

SPIRAX SARCO SERVICES SOUTH AFRICA (PTY) LTD

PAIA MANUAL

**Prepared in terms of section 51 of the
Promotion of Access to Information Act
2 of 2000 (as amended)**

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1. LIST OF ACRONYMS AND ABBREVIATIONS

1.1	“CEO”	Chief Executive Officer
1.2	“DIO”	Deputy Information Officer;
1.3	“IO“	Information Officer;
1.4	“Minister”	Minister of Justice and Correctional Services;
1.5	“PAIA”	Promotion of Access to Information Act No. 2 of 2000(as Amended;
1.6	“POPIA”	Protection of Personal Information Act No.4 of 2013;
1.7	“Regulator”	Information Regulator; and
1.8	“Republic”	Republic of South Africa

2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- 2.2 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;
- 2.3 know the description of the records of the body which are available in accordance with any other legislation;
- 2.4 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;

- 2.5 know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.6 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;
- 2.7 know the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know the recipients or categories of recipients to whom the personal information may be supplied;
- 2.9 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
- 2.10 know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SPIRAX SARCO SERVICES SOUTH AFRICA (PTY) LTD

a. Chief Information Officer

Name: PETER DOUGLAS DAMANT
Tel: +27 82 584 1703
Email: peter.damant@za.spiraxsarco.com

b. Deputy Information Officer

Name: KATE GOVINDASAMY
Tel: 083 631 1546
Email: kate.govindasamy@za.spiraxsarco.com

3.3 Access to information general contacts

Email: kate.govindasamy@za.spiraxsarco.com

3.4 National or Head Office

Postal Address: PO BOX 9429
EDLEEN
1625

Physical Address: CNR BRINE AVENUE & HORN STREET
CHLOORKOP
KEMPTON PARK
GAUTENG
1624

Telephone: (011) 230 - 1409

Email: Kate.Govindasamy@za.spiraxsarco.com

Website: <https://www.spiraxsarco.com/global/en-ZA>

4. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- a. 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.
- b. The Guide is available in each of the official languages and in braille.

- c. The aforesaid Guide contains the description of-
- i. the objects of PAIA and POPIA;
 - ii. the postal and street address, phone and fax number and, if available, electronic mail address of-
 - 1. the Information Officer of every public body, and
 - 2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
 - iii. the manner and form of a request for-
 - 1. access to a record of a public body contemplated in section 11³; and
 - 2. access to a record of a private body contemplated in section 50⁴;
 - iv. the assistance available from the IO of a public body in terms of PAIA and POPIA;
 - v. the assistance available from the Regulator in terms of PAIA and POPIA;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- vi. 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-
 - 1. an internal appeal;
 - 2. a complaint to the Regulator; and
 - 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;
- vii. the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- viii. the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- ix. the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- x. the regulations made in terms of section 92¹¹.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-
(a) any matter which is required or permitted by this Act to be prescribed;
(b) any matter relating to the fees contemplated in sections 22 and 54;
(c) any notice required by this Act;

- d. 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.
- e. The Guide can also be obtained-
 - i. upon request to the Information Officer;
 - ii. from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

5. CATEGORIES OF RECORDS OF SPIRAX SARCO SERVICES SOUTH AFRICA (PTY) LTD WHICH ARE AVAILABLE UPON REQUEST

Category of records	Types of the Record	Available on Website	Available upon request
Administration Records	Correspondence Founding Documents Licences (categories) Shareholder Register		X
Human Resource Records	Conditions of Service Employee Records Employment Contracts Employment Equity Records General Correspondence Industrial and Labour Relations Records Pension and Provident Fund Records Performance Appraisals Personnel Guidelines, Policies and Procedures Remuneration Records and Policies Skills Requirements Staff Recruitment Policies Statutory Records Training Records Attendance registers		X
Operation Records	Brochures on Company Information Client and Customer Registry Contracts		X

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- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

	General Correspondence Information relating to Employee Sales Performance Information relating to Work-In-Progress Marketing and Future Strategies Production Records Sales Records Suppliers' Registry Information relating to Health and Safety Regulations Purchase and Order Information Stock Records		
Finance Records	Annual Financial Statements Asset Register Banking Records Budgets Contracts Financial Transactions General Correspondence Insurance Information Internal Audit Records Management Accounts Tax Records (company and employee)		X
Information Technology Records	IT Policies and Procedures Network Diagrams User Manuals		X

6. DESCRIPTION OF THE RECORDS OF SPIRAX SARCO SERVICES SOUTH AFRICA (PTY) LTD WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION

Category of Records	Applicable Legislation
Memorandum of incorporation	Companies Act 71 of 2008
PAIA Manual	Promotion of Access to Information Act 2 of 2000
Employment Contracts / Employee Registers	Basic Conditions of Employment Act 75 of 1997
B-BBEE Affidavit	Broad-based Black Economic Empowerment Act 53 of 2003

Complaints Register / Returns Policy	Consumer Protection Act 68 of 2008
Letter of Good Standing (COIDA)	Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
Employment Equity Plan and Report	Employment Equity Act 55 of 1998
Registration Certificate with Department of Labour	Employment Services Act 4 of 2014
Employee Incentive Register / ETI Reports	Employment Tax Incentive Act 26 of 2013
RMCP Manual (Risk Management and Compliance Programme)	Financial Intelligence Centre Act 38 of 2001
Income Tax Registration Certificate / Tax Returns	Income Tax Act 58 of 1962
Disciplinary and Grievance Procedures	Labour Relations Act 66 of 1995
NCR Registration Certificate / Credit Agreements	National Credit Act 34 of 2005
Health & Safety Policy / Incident Logs	Occupational Health and Safety Act 85 of 1993
Anti-Money Laundering Policy / Suspicious Transaction Register	Prevention of Organised Crime Act 121 of 1998
POPI Compliance Manual / Data Protection Policy	Protection of Personal Information Act 4 of 2013
Short-term Insurance Policy / Certificate	Short Term Insurance Act 53 of 1998
WSP/ATR Submission or SDL Returns	Skills Development Levies Act 9 of 1999
Tax Clearance Certificate / Tax Records	Tax Administration Act 28 of 2011
UIF Registration Confirmation / Returns	Unemployment Contributions Act 4 of 2002
UIF Registration Certificate / Claims Records	Unemployment Insurance Act 63 of 2001
Vat registration certificate	Value Added Tax Act 89 of 1991

7. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD ON EACH SUBJECT BY SPIRAX SARCO SERVICES SOUTH AFRICA (PTY) LTD

Subjects on which the body holds records	Categories of records
Administration Records	Correspondence Founding Documents Licences (categories) Shareholder Register
Human Resource Records	Conditions of Service Employee Records Employment Contracts Employment Equity Records General Correspondence Industrial and Labour Relations Records Pension and Provident Fund Records Performance Appraisals Personnel Guidelines, Policies and Procedures Remuneration Records and Policies Skills Requirements Staff Recruitment Policies Statutory Records Training Records Attendance registers
Operation Records	Brochures on Company Information Client and Customer Registry Contracts General Correspondence Information relating to Employee Sales Performance Information relating to Work-In-Progress Marketing and Future Strategies Marketing Records Production Records Sales Records Suppliers' Registry Information relating to Health and Safety Regulations Purchase and Order Information Stock Records
Finance Records	Annual Financial Statements Asset Register Banking Records Budgets Contracts Financial Transactions General Correspondence Insurance Information Internal Audit Records Management Accounts Tax Records (company and employee)
Information Technology (IT)	IT Policies Asset Registers Software Licenses

Subjects on which the body holds records	Categories of records
	User Access Logs Network Diagrams
Corporate Governance	Resolutions Delegation of Authority
Operations / Service Delivery	Project Files Service Level Agreements Operational Reports Monitoring and Evaluation Records
Marketing and Communications	Marketing Strategies Social Media Content Internal Newsletters

8. PROCESSING OF PERSONAL INFORMATION

a. Purpose of Processing Personal Information

The organisation processes personal information in order to:

- Perform its contractual obligations to clients, service providers, and employees;
- Comply with legal and regulatory obligations;
- Facilitate employment and human resources administration;
- Manage procurement, invoicing, and payments;
- Communicate with clients, stakeholders, and regulators;
- Conduct risk management and internal audits;
- Maintain access control and information security;
- Support marketing, client engagement, and business development.

b. Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be processed
Customers / Clients	name, address, registration numbers or identity numbers, employment status and bank details

Categories of Data Subjects	Personal Information that may be processed
Service Providers	names, registration number, VAT numbers, address and bank details
Employees	address, qualifications, gender and race
Prospective Employees	Names, CVs, ID numbers, academic qualifications, references, employment history
Directors / Shareholders	Names, ID numbers, shareholding information, contact details
Website Users / Visitors	IP addresses, browsing behaviour, device details (cookies where applicable)

c. The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients to whom the personal information may be supplied
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Tax and payroll information	South African Revenue Service (SARS), payroll service providers
Employment and banking information	Financial institutions, pension and medical fund administrators
Shareholding and directorship records	CIPC, statutory auditors, legal advisors

d. Planned transborder flows of personal information

The organisation may store and process personal information on cloud platforms hosted outside the Republic of South Africa. These include:

Country / Region	Categories of Personal Information
European Union (Ireland)	Emails, client correspondence, cloud document storage
United States	Backup and disaster recovery, analytics and CRM systems

All transborder processing is subject to appropriate data protection agreements and safeguards in compliance with POPIA

e. General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information:

The organisation has implemented and continues to improve the following security measures to ensure confidentiality, integrity, and availability of personal information:

- Access Control: Role-based access to systems and records
- Encryption: Use of encryption protocols for data in transit and at rest
- Firewall and Network Security: Protection against external threats and unauthorised access
- Anti-virus / Anti-malware Software: Regular scanning and protection against malicious software
- Backup and Disaster Recovery: Regular data backups and secure recovery procedures
- Employee Training: Regular POPIA awareness and data protection training
- Monitoring and Logging: Activity logs for detecting unauthorised access or data breaches
- Physical Security: Restricted access to servers and document storage areas

9. AVAILABILITY OF THE MANUAL

- a. A copy of the Manual is available-
 - i. On <https://www.spiraxsarco.com/global/en-ZA> , if any;
 - ii. head office of the SPIRAX SARCO SERVICES SOUTH AFRICA (PTY) LTD for public inspection during normal business hours;
 - iii. to any person upon request and upon the payment of a reasonable prescribed fee; and
 - iv. to the Information Regulator upon request.
- b. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

10. UPDATING OF THE MANUAL

The head of a SPIRAX SARCO SERVICES SOUTH AFRICA (PTY) LTD will on a regular basis update this manual.

Issued by



PETER DOUGLAS DAMANT
DIRECTOR