

PAIA MANUAL

Manual in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA")

1. INTRODUCTION

This manual is published in terms of section 51 of PAIA for Thrive Point Group Holdings (Pty) Ltd, registration number [insert] ("the Company"), a private body providing pre-employment screening and verification services. It explains what records the Company holds and how a request for access to those records may be made.

2. CONTACT DETAILS

Head of the private body: Janise Naicker (Director), who also serves as Information Officer. Physical/postal address: [insert], Cape Town, Western Cape. Email: janise@tpgh.co.za. General enquiries: janise@tpgh.co.za. Telephone: 072 129 9784.

3. THE REGULATOR'S GUIDE (SECTION 10)

The Information Regulator has published a Guide on how to use PAIA, available in all official languages from the Information Regulator (South Africa): www.inforegulator.org.za / inforeg@inforegulator.org.za. The Guide explains how to complete request forms, the fees, and remedies if a request is refused.

4. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records are kept in accordance with legislation including: the Companies Act 71 of 2008; the Income Tax Act 58 of 1962 and other tax legislation; the Basic Conditions of Employment Act 75 of 1997; the Labour Relations Act 66 of 1995; the Protection of Personal Information Act 4 of 2013; and the Consumer Protection Act 68 of 2008, where applicable.

5. CATEGORIES OF RECORDS HELD

Company records: statutory and CIPC records, financial and tax records, banking, insurance, contracts. Client records: service agreements, check request forms, correspondence, invoices. Candidate records: consent forms, screening forms, verification results and reports (held subject to POPIA). Operational records: supplier agreements, policies and procedures, marketing materials. Personnel records (where applicable): employment contracts, remuneration and statutory employee records.

6. HOW TO REQUEST ACCESS

A request for access must be made on Form 2 (prescribed under the PAIA Regulations, available from the Information Regulator's website), addressed to the Information Officer at the contact details above. The requester must identify the record, state the right they seek to exercise or protect and why the record is required for that purpose, and pay the prescribed fees where applicable. The Company will respond within 30 days as required by PAIA. Access may be refused on the grounds set out in PAIA, including protection of third-party personal information, confidential commercial information and legal privilege.

7. FEES

The prescribed request and access fees under the PAIA Regulations apply. Personal requesters (requesting their own personal information) do not pay a request fee. Current fee schedules are available from the Information Regulator.

8. AVAILABILITY OF THIS MANUAL

This manual is available free of charge from the Company on request, and on the Company's website once live. This version is dated [Month 2026] and will be updated as required.