ROUTE MONITORING

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POLICY

PRIVACY

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Content Revision History

Date	Revision Number	Author	Comments – Note sections that changed
01 June 2021	1.0	Legal and Compliance Associate	1st Draft created 12 May 2021. Reviewed, amended and approved by L&C Manager and Chief Legal and Compliance Officer.
21 June 2021	2.0	Legal and Compliance Manager	Updated Reference Documents to include all documents which deal with Personal Information. Added 4.28 (ref docs to be regularly updated).
28 June 2021	3.0	Legal and Compliance Associate	Included clauses relating to "Personal Information disclosure to suppliers" (4.15) and "Transborder Information Flows" (4.16). Updated reference documents to include New Equipment Procurement Procedure; Managed Services Support Procedure; TEC-PL_Appendix 3_List of Business Continuity Sites; TEC-PL_Appendix 5_Key Contacts and Bank Accounts Procedure.

RACI Model

Responsible	Accountable	Consulted	Informed
Legal and Compliance Manager Legal and Compliance Associate All Staff	Chief Legal and Compliance Officer	All HODs	All RM Staff

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1. GLOSSARY OF TERMS

Data Subject	Means the person to whom Personal Information relates.
Information Officer	Means the head of a private body as contemplated in section 1 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).
National Central Electronic Monitoring System or Evolution ("NCEMS")	Referred to in section 27 of the NGA is to be implemented for the detection and monitoring of significant events associated with any LPM that is made available for play in the RSA and for analysing and reporting the detected data in accordance with the requirements of the NGA [NCEMS Service Level Contract]
National Gambling Board ("NGB")	Is the National Gambling Board of South Africa constituted in terms of National Gambling Act (Act no 7 of 2004) and is a Schedule 3A listed Public Entity in terms of the Public Finance Management Act (Act no 1 of 1999) as amended from time to time [NCEMS Service Level Contract]
Personal Information	Means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to— (a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, wellbeing, disability, religion, conscience, belief, culture, language and birth of the person; (b) information relating to the education or the medical, financial, criminal or employment history of the person; (c) any identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person; (d) the biometric information of the person;

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	(e) the personal opinions, views or preferences of the person; (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence; (f) the views or opinions of another individual about the person; and (g) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
POPI Act	Protection of Personal Information Act (Act 4 of 2013)
Route Monitoring ("RM")	Is Route Monitoring (RF) (PTY) Limited constituted in terms of the Companies Act, Act no. 71 of 2008 as amended from time to time.
Service Level Contract ("SLC")	Refers to the "NCEMS Service Level Contract" entered into between the NGB and Route Monitoring on the 11th of September 2017

2. PURPOSE

Route Monitoring (RF)(PTY) Limited ("RM") is the National Central Electronic Monitoring System ("NCEMS") Operator, monitoring all Limited Pay-out Machines within the South African gambling industry on behalf of the National Gambling Board ("NGB").

RM collects and uses Personal Information of Data Subjects it interacts with in order to operate and carry out its business effectively. RM regards the lawful and appropriate processing of all Personal Information as crucial to accurate and prompt service delivery and essential to maintaining confidence between itself and Data Subjects. RM therefore fully endorses and adheres to the principles of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ["POPI Act"].

The purpose of this Policy is to define clear rules and methods on how RM will meet its legal obligations and requirements relating to the use of Personal Information as more fully set out in the POPI Act and any ancillary regulations, codes, legislation, rules, etc.

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3. SCOPE

This Policy is applicable to all RM's Data Subjects including permanent and contracted employees, customers, consultants, service providers, suppliers, operators, regulators, shareholders, directors, sub-contractors and agents, as well as all external parties who conduct business with RM.

4. POLICY

4.1 Objectives

4.1.1 To give effect to the POPI Act.

4.1.2 To document the eight conditions of lawful processing of Personal Information as contained in the POPI Act for implementation thereof.

4.1.3 To strive to take appropriate, reasonable, technical and organizational measures to secure the integrity and confidentiality of Personal Information in RM's possession or under its control.

4.1.4 To clarify what Personal Information RM collects and the purpose of the processing of the Personal Information collected in relation to Data Subjects.

4.1.5 To clarify how RM uses and protects the Personal Information of a Data Subject.

4.1.6 To stipulate the rights of a Data Subject in relation to their Personal Information.

4.1.7 To define retention periods for Personal Information and provide for the destruction of same after respective retention period(s) have lapsed.

4.2 Processing Conditions

4.2.1 Processing for purposes of this Policy is defined to mean any operation or activity or any set of operations, whether or not by automatic means, concerning Personal information, including:

4.2.1.1 the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;

4.2.1.2 dissemination by means of transmission, distribution or making available in any other form; or

4.2.1.3 merging, linking, as well as restriction, degradation, erasure or destruction of information.

4.2.2 The POPI Act requires Personal Information to be processed in accordance with eight lawful processing conditions. RM shall abide by such conditions in all its processing activities.

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4.3 Accountability (Condition 1)

4.3.1 RM shall ensure that all processing conditions, as set out in the POPI Act, and all the measures that give effect to such conditions, are complied with at the time of the determination of the purpose and means of the processing of the Personal Information, as well as during the processing itself.

4.4 Processing Limitation (Condition 2)

4.4.1 Personal Information must be processed lawfully and in a reasonable manner that does not infringe the privacy of the Data Subject.

4.4.2 Personal Information may only be processed if, given the purpose for which it is processed, it is adequate, relevant and not excessive.

4.4.3 RM may only process Personal Information if:

4.4.3.1 The Data Subject (or a person who has been given authorization by the Data Subject to provide the Data Subject's Personal Information) consents to such processing;

4.4.3.2 The Processing is necessary for the conclusion or performance of a contract;

4.4.3.3 The Processing complies with a legal responsibility imposed on RM;

4.4.3.4 The Processing protects a legitimate interest of the Data Subject;

4.4.3.5 The Processing is necessary for the pursuance of a legitimate interest of RM or a third party to whom the information is supplied.

4.4.4 Personal Information must be collected directly from the Data Subject, unless:

4.4.4.1 The Data Subject consents to collection of information from another source;

4.4.4.2 Personal Information is contained in a public record or has been deliberately made public by the Data Subject;

4.4.4.3 Personal Information is collected from another source with the Data Subject's consent;

4.4.4.4 Collection of Personal Information from another source would not prejudice the Data Subject;

4.4.4.5 Collection of Personal Information from another source is necessary to maintain, comply with or exercise any law or legal right;

4.4.4.6 Collection from the Data Subject would prejudice the lawful purpose of collection;

4.4.4.7 Collection from the Data Subject is not reasonably practicable.

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4.5 Purpose Specification (Condition 3)

4.5.1 Personal Information must be collected for a specific, explicitly defined and lawful purpose related to a function or activity of RM.

4.5.2 Records of Personal Information must not be retained any longer than is necessary for achieving the purpose for which the information was collected or processed for.

4.6 Further Processing Limitation (Condition 4)

4.6.1 Further processing of Personal Information must be in accordance or compatible with the original purpose of processing.

4.6.2 Further processing will be regarded as compatible with the purpose of collection if:

4.6.2.1 The Data Subject (or a person who has been given authorization by the Data Subject to provide the Data Subject's Personal Information) has consented to the further processing;

4.6.2.2 Personal Information is contained in a public record or has been deliberately made public by the Data Subject;

4.6.2.3 Further processing is necessary to maintain, comply with or exercise any law or legal right;

4.6.2.4 Further processing is necessary to prevent or mitigate a threat to public health or safety, or the life or health of the Data Subject or a third party;

4.6.2.5 The information is used for historical, statistical or research purposes.

4.7 Information Quality (Condition 5)

4.7.1 RM shall take reasonable steps to ensure that Personal Information is complete, accurate, not misleading and updated.

4.8 Openness (Condition 6)

4.8.1 RM shall maintain the documentation of all processing operations under its responsibility in accordance with the CEO-MN_PAIA and POPI Manual.

4.8.2 RM shall take reasonable steps to ensure that the Data Subject is made aware of:

4.8.2.1 What Personal Information is collected and / or the source from which the information is collected from;

4.8.2.2 The name and address of RM;

4.8.2.3 The purpose for which the information is being collected and processed for;

4.8.2.4 Whether the supply of Personal Information is voluntary or mandatory;

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4.8.2.5 Consequences of a failure to provide the information;

4.8.2.6 Whether collection is in terms of any law requiring such collection;

4.8.2.7 Whether the Personal Information shall be transferred to a third party, another country or an international organisation and the level of protection afforded to the information by that third party, country or international organisation;

4.8.2.8 Nature of the information being collected and processed;

4.8.2.9 The rights of the Data Subject.

4.9 Security Safeguards (Condition 7)

4.9.1 RM shall ensure the integrity and confidentiality of all Personal Information in its possession or under its control.

4.9.2 RM shall take appropriate and reasonable measures to prevent the loss of, damage to, or unauthorised destruction of Personal Information, as well as to prevent the unlawful access to or processing of Personal Information.

4.9.3 RM shall Identify all reasonably foreseeable internal and external risks to Personal Information and establish and maintain appropriate and updated safeguards against such risks in accordance with the CS-POL_Risk Management Policy and CS-PR_Risk Management Procedure.

4.10 Data Subject Participation (Condition 8)

4.10.1 A Data Subject has the right to request access to, amendment of, or deletion of their Personal Information. All such requests must be submitted in writing to the Information Officer and in accordance with the CEO-MN_PAIA and POPI Manual.

4.11 Processing of the Personal Information collected

4.11.1 The categories of Data Subjects as well as the categories of Personal Information which RM processes is contained in the CEO-MN_PAIA and POPI Manual.

4.11.2 Further, the categories of recipients to whom the Personal Information may be supplied to is similarly contained in the CEO-MN_PAIA and POPI Manual.

4.11.3 The purpose for which Personal Information is processed by RM will depend on the nature of the information and the purpose for which it was collected. This may include:

4.11.3.1 Only information that is adequate, necessary and relevant;

4.11.3.2 Providing products or services to Data Subjects and to carry out the transactions

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requested;

4.11.3.3 To carry out actions for the conclusion or performance of a contract;

4.11.3.4 Conducting credit reference searches or verifications;

4.11.3.5 Confirming, verifying and updating Data Subjects' details as well as Data Subject administration;

4.11.3.6 For the detection and prevention of fraud, crime, money laundering or other malpractices;

4.11.3.7 Conducting market or customer satisfaction research;

4.11.3.8 For audit and record keeping purposes;

4.11.3.9 In connection with legal proceedings;

4.11.3.10 To maintain the relationship between RM and its Data Subjects;

4.11.3.11 Providing communication in respect of RM and regulatory matters that may affect the Data Subjects;

4.11.3.12 In complying with legal and regulatory duties and obligations;

4.11.3.13 For debt recovery;

4.11.3.14 Electronic communication sent to RM by a Data Subject;

4.11.3.15 Information submitted to RM by a Data Subject;

4.11.3.16 Information when a Data Subject completes certain "User Forms" and submits same to the RM's Helpdesk for specific access rights and/or similar purposes as further detailed in the OP-POL_Helpdesk Policy and OP-PR_Helpdesk Procedure;

4.11.3.17 Information when a Data Subject completes a form on the RM website;

4.11.3.18 To protect the legitimate interests of the Data Subjects; and

4.11.3.19 Where it is necessary for pursuing the legitimate interests of the Company.

4.12 Protecting the Data Subject's Personal Information

4.12.1 It is a requirement of the POPI Act to adequately protect Personal Information and prevent unauthorised access to a Data Subject's Personal Information. RM will continuously review its information security policies and procedures to ensure that a Data Subject's information is secure.

4.12.2 RM's Information Officer and Deputy Information Officers are responsible for the compliance with the conditions of the lawful processing of Personal Information and other provisions of

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the POPI Act. RM's Information Officers and Deputy Information Officers are detailed in the CEO-MN_PAIA and POPI Manual.

4.12.3 Consent to process a Data Subject's information must be obtained from the Data Subject (or a person who has been given authorisation by the Data Subject to provide their Personal Information).

4.12.4 Every new employee will be provided with this LC-POL_Privacy Policy and relevant related documentation to alert them to the measures in place to protect their Personal Information.

4.12.5 Personal Information which is no longer required should be disposed of by shredding.

4.12.6 The TEC-POL_Clear Desk and Clear Screen Policy, TEC-POL_Information Classification Policy, and the TEC-POL_IT Security Policy should be maintained and adhered to at all times.

4.12.7 All electronically held Personal Information should be saved on a secure database.

4.12.8 All electronically held Personal Information which is no longer required must be deleted from the individual laptop or computer and the relevant database. The employee must ensure that the information has been completely deleted and is not recoverable.

4.12.9 Unauthorised access to Personal Information and Breach Notifications

4.12.10 Any loss or theft of computers, laptops or other devices which may contain Personal Information must be immediately reported to the Deputy Information Officers, who shall notify the Information Officer and the Technical department, who shall take all necessary steps to remotely delete the information, if possible.

4.12.11 Where there are reasonable grounds to believe that the Personal Information of a Data Subject has been accessed or acquired by any unauthorised person, RM must immediately notify —

4.12.11.1 the Information Regulator; and

4.12.11.2 the Data Subject, unless the Information Regulator determines that such notification will impede a criminal investigation by the public body concerned.

4.13 The Data Subject's Rights Regarding Its Personal Information

4.13.1 The Data Subject is entitled to:

4.13.1.1 Request RM for access to the Personal Information it has on record for it;

4.13.1.2 Request the updating, correction and/or deletion of it's Personal Information;

4.13.1.3 Request the restriction of the processing of its Personal Information, or object to that

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processing;

4.13.1.4 Refuse or withdraw its consent to the processing of its Personal Information as well as object to the processing of its personal information at any time unless legislation provides for such processing. Once a data subject withdraws its consent or objects to the processing of its information then RM shall refrain from processing the Personal Information;

4.13.1.5 Complain to its local data protection authority where it is believed that it's privacy rights are violated or it has suffered as a result of unlawful processing of it's Personal Information.

4.14 Processing of Special Personal Information

4.14.1 Special Personal Information includes:

4.14.1.1 Religious, philosophical, or political beliefs;

4.14.1.2 Race or ethnic origin;

4.14.1.3 Trade union membership;

4.14.1.4 Health or sex life;

4.14.1.5 Biometric information

4.14.1.6 Criminal behaviour;

4.14.1.7 Information concerning a child.

4.14.2 RM may only process Special Personal Information under the following circumstances:

4.14.2.1 The Data Subject has consented to such processing;

4.14.2.2 The Special Personal Information was deliberately made public by the Data Subject;

4.14.2.3 Processing is necessary to comply with an obligation of international public law

4.14.2.4 Processing is necessary for the establishment of a right or defence in law;

4.14.2.5 Processing is for historical, statistical, or research purposes to the extent that the purpose will serve a public interest or would involve an impossible or disproportionate effort for consent;

4.14.2.6 The processing of race or ethnic origin is in order to comply with B-BBEE and Employment Equity (affirmative action) laws.

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4.15 Personal Information disclosure to Suppliers

4.15.1 RM may share Personal Information with its suppliers and service providers as needed to deliver products or services to its Data Subjects.

4.15.2 RM concludes Non-Disclosure Agreements with all suppliers where information disclosure may be required in accordance with the LC-POL_Supplier Security Policy.

4.16 Transborder Information Flows

4.16.1 Personal Information may be transferred cross-border to RM's authorised third-party service providers and Personal Information may be stored in data servers hosted outside of South Africa. RM ensures that such third-party service providers protect its personal information with measures as protective as the laws in South Africa. RM will endeavour to ensure that its third-party service providers make all reasonable efforts to secure Personal Information and will implement appropriate and reasonable measures to ensure that the Personal information of its Data subject remains protected and secure when it is transferred outside South Africa.

4.17 Destruction and Retention of Personal Information and Documents

4.17.1 Records of Personal Information must not be retained any longer than is necessary for achieving the purpose for which the information was collected or subsequently processed for, unless –

4.17.1.1 retention of the record is required or authorised by law;

4.17.1.2 retention of the record is required by a contract between the parties thereto; or

4.17.1.3 the data subject or a competent person where the Data Subject is a child has consented to the retention of the record.

4.17.2 RM shall only retain Personal Information of data subjects for longer periods for historical, statistical and research purposes.

4.17.3 Documents may be destroyed after the lapsing of the retention period specified herein, or as determined by the Company from time to time.

4.17.4 Any Personal Information not covered by a specific retention period contained in the legislation identified hereinbelow will have a general retention period equal to the duration of the SLC entered into between RM and the NGB.

4.18 Retention in terms of the Companies Act, 2008 (Act No. 71 of 2008)

4.18.1 Hardcopies of the documents mentioned below must be retained for 7 years:

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4.18.1.1 Any documents, accounts, books, writing, records or other information that a company is required to keep in terms of the Act;

4.18.1.2 Notice and minutes of all shareholders meeting, including resolutions adopted and documents made available to holders of securities;

4.18.1.3 Copies of reports presented at the annual general meeting of the company;

4.18.1.4 Copies of annual financial statements required by the Act;

4.18.1.5 Copies of accounting records as required by the Act;

4.18.1.6 Record of directors and past directors, after the director has retired from the company;

4.18.1.7 Written communication to holders of securities; and

4.18.1.8 Minutes and resolutions of directors' meetings, audit committee and directors' committees.

4.18.2 Copies of the documents mentioned below must be retained indefinitely:

4.18.2.1 Registration certificate;

4.18.2.2 Memorandum of Incorporation and alterations and amendments;

4.18.2.3 Rules;

4.18.2.4 Securities register and uncertified securities register;

4.18.2.5 Register of company secretary and auditors; and

4.18.2.6 Regulated companies (companies to which chapter 5, part B, C and Takeover Regulations apply)

4.18.2.7 Register of disclosure of person who holds beneficial interest equal to or in excess of 5% of the securities of that class issued.

4.19 Retention in terms of the Electronic Communication and Transaction Act, 2002 (Act No. 25 of 2002)

4.19.1 Personal information and the purpose for which the data was collected must be kept by the person who electronically requests, collects, collates, processes or stores the information as long as the information is used, and at least 1 year thereafter.

4.19.2 A record of any third party to whom the information was disclosed must be kept for as long as the information is used and at least 1 year.

4.19.3 All personal data which has become obsolete must be destroyed.

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4.20 Retention in terms of the Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993)

4.20.1 A retention period of 4 years is required for the documents mentioned below:

4.20.1.1 Register, record or reproduction of the earnings, time worked, payment for piece work and overtime and other prescribed particulars of all the employees.

4.21 Retention in terms of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)

4.21.1 A retention period of 3 years is required for the documents mentioned below:

4.21.1.1 Health and safety committee recommendations made to an employer in terms of issues affecting the health of employees and of any report made to an inspector in terms of the recommendation;

4.21.1.2 Records of incidents reported at work.

4.22 Retention in terms of the Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997)

4.22.1 A retention period of 3 years is required for the documents mentioned below:

4.22.1.1 Written particulars of an employee after termination of employment;

4.22.1.2 Employee's name and occupation;

4.22.1.3 Time worked by each employee;

4.22.1.4 Remuneration paid to each employee;

4.22.1.5 Date of birth of any employee under the age of 18 years.

4.23 Retention in terms of the Employment Equity Act, 1998 (Act No. 55 of 1998)

4.23.1 A retention period of 3 years is required for the documents mentioned below:

4.23.1.1 Records in respect of the company's workforce, employment equity plan and other records relevant to compliance with the Act;

4.23.1.2 The report which is sent to the Director General as indicated in the Act.

4.24 Retention in terms of the Labour Relations Act, 1995 (Act No. 66 of 1995)

4.24.1 A retention period of 3 years is required for the documents mentioned below:

4.24.1.1 Records to be retained by the employer are the collective agreements and arbitration awards.

4.24.2 An indefinite retention period is required for the documents mentioned below:

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4.24.2.1 An employer must retain prescribed details of any strike, lock-out or protest action involving its employees;

4.24.2.2 Records of each employee specifying the nature of any disciplinary transgressions, the actions taken by the employer and the reasons for the actions.

4.25 Retention in terms of the Unemployment Insurance Act, 2001 (Act No. 63 of 2001)

4.25.1 Employers must retain personal records of each of their current employees in terms of their names, identification number, monthly remuneration and address where the employee is employed for a period of 5 years.

4.26 Retention in terms of the Tax Administration Act, 2011 (Act No. 28 of 2011)

4.26.1 A retention period of 5 years is required for all documents contained in section 29 of the Tax Administration Act which:

4.26.1.1 Will enable a person to observe the requirements of the Act;

4.26.1.2 Are specifically required under a Tax Act by the Commissioner by the public notice;

4.26.1.3 Will enable SARS to be satisfied that the person has observed these requirements.

4.27 Retention in terms of the Income Tax Act, 1962 (Act No. 58 of 1962)

4.27.1 A retention period of 5 years is required with regards to the following information:

4.27.1.1 The Amount of remuneration paid or due by the employer to the employee;

4.27.1.2 The amount of employees' tax deducted or withheld from the remuneration paid or due;

4.27.1.3 The income tax reference number of an employee;

4.27.1.4 Any further prescribed information;

4.27.1.5 Employer's Reconciliation return.

4.28 Retention in terms of the Value Added Tax Act, 1991 (Act No. 89 of 1991)

4.28.1 A retention period of 5 years is required from the date of submission of the return for the documents mentioned below:

4.28.1.1 Where a vendor's basis of accounting is changed the vendor shall prepare lists of debtors and creditors showing the amounts owing to the creditors at the end of the tax period immediately preceding the changeover period;

4.28.1.2 Importation of goods, bill of entry, other documents prescribed by the Custom and Excise Act and proof that the VAT charge has been paid to SARS;

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4.28.1.3 Vendors are obliged to retain records of all goods and services, rate of tax applicable to the supply, list of suppliers or agents, invoices and tax invoices, credit and debit notes, bank statements, deposit slips, stock lists and paid cheques;

4.28.1.4 Documentary proof substantiating the zero rating of supplies;

4.28.1.5 Where a tax invoice, credit or debit note, has been issued in relation to a supply by an agent or a bill of entry as described in the Customs and Excise Act, the agent shall maintain sufficient records to enable the name, address and VAT registration number of the principal to be ascertained.

4.29 Route Monitoring Disclaimers

4.29.1 All external documents and or forms may contain a link to RM's Disclaimers, which can be found on the RM website: Website Disclaimer - Route Monitoring.

4.29.2 Further, all external documents and / or forms where personal information will be processed must contain the following disclaimer:

4.29.2.1 "All personal information submitted herein shall solely be used for the specific, explicitly defined and lawful purpose relating to a function or activity of Route Monitoring. Route Monitoring takes the protection of your personal information very seriously. We treat your personal information as confidential and in accordance with the POPI Act and the LC-POL Privacy Policy. Route Monitoring undertakes to ensure that appropriate security controls measures are implemented to protect any and all personal information submitted by a data subject to Route Monitoring. However, full protection of your personal data / information from unauthorised third-party access is not guaranteed albeit very strict information security controls which are in place and continuously monitored. Route Monitoring assumes that once a data subject submits personal information for the purposes of processing same, that the personal information is submitted in good faith and with the required consent to process same. Route Monitoring does however not make any warranties about the completeness, reliability and accuracy of the personal information submitted by a data subject. Any action you take upon the information provided, is strictly at your own risk and Route Monitoring will not be liable for any losses and/or damage suffered in connection with the submitting of this personal information."

4.30 References to be regularly updated

4.30.1 All operational documents related to personal information are cited in the reference documents herein and will be continuously and regularly updated.

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4.31 Breach

4.31.1 Breach of this Policy may lead to disciplinary action in terms of the RM Disciplinary Policy and Procedure

5. REVIEW

This LC-POL_Privacy Policy must be reviewed, at minimum, annually and as and when required or when RM experiences structural changes which significantly affect the organisational structure.

RM reserves the right to amend this Policy from time to time. Any such modifications shall be automatically effective and shall be deemed to have come to the attention of all employees when posted to the RM "SharePoint". RM will endeavour to advise employees of all changes, however, responsibility rests with RM employees to ensure that they are aware of, and fully understand all company policies and procedures.

6. REFERENCE DOCUMENTS

Document Name
CEO-MN_PAIA and POPI Manual
CEO-POL_Information Security Policy
CEO-POL_Change Management Policy
CEO-PR_Change Management Procedure
LC-POL_Document Management Policy
LC-POL_Communication Policy
LC_POL_Probity and Licensing Policy
LC-PR_Probity and Licensing Procedure for New Applications
LC-PR_Probity and Licensing Renewals Procedure
LC-POL_Related Persons Transaction Policy
LC-PR_Contract Management Procedure
LC-POL_LOC Approvals Procedure
LC-POL_Supplier Security Policy
LC-POL_Document Review Procedure
LC-POL_Identification of Requirements Policy

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Appendix 1_List of Legal Regulatory Contractual and Other Requirements
CS-POL_Risk Management Policy
CS-PR_Risk Management Procedure
CS-POL_Company Vehicles and Garage Card Policy
CS-POL_Corporate Social Responsibility Policy
CS-PR_Corporate Social Responsibility Procedure
CS-POL_Disciplinary Policy
CS-PR_Disciplinary Procedure
CS-POL_Leave Policy
CS-PR_Leave Procedures
CS-POL_Prevent Harassment Policy
CS-PR_Prevent Harassment Procedure
CS-POL_Recruitment and Employment Policy
CS-PR_Recruitment and Employment Procedure
CS-POL_Termination Policy
CS-PR_Exit Procedure
CS-PR_Company Vehicles Safeguarding Procedure
CS-PR_Poor Work Performance Procedure
CS-POL_Standard Conditions of Employment Policy
CS-PR_Access Control During COVID19
CS-PR_COVID-19 Self Isolation Procedure
CS-PR_COVID-19 Positive Case Procedure
CS-POL_Industrial Relations Policy
OP-POL_Helpdesk Policy
OP-PR_Helpdesk Procedure
OP-PR_Measuring Customer Satisfaction Procedure

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OP-POL_ Complaints Policy
OP-PR_ Complaints Procedure
OP-POL_Incident Management Policy
OP-PR_Incident Management Procedure
OP-POL_Journal Entry Processing Policy
OP-PR_Journal Entry Processing Procedure
OP-PR_Hardware Production and Repairs Procedure
OP-POL_Workshop Policy
OP-PL_Appendix 10_Facilitating the Orders, Assembly And Repairs Of SDLs And PEDs Plan
FIN-POL_Evaluation of Suppliers Policy
FIN-PR_Evaluation of Suppliers Procedure
FIN-POL_Finance Policy
FIN-POL_RM Audit Policy
FIN-PR_RM Audit Procedure
FIN-PR_Invoicing and Collection Procedure
FIN_PR_Payroll Procedure
FIN-PR_Procurement Procedure
FIN-PR_Reconciliation and Submission of Statutory Returns Procedure
FIN-PR_Bank Account Processing Procedure
FIN-PR_Supplier Complaints Procedure
FIN_Appendix_Registry of complaints about Suppliers

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TEC-PR_Office 365 and SharePoint User Account Allocation Procedure
TEC-POL_Technical Policy
TEC-POL_Logging and Monitoring Policy
TEC-PR_Technical Support Procedure
TEC-POL_Clear Desk and Clear Screen Policy
TEC-POL_IT Security Policy
TEC-POL_Information Classification Policy
TEC-PR_New Equipment Procurement Procedure
TEC-PR_Managed Services Support Procedure
TEC-PL_Appendix 3_List of Business Continuity Sites
TEC-PL_Appendix 5_Key Contacts

END OF DOCUMENT

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