in connection with its performance of this Agreement;
- process any personal information provided to it by the Company only with the knowledge or authorisation of the Company and only for the purpose for which the personal information was provided;
- restrict access to personal Information to employees or agents who are properly authorised to process such personal information and who, by virtue of their office or contract are subject to appropriate confidentiality obligations;
- not disclose any personal information provided to it by the Company to any third party without the prior written consent of the Company or unless required by law;
- implement and maintain reasonable, appropriate technical and organisational security measures to preserve the integrity and confidentiality of the personal information provided and to prevent any loss of, damage to or unauthorised destruction of the personal information as well as unlawful access to or processing of the personal information;
- verify, upon request, that all security measures that are in place are effectively implemented;
- conduct regular assessments to identify all reasonable foreseeable internal and external risks to the personal information provided by The Company in its possession or control and update and align the security measures with the risks identified;
- not transfer or process personal information outside of South Africa to recipients that are not subject to adequate data protection laws unless the written consent of the Company is obtained and, where applicable, the necessary regulatory approval has been granted;
- only retain the personal information for as long as is reasonably necessary to perform the services in terms of this Agreement and shall return, delete or destroy such information after the lapse of the applicable retention period as prescribed by law, or upon the expiry or termination of this Agreement, or within ten (10) days of a written request by the Company requesting the handing over of or deletion of such personal information, whichever occurs first, unless otherwise agreed to in writing upon between the parties; and

In the event that the receiving Party has reasonable grounds to believe that the personal information provided to it by the Company has been accessed or acquired by any unauthorised person (a **Data Breach**), the receiving Party shall

immediately notify the Company in writing of such Data Breach, and shall provide the Company with all reasonable assistance in order to mitigate the effects of such Data Breach.

The Operator hereby indemnifies and holds the Company and/or any of its directors, officers or any other officials thereof respectively, harmless against any and all loss, damage, costs (including legal costs on an attorney and client basis), charges, penalties, fines and/or expenses which may be incurred or sustained by the Company and/or any one or more of the aforesaid persons as a result of the Operator having failed to comply with this clause and with any applicable data protection legislation.

### **Abbreviations**

|       |  |
|-------|--|
| IO    | Information Officer                              |
| DIO   | Deputy Information Officer                       |
| PAIA  | Promotion of Access to Information Act 2 of 2000 |
| POPIA | Processing of Personal Information Act 4 of 2013 |
| SAHRC | South Africa Human Rights Commission             |

## 1 Introduction

This Manual (the **Manual**) has been compiled in accordance with the requirements of PAIA, read with the relevant sections of POPIA.

GIBB (the Company) is a private body as defined in PAIA, and this Manual contains the information specified in section 51 of PAIA, which is applicable to such a private body.

GIBB is one of South Africa's leading multi-disciplinary engineering consulting companies with a solid footprint on the African continent. The company is a wholly owned South African entity through a legacy that spans over 60 years. The company offers design, planning and management services across the entire engineering consultancy spectrum.

GIBB is a partner of choice for the private sector, state owned enterprises and governments who seek knowledgeable talent, with proven experience and the expertise to respond to the numerous infrastructure demands and needs of the continent.

Where no related policies and or unique requirements / legislation exist within the subsidiaries, or specific legislation exists in countries where an office is located outside of South Africa, The GIBB Group manual as defined herein shall apply.

The Manual will be updated on a regular basis in accordance with the requirements of section 51(2) of PAIA.

## 2 Contact Details

In accordance with his letter of authorisation dated 21 May 2021, Philip Barnard is regarded as the head of the Company for purposes of PAIA, as well as the Company's Information Officer for purposes of POPIA.

In addition, staff members have been designated as Deputy Information Officers for purposes of PAIA and POPIA (referred to as Deputy Information Officer or DIO).

Their contact details are as follows:

| Designation                | Name            | Telephone Number | Email Address  |
|----------------------------|-----------------|------------------|--|
| Information Officer        | Philip Barnard  | +27 11 519 4722  | <a href="mailto:pbarnard@gibb.co.za">pbarnard@gibb.co.za</a> |
| Deputy Information Officer | Andiswa Dlokolo | +27 11 519 4827  | <a href="mailto:adolkolo@gibb.co.za">adolkolo@gibb.co.za</a> |
| Deputy Information Officer | Chris Jacobs    | +27 21 469 9150  | <a href="mailto:cjacobs@gibb.co.za">cjacobs@gibb.co.za</a>   |
| Deputy Information Officer | Kiren Maharaj   | +27 11 519 4735  | <a href="mailto:kmaharaj@gibb.co.za">kmaharaj@gibb.co.za</a> |

| Designation                | Name              | Telephone Number | Email Address  |
|----------------------------|-------------------|------------------|--|
| Deputy Information Officer | Marco Engelbrecht | +27 11 519 4629  | <a href="mailto:mengelbrecht@gibb.co.za">mengelbrecht@gibb.co.za</a>     |
| Deputy Information Officer | Moud Maela        | +27 11 519 4605  | <a href="mailto:mmaela@gibb.co.za">mmaela@gibb.co.za</a>                 |
| Deputy Information Officer | Sandra Kleinhans  | +27 43 706 3632  | <a href="mailto:skleinhans@gibb.co.za">skleinhans@gibb.co.za</a>         |
| Deputy Information Officer | Ursula Coleridge  | +27 11 519 4823  | <a href="mailto:ucoleridge@gibb.co.za">ucoleridge@gibb.co.za</a>         |
| Deputy Information Officer | Virginia Voigt    | +27 43 706 3609  | <a href="mailto:vvoigt@gibb.co.za">vvoigt@gibb.co.za</a>                 |
| Deputy Information Officer | Walter Fyvie      | +27 41 509 9153  | <a href="mailto:wfyvie@gibb.co.za">wfyvie@gibb.co.za</a>                 |
| Deputy Information Officer | Dewlene Africa    | +27 21 421 4276  | <a href="mailto:dewlenea@svarchitects.com">dewlenea@svarchitects.com</a> |
| Deputy Information Officer | Nirvana Eraman    | +27 31 267 8571  | <a href="mailto:neraman@gibb.co.za">neraman@gibb.co.za</a>               |
| Deputy Information officer | Lillian Nyabeze   | +27 11 519 4693  | <a href="mailto:lnyabeze@gibb.co.za">lnyabeze@gibb.co.za</a>             |

|                            |  |
|----------------------------|--|
| <b>Name of Company</b>     | GIBB (Pty) Ltd   |
| <b>Registration Number</b> | 1992/007/139/07  |
| <b>Postal Address</b>      | PO Box 2700, Rivonia, 2128                                   |
| <b>Physical Address</b>    | Woodmead North Office Park, 54 Maxwell Drive, Woodmead, 2191 |
| <b>Telephone Number</b>    | +27 11 519 4600  |
| <b>Wed Address</b>         | <a href="http://www.gibb.co.za">www.gibb.co.za</a>           |
| <b>The Head</b>            | Richard Vries  |
| <b>Information Officer</b> | Philip Barnard   |
| <b>Email Address</b>       | <a href="mailto:pbarnard@gibb.co.za">pbarnard@gibb.co.za</a> |

### 3 *Guide on how to use PAIA*

The South African Human Rights Commission (SAHRC), has in terms of Section 10 of PAIA, compiled a guide containing information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA. The Guide is available on [The GIBB Way](#) and the SAHRC website [www.sahrc.org.za](http://www.sahrc.org.za). Queries are to be directed to:

The South African Human Rights Commission  
PAIA Unit – The Research and Documentation Department  
**Postal Address** Private Bag 2700, Houghton, 2041  
**Telephone Number** +27 11 877 3600  
**Fax Number** +27 11 403 6025

**Web Address** [www.sahrc.org.za](http://www.sahrc.org.za)  
**Email Address** [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

With effect from 1 July 2021, enforcement of PAIA will fall under the jurisdiction of the Information Regulator established in terms of POPIA. The contact details for the Information Regulator are (at present) as follows:

**The Information Regulator (South Africa)**

**Physical Address** 33 Hoofd Street, Forum III, 3rd Floor Braampark  
**Postal Address** P.O Box 31533, Braamfontein, Johannesburg, 2017  
**Telephone Number** 27 (0)10 023-5200 / +27 (0)82 746-4173  
**Web Address** <https://www.justice.gov.za/infoereg/index.html>  
**Email Address** [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za) / [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

## 4 *Other Legislation Records*

The Company holds the following information:

- details of its own registration, together with its financial statements and proof of its registration in terms of section 18A of the Income Tax Act, 1962 (the ITA).
- information pertaining to its directors and shareholders.
- information pertaining to its employees as required in terms of applicable employment legislation including the Basic Conditions of Employment Act, 1997, the Employment Equity Act, 1998, the Compensation for Occupational Injuries and Diseases Act, 1993, and the ITA.

## 5 *Access to Records*

No ministerial notice has been published in terms of section 52(2) of PAIA.

For purposes of facilitating a request in terms of PAIA, the information below includes a description of the subjects on which the Company holds records and the categories into which these fall.

This information is not exhaustive and may be amended from time to time.

Certain records are available without having to be requested in terms of the request procedures set out in PAIA and detailed in paragraph 6 of the Manual below. A request for access to records held by the Company in terms of section 52 of PAIA must be made on the form contained in the Regulations regarding the Promotion of Access to Information (Form E). A copy of the form is attached as Schedule A to the Manual.

Subject to the provisions of PAIA, information may be inspected, collected, purchased or copied at the offices of the Company and, unless the records are available on the Company's website, an appointment to view the records will have to be made with the Information Officer or the Deputy



Information Officer/s. The schedule of reproduction fees in relation to a section 52 information request are set out paragraph 6.2.2 below.

Categories of records of the Company which are available to a person without having to request access in terms of PAIA:

| Category                                | Description   | Format                        | Maintained by | Stored at  | Retention period |
|---|---|-------------------------------|---------------|--|------------------|
| <b>Information in the public domain</b> | Incorporation documents   | Hard copy and electronic copy | IO / DIO      | Woodmead North Office Park, Woodmead, 2191<br><a href="http://www.gibb.co.za">www.gibb.co.za</a> | Indefinite       |
|   | B-BBEE certificate  | Hard copy and electronic copy | IO / DIO      | Woodmead North Office Park, Woodmead, 2191<br><a href="http://www.gibb.co.za">www.gibb.co.za</a> | Indefinite       |
|   | Annual reports  | Hard copy and electronic copy | IO / DIO      | Woodmead North Office Park, Woodmead, 2191<br><a href="http://www.gibb.co.za">www.gibb.co.za</a> | Indefinite       |
|   | Audited financial statements  | Hard copy and electronic copy | IO / DIO      | Woodmead North Office Park, Woodmead, 2191<br><a href="http://www.gibb.co.za">www.gibb.co.za</a> | Indefinite       |
|   | Public statements and communications  | Hard copy and electronic copy | IO / DIO      | Woodmead North Office Park, Woodmead, 2191<br><a href="http://www.gibb.co.za">www.gibb.co.za</a> | Indefinite       |
|   | Employment Equity Report  | Hard copy and electronic copy | IO / DIO      | Woodmead North Office Park, Woodmead, 2191<br><a href="http://www.gibb.co.za">www.gibb.co.za</a> | Indefinite       |
|   | General information pertaining to the Company and information regarding the services rendered | Hard copy and electronic copy | IO / DIO      | Woodmead North Office Park, Woodmead, 2191<br><a href="http://www.gibb.co.za">www.gibb.co.za</a> | Indefinite       |

The records listed below, which need to be requested in terms of PAIA and/or POPIA, will not in all instances be provided to a requester. In other words, the records held under the various subjects are not automatically available and access to them is subject to the nature of the information contained in the record, as well as the grounds of refusal as set out in PAIA that may

be applicable to a request for such records. (See also paragraph 6.1.4 below.) The procedure in terms of which such records may be requested from the Company is set out in 6.1 below.

Categories of records that may be requested in terms of PAIA and/or POPIA:

| Category                          | Description   | Format                        | Maintained by | Retention  |
|-----------------------------------|---|-------------------------------|---------------|--|
| <b>Finance and administration</b> | Bank account records;<br>Books and records of account and financial statements;<br>Annual budget;<br>VAT, SITE and PAYE records;<br>Asset registers;<br>Details of auditors;<br>External auditor reports;<br>Information pertaining to clients as required in terms of the Financial Intelligence Centre Act;<br>Minutes of the meetings of the Company (non-confidential parts);<br>Minutes of the meetings of committees/ subcommittees;<br>Minutes of staff meetings and/or management meetings.   | Hard copy and electronic copy | Head          | As required in terms of applicable legislation or in terms of the contract |
| <b>Management</b>                 | Minutes of meetings of the Executive Committee and subcommittees;<br>Internal correspondence;<br>Resolutions and directives;<br>internal investigation reports;<br>Policies, procedures, and codes;<br>Travel management and arrangements.  | Hard copy and electronic copy | Head          | As required in terms of applicable legislation or in terms of the contract |
| <b>Human Capital Management</b>   | Organisational information (organisational structure, etc.);<br>Personnel files;<br>Contracts, conditions of service and other agreements;<br>Statutory employee records;<br>Records of background checks (including qualification, credit and criminal record checks);<br>Pension fund records;<br>Medical aid records;<br>Budget projections in respect of staff;<br>Employee leave records;<br>Employee payments and benefits (statutory and contractual);<br>Correspondence with or about employees;<br>Performance management records;<br>Records of disciplinary hearings and findings; | Hard copy and electronic copy | Head          | As required in terms of applicable legislation or in terms of the contract |

| Category                                | Description   | Format                        | Maintained by | Retention  |
|---|---|-------------------------------|---------------|--|
|   | Records of incapacity proceedings, including medical information<br>Records of occupational injuries and diseases;<br>Employee declarations in terms of the EEA.  |                               |               |  |
| <b>Relationships with third parties</b> | Agreements with stakeholders;<br>Service level agreements with suppliers;<br>Contact details of suppliers;<br>Tender and bid documentation;<br>Service level agreements;<br>Details of customers / clients including contact details, details pertaining to transactions, loyalty programmes, etc.;<br>Licences and general conditions for conducting business. | Hard copy and electronic copy | Head          | As required in terms of applicable legislation or in terms of the contract |
| <b>Information technology</b>           | Computer software;<br>Support and maintenance agreements;<br>Licensing agreements;<br>Records regarding computer systems and programmes.  | Hard copy and electronic copy | Head          | As required in terms of applicable legislation or in terms of the contract |
| <b>Property</b>                         | Asset registers;<br>Lease agreements in respect of immovable property;<br>Records regarding insurance in respect of movable or immovable property.  | Hard copy and electronic copy | Head          | As required in terms of applicable legislation or in terms of the contract |
| <b>Legal</b>                            | Litigation;<br>Appeals;<br>Contracts and memoranda of understanding;<br>Regulatory permissions, licenses, and/or exemptions.  | Hard copy and electronic copy | Head          | As required in terms of applicable legislation or in terms of the contract |

## 5.1 For Purposes of POPIA

5.1.1 For the purposes of facilitating a request for personal information, the information below includes details of the purpose of the processing of personal information by the Company, a description of the categories of data subjects and of the information or categories of information relating to data subjects held by the Company, the recipients or categories of recipients to whom personal information may be supplied, planned transborder flows of personal information, and a general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the Company to ensure the confidentiality, integrity and availability of the information which is to be processed.

5.1.2 In terms of POPIA, a requester to whom certain personal information relates may request the Company to confirm, free of charge, whether or not it holds personal information about that particular requester.

5.1.3 A requester may make a request that the Company provides the record or a description of the personal information about the requester which is held by it, including information about the identity of third parties, or categories of third parties, who have, or have had, access to the information. This request must be made within a reasonable time, in a reasonable manner, and format, at a fee, and in a form that is generally understandable.

5.1.4 Categories of data subjects and categories of personal information relating thereto:

| Data subjects | Categories of Information  |
|---------------|--|
| Employees     | Human resources information (see above)  |
| Clients       | Contact details<br>Take-on information in terms of the Financial Intelligence Centre Act, 2001<br>Details of services provided and fees charged<br>Demographic information |
| Contractors   | Contact details<br>Details of services rendered and fees paid<br>Demographic information   |

5.1.5 Purposes of processing:

| Data subject category                | Broad description of purposes of processing  |
|--------------------------------------|--|
| Applicants for employment; employees | <ul style="list-style-type: none"> <li>To carry out actions for the consideration of an application for employment;</li> <li>To carry out actions necessary for the performance of the employment contract;</li> <li>To ensure compliance with an obligation imposed by law on the company;</li> <li>To pursue the legitimate interests of the company or a third party to whom the information is supplied</li> </ul> |
| Clients                              | <ul style="list-style-type: none"> <li>To carry out actions necessary for the performance of the services contract;</li> <li>To ensure compliance with an obligation imposed by law on the company;</li> <li>To pursue the legitimate interests of the company or a third party to whom the information is supplied.</li> </ul>  |
| Contractors / service providers      | <ul style="list-style-type: none"> <li>To carry out actions necessary for the performance of the services contract;</li> <li>To ensure compliance with an obligation imposed by law on the company;</li> <li>To pursue the legitimate interests of the company or a third party to whom the information is supplied.</li> </ul>  |

5.1.6 Likely recipients:

| Data Subjects                                 | Likely Recipients  |
|---|--|
| Applicants for employment; employees; alumni. | <ul style="list-style-type: none"> <li>Human capital management department</li> <li>Line management</li> <li>Exco</li> </ul>       |
| Clients                                       | <ul style="list-style-type: none"> <li>Marketing department</li> <li>Employees working on client mandates</li> <li>Exco</li> </ul> |
| Contractors / Service providers               | <ul style="list-style-type: none"> <li>Exco</li> </ul>   |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>Facilities management department</li> </ul> |
|--|--|

### 5.1.7 General description of information security measures:

| Technical Measures          | Organisational Measures   |
|-----------------------------|---|
| PC and laptop logins        | Require valid network username and password. Synchronisation between HCM systems and active directory authentication is automatic, terminated employees are automatically disabled. |
| Data access                 | All data access requires a valid network username and password.   |
| Financial and planning data | Requires a valid network username and password.   |
| Access control              | Groups are used to limit data access to specific folders with only users in those groups having access.   |
| Database access             | Requires specific access rights linked to a username.   |
| Backups and archives        | Accessible to IT staff only.  |
| Email                       | Stored encrypted at Microsoft 365.  |

## 6 Request Procedure

### 6.1 Form of Request

- 6.1.1 A request for access to records held by the Company in terms of section 53 of PAIA must be made on the form contained in the Regulations regarding the Promotion of Access to Information (Form C). A copy of the form is attached as Schedule B to the Manual and is available on [The GIBB Way](#). The request must be made to the Information Officer / Deputy Information Officer of the Company at the address, or e-mail address specified in paragraph 2 above.
- 6.1.2 The requester must provide sufficient detail on the prescribed form to enable the Information Officer / Deputy Information Officer of the Company to identify the record and the identity of the requester. If a request is made on behalf of another person or entity, the requester must submit details and proof of the capacity in which the requester is making the request, which must be reasonably satisfactory to the Information Officer / Deputy Information Officer. The requester is also required to indicate which form of access to the relevant records is required, and to provide her/his/its contact details in South Africa.
- 6.1.3 For the purposes of Form C, the requester must comply with all the procedural requirements in PAIA relating to a request for access to the relevant records.
- 6.1.4 The Company may, and must in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA. These grounds include: that access would result in the unreasonable disclosure of personal information about a third party, that it is necessary to protect the commercial information of a third party of the Company itself, that it is necessary to protect the confidential information of a third party, that it is necessary to protect the safety of individuals or property, that a record constitutes privileged information for legal proceedings, that it is necessary to protect the research information of a third party or the Company itself.
- 6.1.5 If all reasonable steps have been taken to find a record that a requester has requested, and there are reasonable grounds for believing that the record is in the Company's possession but cannot be found, or it does not exist, then the Information Officer / Deputy Information Officer will, by

way of an affidavit or affirmation, notify the requester that it is not possible to give access to that record.

- 6.1.6 The Company is required to inform a requester in writing of its decision in relation to a request. If the requester wishes to be informed of the Company's decision in another manner as well, this must be set out in the request and the relevant details included in order to allow the Company to inform the requester in the preferred manner.
- 6.1.7 The Company will make a decision in relation to a request for records within 30 days of receiving it, unless a third party notification and intervention, as contemplated in Chapter 5 of PAIA, applies.

## 6.2 Fees

- 6.2.1 A requester who seeks access to records containing personal information about her/him/it, is not required to pay a request fee. Requesters who earn less than R14,712.00 per year (if single) and R27,192.00 per year (if married or in a life partnership), do not have to pay access fees. In all other instances, a request fee at the prescribed rate is payable.

- 6.2.2 The fees for reproduction of information that is automatically available from the Company, referred to in paragraph 5 above (a section 52 request), 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:   |        |
|     | (i) Compact disk   | R70.00 |
| (d) | For a transcription of visual images, for an A4-size page or part thereof  | R40.00 |
|     | (ii) For a copy of visual images   | R60.00 |
| (e) | (i) For a transcription of an audio record, for an A4-size page or part thereof  | R20.00 |
|     | (ii) For a copy of an audio record   | R30.00 |

- 6.2.3 The request fee and fees for reproduction for information which needs to be requested in terms of PAIA and/or POPIA, referred to in paragraph 5.1 above (a section 53 request) are as follows:

|    | Request Fee   | R50.00 |
|----|---|--------|
| 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 audio record form | R0.75  |
| c) | For copy in a computer-readable form on:  |        |
|    | (i) compact disc  | R70.00 |
| d) | (i) For a transcription of visual images, for an A4-size page or part thereof   | R40.00 |
|    | (ii) For a copy of visual images  | R60.00 |
| e) | (i) For a transcription of an audio record, for an A4-size page or part thereof   | R20.00 |
|    | (ii) For a copy of an audio record  | R30.00 |

- 6.2.4 The request fee may be paid at the time a request is made or the person authorised to deal with such requests on Company's behalf may notify the requester that s/he/it needs to pay the request fee before processing the request any further. A requester may apply to the court to be exempted from the requirement to pay the request fee.

- 6.2.5 Where a request for access to a record or records held by the Company is granted, the requester also has to pay an access fee for the reproduction of the record or records, and for the search for and the preparation of the records for disclosure. The Company is entitled to withhold a record until the required access fees have been paid.
- 6.2.6 Persons who are requesting access to their personal information are exempt from paying a request fee but they are still required to pay the access fee and reproduction fee, if applicable.
- 6.2.7 In addition, if the search for and preparation of the record or records requested takes more than 6 hours, the Company may charge R30.00 for each hour or part thereof which is required for the search for and preparation of the records. The requester may make an application to the court to be exempted from the requirement to pay this deposit. If a deposit is made and access to the records requested is subsequently refused, the deposit will be repaid to the requester.

### 6.3 Remedies for Refusal to Request for Information

#### 6.3.1 Internal remedy

The Company does not have an internal appeal procedure. As such, the decision made by the information officer or deputy information officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the information officer or deputy information officer.

#### 6.3.2 External remedy

Where a requester is not satisfied by a decision made by IO or DIO of the Company, s/he/it may apply to court for relief within 180 days of receiving the decision that has caused the grievance. The application can be made to a Magistrate's Court or High Court.

## 7 *Other Information*

Currently, the Regulations published in terms of PAIA, under Government Notice R187 in Government Gazette 23119 of 15 February 2002, set out, among other things, the fees which may be charged by private bodies for the reproduction of records (provided in the table above). No new Regulations have since been published and the last amendments to the Regulations were made in 2007.

## 8 *Manual Availability*

This manual is available for inspection free of charge at the offices of the Company at the address set out in paragraph 2 above.

Copies are available through the SAHRC. With effect from 1 July 2021, it will be available from the Information Regulator, the (present) contact details for which are set out in paragraph 2 above.

## 9 *Acknowledgement*

The Manual has been based on an original template supplied by the SAHRC.

## Schedule A: Automatically Available Records and Access Thereto

(Section 52 of the Promotion of Access to Information Act, 2000)

(the PAIA)

[Regulation 9A]

| DESCRIPTION OF CATEGORY OF RECORDS<br>AUTOMATICALLY AVAILABLE IN TERMS OF<br>SECTION 15(1)(a) OF THE PAIA   | MANNER OF ACCESS TO RECORDS (e.g. website)<br>(SECTION 15(1)(b)) |
|---|--|
| FOR INSPECTION IN TERMS OF SECTION 52(1)(a)(i):   |  |
| <p><b>Corporate Records</b></p> <ul style="list-style-type: none"> <li>• Registers required in terms of the Companies Act</li> <li>• Financial Records and Management Accounts</li> <li>• Audit Statements and Tax Records</li> <li>• Legal and Contractual Records</li> <li>• Corporate Policies and Procedures</li> <li>• Insurance Policies</li> <li>• Purchasing Records</li> <li>• Employee Records</li> <li>• Skills Development and Training Records</li> <li>• Pension Fund and Medical Aid Records</li> <li>• Correspondence</li> </ul> <p><b>Operational Records</b></p> <ul style="list-style-type: none"> <li>• Project Records</li> <li>• Client Records</li> <li>• Contracts</li> <li>• Tenders</li> <li>• Project Plans, Reports, Designs, Drawings and Specifications</li> <li>• Minutes and Correspondence</li> <li>• ISO 9001 Records</li> <li>• Time and Expense Records</li> <li>• Billing Records</li> </ul> |  |
| AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 52(1)(a)(ii)   |  |
| <ul style="list-style-type: none"> <li>• Profile of GIBB</li> <li>• ISO 9001 Certification</li> <li>• Professional Services and Capability Statements</li> <li>• Empowerment and Skills Development</li> <li>• Corporate Social Investment</li> <li>• Descriptions of Projects executed</li> <li>• Location of Offices and contact details</li> </ul>   | Website: <a href="http://www.gibb.co.za">www.gibb.co.za</a>      |



## Schedule B: Request for Access to Records of Private Body

(Section 53(1) of the Promotion of Access to Information Act, 2000)  
[Regulation 10]

### A. Particulars of private body:

The Information Officer / Deputy Information Officer:

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### B. Particulars of person requesting access to the record:

- the particulars of the person who requests access to the record must be given below.
- the address and / or fax number in the republic to which the information is to be sent must be given.
- proof of the capacity in which the request is made, if applicable, must be attached.

|   |  |
|---|--|
| <b>Full Names and Surname</b>                         |  |
| <b>ID No.</b>   |  |
| <b>Postal Address</b>                                 |  |
| <b>Telephone Number</b>                               |  |
| <b>Email Address</b>                                  |  |
| <b>Capacity when made on behalf of another person</b> |  |

### C. Particulars of person on whose behalf request is made

This section must be completed only if a request for information is made on behalf of another person.

|                               |  |
|-------------------------------|--|
| <b>Full Names and Surname</b> |  |
| <b>ID No.</b>                 |  |

### D. Particulars of record

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. The requester must sign all the additional pages.*

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1. Description of record or relevant part of the record:

|  |
|--|
|  |
|  |
|  |

2. Reference number, if available:

|  |
|--|
|  |
|--|

3. Any further particulars of record:

|  |
|--|
|  |
|  |
|  |

**E. Fees**

- A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- You will be notified of the amount required to be paid as the request fee.
- 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.
- If you qualify for exemption of the payment fee, please state the reason for exemption:

|  |
|--|
|  |
|  |
|  |

(Reason for exemption from payment of fees)

**F. Form of access to record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

| Disability |  | Form in which record is required |  |
|------------|--|----------------------------------|--|
|            |  |                                  |  |

**NOTES:**

Mark the appropriate box below with an **X**.

- Compliance with your request in the specified form may depend on the form in which the record is available.
- Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

| 1. If the record is in written or printed form: |  |                      |  |
|---|--|----------------------|--|
| Copy of record*                                 |  | Inspection of record |  |

| 2. If record consists of visual images (includes photographs, slides, video recordings, computer-generated images, sketches, etc.): |  |  |  |  |  |
|---|--|--|--|--|--|
| View the images   |  | Copy of the images*  |  | Transcription of the images*                                   |  |
| 3. If record consists of recorded words or information which can be reproduced in sound   |  |  |  |  |  |
| Listen to the soundtrack (audio cassette / recording)   |  | Transcription of soundtrack* (written or printed document) |  |  |  |
| 4. If record consists of recorded words or information which can be reproduced in sound   |  |  |  |  |  |
| Printed copy of record*   |  | Printed copy of information derived from the record*       |  | Copy in computer readable form* (compact disk or memory stick) |  |

\* If you require a copy or transcription of record (above), do you wish the copy or transcription to be posted to you? **(yes / no)** \_\_\_\_\_ (postage is payable).

G. 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 folios.

1. Indicate which right is to be exercised or protected:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

H. Notice of decision regarding request for access

You will be notified in writing within 30 days whether your request has been approved / denied. Such period may, in certain circumstances, be extended in terms of PAIA. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

|                        |  |
|------------------------|--|
| <b>Email</b>           |  |
| <b>Telephonically</b>  |  |
| <b>Other (specify)</b> |  |

|                  |  |             |  |               |  |           |
|------------------|--|-------------|--|---------------|--|-----------|
| <b>Signed at</b> |  | <b>this</b> |  | <b>day of</b> |  | <b>20</b> |
|------------------|--|-------------|--|---------------|--|-----------|

\_\_\_\_\_  
**SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF REQUEST IS MADE**






# PAIA Manual\_Rev 4 - signed

Final Audit Report

2021-07-02

|                 |  |
|-----------------|--|
| Created:        | 2021-07-02                                   |
| By:             | Joan Hillman (jhillman@gibb.co.za)           |
| Status:         | Signed                                       |
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