

# PAIA Manual

May 2018

## 1. Introduction

Towers Watson (Pty) Ltd is a leading global professional services company that helps organisations improve performance through effective people, risk and financial management.

Towers Watson (Pty) Ltd falls within the definition of a “private body” and this Manual has been compiled in accordance with the said provisions and to fulfil the requirements of the Act.

## 2. Business and contact details (Section 51(1)a)

- Name of Business: Towers Watson (Pty) Ltd
- Business Registration Number: 1998/001765/07
- Head of Business: Mr Rustum Omar
- Position: Managing Consultant
- Postal Address: Private Bag X30, Rondebosch, Western Cape, 7701
- Physical Address: Great Westerford Building, 240 Main Road, Rondebosch, Western Cape, 7700
- Phone Number: 021 681 3700
- Fax Number: 021 681 3800
- Email Address: andre.wild@towerswatson.com
- Website URL: www.towerswatson.com

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### 3. Description of guide referred to in Section 10 (Section 51(1)b)

Any person who wishes to exercise any right contemplated in The Act may obtain a copy of the information guide issued by the Human Rights Commission. A guide has been compiled in terms of Section 10 of PAIA by the Human Rights Commission. It contains information required by a person wishing to exercise any rights, contemplated by PAIA.

The Act grants a requester to access to records of a private body, if the record is required for the exercise or protection of any rights. Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariffs are dealt with in paragraphs 6 and 7 of the Act. Requestors are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission (SAHRC), 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 nr: +27 11 877 3600
- Fax nr: +27 11 403 0625
- Website: [www.sahrc.org.za](http://www.sahrc.org.za)

### 4. Information available in terms of other legislation

- Basic Conditions of Employment Act 75 of 1997
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Currency and Exchanges Act 9 of 1933
- Debtor Collectors Act 114 of 1998
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Financial Advisory and Intermediary Services Act 37 of 2002
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 95 of 1967
- Labour Relations Act 66 of 1995
- Medical Schemes Act 131 of 1998
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Promotion of Access to Information Act 2 of 2000

- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Tax on Retirement Funds Act 38 of 1996
- 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

### 5. Records that are held at the offices of the business

The following is a list of records that are held at the business's office:

#### *Administration*

- Attendance registers
- Correspondence
- Founding Documents
- Licenses (categories)
- Minutes of Management Meetings
- Minutes of Staff Meetings
- Shareholder Register
- Statutory Returns

#### *Human resources*

- Conditions of Service
- Employee Records
- Employment Contracts
- Employment Equity Records
- General Correspondence
- Industrial and Labour Relations Records
- Information relating to Health and Safety Regulations
- Pension and Provident Fund Records
- Performance Appraisals
- Personnel Guidelines, Policies and Procedures
- Remuneration Records and Policies
- Salary Surveys
- Skills Requirements
- Staff Recruitment Policies
- Statutory Records
- Training Records

## Operations

- Client and Customer Registry
- Contracts
- General Correspondence
- Information relating to Work-in-Progress
- Suppliers' Registry

## Finances

- Annual Financial Statements
- Asset Register
- Banking Records
- Budgets
- Contracts
- Financial Transactions
- General Correspondence
- Insurance Information
- Internal Audit Records
- Management Accounts
- Purchase and Order Information
- Tax Records (company and employee)

## Information technology

- IT Policies and Procedures

## 6. Information request procedure (Section 51(1)e)

To facilitate the processing of your request, kindly:

- Use the prescribed form, available on the website of the South African Human Rights Commission at [www@sahrc.org.za](http://www@sahrc.org.za).
- Address your request to the head of the Towers Watson (Pty) Ltd
- Provide sufficient details to enable the Towers Watson (Pty) Ltd 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;
  - The right which the requester is seeking to exercise or protect with an explanation of the reason is required to exercise or protect the right.

Please note that the successful completion and submission of a request for access form does not automatically allow the requestor access to the requested record.

Access will be granted to a record only if the following criteria are fulfilled:

- The record is required for the exercise or protection of any right; and
- The requestor complies with the procedural requirements set out in the Act relating to a request; and
- Access to the record is not refused in terms of any ground for refusal as contemplated in Chapter 4 of Part 3 of the Act.

## 7. Fees payable

The fees for requesting and accessing information and records held by the practice are prescribed in terms of PAIA. A requestor is required to pay the prescribed fee of R50 before a request will be processed. The fees payable, which may be amended from time to time in accordance with notices published in the Government Gazette, which are available from the Information Office or the SAHRC at the contact details stipulated above. A requester may also be required to pay the fees prescribed for searching and compiling the information, which has been requested, including copying charges.

## 8. Manual availability

Copies of this manual are available for inspection, free of charge, at the offices of TOWERS WATSON (PTY) LTD and from the South African Human Rights Commission.

## 9. Signatory

According to Section 51 of the Promotion of Access to Information Act, 2 of 2000 – This manual should be duly signed by the Information Officer (Head of the Towers Watson (Pty) Ltd).

### Name of Information Officer

Andre Marcel Heinz Wild

### Signature of Information Officer

### Date

September 2016

## About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 40,000 employees serving more than 140 countries. We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at [willistowerswatson.com](http://willistowerswatson.com).

### Towers Watson (Pty) Ltd

Level 4, MontClare Place  
23 Main Road, Claremont  
Cape Town, 7708  
South Africa

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