


# PAIA MANUAL

**Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2002**

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## 1. PURPOSE OF THIS MANUAL

This PAIA Manual is useful for the public to:

1. Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
2. have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
3. know the description of the records of the body which are available in accordance with any other legislation;
4. access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
5. know the description of the guide on how to use PAIA, as updated by the Regulator, and how to obtain access to it;
6. know if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
7. know the description of the categories of data subjects and of the information or categories of information relating thereto;
8. know the recipients or categories of recipients to whom the personal information may be supplied;
9. know if the body has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
10. know whether the body has appropriate security measures to ensure the confidentiality, integrity, and availability of the personal information which is to be processed.

## 2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OFFICERS

| General Company | Details |
|---|---|
| Name | Rentokil Initial Pty (Ltd) |
| Registration Number | 1967/1328/076 |
| Postal Address | PO Box 2006, Clareinch, |
| Company Physical Address | 2 Stigant Road,<br>Claremont, Cape Town, 7708 |
| Telephone | 27 021 670 4700 |
| Website | www.rentokil-initial.co.za |
| PAIA request email | lpo-za@rentokil-initial.com |

| Information Officer | Details |
|---|---|
| Name | **Nkosinathi S. Solomon** |
| Telephone | **27 010 248 1300** |
| Email Address | **nkosinathi.solomon@rentokil-initial.com** |

| Deputy Information Officer | Details |
|---|---|
| Custodianship | **Company, Legal, Supplier & Financial** |
| Name | **Tshifhiwa Nemutandani** |
| Telephone | **27 021 670 4700** |
| Email Address | **tshifhiwa.nemuntandani@rentokil-initial.com** |

| Deputy Information Officer | Details |
|---|---|
| Custodianship | **Employee and Employee Relations** |
| Name | **Asanda Camagu** |
| Telephone | **27 010 248 1336** |
| Email Address | **asanda.camagu@rentokil-initial.com** |

| Deputy Information Officer | Details |
|---|---|
| Custodianship | **Customer and Client Relations** |
| Name | **Victor Xaba** |
| Telephone | **27 010 248 1300** |
| Email Address | **victor.xaba@rentokil-initial.com** |

## 3. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE REGULATOR'S GUIDE

The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (Guide), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

**3.1.** The Guide is available in English, Sesotho and Afrikaans on request.

**3.2.** The aforesaid Guide contains the description of:

**3.3.** the objects of PAIA and POPIA;

**3.3.1.** the postal and street address, phone and fax number and, if available, email address of:

**3.3.2.** the Information Officer of every public body, and

**3.3.2.1.** every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA and section 56 of POPIA;

**3.3.3.** the manner and form of a request for:

**3.3.3.1.** access to a record of a public body contemplated in section 11; and

**3.3.3.2.** access to a record of a private body contemplated in section 50;

**3.3.4.** the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;

**3.3.5.** the assistance available from the Regulator in terms of PAIA and POPIA;

**3.3.6.** all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging:

**3.3.6.1.** an internal appeal;

**3.3.6.2.** a complaint to the Regulator; and

**3.3.6.3.** an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;

**3.3.7.** the provisions of sections 14 and 51 requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

**3.3.8.** the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

**3.3.9.** the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and

**3.3.10.** the regulations made in terms of section 92.

**3.4.** Members of the public can inspect or make copies of the Guide from the offices of the public and private bodies, including the office of the Regulator, during normal working hours.

**3.5.** The Guide can also be obtained:

**3.5.1.** upon request to the Information Officer;

**3.5.2.** from the website of the Regulator (www.justice.gov.za/inforeg/).

**3.6.** A copy of the Guide is available in English and Afrikaans for public inspection during normal office hours

## 4. CATEGORIES OF RECORDS OF RENTOKIL INITIAL WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

In terms of Section 52 of PAIA, the following categories of Rentokil Initial records are available without aperson having to request access. The list below is not exhaustive:

- Product & Services information
- Advertising pamphlets and brochures
- Newsletters
- Statutory Records
- Operational Records
- Financial records
- Third Party Records

## 5. DESCRIPTION OF THE RECORDS OF RENTOKIL INITIAL WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Legislation that requires record retention includes: The following legislation is included and can be consulted, but is not an exhaustive list:

- Basic Conditions of Employment Act 75 of 1997
- Employment Equity Act 55 of 1998
- Occupational Health and Safety Act 85 1993
- Bills of Exchange Amendment Act 56 of 2000
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Consumer Affairs (Unfair Business Practices) Act 71 of 1988
- Consumer Protection Act 68 of 2008
- Debt Collectors Act 114 of 1998
- Electronic Communication and Transactions Act 36 of 2005
- Income Tax Act 58 of 1962
- Medical Schemes Act 131 of 1998
- Pension Funds Act 24 of 1956
- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Communication Information Act (RICA) 70 of 2002
- Sale and Services Matters Act 25 of 1964
- Skills Development Levies Act 9 of 1999
- South African Revenue Services Act 34 of 1997
- Trade Practices Act 76 of 1976
- Unemployment Contributions Act 4 of 2002

## 6. DESCRIPTION OF THE SUBJECTS ON WHICH RENTOKIL INITIAL HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT

**Employee Records**

- Personal records provided by employees;
- Employee health information and records;
- Records provided by a third party relating to employees;
- Conditions of employment and other employee-related contractual and quasi-legal records;
- Internal evaluation records and other internal records;
- Correspondence relating to employees; and
- Training schedules and material.

Employees refer to any person who works for or provides services to or on behalf of Rentokil Initial, and that receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Rentokil Initial and includes, without limitation, the Trustees, all permanent, temporary and part-time staff, as well as contract workers.

**Potential Customers, Customer and Client Related Records**

- Records provided by a customer to Rentokil Initial.
- Records provided by a member, dependant or customer to a third party acting for or on behalf of Rentokil Initial;
- Records provided by a third party;
- Records generated by or within Rentokil Initial relating to members/dependants or customers.

The term customer or potential customer refers to any natural person or juristic entity that receives services and/or products from Rentokil Initial.

**Other Party Records**

Rentokil Initial may possess records pertaining to other parties, including, but not limited to, vendors, contractors, suppliers and service providers, and such other parties may possess records that can be said to belong to Rentokil Initial:

- employees, customer or private body records which are held by another party, as opposed to the records held by Rentokil Initial itself.
- Records held by Rentokil Initial pertaining to other parties, including, without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about contractors/suppliers.

## 7. PROCESSING OF PERSONAL INFORMATION

**Purpose for processing personal information**

Rentokil Initial processes Personal Information, which includes but is not limited to, rendering of services to our customers, employee administration; providing or managing any information on products, transacting with our suppliers; maintaining customer records, recruitment purposes, general administration, financial and tax purposes, legal purposes, health and safety purposes, visitor access monitoring purposes, managing the premises and facilities, investigating of and preventing fraud, debt recovery and responding to website enquiries.

**Categories of personal information**

The Rentokil Initial group of companies process information and record information relating to the following broad categories of data subjects or persons, which list is not limited to:

- Employees/job applicants/learnership/interns
- Customers and clients of the companies
- Contractors/vendors/suppliers/service providers/operators
- Business partners, whether acting on behalf of the companies or not, or those that provide services, goods, and other benefits to the companies, such as medical service providers, banks, pension and provident funds, administrators, service providers, insurance companies, advertising, marketing or PR agencies, wellness or health providers
- Regulators and Public Bodies who the companies engage with in order to discharge legal and public duty obligations, including SARS, National Treasury, the Department of Labour, and the financial sector conduct authorities.
- Users of websites/applications/mobile applications/social media portals or platforms, whether in order to enquire more about the companies or to do business with the 15 companies, be it providing or selling to the companies, or receiving or buying goods and services.
- Persons who interact with the companies physically or enter sites, offices, parking areas, and all facilities of the company or interact via websites/email/correspondence

**Transborder Flows of Personal Information**

Transfers of personal information outside South Africa are done so with an appropriate level of legal and contract governance that reflects data protection legal requirements. The EU-approved Standard Contractual Clauses are incorporated into the Rentokil Initial intercompany agreement framework. Rentokil Initial may therefore share personal information with: other companies forming part of the Company's group of companies located outside of South Africa; service providers who perform services on behalf of Rentokil Initial; and third-party suppliers.

**Information Security Measures to Protect Personal Information**

Rentokil has implemented reasonable technical and organisational measures to protect personal information. The Company has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused, or disclosed, and is not accessed except by our employees in the proper performance of their duties. The Company will take steps to ensure that third-party providers who process personal information on behalf of the Company apply adequate safeguards as required in terms of POPIA.

## 8. AVAILABILITY OF THE MANUAL

- This manual is made available in terms of Regulation Number R187 of 15 February 2002.
- This Manual is also available on the websites of Rentokil Initial
- This manual is further available at the South African Human Rights Commission and shall be published in English in the Government Gazette.
- Copies of this Manual can also be obtained from the Information Officer.

## 9. MANUAL UPDATES

### Approvals

| Name of approver | Title of approver | Version Approved | Date Approved |
|---|---|---|---|
| Nkosinathi Solomon | Managing Director | V.1.2 | |
| Antoinette Campbell | Finance Director | V1.2 | |
| Asanda Camagu | HR Director | V1.2 | |
| Dumisani Simelane | Sales Director | V1.2 | |
| Victor Xaba | Operations Director | V1.3 | |

### Revision History

| Version | Revision date | Changes made by (author) | Summary of changes | Changes marked? |
|---|---|---|---|---|
| 1 | 27/05/2021 | Jolene Swain | Initial creation of the PAIA Manual | No |
| 1.1 | 22/06/2021 | Jolene Swain | Changes made after director's review | Yes |
| 1.2 | 21/04/2023 | Jolene Swain | New FD details updated | Yes |
| 1.3 | 04/07/2025 | Jolene Swain | New Deputy details updated (Victor Xaba) | Yes |
| 1.4 | 08/01/2026 | Jolene Swain | Update PAIA Manual according to Information Regulators Template | No |

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## ANNEXURE A

FORM 2

**REQUEST FOR ACCESS TO RECORD (PAIA Regulation 7)**

**NOTE:**

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

**TO: The Information Officer:** Address: 2 Stigant Road, Claremont, Cape Town, 7708

Email Address: lpo-za@rentokil-initial.com

Fill in the form below or use the form : here

**Mark with an "X":**

| PERSONAL DETAILS | | |
|---|---|---|
| **REQUESTER** | | |
| Full Names | | |
| Identity Number | | |
| Capacity in which request is made *(if made on behalf of another person)* | | |
| Postal address | | |
| Street address | | |
| Email address | | |
| Contact number | Landline | |
| | Cellphone | |
| **DATA SUBJECT (if different to Requester)** | | |
| Full Names | | |
| Identity Number | | |
| Capacity in which request is made *(if made on behalf of another person)* | | |
| Postal address | | |
| Street address | | |
| Email address | | |
| Contact number | Landline | |
| | Cellphone | |

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| PARTICULARS OF RECORDS REQUESTED 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) | |
|---|---|
| Description of record or relevant part of the record | |
| Reference number, if applicable | |
| Any further particulars of record | |

| TYPE OF RECORD Mark the applicable box with an "X" | |
|---|---|
| Record is in written or printed form Record comprises virtual images (this includes photographs, slides, videos, recordings, computer – generated images, sketches, etc.) | |
| 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 with the applicable box with an "X" | |
|---|---|
| Printed copy of the 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 (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 the record at the registered address of Rentokil Initial (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) | |

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| 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 requestor 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<br>b) You will be notified of the amount of the access fee to be paid<br>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<br>d) If you qualify for exemption of the payment of any fee, please state the reason for exemption. |

| Reason | |
|---|---|

| CORRESPONDENCE PREFERENCE You will be notified in writing whether your request has been approved or denied, and if approved, what fees are payable, if any. Please indicate your preferred manner of correspondence (mark with an "X") | |
|---|---|
| ☐ POST | ☐ EMAIL |
| Postal Address | Email Address |
| | |

Signed at _____ on this _____ day of _____ 20_____

_____

Signature of requester/ person on whose behalf the request is made

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## ANNEXURE B

FORM 3

### OUTCOME OF REQUEST AND OF FEES PAYABLE [Regulation 8]

**NOTE:**

1. If your request is granted the
(a) amount of the deposit, (if any), is payable before your request is processed; and
(b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

**Reference number**:_____

**TO:** _____
_____
_____

**Your request dated _____, refers.**

**1. You requested:**

| | |
|---|---|
| Personal inspection of information 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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B. | |

**OR**

**2. You requested:**

| | |
|---|---|
| Printed copies of the information (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 information on flash drive (including virtual images and soundtracks) | |
| Copy of information on compact disc drive(including virtual images and soundtracks) | |
| Copy of record saved on cloud storage serve | |

**To be Submitted:**

| | |
|---|---|
| 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) | |

Kindly note your request has been:

☐ APPROVED

☐ DENIED, for the following reasons:

_____

_____

**FEES PAYABLE WITH REGARDS TO YOUR REQUEST**

Copies of the PAIA manual are chargeable as per the fee tables below (the fees exclude VAT).
Reproduction fees

| Item | Description | Amount |
|---|---|---|
| 1 | The request fee payable by every requester | R140.00 |
| 2 | Photocopy/printed black & white copy of A4-size page | R2.00 per page or part thereof. |
| 3 | Printed copy of A4 size page | R2.00 per page or part thereof. |
| 4 | For a copy in a computer-readable form on<br>(iii) Flash drive (to be provided by requestor)<br>(iv) Compact disk<br>If provided by requestor<br>If provided to the requestor | R40<br><br><br>R40<br>R60 |
| 5 | For a transcription of visual images per A4 size | Service will be outsourced. |
| 6 | Copy of visual images | Will depend on quotation from Service provider |
| 7 | Transcription of an audio record per A4-size page | R24 |
| 8 | Copy of an audio record on:<br>(v) Flash drive (to be provided by requestor)<br>(vi) Compact disk<br>If provided by requestor<br>If provided to the requestor | R40<br><br><br>R40<br>R60 |
| 9 | To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.<br>Do not exceed a total cost of | R145<br><br><br>R435 |
| 10 | Deposit: If search exceeds 6 hours | One third of amount per request calculated in terms of items 2 to 8 |
| 11 | Postage, e-mail or any other electronic transfer | Actual expense if any |

Deposit payable (if search exceeds six hours):

☐ YES ☐ NO

| | | | |
|---|---|---|---|
| Hours of search | | Amount of deposit (calculated on one third of total amount per request) | |

The amount must be paid into the following Bank account:

Name of Bank : _____
Name of account holder : _____
Type of account : _____
Account number : _____
Branch Code : _____
Reference Nr : _____
Submit proof of payment to : _____

Signed at _____ on this _____ day of _____ 20_____

_____ Information Officer