

# WhatsUP @ sanas

South African National Accreditation System

Newsletter of the South African National Accreditation System

October 2015

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# from the **Editor's** desk



**WITH THE END OF YEAR RAPIDLY APPROACHING, SANAS IS WORKING AT FULL SPEED TO CONCLUDE ALL THE PROJECTS IDENTIFIED AND APPROVED FOR THE 2015/16 FINANCIAL YEAR. THEREFORE, THE SECOND QUARTER HAS SEEN THE ORGANISATION SINKING ITS TEETH INTO A MULTITUDE OF TASKS, ALL OF WHICH ARE FOCUSED ON SUPPORTING NOT ONLY THE ECONOMY BUT SOCIETY AS A WHOLE.**

In this issue of Whatsup we not only welcome new members into the SANAS family, we also give thanks to the team that welcomed and hosted the young ladies who attended SANAS's Take a Girl Child to Work Day on 28 May 2015.

Over the past four months SANAS received the results from the Annual External Customer Satisfaction Survey. With 269 respondents, SANAS now has a clear idea about which areas of customer service delivery need improvement.

SANAS also invited the Department of Trade and Industry (**the dti**) to its 2015 Communications Meetings. **the dti** briefed all SANAS accredited B-BBEE verification agencies on the detail behind government's revisions to the B-BBEE codes and how best to implement and verify these changes.

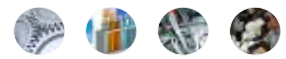
SANAS has been very active in promoting accreditation which allows industries to offer peace of mind to customers in terms of product and service quality. SANAS embarked on a marketing drive at a number of conferences, where the organisation was given an opportunity to highlight to a variety of industries the importance of a SANAS accreditation and to offer expertise on where accreditation could be useful tool.

SANAS is close to completing the accreditation programmes that will assist in ensuring a better and more secure Information Security Management System for companies in South Africa, and the Information Technology Service Management System certification's aim, meanwhile, will be to improve end-to-end IT systems for businesses.

In this newsletter we have also shared an in-depth overview of the POPI Act and what companies need to know in order to become compliant.

We hope you find the information in this newsletter interesting and insightful.

Best wishes  
Tshenolo Molamu  
SANAS Communications Manager



# THE PROTECTION OF PERSONAL INFORMATION ACT

BY DAWOOD PETERSEN, COMPANY SECRETARY; LEGAL AFFAIRS

**THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 (THE POPI ACT) WAS SIGNED INTO LAW ON 26 NOVEMBER 2013. THE COMMENCEMENT DATE FOR THE ACT IS YET TO BE ANNOUNCED. THE PRESIDENT, JACOB ZUMA, SIGNED A PROCLAMATION, WHICH WAS GAZETTED ON 11 APRIL 2014 WHERE THE EFFECTIVE DATE OF CERTAIN SECTIONS OF THE POPI ACT COMMENCED ON 11 APRIL 2014. THE FOLLOWING SECTIONS CAME INTO EFFECT:**

- **Section 1** which deals with the definitions in the POPI Act;
- **Part A** of Chapter 5 which deals with the establishment of the Information Regulator, including the powers, duties and functions of the Regulator, appointment and terms of office of members of the Regulator, appointment of staff and the Chief Executive Officer;
- **Section 112** dealing with the fact that the Minister may make regulations relating to the establishment of the Regulator and how the Regulator may then make regulations in terms of certain areas falling within its mandate; and
- **Section 113** dealing with the procedures for making Regulations for both the Minister and the Regulator.

After the commencement date has been determined, in terms of section 114 a compliance period of one year will exist, which may be extended to a maximum three years to ensure compliance with the POPI Act. Therefore, organisations will have one year from the commencement date to comply with the POPI Act. The purpose of the POPI Act is to bring South Africa in-line with international standards of protection of personal information.

The POPI Act seeks to encourage transparency with regard to the types of information that may be collected, stored and processed, and safeguards the integrity and sensitivity of personal information. The adherence to the POPI Act includes capturing the minimum required data, ensuring accuracy, and removing data that is no longer required. In addition, the POPI Act requires that personal information be identified to ensure that reasonable measures are enacted to protect the data. In turn, this will minimise the risk of data breaches and the associated public relations and legal ramifications for any organisation managing personal data.

The POPI Act sets out conditions which organisations have to adhere to whilst processing personal information relating to their customers. The POPI Act also ensures that the constitutional right to privacy is adhered to and includes an individual's right to be protected against any unlawful collection, retention, dissemination and use of their personal information.

Organisations will have to first receive consent from individuals before they can obtain and retain personal

information for communication or any other purposes relating to an individual and disclose the reason(s) the information is needed. Personal Information includes contact details, demographic information, personal history, as well as communication records.

The POPI Act will also apply to any information regarding an organisation's clients or suppliers, including contact details and correspondence. Human resources and payroll data, curricula vitae, applications for employment, CCTV records, performance reviews and internal e-mail records are also subject to the requirements of the POPI Act. The Act also outlines stringent cross-border data transfer requirements as information may not be relocated to countries with inadequate information protection frameworks.

The POPI Act protects personal information by restricting how it can be collected and used by an organisation. The POPI Act establishes eight conditions which need to be met in order for the processing of personal information to be lawful. These are:

## 1. Accountability

The responsible party (those who process the personal information) must ensure that all of the POPI Act's principles and the measures are complied with.

## 2. Processing limitation

Processing of information must be done lawfully and in a manner that does not infringe the privacy of the individual. Personal information can only be processed if the processing is adequate, relevant and not excessive, given the purpose for which it is to be used.

## 3. Purpose specification

Personal information must only be collected for a specific purpose and the individuals must be aware of this. Records must not be kept for longer than necessary to achieve the purpose for which it was collected.

## 4. Further processing limitation

Further processing of the information must be compatible with the purpose of collection.



## 5. Information quality

The holder of the data must take reasonable steps to ensure that personal information is complete, accurate, not misleading and updated when necessary. This needs to be done while, taking into account the purpose for which the information was initially collected.

## 6. Openness

Steps are required to ensure that the data subject is aware of the personal information being collected and the purpose of collection.

## 7. Security safeguards

The responsible party must secure the personal information under their possession/control. Should a security breach occur, the responsible party must notify the subject whose information is compromised.

## 8. Data subject participation

The data subject can request whether an organisation holds their private information and what information is

held. They may also request the correction or deletion of information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully.

### The POPI Act does not apply, as mentioned in section 6, to:

- Purely household or personal activity;
- Sufficiently de-identified information (removal of individual's identity from being connected with information);
- Some state functions including criminal prosecutions, national security etc;
- Journalism under a code of ethics; and
- Judiciary functions etc.

The POPI Act allows for a R10 million penalty and/or a jail sentence to be handed down, should an organisation be in breach of the POPI Act. Penalties will be relevant based on the extent of the breach committed and the extent of negligence found on the part of the responsible party.

# EXTERNAL CUSTOMER SATISFACTION SURVEY

BY YOLANDA VINNICOMBE, QUALITY MANAGER

Customer satisfaction is a key focus area for SANAS. To this end, we contract an external service provider on an annual basis to conduct a customer satisfaction survey on our behalf.

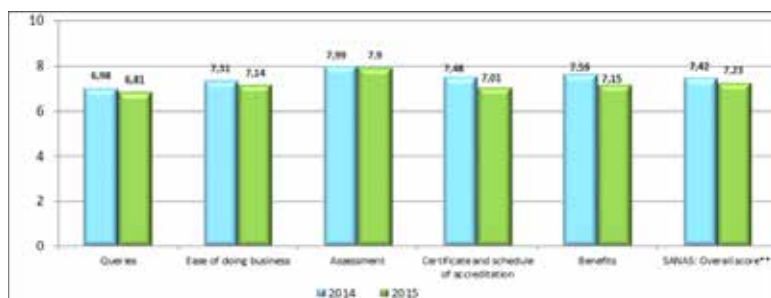
The 2015 on-line survey, conducted by Questback, targeted all of the facilities, new or accredited, who underwent a SANAS assessment within the last financial year (April 2014 to March 2015).

### The objective of the survey was to:

- Determine clients' perception of how well SANAS currently meets their expectations and requirements in providing an accreditation service;
- Estimate the current level of satisfaction amongst SANAS clients; and
- Identify any causes of dissatisfaction or critical areas of improvement that SANAS should attend to.

This year we had 269 responses, up from 215 in the previous financial year. Results were then compared to those of the 2014 financial year.

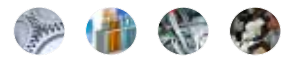
### Evaluation on key performance areas



The Overall Score (Customer Service Index) was based on a mean score out of 10. Once again our best performance was in the areas of Assessments, whereas our poorest was with Queries (Communication).

SANAS's aim is to score above 7.5 in all areas. To achieve this we are now working diligently to improve on areas regarding availability of staff, turnaround times, responsiveness and communication. In addition, we continue to strive towards further improvement in all areas to ensure that we offer nothing but exceptional service.

Thank you to all those who participated in the survey, your input was very valuable in highlighting areas where we need to concentrate our efforts.



# REVISED B-BBEE CODES UPDATE

BY MOKGADI RAMEETSE, FIELD MANAGER: B-BBEE



**BROAD-BASED BLACK ECONOMIC EMPOWERMENT (B-BBEE) IS ONE OF THE MAJOR GOVERNMENT FOCUS. TO ENSURE COMPLIANCE, SANAS INVITED REPRESENTATIVES FROM THE DEPARTMENT OF TRADE AND INDUSTRY (DTI) TO THE 2015 COMMUNICATION MEETINGS TO ENGAGE WITH SANAS STAKEHOLDERS ON THE REVISED B-BBEE CODES OF GOOD PRACTICE.**

The Stakeholder Engagement provided verification agencies with essential information on the revised B-BBEE Codes and guidelines on how to implement and verify them.

## Summary of discussions:

- The Department made its reasons known for cost-cutting measures associated with the B-BBEE verification of Exempt Micro Enterprises (EMEs). Its reason is to support small business development, as well as eliminate the role of intermediaries that potentially exploit small businesses. To this end EMEs do not have to be verified, they only have to obtain a sworn affidavit;
- A template affidavit was developed for consistency and is available for downloading from the dti website - [http://www.thedti.gov.za/gazettes/Affidavit\\_EME.pdf](http://www.thedti.gov.za/gazettes/Affidavit_EME.pdf);
- The DTI further entered into a Memorandum of Understanding with the Companies and Intellectual Property Commission (CIPC) to provide a service to issue B-BBEE certificates for EMEs and start-up companies when registering a new company and filling in annual returns;
- This is a free service accessible at all 47 CIPC self-service terminals.

## Appointment of the commissioner:

- Ms Zodwa Ntuli has been appointed the Acting B-BBEE Commissioner for the B-BBEE Commission. The Commission is an entity within the administration of the DTI, that oversees, supervises and promotes adherence with the Act, receiving and investigating complaints relating to B-BBEE, investigating any matter relating to B-BBEE, promoting advocacy, offers access to opportunities and educational programmes and initiatives, maintains a registry of major B-BBEE transactions, and receives and analyses prescribed reports concerning B-BBEE compliance.

## The trumping provision:

- Interpretation clause (Section 3) has been extended to include trumping provision which means that the B-BBEE Act will trump any law that was in force prior to the date of commencement of the Act if the conflict pertains to any aspect dealt with in this act;
- The trumping provision was given 12 months transitional period and will come into effect in October 2015;
- The Department is currently in the process of engaging relevant public sector stakeholders on the implications of this clause.

# NEW ACCREDITATION PROGRAMMES

BY: TUMELO LEDIMO, PROJECT MANAGER: RESEARCH AND DEVELOPMENT

**DURING THIS CURRENT FISCAL YEAR HAS BEEN WORKING ON THE THREE ACCREDITATION PROGRAMMES, NAMELY THE ENERGY PERFORMANCE MANAGEMENT CERTIFICATE (EPC), THE INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS) AND THE INFORMATION TECHNOLOGY MANAGEMENT SYSTEM (ITSMS). SANAS IS CURRENTLY SOURCING TECHNICAL ASSESSORS FOR THESE THREE PROGRAMMES, AND IS PLANNING TO ROLL-OUT THE PROGRAMMES IN QUARTER FOUR OF 2015/16**

## Energy Performance Certificate

Energy efficiency is an important intervention for the reduction of energy costs, greenhouse gasses emissions and the sustainable use of resources. The Department of Energy (DoE) has identified energy efficiency in public buildings as one of the key interventions in South Africa. The Department of Public Works (DPW) through the South African Bureau of Standards (SABS) has developed SANS 1544 for an Energy Performance Certificate. This standard is for an energy performance certification of public buildings based on the energy consumption per square meter per annum.

Third party confirmation of the organisations that will determine the energy consumption of the public buildings in accordance with SANS 1544 - is needed in order to issue the Energy Performance Certificates. That will be required by DPW under the Green Building Policy.

The DPW Green Building Policy initiative is to drive energy efficiency within public buildings and this will be done through the Energy Performance Certificate alongside other tools at their disposal. The Green Building Policy speaks directly to the National Energy Efficiency Strategy (NEES) under the auspice of the DoE. The appropriate implementation of this initiative requires third party accredited Inspection Bodies that will quantify the energy consumption of public buildings in accordance with SANS 1544.

## Information Security Management System

Information security is defined as the protection of information from a wide range of threats in order to ensure business continuity, minimise business risk, and maximise returns on investments and business opportunities.

Information security is achieved by implementing a suitable set of controls, including policies, processes, procedures, organisational structures, and software and hardware functions. These controls need to be established, implemented, monitored, reviewed and improved where

necessary to ensure that specific security and business objectives of an organisation are met.

In order for organisations to provide confidence and peace of mind to their stakeholders around the security of their information; Organisations have and are implementing ISO/IEC 27001, which at a later stage will require an independent and accredited certification body to certify their Information Security Management System.

## The benefits of an Information Security Management System are:

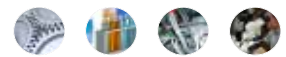
- Organisations make informed decisions regarding potential information risk.
- ISMS is a defensive mechanism that minimises the impact from external threats of different cybercrimes.
- Informed information security decisions are based on risk management. The most cost effective way of reducing risks are to implement technical, management, administrative and operational controls based on that risk assessment.
- High priority risks are tackled first to attain best return on investment in information security.
- Information security is delegated to the appropriate level of responsibility in the organisation. However, in general everybody in an organization is responsible for protecting information assets.
- Organisations will improve their credibility and trust among internal stakeholder and external vendors.

ISMS raises awareness throughout the business for information security risks. As it involves all employees throughout an organisation, it lowers the overall risk to the organisation.

## Information Technology Service Management System

Information Technology Service Management System (ITSMS) is a discipline that aligns the delivery of the information technology service with the business needs of an organisation. The ITSMS purpose is to deliver end-to-end services that emphasize benefits to customers.

The primary reason for a customer to select a specific supplier is the ability of that supplier to deliver - on time and within budget - a product that meets all the functional requirements. Competition in the market for information technology industry is largely focused on the services delivery issues. ITSMS 20000-1 standard provides requirements for service management systems which will ensure that the service provider consistently delivers an information technology service that fulfils the needs and expectation of the customers.



## Some of the benefits of implementing Service Management System (SMS) in the information technology service provider organisations are:

- Better business and IT process alignment.
- Enhanced agility.
- Increased profitability.
- Reduced information technology cost of doing business.
- Reduced information security risk.
- Improved satisfaction with the information technology.

# SANAS MARKETING

**MARKETING AND DRIVING UP AWARENESS OF SANAS ACCREDITATIONS IS CRITICAL TO THE SUCCESS OF THE ORGANISATION. AS SUCH, SANAS RECOGNISES THE VALUE OF PARTICIPATING IN INDUSTRY EXPOS CATERING TO DIFFERENT SEGMENTS OF THE ECONOMY. DURING THE MAY 2015 TO SEPTEMBER 2015 PERIOD, WE EXHIBITED AT FOUR CONFERENCES.**

## 4th Construction Engineering & Public Works Inspection Conference: 3 -4 June 2015

The 4th Annual Construction, Engineering and Public Works Inspection (CEPWI) Conference was held in Durban on 3 and 4 June 2015.

The CEPWI program has been designed for individuals who inspect the construction of public infrastructure (e.g. roadways, highways, utilities, bridges and dams), facilities (e.g. pump stations, treatment plants, water storage facilities), and other types of construction work and materials to ensure compliance with plans and specifications. The purpose of the conference was to reinforce the need for quality infrastructure throughout our country by advancing the knowledge-base and addressing best practice of public works inspectors.

The event hosted inspectors who carry out work on construction projects using different equipment, and covered the key elements to consider when setting standards for safe working practices.

## Manufacturing Indaba: 29 – 30 June 2015

Government has highlighted manufacturing as a key sector for economic growth in the National Development Plan and a platform for job creation. The City of Ekurhuleni hosted the second Manufacturing Indaba Conference at Emperors Palace, where SANAS exhibited over two days from 29 - 30 June 2015.

South African organisations, including manufacturers and exporters, often need to prove that their products and services comply with the compulsory technical regulations set by government or the private specifications set by their customers.

Clients of SANAS accredited conformity assessment bodies make use of their SANAS certificates and test reports to verify that their products or services are competently tested and comply with all relevant requirements.

## Blood Transfusion Congress: 24 – 27 August 2015

SANAS participated at the 33rd South African National Blood Transfusion Congress, which was held from 24 to 27 August 2015, in the Drakensburg in KwaZulu-Natal.

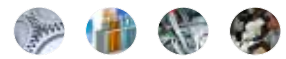
The conference theme for the 2015 congress was “Conserving precious resources from donor to patient”, with the focus being on managing precious resources such as blood donors, sufficient and safe blood and blood products, appropriate use of blood and retaining skilled staff.

There are currently 107 SANAS accredited blood transfusion services facilities in South Africa. SANAS accreditation provides an external review of operations, of the facilities and thus provides assurance that the quality management systems of these facilities are effective and robust. Blood transfusion services facilities are required to maintain extensive quality management systems and strive for ongoing improvement in all areas of operation.

## Gauteng Provincial Government Safety Day: 8 September 2015

The Gauteng Provincial Government (GPG) hosted a one-day safety-day on Tuesday 8 September 2015, at the Johannesburg City Hall. SANAS accreditation supports occupational hygiene (preventing illness occurring due to work processes) in the workplace. This exhibition afforded us the opportunity to showcase and share information with the GPG safety and health champions from the different Gauteng Provincial Departments, who attended the day.

The GPG safety day is meant to elevate and promote issues pertaining to safety and health in the GPG as a means of ensuring compliance to the Occupational Health and Safety (OHS) Act regarding Safe and Health in the workplace.



# 2015 TAKE A GIRL CHILD TO WORK

SANAS is committed to learner development and education and to further this cause, we hosted our second “take a girl child to work” day on Thursday, 28 May 2015. This countrywide event sees female learners spending the day at a place of work in order to gain greater exposure to work opportunities available to them. The theme for the day was “You are a star – your future is bright”.

Not only were SANAS employees encouraged to invite high school girls to see what SANAS had to offer, a formal invitation was also extended to three high schools in Pretoria - Mamelodi, Vukani Mawethu and Malatse Motsepe high schools. Eighteen learners attended the SANAS day.

The event proceedings were led by SANAS Field Managers, Barbara Mokgethwa, and Nompumelelo Ngcobo, Testing Administrator, Senelisiwe Ngwenya and Medical Team Assistant, Shiela Skosana. The aim of the day was to inform and inspire the girls with regards to opportunities open to them at a technical organisation such as SANAS. Barbara gave the learners a general introduction on SANAS and its activities and how its work impacts the economy.

Other critical areas that were highlighted were the impact SANAS accreditation has on ensuring food safety and how accreditations give consumers peace of mind when it comes to ensuring they receive what they pay for. Finally, Nompumelelo explained the relationship between SANAS and other technical organisations that work closely with SANAS.

After a very successful day, the girls received a small gift pack from SANAS for them to take back to school.

## NEW STAFF PROFILES SEPTEMBER 2015



**Busi Radebe**  
Senior Manager: Corporate Services

We would like to take this opportunity to welcome Busi Radebe who joined us as Senior Manager: Corporate Services on the 01st June 2015.

Busi brings a wealth of knowledge and experience to her position. As

Senior Manager: Corporate Services, Busi will oversee the following functions: ICT, HR, Marketing and Communication, Administration Coordination, Facilities Management, and Quality Management and IT Security (Quality and IT Security will also have a reporting line to the CEO due to the function’s oversight/compliance roles).

We are looking forward to her contribution and know that Busi’s expertise will help instill greater confidence and peace of mind to companies and individuals who seek accreditation through SANAS.



**Karabo Bopape**  
Administrator

Karabo Bopape was appointed as Administrator (Medical) from 1 July 2015.

### New Interns:

The following graduates were offered a post-graduate internship programme within SANAS for a period of twelve months from 06 July 2015:



**Pusheletjo Mogaile**  
Admin Intern



**Kamogelo Motlatla**  
Admin Intern



**Lesedi Aphiri**  
Admin Intern (HR)

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