

PROMOTION OF ACCESS TO INFORMATION (PAIA) MANUAL

November 2025

Recruitment and Employer of Record Alliance (RAEORA) (Pty) Ltd **(Company Reg. 2025/479857/07)**

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Prepared in terms of the requirements of Section 51 of The Promotion of Access to Information Act 2 of 2000 (“PAIA”)

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PROMOTION OF ACCESS TO INFORMATION (PAIA) MANUAL

1. INTRODUCTION

This Manual grants access to records held by Recruitment and Employer of Record Alliance (RAEORA) (Pty) Ltd as a statutory requirement in compliance with the provisions of PAIA, which gives effect to the Constitutional right of access for any information held by the Government and any information held by private bodies that is required for the exercise and protection of any right.

We recognise that the Promotion of Access to Information Act seeks to promote a culture of transparency, accountability and democracy, by giving effect to a person's constitutional right of access to information.

In furtherance of this objective we are required by the Act to compile a manual that will assist either private or juristic persons in obtaining information from this company. This document is hence a manifestation of this requirement

Where a request is made in terms of PAIA, the body to which the request is made is obliged to give access to the requested information except where the Act expressly provides that the information may not be released.

2. OVERVIEW OF RECRUITMENT AND EMPLOYER OF RECORD ALLIANCE (PTY) LTD

Recruitment and Employer of Record Alliance (RAEORA) (Pty) Ltd specialises in National and International employment and staffing. The services include recruitment, labour broking, labour hire, labour outsourcing, offshoring, temporary employment services, permanent recruitment and international recruitment.

3. PARTICULARS IN TERMS OF THE [SECTION 51(1)(A)]

Addresses (Physical and Postal):

7 Clingendael Close, Tokai 7945, Cape Town

PostNet Suite #151 Private Bag X26 Tokai 7966

Contact Persons

Managing Members:

Chief Executive Officer

Telephone number	Allan Pike +27 21 213 1083
Mobile number	+27 83 259 1782
Email	allan@raeora.co.za
Website	www.raeora.co.za

Managing Director and Information Officer: Justin Durandt

Telephone number	+27 21 213 1083
Mobile number	+27 82 7738320
Email	justin@raeora.co.za
Website	www.raeora.co.za

4. THE SECTION 10 GUIDE ON HOW TO USE THE ACT [SECTION 51(1)(B)]

The Act grants a requester of information access to records of a private body, if the record is required for the exercise of protection of any rights. If a public body lodges a request the public body must be acting in the public interest.

Requests in terms of the Act shall be made in accordance with the prescribed procedures at the rates provided. The forms and tariff are dealt with in sections 53 and 54 of the Act.

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The Guide is available from the South African Human Rights Commission.

Please direct any queries to:

The South African Human Rights Commission: PAIA Unit
The Research and Documentation Department

Postal address: Private Bag 2700, Houghton 2041

Telephone: +27 11 484 8300

Fax: +27 11 484 0582

Website: www.sahrc.org.za

Email: PAIA@sahrc.org.za

5. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION [SECTION 51(1)(D)]

In terms of Section 52 of the Act the Minister of Justice is entitled to publish a list of records submitted by this company to which the public may have access without the necessity of formally applying for access to such records. The Minister may then publish such information by way of a notice in the Government Gazette. At the time of drafting this manual, this company has given no such information to the Minister and no such notice has, therefore, been published. However, no formal application need be submitted for the following information:

- General information pertaining to this company.
- Services Information and Brochures.

6. ACCESS TO THE RECORDS HELD BY THIS COMPANY [SECTIONS 51(1)(C) AND 51(1)(E)]

Requesters may make requests for information that may be requested in accordance with applicable South African legislation, including:

- Basic Conditions of Employment Act 75 of 1997
- Broad-based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Businesses Act 71 of 1991
- Consumer Protection Act 68 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Electronic Communications Act 36 of 2005
- Electronic Communications and Transactions Act 25 of 2002
- King Code of Governance for South Africa, 2009 (King IV)
- Employment Equity Act 55 of 1998
- Financial Intelligence Centre Act 38 of 2001
- Income Tax Act 58 of 1962
- Labour Relations Act 6 of 1995
- National Minimum Wage Act 9 of 2018
- Occupational Health and Safety Act 85 of 1993
- Promotion of Access to Information Act 2 of 2000
- Protection of Personal Information Act 4 of 2013
- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Related Information Amendment Act 48 of 2008
- Pension Funds Act 24 of 1956
- Skills Development Levies Act 9 of 1998

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- Skills Development Act of 97 of 1998
- Tax Administration Act 28 of 2002
- International Financial Reporting Standards
- Standards Act 29 of 1993
- Unemployment Contributions Act 4 of 2002
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- Copyright Act 98 of 1978
- Trademarks Act 194 of 1993
- Currency and Exchange Act 9 of 1933
- Customs and Excise Act 91 of 1964
- Designs Act 195 of 1993
- Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972
- Insolvency Act 24 of 1936
- Liquor Products Act 60 of 1989
- Merchandise Marks Act 17 of 1941
- Patents Act 57 of 1978
- Financial Advisory and Intermediary Services Act 37 of 2002
- General and Further Education and Training Quality Assurance Act 58 of 2001
- Protected Disclosure Act 26 of 2000
- Immigration Act 13 of 2002
- National Credit Act 34 of 2005
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Prevention of Organised Crime Act 121 of 1998 (POCA)
- Promotion of Equality and Prevention of unfair Discrimination Act 4 of 2000
- National Road Traffic Act 93 of 1996

7. INFORMATION AVAILABLE IN TERMS OF THE ACT – UPON REQUEST TO THE INFORMATION OFFICER

Statutory Business Records:

- Certificate of Incorporation
- Company Registration
- Certificate to Commence business
- Directors Appointments
- B-BBEE Shareholding and Certificates
- Directors attendance registers of meetings
- Memorandums of Incorporation

Accounting Records:

- Annual Financial Statements and working papers
- General Ledger
- Bank Statements, cheque book and cheques
- Customer and supplier statements and invoices
- Cash books and petty cash books
- Fixed asset register

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- Tax returns and assessments
- VAT returns
- Auditors' reports
- Management reviews
- Capital expenditure
- Internal pricing records and other internal records

Fixed Property:

- Building plans
- Lease agreements
- Mortgage bonds and other encumbrances
- Title deeds

Information Technology:

- Agreements
- Capacity and utilisation of operating systems
- Business Intelligence Programmes
- Client and candidate database
- Hardware
- Licenses
- Systems support, programming and development
- Server records
- Software packages
- Telephone exchange equipment
- Data lines, domain

Insurance:

- Claim records
- Insurance policies

Legal, Agreements and Contract :

- Agreements with contractors, consultants and suppliers
- Agreements with customers (SLA)
- Agreements with shareholders, officers, BEE Partners and directors
- Distributor, dealer, agency or subsidiary agreements
- Material agreements relating to provisions of services
- Contracts including leave agreements and financial and banking agreements

Human Resources:

- Policies on Recruitment and Selection
- Other HR Polices
- Disciplinary, CCMA and Labour Court records
- Employee information records – personal, educational, banking, family, medical and pension/provident fund information
- Employment Contracts
- IRP5 and IT3 certificates of employees
- Leave application forms and records

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- Payroll records and salary payslips
- Personnel Files
- Training and Development and SETA records and material
- UIF, PAYE and SDL returns
- Workman's Compensation payments and documents
- Records provided by a third party relating to employees such as credit and criminal record information
- Correspondence related to personnel
- Skills Development Plans including annual training reports and workplace skills plans

Sales and Marketing:

- Brochures, newsletters and marketing material
- Social media releases
- Public relations policies and procedures
- Service and product information

8. REQUESTING RECORDS AND PRESCRIBED FEES

- A person who would like access to company records may do so by completing the necessary request forms that are available at the offices of Recruitment and Employer of Record Alliance (RAEORA) (Pty) Ltd and are annexed to this Manual. The completed request form may be sent to the address or e-mail provided in this manual and marked for the attention of the Information Officer.
- Access to information held by the company is not automatically available and can be refused by the Company on any of the grounds for refusal contemplated in Chapter 4 of Part 3 of the Act pertaining to: "Grounds for Refusal of Access to Records".
- In order to request access to information held by the company, the person requesting such access must not only identify the right it is seeking to exercise or protect and explain why the record requested is required for the exercise of such exercise or protection of that right, but must also comply with all the procedural requirements set out in the Act. Should the person requesting access to information be a public body then such person must identify that it is requesting such information in the public's interest by stipulating adequate reason/s.
- Requesters of information are required to provide all required details on the Prescribed Access Form attached hereto as Annexure "A" to enable the company to identify:
 - The record/s requested
 - The requesters details (if an agency then proof of capacity or designation) with proof of identity to authenticate the request and the requester
 - The form of access required
 - The postal address or e-mail of the requester in South Africa
 - If the requested wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
 - The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
- A request will not be processed until the request fee of fifty rand (ZAR50.00) has been paid by eft together with the access fee deposit (if applicable) and proof of payment sent to the Information Officer. The request fee is an administration fee that must be paid before the request is considered and is not refundable. However, a requester requesting information containing personal information about the requester (i.e.: itself, himself or herself) is excluded from paying the request fee.

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- The access fee as set out in Annexure “B” attached hereto, is intended to reimburse the company for the costs involved in searching and preparing the record requested for delivery and is payable once access to the record requested is granted. Should this request for information be about a person other than the requester himself/herself and the company is of the opinion that the preparation of the required record will take more than six hours, a deposit (which is 1/3 of the amount) is payable before the request will be processed by the company.
- A reproduction fee as set out in Annexure “C” attached hereto, is payable by the requester in case of the reproduction of a record is requested, notwithstanding the fact that it is automatically available.
- Requestors will be informed within 30 days of the company’s decision to approve or refuse access to the information requested based on any of the grounds for refusal as contemplated in Chapter 4 of Part 3 of the Act. The 30 day period may be extended for a further 30 days if more time is required to gather the requested information. The requester will, however, be notified in writing if the initial 30 day period is to be extended for a further 30 days.
- A requestor may lodge an application with a court against the tender/payment of the requested fee and or deposit. Records may be held until the fees have been paid.
- The fee structure is available on the website of the South African Human Rights Commission at www.sahrc.org.za and is attached as a summarised appendix to this manual.

9. AVAILABILITY OF THE MANUAL

This manual is available for perusal on our website <http://www.raeora.com/> or from our offices situated at 7 Clingendael Close, Tokai 7945, Cape Town

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

ANNEXURE “B”

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available</i>)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
Is the internal appeal lodged on behalf of another person?	Yes		No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED
(mark the appropriate box with an "X")

Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	

GROUNDS FOR APPEAL

(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)

State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>					
Date received:					
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes	
				No	
OUTCOME OF APPEAL					
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority