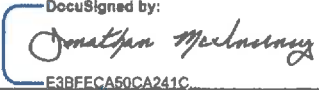

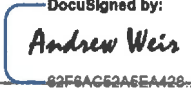
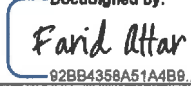
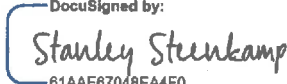


	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

INFORMATION MANUAL

in terms of the provisions of the Promotion of Access to Information Act 2 of 2000 (“PAIA”) and the Protection of Personal Information Act 4 of 2013 (“POPIA”)

Revisions

Rev. No.	Approval	Name	Signature	Date
0	Originator	J McInerney	DocuSigned by:  E3BFECA50CA241C...	15-Jul-2021 10:04 EET
	Legal	L Luker	DocuSigned by:  8184E9B57A51445...	15-Jul-2021 10:10 EET
	Human Resources	A Weir	DocuSigned by:  82F8AC62A5E4428...	15-Jul-2021 10:31 EET
	Compliance	F Attar	DocuSigned by:  92BB4358A51A4B9...	15-Jul-2021 10:16 EET
	Quality Assurance	N Moloney	DocuSigned by:  B81C47684F8B478...	15-Jul-2021 10:42 EET
	CEO	S Steenkamp	DocuSigned by:  81AAE67048EA4E0...	15-Jul-2021 04:50 PDT

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

CONTENTS

INTRODUCTION	3
DEFINITIONS	3
VEOLIA'S CONTACT DETAILS	4
INFORMATION OFFICER'S CONTACT DETAILS	4
PAIA GUIDE	5
PUBLICATION AND AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA	5
GROUND FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF PAIA	6
INFORMATION OR RECORDS NOT FOUND	6
REMEDIES AVAILABLE UPON REFUSAL OF A REQUEST FOR ACCESS IN TERMS OF PAIA	7
PROCEDURE FOR A REQUEST FOR ACCESS IN TERMS OF PAIA	7
FEES	7
DECISION REGARDING ACCESS TO RECORDS	8
AVAILABILITY OF THIS INFORMATION MANUAL	8
PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY VEOLIA	8
Appendix 1: SUBSIDIARIES & RELATED GROUP COMPANIES	11
Appendix 2: SCHEDULE OF RECORDS	12
Appendix 3: LIST OF APPLICABLE LEGISLATION	15
Appendix 4: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY	18
Appendix 5: FEES	24
Appendix 6: PART 1 - PROCESSING OF PERSONAL INFORMATION IN ACCORDANCE WITH POPIA	26
Appendix 6: PART 2 - CATEGORIES OF DATA SUBJECTS AND CATEGORIES OF PERSONAL INFORMATION RELATING THERETO	27
Appendix 6: PART 3 - RECIPIENTS OF PERSONAL INFORMATION	28
Appendix 6: PART 4 - CROSS BORDER TRANSFERS OF PERSONAL INFORMATION	28
Appendix 7: OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013	29
Appendix 8: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013	31

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

1. INTRODUCTION

Veolia is a group of water, waste and energy services companies committed to the values of responsibility, transparency, privacy and accountability. This Information Manual is intended to provide details about what information Veolia collects, stores and otherwise processes, and guidance regarding requests for access to such information.

2. DEFINITIONS

- 2.1. **“Conditions for Lawful Processing”** means the conditions for the lawful processing of Personal Information as fully set out in chapter 3 of POPIA;
- 2.2. **“Constitution”** means the Constitution of the Republic of South Africa, 1996;
- 2.3. **“Customer”** refers to any natural or juristic person that received or receives services from Veolia;
- 2.4. **“Data Subject”** has the meaning ascribed thereto in section 1 of POPIA;
- 2.5. **“Guide”** means the guide compiled by the SAHRC in terms of Section 10 of PAIA as amended and updated from time to time by the SAHRC and/or the Information Regulator.
- 2.6. **“Head Office”** means Veolia’s principal place of business, being 13 Pressburg Road, Founders View, Modderfontein, Gauteng, Republic of South Africa.
- 2.7. **“Information Manual”** means this manual prepared in accordance with section 51 of PAIA and regulation 4 of the POPIA Regulations;
- 2.8. **“Information Officer”** means any person authorised, appointed and registered as an information officer by Veolia in accordance with PAIA and Part B of Chapter 5 of POPIA;
- 2.9. **“Information Regulator”** means the Information Regulator as established in terms of section 39 of POPIA;
- 2.10. **“PAIA”** means the Promotion of Access to Information Act 2 of 2000;
- 2.11. **“Personal Information”** has the meaning ascribed thereto in section 1 of POPIA;
- 2.12. **“Personnel”** refers to any person who works for, or provides services to or on behalf of Veolia, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Veolia, which includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers;
- 2.13. **“POPIA”** means the Protection of Personal Information Act 4 of 2013;
- 2.14. **“POPIA Regulations”** mean the regulations promulgated in terms of section 112(2) of POPIA;
- 2.15. **“Private Body”** has the meaning ascribed thereto in sections 1 of both PAIA and POPIA;

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

- 2.16. **“Processing”** has the meaning ascribed thereto in section 1 of POPIA;
- 2.17. **“Responsible Party”** has the meaning ascribed thereto in section 1 of POPIA;
- 2.18. **“Record”** has the meaning ascribed thereto in section 1 of PAIA and includes Personal Information;
- 2.19. **“Request”** means 'Request for Access' as defined in paragraph 2.21.
- 2.20. **“Requester”** has the meaning ascribed thereto in section 1 of PAIA;
- 2.21. **“Request for Access”** has the meaning ascribed thereto in section 1 of PAIA; and
- 2.22. **“SAHRC”** means the South African Human Rights Commission.
- 2.23. **“Veolia”** means Veolia Services Southern Africa (Pty) Ltd (registration number 1964/007768/07), a company duly registered and incorporated in accordance with the company laws of the Republic of South Africa and having its principal place of business situated at 13 Pressburg Road, Founders View, Modderfontein, Gauteng, Republic of South Africa together with its subsidiaries and related group companies as specified in Appendix 1;;
- 2.24. Capitalised terms used in this Information Manual have the meanings ascribed thereto in section 1 of POPIA and PAIA as the context specifically requires, unless otherwise defined herein.

3. VEOLIA'S CONTACT DETAILS

Street Address:	13 Pressburg Road, Golfview Office Park, Modderfontein, Gauteng 1609
Postal Address:	P.O BOX 10512, Centurion, Gauteng, 0157
Phone Number:	+27 (0)11 663 3600
Email Address:	info.southafrica@veolia.com

4. INFORMATION OFFICER'S CONTACT DETAILS

Street Address:	13 Pressburg Road, Golfview Office Park, Modderfontein, Gauteng 1609
Postal Address:	P.O BOX 10512, Centurion, Gauteng, 0157
Phone Number:	+27 (0)11 663 3662
Email Address:	legal.southernafrica@veolia.com

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

5. PAIA GUIDE

- 5.1. PAIA grants a Requester access to records of a Private Body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 5.2. Requests for Access in terms of PAIA shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in paragraphs 10 and 11 of this Information Manual.
- 5.3. Requesters are referred to the Guide initially compiled by the SAHRC and amended from time to time by the Information Regulator, which contains information for the purposes of exercising the Constitutional rights given effect to by PAIA and POPI. The Guide is available from the SAHRC and/or from the Information Regulator.

The contact details of the SAHRC are:

Postal Address:	PRIVATE BAG 2700, Houghton, 2041
Phone Number:	+27 (0)11 877 3600
Fax Number:	+27 (0)11 403 0625
Website:	www.sahrc.org.za

The contact details of the Information Regulator are:

Postal Address:	P.O Box 31533, Braamfontein, Johannesburg, Gauteng 2017
Email Address:	infoereg@justice.gov.za
Website:	www.justice.gov.za/infoereg/

6. PUBLICATION AND AVAILABILITY OF CERTAIN RECORDS IN TERMS OF PAIA

6.1. Schedule of Records

The schedule of Records as contained in Appendix 2 of this Information Manual details the Records that are held and/or Processed by Veolia for the purposes of PAIA and POPIA respectively. Access to such Records may not be granted if they are subject to the grounds of refusal specified in Paragraph 7 below.

6.2. List of applicable legislation

- 6.2.1. Veolia retains records which are required in terms of legislation other than PAIA.
- 6.2.2. Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Legislation that may be consulted to establish whether the Requester

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

has a right of access to a record other than in terms of the procedure set out in PAIA are set out in Appendix 3.

7. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS IN TERMS OF PAIA

7.1. The following are the grounds on which Veolia may, subject to the exceptions contained in Chapter 4 of PAIA, refuse a Request for Access in accordance with Chapter 4 of PAIA:

- 7.1.1. mandatory protection of the privacy of a third party who is a natural person, including a deceased person, where such disclosure of Personal Information would be unreasonable;
- 7.1.2. mandatory protection of the commercial information of a third party, if the Records contain:
 - 7.1.2.1. trade secrets of that third party;
 - 7.1.2.2. financial, commercial, scientific or technical information of the third party, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; and/or
 - 7.1.2.3. information disclosed in confidence by a third party to Veolia, the disclosure of which could put that third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
- 7.1.3. mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 7.1.4. mandatory protection of the safety of individuals and the protection of property;
- 7.1.5. mandatory protection of Records that would be regarded as privileged in legal proceedings;
- 7.1.6. protection of Veolia's commercial information, which may include but shall not be limited to:
 - 7.1.6.1. trade secrets;
 - 7.1.6.2. financial/commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of Veolia;
 - 7.1.6.3. information which, if disclosed, could put Veolia at a disadvantage in contractual or other negotiations or prejudice Veolia in commercial competition; and/or
 - 7.1.6.4. computer programs which are owned by Veolia, and which are protected by copyright and intellectual property laws; and
- 7.1.7. Veolia's research information or that of a third party, if such disclosure would place the research or the researcher at a serious disadvantage.

8. INFORMATION OR RECORDS NOT FOUND

If, after a reasonable and diligent search, Veolia cannot find the records to which the Requester has lodged a Request for Access, and it believes either that the records are in its possession but cannot be found, or that the records do not exist, the Requester will receive a notice in this regard from Veolia's Information Officer. This notice will be in the form of an affidavit setting out the measures taken in an

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

attempt to locate the record or determine its existence and shall be regarded as a decision to refuse a Request for Access to the record concerned.

9. REMEDIES AVAILABLE UPON REFUSAL OF A REQUEST FOR ACCESS IN TERMS OF PAIA

- 9.1. Veolia does not have any internal appeal procedures and decisions made by Veolia's Information Officer regarding whether to accept or refuse Requests for Access are final.
- 9.2. If a Request for Access is refused by the Information Officer, the relevant Requester or third party may lodge a complaint with the Information Regulator in terms of Section 77A of PAIA and, after exhausting the complaints procedure referred to therein, approach a Court for relief.

10. PROCEDURE FOR A REQUEST FOR ACCESS IN TERMS OF PAIA

- 10.1. A Requester must comply with all the procedural requirements as contained in section 53 of PAIA relating to a Request for Access to a Record.
 - 10.2. A Requester must complete the prescribed Request for Access form attached as Appendix 4, and submit the completed form together with payment of the relevant request fee (if applicable) and deposit (if applicable), to the Information Officer at the postal or physical address, or email address stated in paragraph 4 above.
 - 10.3. The Request for Access form must be completed with enough detail so as to enable the Information Officer to identify:
 - 10.3.1. the Record(s) requested;
 - 10.3.2. the identity of the Requester;
 - 10.3.3. the form of access that is required, if the request is granted;
 - 10.3.4. the postal address or fax number of the Requester; and
 - 10.3.5. the right that the Requester is seeking to protect and an explanation as to why each Record requested is necessary to exercise or protect such right.
 - 10.4. If a Request for Access is made on behalf of another person, the Requester must submit proof of the capacity in which the Requester is making the request to the reasonable satisfaction of the Information Officer.
 - 10.5. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
 - 10.6. Veolia may require the Requester to make payment of a fee for reproduction of the requested Record. Any fees charged will be in accordance with section 54(6) of PAIA and paragraph 11 below.
- ## **11. FEES**
- 11.1. When the Request for Access is received by the Information Officer, the Information Officer will by notice require the Requester to pay the prescribed request fee (if any), before further processing of the Request.
 - 11.2. Prescribed request fees are set out in Appendix 5.

 VEOLIA	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

- 11.3. In the event that the search for a Record requires more than the prescribed hours for this purpose, the Information Officer will notify the Requester to pay as a deposit, the prescribed portion of the access fee (being not more than one third) which would be payable if the Request for Access is granted.
- 11.4. The Information Officer will withhold a Record until the Requester has paid the fees set out in Appendix 5.
- 11.5. A Requester whose Request for Access to a Record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the Record for disclosure, including making arrangements to make it available in a requested form provided for in PAIA.
- 11.6. If a deposit has been paid in respect of a Request for Access which is refused, the Information Officer will repay the deposit to the Requester.

12. DECISION REGARDING ACCESS TO RECORDS

- 12.1. Veolia will decide whether to grant or refuse the Request for Access within 30 days of receipt of the Request and must give notice to the Requester with reasons (if required) to that effect.
- 12.2. The period referred to above may be extended for a further period of not more than 30 days if the Request for Access is for a large number of Records or requires a search for Records held at an office of Veolia other than the Head Office and the Records cannot reasonably be obtained and reviewed within the original 30 day period.
- 12.3. Veolia will notify the Requester in writing should an extension of time as contemplated above be required.
- 12.4. If, in addition to a written reply from the Information Officer, the Requester wishes to be informed of the decision on the Request for Access in any other manner, the Requester must state the manner and particulars so required in its Request.

13. AVAILABILITY OF THIS INFORMATION MANUAL

- 13.1. A digital copy of this Information Manual can be accessed at: <https://www.veolia.co.za/>
- 13.2. This Information Manual is also available at the offices of Veolia for inspection during normal business hours. No fee will be levied for inspection as contemplated in this paragraph.
- 13.3. Copies of the Information Manual can be obtained from the Information Officer. A fee will be levied for copies of the Information Manual in accordance with Appendix 5.

14. PROTECTION OF PERSONAL INFORMATION THAT IS PROCESSED BY VEOLIA

- 14.1. Chapter 3 of POPIA provides for the minimum Conditions for Lawful Processing of Personal Information by a Responsible Party. These conditions may not be derogated from unless specific exclusions apply as outlined in POPIA.
- 14.2. Veolia is required to process Personal Information relating to both natural and juristic persons in order to carry out its business and organisational functions. The manner in which this information is Processed and the purpose for which it is Processed is determined by Veolia. Veolia will ensure that the Personal Information of a Data Subject:

 VEOLIA	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

- 14.2.1. is Processed lawfully, fairly and transparently. This includes the provision of appropriate information to Data Subjects when their data is collected by Veolia, in the form of privacy or data collection notices. Veolia must also have a legal basis (for example, consent) to process Personal Information;
- 14.2.2. is Processed only for the purposes for which it was collected;
- 14.2.3. will not be Processed for a secondary purpose unless that processing is compatible with the original purpose;
- 14.2.4. is adequate, relevant and not excessive for the purposes for which it was collected;
- 14.2.5. is accurate and kept up to date;
- 14.2.6. will not be kept for longer than necessary;
- 14.2.7. is Processed in accordance with integrity and confidentiality principles; this includes physical and organisational measures to ensure that Personal Information, in both physical and electronic form, are subject to an appropriate level of security when stored, used and communicated by Veolia, in order to protect against access and acquisition by unauthorised persons and accidental loss, destruction or damage;
- 14.2.8. is processed in accordance with the rights of Data Subjects, where applicable. Data Subjects have the right to:
- 14.2.8.1. be notified that their Personal Information is being collected by Veolia. The Data Subject also has the right to be notified in the event of a data breach;
- 14.2.8.2. know whether Veolia holds Personal Information about them, and to access that information. Any request for information must be handled in accordance with the provisions of this Information Manual;
- 14.2.8.3. request the correction or deletion of inaccurate, irrelevant, excessive, out of date, incomplete, misleading or unlawfully obtained personal information;
- 14.2.8.4. object to Veolia's use of their Personal Information and request the deletion of such Personal Information (deletion would be subject to Veolia's record keeping requirements);
- 14.2.8.5. object to the processing of Personal Information for purposes of direct marketing by means of unsolicited electronic communications; and
- 14.2.8.6. complain to the Information Regulator regarding an alleged infringement of any of the rights protected under POPIA and to institute civil proceedings regarding the alleged non-compliance with the protection of his, her or its personal information.

14.3. Purpose of the Processing of Personal Information by Veolia:

As outlined above, Personal Information may only be Processed for a specific purpose. The purposes for which Veolia Processes or will Process Personal Information is set out in Part 1 of Appendix 6.

14.4. Categories of Data Subjects and Personal Information/special Personal Information relating thereto:

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

As per section 1 of POPIA, a Data Subject may either be a natural or a juristic person. Part 2 of Appendix 6 sets out the various categories of Data Subjects in respect of which Veolia Processes Personal Information and the types of Personal Information relating thereto.

14.5. Recipients of Personal Information:

Part 3 of Appendix 6 outlines the recipients to whom Veolia may provide a Data Subject’s Personal Information.

14.6. Cross-border flows of Personal Information:

14.6.1. Section 72 of POPIA provides that Personal Information may only be transferred out of the Republic of South Africa if the:

- 14.6.1.1. recipient country can offer such data an “adequate level” of protection. This means that its data privacy laws must be substantially similar to the Conditions for Lawful Processing as contained in POPIA; or
- 14.6.1.2. Data Subject consents to the transfer of their Personal Information; or
- 14.6.1.3. transfer is necessary for the performance of a contractual obligation between the Data Subject and the Responsible Party; or
- 14.6.1.4. transfer is necessary for the performance of a contractual obligation between the Responsible Party and a third party, in the interests of the Data Subject; or
- 14.6.1.5. transfer is for the benefit of the Data Subject, and it is not reasonably practicable to obtain the consent of the Data Subject, and if it were, the Data Subject, would in all likelihood provide such consent.

14.6.2. Part 4 of Appendix 6 sets out the planned cross-border transfers of Personal Information.

14.7. Description of information security measures implemented by Veolia:

Part 5 of Appendix 6 sets out the types of security measures implemented by Veolia in order to ensure that Personal Information is respected and protected.

14.8. Objection to the Processing of Personal Information by a Data Subject:

Section 11 (3) of POPIA and regulation 2 of the POPIA Regulations provide that a Data Subject may, at any time object to the Processing of his/her/its Personal Information in the prescribed form attached to this Information Manual as Appendix 7 subject to exceptions contained in POPIA.


14.9. Request for correction or deletion of Personal Information:

Section 24 of POPIA and regulation 3 of the POPIA Regulations provide that a Data Subject may request for their Personal Information to be corrected/deleted in the prescribed form attached as Appendix 8 to this Information Manual.

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Appendix 1: SUBSIDIARIES & RELATED GROUP COMPANIES

1. Veolia Water South Africa (Pty) Ltd
2. VWT Africa International (Pty) Ltd
3. Durban Water Recycling (Pty) Ltd
4. Veolia Landfill Management South Africa (Pty) Ltd
5. Dolphin Coast Landfill Management (Pty) Ltd
6. Ceracure Water Technologies Holdings (Pty) Ltd

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Appendix 2: SCHEDULE OF RECORDS

1. Customer/Client/Supplier Records	
1.1. Correspondence;	1.2. Contractual documents;
1.3. Business information;	1.4. Proposal and tender documents;
1.5. Legal documentation;	1.6. Project plans;
1.7. Risk management records; and	1.8. B-BBEE Statistics.

2. Corporate Governance	
2.1. Company Policies;	2.2. Legal compliance records;
2.3. Board meeting minutes;	2.4. Executive Committee meeting minutes; and
2.5. Codes of Conduct.	

3. Finance & Administration	
3.1. Accounting records;	3.2. Annual financial statements;
3.3. Banking records;	3.4. Debtor & Creditor correspondence;
3.5. Purchase Orders;	3.6. Goods Received Vouchers;
3.7. Remittances;	3.8. Invoices;
3.9. Statements; and	3.10. Tax records & returns.

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

4. Human Resources Documents	
4.1. B-BBEE statistics;	4.2. Career development records;
4.3. Personnel information;	4.4. Employment equity reports (where applicable);
4.5. General terms of employment;	4.6. Letters of employment;
4.7. Leave records;	4.8. PAYE records and returns;
4.9. Performance management records;	4.10. Assessments; Policies and procedures;
4.11. UIF returns;	4.12. Retirement benefits;
4.13. Medical records;	4.14. Disciplinary records;
4.15. Trade union membership; and	4.16. Standard payroll information.

5. Information Systems & Technology	
5.1. Agreements;	5.2. Equipment Registers;
5.3. Information Policies; and	5.4. Standards, procedures & guidelines.

6. Learning & Education	
6.1. Training material;	6.2. Training records & statistics; and
6.3. Learnership Programme records & details.	

7. Marketing & Communications	
7.1. External publications;	7.2. Internal publications;
7.3. Newsletters;	7.4. Marketing strategies;
7.5. Communication strategies; and	7.6. Marketing publications and brochures.

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0


8. Operations	
8.1. Access control records;	8.2. Agreements;
8.3. Archival administration documentation;	8.4. General correspondence;
8.5. Patents and Trade Mark documents;	8.6. Insurance documentation;
8.7. Service level agreements;	8.8. Standard trading terms and conditions of supply of services and goods;
8.9. Travel documentation;	8.10. Procurement agreements and documentation; and
8.11. Vehicle registration documents.	

9. Company Secretarial	
9.1. Applicable statutory documents, including but not limited to, certificates of incorporation and certificates to commence business;	9.2. Corporate structure documents;
9.3. Memoranda and Articles of Association;	9.4. Share registers;
9.5. Statutory Returns to relevant authorities;	9.6. Share certificates;
9.7. Shareholder agreements;	9.8. Minutes of meetings; and
9.9. Resolutions passed.	

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Appendix 3: LIST OF APPLICABLE LEGISLATION

Administration of Adjudication of Road Traffic Offences Act 46 of 1998
Advertising on Roads & Ribbon Development Act 21 of 1940
Basic Conditions of Employment Act 75 of 1997
Bills of Exchange Act 34 of 1964
Broad-Based Black Economic Empowerment Act 53 of 2003
Broadcasting Act 4 of 1999
Companies Act 71 of 2008
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Competition Act 89 of 1998
Constitution of South Africa Act 108 of 1996
Consumer Protection Act 68 of 2009
Copyright Act 98 of 1987
Criminal Procedure Act 51 of 1977
Currency & Exchanges Act 9 of 1933
Customs and Excise Act 91 of 1964
Electronic Communications and Transactions Act 2 of 2000
Employment Equity Act 55 of 1998
Environment Conservation Act 73 of 1989
Financial Advisory & Intermediary Services Act 37 of 2002
Financial Intelligence Centre Act 38 of 2001
Firearms Control Act 60 of 2000
Formalities In Respect of Leases of Land Act 18 of 1969
Health Act 63 of 1977
Income Tax Act 58 of 1962
Labour Relations Act 66 of 1995

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Long Term Insurance Act 52 of 1998
National Building Regulations and Building Standards Act 103 of 1997
National Credit Act 34 of 2005
National Environmental Management Act 107 of 1998
National Environmental Management: Air Quality Act 39 of 2004
National Environmental Management: Waste Act 59 of 2008
National Water Act 36 of 1998
National Road Traffic Act 93 of 1996
Occupational Health and Safety Act 85 of 1993
Patents Act 57 of 1987
Pension Funds Act 24 of 1956
Prescription Act 18 of 1943
Prevention & Combating of Corrupt Activities Act 12 of 2004
Prevention of Constitutional Democracy Against Terrorist & Related Activities Act 33 of 2004
Prevention of Organised Crime Act 121 of 1998
Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
Protected Disclosures Act 26 of 2000
Regulation of Interception of Communications and Provisions of Communication Related Information Act 70 of 2002
Sales and Service Matters Act 25 of 1964
Second-Hand Goods Act 23 of 1955
Securities Services Act 36 of 2004
Securities Transfer Act 25 of 2007
Short-Term Insurance Act 53 of 1998
Skills Development Act 97 of 1997
Skills Development Levies Act 9 of 1999
South African Reserve Bank Act 90 of 1989
The South African National Roads Agency Limited & National Roads Act 7 of 1998

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Tobacco Products Control Act 12 of 1999
Trade Marks act 194 of 1993
Transfer Duty Act 40 of 1949
Unemployment Insurance Act 63 of 2001
Unemployment Insurance Fund Contributions Act 4 of 2002
Value-Added Tax Act 89 of 1991

Although Veolia has used its best endeavours to supply a list of applicable legislation, it is possible that this list may be incomplete. Should it come to Veolia's attention that existing or new legislation allows a Requester access on a basis other than as set out in PAIA, the list will be updated accordingly. If a Requester believes that a right of access to a record exists in terms of the legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on to allow the Information Officer the opportunity of considering the request in light thereof.

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Appendix 4: REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 10]


A. Particulars of Veolia:

The Information Officer: Leola Luker

Contact Details: Veolia Services Southern Africa (Pty) Ltd
 13 Pressburg Road,
 Modderfontein,
 Gauteng,
 Republic of South Africa,
 1609
 PO Box 446 Isando
 Email: legal.southernafrica@veolia.com

B. Particulars of person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be given below.*
- (b) *The address and/or fax number in the Republic to which the information is to be sent must be given.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Full names and surname:

Identity Number:

Postal address:

Street Address:

.....

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

.....

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.

Full names and surname:

Identity number:

Postal address:

Street Address:

.....

Fax number:

Telephone number:

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

E-mail address:

D. Particulars of record

(a) 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.
 (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

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

.....

.....

.....

.....

2. Reference number, if available:

.....

.....

.....

3. Any further particulars of record:

.....

.....

.....

.....

E. Fees

(a) 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.
 (b) You will be notified of the amount required to be paid as the request fee.
 (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.

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Reason for exemption from payment of fees:

.....

F. Form of access to record

If you are prevented by a disability from reading, viewing or listening to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability: Form in which record is required:

Mark the appropriate box with an X.
 NOTES:
 (a) Compliance with your request in the specified form may depend on the form in which the record is available.
 (b) 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.
 (c) 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 a record			
2. If the record consists of visual images – (photographs, slides, video recordings, computer-generated images, sketches, etc):						
	view the images		Copy of the images*		transcription of the images*	
3. If the record consists of recorded information that can be reproduced in sound:						
	listen to the soundtrack (audio cassette)		transcription of the soundtrack* (written or printed document)			

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

4. If the record is held on computer or in an electronic or machine-readable form:						
	printed copy of the record*		printed copy of information derived from the record*		copy in computer readable form (stiffy or compact disc)	

* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable	YES	NO

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio 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 whether your request has been approved/denied. 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?

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Postal Address	Post to Street Address	Fax	E-mail

Signed atthis.....day of20.....

.....
SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Appendix 5: FEES

1. The fee for a copy of the Information Manual as contemplated in regulation 9(2)(c) is 1,10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11(1) are as follows:


			ZAR
A.	For every photocopy of an A4-size page or part thereof		1.10
B.	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form		0.75
C.	For a copy in a computer-readable form on a compact disc		70.00
D.	(i)	For a transcription of visual images, for an A4-size page or part thereof	40.00
	(ii)	For a copy of visual images	60.00
E.	(i)	For a transcription of an audio record, for an A4-size page or part thereof	20.00
	(ii)	For a copy of an audio record	30.00

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

			ZAR
A.	For every photocopy of an A4-size page or part thereof		1.10
B.	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form		0.75
C.	For a copy in a computer-readable form on a compact disc		70.00
D.	(i)	For a transcription of visual images, for an A4-size page or part thereof	40.00
	(ii)	For a copy of visual images	60.00
E.	(i)	For a transcription of an audio record, for an A4-size page or part thereof	20.00
	(ii)	For a copy of an audio record	30.00
F.	For each hour (or part thereof) reasonably required to search for and prepare the record for disclosure		30.00

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

5. For purposes of section 54(2) of PAIA, the following applies:
 - a. Six hours as the hours to be exceeded before a deposit is payable; and
 - b. 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.

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0


Appendix 6: PART 1 - PROCESSING OF PERSONAL INFORMATION IN ACCORDANCE WITH POPIA

Purpose of the Processing of Personal Information	Type of processing
<ol style="list-style-type: none"> 1. To communicate with and provide services to Customers / Clients in accordance with agreed terms; 2. To undertake activities related to the provision of services and transactions, including: <ol style="list-style-type: none"> 2.1. to fulfil foreign and domestic legal, regulatory and compliance requirements and comply with any applicable treaty or agreement with or between foreign and domestic governments applicable to the Company; 2.2. for risk assessment, information security management, statistical, trend analysis and planning purposes; 2.3. to enforce or defend the Company's rights; and 2.4. to manage the Company's relationship with Customers / Clients. 2.5. B-BBEE verification & certification process; and 2.6. all other purposes relating to the agreement or business relationship or possible agreement or business relationship between the parties; 3. To obtain and pay for goods and services from Suppliers & Service Providers and all other purposes relating to the agreement or business relationship or possible agreement or business relationship between the parties; 4. To pay salaries and benefits; 5. Any additional purposes expressly authorised by Data Subjects, required in terms of any law or necessary in Veolia's pursuit of its own legitimate interests; and 6. Any additional purposes notified to the Data Subject in any notice provided by Veolia. 	<p>Collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.</p>

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Appendix 6: PART 2 - CATEGORIES OF DATA SUBJECTS AND CATEGORIES OF PERSONAL INFORMATION RELATING THERETO

Categories of Data Subjects and categories of Personal Information relating thereto:
<p>Customers, Clients, Vendors, Suppliers, Service Providers, Partners, Subcontractors and their respective representatives:</p> <ul style="list-style-type: none"> • Business profile information including, account details, payment information, banking details, corporate structure, regulatory identifiers (e.g. tax identification numbers) customer risk rating and other customer information including to the extent the categories of information relate to individuals or representatives of customers (e.g., shareholders, directors, etc.) required for the above mentioned purposes. • Natural person information including names; contact details (company email addresses, company telephone numbers, cellular telephone numbers); bank account information, bank account Id, bank account name, bank account number, bank account type, and branch details; “know-your customer” data, photographs; other identification and verification data as contained in images of ID cards, passports and other ID documents; and images of customer signatures.
<p>Employees:</p> <ul style="list-style-type: none"> • Name; contact details; Identity number and copies of identity documents including passports; employment history and references; banking and financial details (including bank name, bank account number, bank account type, and branch details; details of payments to third parties (deductions from salary); employment contracts; employment equity plans; trade union membership details; medical aid records; pension fund records; remuneration/salary records; performance appraisals; disciplinary records; leave records; training records; emoluments attachment orders; and maintenance orders.
<p>Job Applicants:</p> <ul style="list-style-type: none"> • Name; contact details; Identity number and copies of identity documents; employment history and references; payslips; curricula vitae.
<p>3rd Parties:</p> <ul style="list-style-type: none"> • Name, contact details and Identity numbers for Employee’s next of kin and/or policy/fund beneficiaries. • Name, contact details, address and Identity numbers of visitors to Veolia premises and sites.

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Appendix 6: PART 3 - RECIPIENTS OF PERSONAL INFORMATION


1.	Any firm, organisation or person that Veolia uses to collect payments and recover debts or to provide a service on its behalf;
2.	Any firm, organisation or person that/who provides Veolia with products or services;
3.	Any payment system Veolia uses;
4.	Regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where Veolia has a duty to share information;
5.	Third parties to whom payments are made on behalf of employees;
6.	Any other operator not specified;
7.	Employees, contractors and temporary staff; and
8.	Agents.

Appendix 6: PART 4 - CROSS BORDER TRANSFERS OF PERSONAL INFORMATION

Veolia will only transfer Personal Information across South African borders if the relevant business transactions or situation requires trans-border processing, and will do so only in accordance with South African legislative requirements; or if the Data Subject consents. Veolia will take steps to ensure that Operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold principles for reasonable and lawful Processing of Personal Information, in terms of POPIA. Veolia will take steps to ensure that Operators that process Personal Information in jurisdictions outside of South Africa, apply adequate safeguards as outlined in Part 5 of Appendix 6, below.

Appendix 6: PART 5 - DESCRIPTION OF INFORMATION SECURITY MEASURES

Reasonable technical and organisational measures have been implemented for the protection of Personal Information processed by Veolia and its Operators. We continuously implement and monitor technical and organisational security measures to protect the Personal Information we hold, against unauthorised access, as well as accidental or wilful manipulation, loss or destruction. We will take steps to ensure that Operators that process Personal Information on behalf of Veolia apply adequate safeguards as outlined above.

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Appendix 7: OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.


A	DETAILS OF DATA SUBJECT
Names(s) and surname/ registered name of data subject:	
Unique Identifier / Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / email address	
B	DETAILS OF RESPONSIBLE PARTY
Names(s) and surname/ registered name of responsible party	
Residential, postal or business address:	

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

	Code ()
Fax number / email address	
C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) <i>(Please provide detailed reasons for the objection)</i>

Signed atthis.....day of20.....

.....
SIGNATURE OF DATA SUBJECT / DESIGNATED PERSON

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Appendix 8: REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR DESTROYING OR DELETION OF PERSONAL INFORMATION IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

Note:

1. Affidavits or other documentary evidence as applicable in support of the request may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

Request for:


Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF DATA SUBJECT
Names(s) and surname/ registered name of data subject:	
Unique Identifier / Identity Number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / email address	
B	DETAILS OF RESPONSIBLE PARTY

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Names(s) and surname/ registered name of responsible party	
Residential, postal or business address:	
	Code ()
Fax number / email address	
C	INFORMATION TO BE CORRECTED/DELETED/DESTRUCTED/DESTROYED
D	<p>REASONS FOR CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY ; and / or</p> <p>REASONS FOR DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</p> <p><i>(Please provide detailed reasons for the request)</i></p>

	QUALITY MANAGEMENT SYSTEM	Procedure No.	LCC-QPR-003
	INFORMATION MANUAL	Revision	0

Signed atthis.....day of20.....

.....
SIGNATURE OF DATA SUBJECT / DESIGNATED PERSON