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Manual prepared in terms of the in terms of Section 51 of The Promotion of Access to Information Act, 2/2000 (the "ACT")

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Introduction

SRA SHE SOLUTIONS focuses on new and innovative ideas of Occupational Risk Management. Our clients are not treated as just another number in the system, but rather as unique individuals. SRA possess an abundance of experience and expertise in the field of SHE Risk Management. Our team is ready to offer assistance to Macro and Micro Enterprises, District Municipalities, Governmental Institutions and Private Individuals with Effective Risk Management solutions.

SRA acknowledges that no two enterprises are alike and we endeavour to develop SHE solutions that are tailor-made to a specific enterprise's risk profile.

As a 110% BEE company, nationally and internationally accredited service provider, we are bound by strict quality control measures thereby ensuring our clients of a superior service at all times..

2. Contact Details

Mrs. S Reddy (SRA SHE Solutions Executive Member)

Postal Address: PO Box 15400, ASHWOOD, 3605

Street Address: 688 Gallagher Avenue, Halfway House, Midrand.

Telephone Number: +27 11 3121765

Fax Number: 086 6377058

Email Address: she@srakzn.com

Website: www.srakzn.com

3. The Promotion of Access to Information Act, 2/2000 (the "ACT")

The ACT grants a requester access to records of a private body, if the record is required for the exercise of protection of any rights. If a public body lodges a request, the public body must be acting in the public interest. Requests in terms of the ACT shall be made in accordance with the prescribed procedures and at the rates provided in terms of the ACT.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

- Postal Address: Private Bag 2700, Houghton 2041
- Telephone Number: +27 11 877 3600
- Fax Number: +27 11 403 0625
- Website: www.sahrc.org.za

4. Applicable Legislation

Records are kept in accordance with such other legislation as is applicable to ISASA, which includes but is not limited to, the following legislation:

- Basic Conditions of Employment Act No. 75 of 1997
- Compensation of Occupational Injuries & Diseases Act No. 130 of 1993
- Electronic Communications and Transactions Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Promotion of Access to Information Act No. 2 of 2000
- Skills Development Levies Act No. 9 of 1999
- Unemployment Insurance Act No. 30 of 1996

5. Schedule of Records

Records	Subject	Availability
Public Affairs	Media releases	Freely available on request
	Company registration	Freely available on request
Financial	Annual Financial Statements	Freely available to members on request Other organisations request in terms of PAIA
	Other financial and tax records	Not generally available
	Asset register	Not generally available
Managerial	Minutes of Management Meetings	Request in terms of PAIA
	Internal correspondence	Not generally available
Human Resources	List of employees	Freely available on request
	Employment contracts	Not generally available
	Internal policies and procedures	Not generally available
	Workplace skills plans	Request in terms of PAIA
	Health and safety records	Request in terms of PAIA
ICT	Software licence information	Request in terms of PAIA
	Support agreements	Request in terms of PAIA
Marketing	Information brochures	Freely available Version freely available at www.srakzn.com Basic information available at www.srakzn.com
Databases	Database of learners	Specific details should be requested in terms of PAIA. Requests should generally be directed to the Administrator.

6. Requesting information

To facilitate the processing of your request, kindly:

- a) Use the prescribed form, available on the website of the South African Human Rights Commission at www.sahrc.org.za or attached to this manual.
- b) Address your request to the Executive Member of SRA SHE Solutions
- c) Provide sufficient details to enable SRA SHE Solutions to identify:
 - The record(s) requested;
 - The requester (and if an agent is lodging the request, proof of capacity);
 - The form of access required;
 - The postal address or fax number of the requester in the Republic;
 - If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

7. Privacy

SRA SHE SOLUTIONS WEBSITE TERMS AND CONDITIONS OF USE

We understand that your privacy, whilst using our site is important, especially when conducting business or providing sensitive personal information. This notice will govern our Privacy Policy for users of this website, whether or not a transaction of any sort is conducted while visiting.

CLIENT PERSONAL INFORMATION

The information we receive from our customers, assist us to personalize and continually improve our customer service, while developing ways to improve your experience at SRA SHE Solutions. Following is some of the information we gather about our users.

INFORMATION YOU PROVIDE US

When you complete a Customer Profile, an online form or communicate with us via e-mail, letter, fax or phone, we receive and store the information you've provided. This information is basic, including: name, addresses, phone, fax and cell phone numbers, e-mail address, interests and business information (if applicable). We use this information that you provide for such purposes as responding to your requests, communicating with you and customising future services for you.

COOKIES

Cookies may be used to obtain a variety of information which provides us details as to what product and information interest our visitors. Cookies can also be used to protect your information. Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your Web browser to enable our systems to recognise your browser. The 'Help' portion of the toolbar on most browsers will instruct you on how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, and/or how to disable cookies altogether. Please note that disabling cookies may prevent you from using parts of our services.

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SHARING OF INFORMATION RECEIVED

Under no circumstances will we transfer or convey your personal information to third parties for any reason whatsoever, without prior written approval from yourself. Any information we gain through our use of customer polls, surveys, cookies, session tracking or anything else, is used internally and for the sole purpose of providing you better service. If you are on our mailing list and you ask us to remove you, we will immediately and will not attempt to sell on your information. As we do with our own, we respect your privacy.

Information about our customers is an important part of our business, and we are not in the business of selling it to other companies. We share customer information only as described in this statement and with controls that are either subject to this Privacy Notice or follow the practice at least as protective as that described in this Notice.

SECURITY OF PERSONAL INFORMATION

All of our employees are familiar with our security policy and practices. Your personal information is only accessible to a limited number of qualified people who are given a password in order to gain access to the information.

While we take reasonable measures to maintain a secure site, electronic communications and databases are subject to errors, tampering and break-ins, and we cannot guarantee or warrant that such events will not take place and we will not be liable for any such occurrences.

If you do not want to receive e-mails or other mail from us, simply email us to remove you from our mailing list or contact your local SRA SHE SOLUTION office for assistance..

CONDITIONS OF USE, NOTICES, AND REVISIONS

If you choose to visit our site, your visit and any dispute over privacy is subject to this Notice and our Conditions of Use, including limitations on damages, arbitration of disputes, and application of the laws of the Republic of South Africa. If you have any concern about privacy at our site, please contact us with a thorough description, and we will try to resolve it.

We may e-mail periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our website frequently to see recent changes.

Unless stated otherwise, our current Privacy Notice applies to all information that we have about you and your account. We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.

(Endorsed original available on request)

Mrs. S. Reddy
Executive Member
SRA SHE SOLUTIONS

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