

# Rentokil Initial

Protecting People, Enhancing Lives

## **Promotion of Access to Information Manual of Rentokil Initial Pty (Ltd)**

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

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## 1. Document History

### 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	
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### Revision History

Version	Revision date	Changes made by (author)	Summary of changes	Changes marked?
1.0	27/05/2021	Jolene Swain	Initial creation of PAIA Manual	No
1.1	22/06/2021	Jolene Swain	Changes made after directors review	Yes
1.2	21/04/2023	Jolene Swain	New FD details updated	Yes
1.3				

## Introduction

The manual is intended to foster a culture of transparency and accountability, by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights. To promote the effective governance of all private institutions, Rentokil Initial Pty (Ltd) recognises that South Africans should be empowered and educated to understand their rights in terms of this Act to enable them to exercise those rights vis a vis all institutions, whether those institutions are of a private or public nature.

This manual extends to the information held by Rentokil Initial Pty (Ltd) Registration No: **1967/1328/076** (including its subsidiaries).

## Purpose of this Manual

This PAIA manual provides an outline of the types of records and the personal information (PI) held by Rentokil Initial Pty (Ltd) and sets out the procedure to request access to these records and personal information, the requirements which such request must meet, as well as the grounds for refusal or partial refusal of such request. In addition, it explains how to access PI held by Rentokil Initial Pty (Ltd) in terms of Sections 23 and 25 of the Protection of Personal Information Act 4 of 2013 (POPIA). Requests for access to personal Information (PI) will be responded to within a reasonable time. PAIA and POPIA recognise that the right of access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy, commercial confidentiality; and effective, efficient and good governance; and
- In a manner which balances that right with any other rights, including such rights contained in the bill of rights in the constitution.

Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

3.3.1. Limitations aimed at the reasonable protection of privacy;

3.3.2. Commercial confidentiality; and

3.3.3. Effective, efficient and good governance and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This PAIA Manual complies with the requirements of guide mentioned in section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its regulations by private and public bodies.

This manual is available for inspection, free of charge, at the physical address of Rentokil Initial Pty (Ltd) as recorded in the Contact Details section below. A Copy of the PAIA Manual will be made available on all our websites.

## The Information Officer [Section 51(1)(b)]

- 1) The Act prescribes the appointment of an Information Officer for public bodies where such Information Officer is responsible to, inter alia, assess requests for access to information. The head of a private body fulfils such a function in terms of section 51. Rentokil Initial has opted to appoint an Information Officer to assess such a request for access to information as well as to oversee its required functions in terms of the Act.
- 2) The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of section 55 of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator. 5.3.
- 3) The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of section 17 of the Act as well as section 56 of the Protection of Personal Information Act 4 of 2013. This is in order to render Rentokil Initial as accessible as reasonably possible for requesters of its records and to ensure fulfilment of its obligations and responsibilities as prescribed in terms of section 55 of the Protection of Personal Information Act 4 of 2013. All requests for information in terms of this Act must be addressed to the Information Officer.

Contact Details of The Information Officer & Deputy 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, Claremont, Cape Town, 7708
Telephone	27 021 670 4700
Website	www.rentokil-initial.co.za
PAIA Request Email	<b>lpo-za@rentokil-initial.com</b>

Information Officer	Details
Name	<b>Nkosinathi S. Solomon</b>
Physical Address	39 Galaxy Avenue, Frankenwald Ext.3, Linbro Park, 2090
Telephone	27 010 248 1300
Email Address	nkosinathi.solomon@rentokil-initial.com

Deputy Information Officer	Details
Custodianship	<b>Company, Legal, Supplier &amp; Financial</b>
Name	<b>Tshifhiwa Nemutandani</b>
Physical Address	2 Stigant Road, Claremont, Cape Town, 7708
Telephone	27 021 670 4700
Email Address	

Deputy Information Officer	Details
Custodianship	<b>Employee and Employee Relations</b>
Name	<b>Asanda Camagu</b>
Physical Address	39 Galaxy Avenue, Frankenwald Ext.3, Linbro Park, 2090
Telephone	27 010 248 1336
Email Address	asanda.camagu@rentokil-initial.com

Deputy Information Officer	Details
Custodianship	<b>Customer and Client Relations</b>
Name	<b>Dumisani Simelane</b>
Physical Address	39 Galaxy Avenue, Frankenwald Ext.3, Linbro Park, 2090
Telephone	27 010 248 1300
Email Address	dumisani.simelane@rentokil-initial.com

## South African Human Rights Commission

The PAIA Unit The South African Human Rights Commission is required in terms of the PAIA Act to compile a guide in every official language, containing information as may reasonably be required by a person who wishes to exercise any right contemplated in the act, in a manner that is easily comprehensible to any such person. As at the date of publishing this manual, the guide had not yet been compiled. Any enquiries regarding the guide should be directed to:

<b>Deputy Information Officer</b>	<b>Details</b>
Name	<b>The PAIA Unit:Information and Communications</b>
Postal Address	Private Bag X2700, Houghton, 2041
Physical Address	South African Human Rights Commission: PAIA Unit 33 Hoofd Street Braampark Forum III Braamfontein
Telephone	27 011 484 8300
Fax Number	27 011 484 1360
Website	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>
Email Address	<a href="mailto:paia@sahrc.org.za">paia@sahrc.org.za</a>



## A. Records of Rentokil Initial

Section 50 of the PAIA Act stipulates that:

A requester must be given access to any record of a private body if:

- that record is required for the exercise or protection of any right;
- that person complies with the procedural requirements in the act relating to a request for access to that record;
- access to that record is not refused in terms of any ground for refusal contemplated in chapter 4 of the Act.

The accessibility of the documents may be subject to grounds for refusal as set out in part 5 of this manual. Records are broadly classified and grouped according to the following subjects and categories:

### 1. 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 employees-related contractual and quasi-legal records;
- Internal evaluation records and other internal records;
- Correspondence relating to employees; and
- Training schedules and material.

Employees refers 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.

### 2. 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.

### 3. Records relating to Rentokil Initial

These records include, but are not limited to, the records which pertain to Rentokil Initial's own affairs:

- Financial records;
- Operational records;
- Product records;
- Databases ;
- Information technology;
- Marketing and communication records;
- Administrative records;
- Statutory records;
- Internal policies and procedures;
- Human resources records;
- Supervisory body-related records;
- Securities and equities;
- Records held by officials of the group;
- Business related permits

### 4. 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.

### 5. Latest notice on Section 52(2)(Private Bodies) / Section 15(Public Bodies)

At this stage a notice on the categories of records that are automatically available without a person having to request access in terms of PAIA has not been published.

## B. Grounds for Refusal to Access Records

Rentokil Initial may refuse a request for information. The basis on which Rentokil Initial may refuse a request for information have been detailed below:

### 1. Mandatory Protection of Privacy of Third Party who is Natural Person

A request for access to a record may be refused if its disclosure would involve the unreasonable disclosure of personal information about a third party, including a deceased individual.

### 2. Mandatory Protection of Commercial Information of Third Party

A request for access to a record may be refused if the record contains

- Trade secrets of a third party;
- Financial, commercial, scientific or technical information, other than trade secrets, of a third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of that third party; or
- Information supplied in confidence by a third party, the disclosure of which could reasonably be expected
  - To put that third party at a disadvantage in contractual or other negotiations; or
  - To prejudice that third party in commercial competition.

### 3. Mandatory Protection of Certain Confidential Information of Third Party

A request for access to a record may be refused if its disclosure would constitute an action for breach of a duty of confidence owed to a third party in terms of a legal agreement.

### 4. Mandatory Protection of Safety of Individuals, and Protection of Property

A request for access to a record may be refused

- If its disclosure could reasonably be expected to endanger the life or physical safety of an individual; or
- If its disclosure would be likely to prejudice or impair
  - The security of:
    - A building, structure or system, including, but not limited to, a computer or communication system;
    - A means of transport; or
    - Any other property; or
  - Methods, systems, plans or procedures for the protection of
    - An individual in accordance with a witness protection scheme;
    - The safety of the public, or any part of the public;

- or The security of property.

## 5. Mandatory Protection of Records Privileged from Production in Legal Proceedings

A request for access to a record may be refused if the record is privileged from production in legal proceedings unless the person entitled to the privilege has waived the privilege.

## 6. Commercial Information of Private Body

A request for access to a record may be refused if the record

- Contains trade secrets of the private body;
- Contains financial, commercial, scientific or technical information, other than trade secrets, of the private body, the disclosure of which would be likely to cause harm to the commercial or financial interests of the body;
- Contains information, the disclosure of which could reasonably be expected
  - To put the private body at a disadvantage in contractual or other negotiations; or
  - To prejudice the body in commercial competition; or
  - Is a computer programme, as defined in section 1(1) of the Copyright Act 98 of 1978 as amended, owned by the private body, except insofar as it is required to give access to a record to which access is granted in terms of this act.

## 7. Mandatory Protection of Research Information of Third Party, and Protection of Research Information of Private Body

A request for access to a record may be refused if the record

- Contains information about research being or to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose
  - The third party;
  - A person that is or will be carrying out the research on behalf of the third party; or
  - The subject matter of the research, to serious disadvantage.
- Contains information about research being or to be carried out by or on behalf of the private body, the disclosure of which would be likely to expose
  - The private body;
  - A person that is or will be carrying out the research on behalf of the private body; or
  - The subject matter of the research, to serious disadvantage.

## 8. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

## C. Remedies Available To a Requester upon Refusal of Access

### 1. Internal remedies:

Rentokil Initial has an internal appeal process in place. If a requester is dissatisfied with the decision of refusal of information, the requester may complete the prescribed Form in Annexure C and send the appeal request to the Information Officer directly. Once the appeal request is received, the Information Officer will review the request and make a decision. The outcome and decision as made by the Information Officer will be final, and the requester will have to exercise directly such external remedies at their disposal if the request for information is refused and the requester is not satisfied with the answer as supplied by the Information Officer.

### 2. External remedies:

A requester dissatisfied with an information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a competent court for relief. Likewise, a third party that is dissatisfied with an information officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a competent court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court with similar status.

### 3. Request Procedure

A requester requiring access to information held by Rentokil Initial or by the administrator on behalf of Rentokil Initial, must complete the prescribed form, enclosed herewith as Annexure A, submit it for the attention of the the information officer at the postal or physical address or by using the general electronic mail address (**lpo-za@rentokil-initial.com**) as recorded in the contact details section of this manual. The requester will be notified regarding the receipt of the PAIA request. The request for information will be reviewed by the Deputy Information Officers. If the request is approved, the requester will be notified to pay a fee and a deposit, if applicable. (Please refer to Annexure B of this manual) and submit for processing thereafter.

The prescribed form:

Must be completed comprehensively to at least enable the information officer to identify:

- The record or records requested;
- The identity number of the requester;
- The form of access required, if the request is granted;
- The postal address or fax number of the requester.

The requester must also

- State that he requires the information in order to exercise or protect a right,
- Clearly state the nature of the right to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

Rentokil Initial will process the request within 30 days from the date of acknowledgement of receipt of the request to access information.

The requester will be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.

The 30 day period may be extended by a further period of not more than 30 days if the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the Company or the records are not in the possession of the Company, or consultations amongst divisions and/or subsidiaries of the Company or another private body are required.

If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally. The requester must pay the prescribed fee, before any further processing can take place.

The requestor may provide special reasons why the request has to be accelerated. In such a case, the Information Officer will consider those reasons together with the cost of expediting the request. The agreed costs may be borne by the requesting party in such cases.

## D. Access to Records held by Rentokil Initial

Records in the possession of Rentokil Initial may only be accessed by a requester once the pre-requisite requirements for access have been met.

### 1. Personal requester

Rentokil Initial will provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information will be charged.

## 2. Other requester

This requester is entitled to request access to information held on any third party or parties. However, Rentokil Initial is not obliged to grant access to such records. The requester must fulfil the pre-requisite requirements for access in terms of the Act, including the payment of a request and access fee.

## E. Fees

1. The Act provides for two types of fees that might be payable, namely:
  - a. A request fee which will be a standard fee prescribed by Regulation published in the Government Gazette; and
  - b. An access fee, which must be calculated by taking the following factors into account: reproduction costs; search and preparation time and cost and postal costs.
2. When the request is received by an information officer, such officer shall by notice require the requester (other than a personal requester) to pay the prescribed request fee (if applicable), before further processing the request.
3. If the search for and preparation of the record for disclosure [including arrangements to make the records available in the requested form] requires more than the time prescribed by Regulation, the Information Officer shall notify the requester to pay as a deposit, the prescribed portion of the access fee which would be payable if the request is granted.
4. The Information Officer shall withhold a record until a requester has paid the fees as indicated in Appendix 2.
5. A requester whose request for access 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 the required form.
6. Where a deposit has been paid in respect of a request for access, which is subsequently refused, then the information officer concerned shall refund the deposit to the requester.

## F. Reproduction Fees

Where Rentokil Initial has voluntarily provided the minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

## G. Decision

1. The Information Officer (or person/s properly authorised to fulfil such function in the absence of the Information Officer or Deputy Information Officer) will, within 30 days after receipt of the request, decide whether to grant or decline the request and give notice with reasons (if so required by the requester) to that effect.
2. The 30 day period within which the Information Officer has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days, if the request is made for a large amount of information, or the request requires a search for information held at another office of Rentokil Initial and the information cannot reasonably be obtained within the original 30 day period.
3. Unless otherwise required by the requester, Rentokil Initial will notify the requester in writing should an extension be necessary.

## H. List of Applicable Legislation

Legislation that require record retention include: 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
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- 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
- Regulation of Interception of Communications and Provision of Communication- related Information Act 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
- Tax on Retirement Funds Act 38 of 1996
- Trade Practices Act 76 of 1976
- Trade Marks Act 194 of 1993
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991.

## I. Processing of Personal Information

Rentokil Initial takes data privacy and information security seriously and is committed to complying with global privacy laws as well as local data privacy laws such as POPIA (Protection of Personal Information Act No 4 of 2013) in order to protect the data of our customers, suppliers and employees.

### 1. 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.

### 2. Categories of personal information

The Rentokil Initial and the 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, Department of Labour and the financial sector conduct authorities.
- Users of website/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, all facilities of the company or interact via websites/email/correspondence

### 3. 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.

### 4. Sharing of Personal Information

Rentokil Initial may 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 the Rentokil Initial; and third party suppliers.

### 5. Information Security Measures to Protect Personal Information

Rentokil have 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.

## J. Availability of This 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.

ANNEXURE A

**PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER**

REQUEST FOR ACCESS TO RECORDS HELD BY RENTOKIL INITIAL (IN TERMS OF SECTION 53(1) OF THE PROMOTION OF INFORMATION ACT, NO 2 OF 2000 [REGULATION 10])

A. Particulars of Rentokil Initial

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B. Particulars of Person Requesting Access to the Record

- a. the particulars of the person who requests access to the records must be recorded below.
- b. furnish an address and/or fax number in the republic to which information must be sent.
- c. proof of the capacity in which the request is made, if applicable, must be attached

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Fax number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

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: \_\_\_\_\_

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

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#### 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 the record or relevant part of the record:

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2. Reference number, if applicable:

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2 3. Any further particulars of the record:

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#### 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 of the request fee.

c. The fee payable for access to a record depends on the form in which the 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 therefore.

Reason for exemption of payment of the fee:

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## F. Form of Access to the 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 below, state your disability and indicate in which form the record is required.

Disability	Form in which record is required
<p>Mark the appropriate box with an X.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>a. Your indication as to the required form of access depends on the form in which the record is available.</li><li>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.</li><li>c. The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</li></ul>	

<b>1. If the record is in written or printed form:</b>					
	Copy of record *				Inspection of record
<b>2. If the record consists of visual images: (This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</b>					
	View the images		Copy of the images *		Transcription of the images*
<b>3. If the record consists of recorded words or information which can be reproduced in sound:</b>					
	Listen to the soundtrack (audio cassette)		Transcription of soundtrack * (written or printed document)		
<b>4. If the record is held on computer or in an electronic or machine-readable form:</b>					
	Printed copy of record		Printed copy of information derived from the record *		Copy in computer readable form * (flash drive or compact disc)
<b>5. If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable.</b>				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:

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

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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 thereof in another manner, please specify 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?

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Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

---

Signature of requester/ Person on whose behalf request is made

FOR INTERNAL USE ONLY	
Reference number	_____
Request received by (name of Information Officer/Deputy Information Officer)	_____
Request approved	YES _____ NO _____
Declined	YES _____ NO _____
(if declined) Decline letter sent on date:	_____
Fees Payable	
Request fee (if any)	_____
Deposit (if any)	_____
Access fee Total fees payable	_____
Confirmation of fees paid	_____

Signature of Information Officer/Deputy Information Officer \_\_\_\_\_



## ANNEXURE B

### FEES COPIES OF PAIA MANUAL

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

#### Reproduction fees

Type of Record	Fee
For every photocopy of an A4-size page or part thereof	R2.00
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R2.00
For a copy in a computer-readable form on:	
Flash drive	R100.00
A transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
A transcription of an audio record, for an A4-size page or part thereof	R20.00
To search for a record that must be disclosed (per hour or part of an hour reasonably required for such search)	R50.00 per hour

#### Request fees

Where a requester submits a legitimate request for access to information held by the Scheme on a person other than the requester himself/herself, a request fee in the amount of R50.00 is payable up-front before the request will be processed.

#### Access fees

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the PAIA Act or an exclusion is determined by the minister in terms of section 54 (8) of the PAIA Act. The applicable access fees payable are

Type of Record	Fee
For every photocopy of an A4-size page or part thereof	R2.00
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R2.00
For a copy in a computer-readable form on:	
Flash drive	R100.00
A transcription of visual images, for an A4-size page or part thereof	R40.00
For a copy of visual images	R60.00
A transcription of an audio record, for an A4-size page or part thereof	R20.00
To search for a record that must be disclosed (per hour or part of an hour reasonably required for such search)	R50.00 per hour

Where a copy or a record needs to be posted, the actual postal fee is payable.

### Deposits

Where Rentokil Initial receives a legitimate request for access to information held on a person other than the requester himself/herself and the Information Officer, upon receipt of the request, is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester. The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

**Note:** in terms of regulation 8, value added tax (VAT) must be added to all fees prescribed in terms of the regulations.  
**These fees are subject to amendment without notice.**

ANNEXURE C

**NOTICE OF INTERNAL APPEAL FORM TO BE COMPLETED BY A REQUESTER**

REQUEST FOR ACCESS TO RECORDS HELD BY RENTOKIL INITIAL (IN TERMS OF SECTION 53(1) OF THE PROMOTION OF INFORMATION ACT, NO 2 OF 2000 [REGULATION 10])

*NB: PLEASE SEND THIS APPEAL REQUEST TO THE INFORMATION OFFICER DIRECTLY (SEE CONTACT DETAILS OF THE INFORMATION OFFICER SECTION)*

State your Reference Number: \_\_\_\_\_

A. Particulars of the request

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B. Particulars of Person/ requester lodging the Internal Appeal

- a. the particulars of the person who requests access to the records must be recorded below.
- b. furnish an address and/or fax number in the republic to which information must be sent.
- c. proof of the capacity in which the request is made, if applicable, must be attached

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Fax number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

C. The decision against which the internal appeal is lodged (What were the reasons that the request was declined?)

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D. What are the grounds for appeal?

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D. State any other information that may be relevant in considering the appeal:

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E. 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 thereof in another manner, please specify 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?

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Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Signature of requester/ Person on whose behalf request is made

FOR INTERNAL USE ONLY	
Appeal Reference number	_____
Request received by (name of Information Officer/Deputy Information Officer)	_____
Request approved	YES _____ NO _____
Declined	YES _____ NO _____
(if declined) Declined letter sent on date:	_____
Fees Payable	
Request fee (if any)	_____
Deposit (if any)	_____
Access fee Total fees payable	_____
Confirmation of fees paid	_____

Signature of Information Officer \_\_\_\_\_