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Created by:	(information Security Officer)	Approved by:	(CEO)	

PAIA Manual for CRH-Africa Automotive (Pty) Ltd

1. Introduction

This **PAIA Manual** has been prepared by **CRH-Africa Automotive (Pty) Ltd** (hereinafter referred to as "the Company") in compliance with the **Promotion of Access to Information Act, No. 2 of 2000 (PAIA)**, which provides for the right of access to information held by public and private bodies, subject to certain exclusions and limitations.

The purpose of this manual is to facilitate access to information held by CRH-Africa Automotive, promote transparency, and ensure compliance with the legal and regulatory framework governing the release of information in South Africa.

2. Company Information

Company Name:

CRH-Africa Automotive (Pty) Ltd

Registration Number:

2007/007751/07

Physical Address:

Corner of Newbolt and Dudley Street , Korsten, Gqeberha, Eastern Cape, South Africa.

Postal Address:

Corner of Newbolt and Dudley Street , Korsten, Gqeberha, Eastern Cape, South Africa

Telephone Number:

+27 (0) 41 408 4600


Email Address:

GFismer@crh-africa.co.za

Website:

www.crh-africa.co.za

Revision	Revision date	Description of change
1.1	26 September 2024	Draft release

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3. Designated Information Officer

The **Information Officer** is responsible for overseeing compliance with the Promotion of Access to Information Act, processing access requests, and providing guidance on accessing records held by the Company.

Name of Information Officer:

Gareth Anthony Fismer

Position:

General Manager South Africa

Telephone Number:

+27 (0) 41 408 4600

Email Address:

GFismer@crh-africa.co.za

Deputy Information Officer(s):


NA

4. How to Use This Manual

This manual provides information on how to request access to records held by CRH-Africa Automotive (Pty) Ltd in terms of the PAIA.

- To request information, individuals must submit a **written request** using the PAIA request form (available from the Company).
- The requestor should provide clear and specific details regarding the information or records sought.
- The Information Officer will process requests in line with the provisions of PAIA and advise the requestor of any fees that may apply.

Revision	Revision date	Description of change
1.1	12 September 2024	Updated Policy to cater for all other companies that CRH has shareholding in and all CRH Subsidiaries

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5. Categories of Records Held by CRH-Africa Automotive (Pty) Ltd

CRH-Africa Automotive (Pty) Ltd holds various categories of records that are relevant to its operations. These records may be requested, subject to the limitations provided by law.

5.1 Corporate and Governance Records:

- Company registration details.
- Memorandum of Incorporation (MOI).
- Minutes of board and shareholder meetings.
- Corporate governance documents and policies.
- Shareholder, director, and officer details.

5.2 Financial and Accounting Records:

- Annual financial statements.
- Tax-related documents (e.g., VAT, income tax).
- Invoices, receipts, and accounting records.
- Auditing reports and internal financial audits.


5.3 Employment Records:

- Employee contracts and personnel files.
- Payroll records.
- Employment policies, including disciplinary procedures and benefits.
- Health and safety records for employees.

5.4 Operational Records:

- Product and service contracts (e.g., supplier agreements).
- Customer and client details (subject to confidentiality).
- Service delivery records and reports.
- Procurement and supply chain records.

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5.5 Legal and Compliance Records:

- Records of legal proceedings, disputes, and claims.
- Legal agreements and contracts.
- Compliance documentation related to the automotive industry.
- Correspondence with regulatory bodies.

5.6 Marketing and Public Relations:

- Marketing materials and promotional campaigns.
- Market research and customer feedback.
- Media and press releases.

5.7 Health, Safety, and Environmental Records:

- Occupational Health and Safety (OHS) records.
- Environmental compliance reports and audits.
- Risk assessments and mitigation plans.

5.8 Information Technology and Security Records:


- IT infrastructure and security protocols.
- Data protection and privacy policies.
- Cybersecurity records and incidents.

6. Records Available to the Public Without Request

The following records may be made available to the public without the need for a formal PAIA request:

- Publicly available financial reports and annual summaries.
- Information posted on the Company’s website, including news releases, product descriptions, and contact information.
- Records that the Company is required by law to disclose (e.g., tax-related documents).

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Requests for information beyond the publicly available records may still be subject to formal access requests under PAIA.

7. Requesting Access to Information

Requests for access to information held by CRH-Africa Automotive (Pty) Ltd must be submitted in writing using the official **PAIA Request Form** requested directly from the Company.

7.1 Procedure for Requesting Information:

1. **Complete the PAIA Request Form:** The requestor must specify the records they wish to access and provide sufficient detail to help the Company locate the requested records.
2. **Submit the Request:** The completed PAIA request form should be submitted to the Information Officer either via email or post (contact details provided above).
3. **Response Timeline:** The Company will acknowledge receipt of the request and respond within 30 calendar days, in line with the timeframes set out in PAIA.
4. **Fees:** The Company may charge fees for the processing of the request and for providing access to the information, as per the PAIA fee structure.

7.2 Fees:


- **Request Fee:** A non-refundable fee may be charged for processing the request. This fee is determined in accordance with the PAIA regulations.
- **Access Fee:** The Company may charge for copying, postage, and other associated costs, depending on the nature of the request.

The Company will inform the requestor of any applicable fees before processing the request.

8. Grounds for Refusing Access to Information

The following are the main grounds on which the Company may refuse access to requested information:

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- **Confidentiality:** Information that is confidential, privileged, or protected by law (e.g., legal professional privilege, trade secrets, or commercial confidentiality).
- **Personal Information:** Information that relates to an individual's personal details, subject to the provisions of the **Protection of Personal Information Act (POPIA)**.
- **National Security:** Information that, if disclosed, could threaten national security or the safety of individuals.
- **Third-party Information:** Information that concerns a third party (e.g., supplier data), where disclosure may harm their interests or is subject to confidentiality agreements.
- **Commercial Harm:** Disclosing commercial information that may result in competitive disadvantage or loss.

If any request is refused, the Company will provide a clear explanation of the reasons for denial and outline the requestor's rights to appeal.

9. Internal Complaints and Appeals

If a requestor is dissatisfied with the outcome of their information request, they may:

- **Request an Internal Review:** The requestor can ask for an internal review of the decision if they believe the response was incorrect.
- **Appeal to the Information Regulator:** If the internal review is unsatisfactory, the requestor may appeal to the **Information Regulator**. The contact details for the Information Regulator are:

Information Regulator (South Africa)

Telephone: [Insert Number]

Email: [Insert Email Address]

Website: [Insert Website URL]

10. Amendment of the PAIA Manual

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This manual will be updated from time to time to reflect changes in legislation, business practices, or company procedures. The latest version of the PAIA Manual will be available upon request and will be communicated to relevant stakeholders.

11. Contact Information

For any further assistance or to submit a request for access to information, please contact:

Information Officer:

Gareth Anthony Fismer

General Manager South African Operations

CRH-Africa Automotive (Pty) Ltd

Telephone: +27 (41) 408 4600

GFismer@crh-africa.co.za

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