



COMPANY POLICY & PROCEDURES

LJ-01-014

POPIA MANUAL

THIS MANUAL

WAS PREPARED IN ACCORDANCE WITH SECTION 51 OF THE

PROMOTION OF ACCESS TO INFORMATION ACT, 2000 AND TO

ADDRESS THE REQUIREMENTS OF THE PROTECTION OF PERSONAL

INFORMATION ACT, 2013

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## 1. Interpretation

In this document, clause headings are for convenience and shall not be used in its interpretation unless the context clearly indicates a contrary intention –

- 1.1 an expression which denotes –
  - 1.1.1 any gender includes the other genders;
  - 1.1.2 a natural person includes an artificial or juristic person and vice versa;
  - 1.1.3 the singular includes the plural and vice versa;
- 1.2 the following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meanings –
  - 1.2.1 "this document" - this document together with all of its annexures, as amended from time to time;
  - 1.2.2 "company" – L & J Tool and Engineering Works Pty Ltd;
  - 1.2.3 "Data Subject" - the natural or juristic person to whom the Personal Information relates;
  - 1.2.4 "the Act" - Promotion of Access to Information Act No. 2 of 2000, as amended from time to time including the regulations promulgated in terms of the Act;
  - 1.2.5 "request liaison officer" - the person duly authorised by the head of the company and appointed by the company to facilitate or assist the head of the company with any request in terms of the Act.
  - 1.2.6 "POPI"- the Protection of Personal Information Act, No. 4 of 2013;
  - 1.2.7 "Personal Information" - the information relating to an unidentifiable, living, natural person, or an identifiable, existing juristic person, as defined in POPI;
  - 1.2.8 "processing" - an operation or activity, whether or not by automatic means, concerning Personal Information.
- 1.3 any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time;
- 1.4 if any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this document;
- 1.5 where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this document;
- 1.6 where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day;
- 1.7 any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be;
- 1.8 the use of the word "including" followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the eiusdem generis rule shall not be applied in the interpretation of such general wording or such specific example/s;
- 1.9 insofar as there is a conflict in the interpretation of or application of this document and the Act, the Act shall prevail;

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1.10 this document does not purport to be exhaustive of or comprehensively deal with every procedure provided for in the Act. A requester is advised to familiarise his/her/itself with the provisions of the Act before lodging any request with the company.

## 2. **Aim of the Manual**

The aim of this Manual is to facilitate the requests for access to records of the company as provided for in the Act.

## 3. **Availability of this Manual**

This manual is published on the company website at [www.ljtools.co.za](http://www.ljtools.co.za) or alternatively, a copy can be requested from the company (see contact details in clause 3 below).

## 4. **Company Details**

As per section 51 of the Act, the company contact details are as follows:

Full name: L & J Tool and Engineering Works Pty Ltd  
Registration No.: 1981/003623/07  
Postal address: P O Box 12380, Jacobs, 4026  
Physical address: 45 Beechgate Crescent, Southgate Business Park, Umbogintwini  
Telephone Number: 031 914 4294  
Website: [www.ljtools.co.za](http://www.ljtools.co.za)  
Email: [info@ljtools.co.za](mailto:info@ljtools.co.za)

## 5. **Contact details of the Head of the Company and Request Liaison Officer**

- 5.1. The head of the company is Rex Monda  
Telephone Number: 031 914 4294  
Email: [rex@ljtools.co.za](mailto:rex@ljtools.co.za)
- 5.2. The request liaison officer is Gunter Schlüsselberger  
Telephone Number: 031 914 4294  
Email: [gunter@ljtools.co.za](mailto:gunter@ljtools.co.za)

## 6. **The South African Human Rights Commission ("SAHRC") Guide**

- 6.1 The SAHRC has compiled a guide, as contemplated in section 10 of the Act, containing information to assist any person who wishes to exercise any right as contemplated in the Act.
- 6.2 The contact details of the SAHRC are as follows:  
Postal address: Private Bag 2700, Houghton, 2041  
Physical address: 3 Braampark Forum, 33 Hoofd Street, Braamfontein, 2017  
Telephone Number: +27-11-877 3600  
Fax Number: +27-11-403 0625  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)

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7. **Disclosure in terms of Section 52 of the Act**

No records are available in terms of section 52 of the Act.

8. **Information / documents held in terms of other South African legislation**

The following are some of the South African legislation in terms of which records may be held by the company. This is not an exhaustive list and it must be pointed out that these records are not necessarily available to requestors in terms of the Act.

- Basic Conditions of Employment Act, 1997.
- Companies Act, 2008.
- Competition Act, 1998
- Compensation for Occupational Injuries and Diseases Act, 1993.
- Constitution of South Africa Act, 1996
- Copyright Act, 1987
- Criminal Procedure Act, 1977
- Debt Collectors Act, 1998
- Electronic Communications and Trans-actions Act, 2002
- Employment Equity Act, 1998.
- Labour Relations Act, 1995.
- Income Tax Act, 1962.
- Insolvency Act, 1936
- Occupational Health and Safety Act, 1993.
- Prevention of Organised Crime Act, 1998
- Unemployment Contributions Act, 2002.
- Unemployment Insurance Act, 2001.
- Skills Development Act, 1998.
- Skills Development Levies Act, 1999.
- Value-Added Tax Act, 1991.

9. **Records held by the company**

The following is a list of the documents held by the company. Access to these documents may be protected by professional privilege or privacy laws or the grounds of refusal detailed in the Act.

**Category Subject/Description:**

- 9.1. Records relating to beneficiaries - These include correspondence, submitted applications and contracts.
- 9.2. Records relating to the incorporation of the company - Memorandum of Incorporation and Members Agreement.
- 9.3. Records relating to employees and ex-employees - These include policies and procedures, details of employment, employee files and remuneration data.
- 9.4. Financial and administrative records and policies relating to the company's activities.

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- 9.5 Accounting - Accounts, invoices, reconciliations, investment records credit/debit notes, journals, ledgers, balance sheets, income statements, trial balances, payment schedules, cheque runs, cash flow statements, audit reports, purchasing records, transactional records.
- 9.6 Financial Information - Financial Statements, Financial and Tax Records (Company & Employees), Asset Register & Insurance information, Banking details. 9.6. Information technology – Information technology agreements, including computer software, support and maintenance agreements.
- 9.7 Administration — Minutes of meetings of various committees within the company; General correspondence; Lease agreement; Copies and correspondence relating to various insurance policies; General correspondence; Workpapers; Operating manuals of mechanical and electrical systems; Salary workpapers; Copies of and correspondence with regard to office building lease; Correspondence with OEMs; Voicemail and security systems.
- 9.8 Human Resources — Contracts of employment; Documents relating to remuneration structuring; Job specifications; Format/procedures for advertising positions; Performance evaluations; Personnel files; Policies and Procedures; All employment applications; Forms relating to new staff appointments and leave records; confidentiality undertakings, Various payroll, Workman's Compensation documentation
- 9.9 Legal – agreements, complaints, pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation, material licenses, permits and authorizations.
- 9.10 Support services - List of suppliers.

**Note:** These records are not necessarily available to requestors in terms of the Act. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act.

## 10. Process of requesting information not automatically available

- 10.1 A request shall be made on the prescribed form. A copy of the form is attached marked annexure "A" (the "prescribed form"). The form is also available from the website of the SAHRC, or the website of the Department of Justice and Constitutional Development at [www.doj.gov.za](http://www.doj.gov.za).
- 10.2 The prescribed form shall be submitted to the request liaison officer at his/her address, telefax number or e-mail address, who shall hand it to the head of the company.
- 10.3 The same procedure as set out in 10.1 and 10.2 applies if the requester is requesting information on behalf of another person or on behalf of a permanent employee of the company.
- 10.4 The head of the company, as soon as reasonably possible and within 30 (thirty) days after the request has been received, shall decide whether or not to grant the request.
- 10.5 The requester will be notified of the decision of the head of the company or the request liaison officer in the manner indicated by the requester.
- 10.6 If the request is granted, the requester shall be informed by the head of the company or the request liaison officer in the manner indicated by the requester in the prescribed form.
- 10.7 Notwithstanding the foregoing, the company will advise the requester in the manner stipulated by the requester in the prescribed form of:
  - 10.7.1 the access fee to be paid for the information (in accordance with paragraph 11);
  - 10.7.2 the format in which access will be given; and 5

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- 10.7.3 the fact that the requester may lodge an appeal with a court of competent jurisdiction against the access fee charged or the format in which access is to be granted.
- 10.8 After access is granted, actual access to the record requested will be given as soon as reasonably possible.
- 10.9 If the request for access is refused, the head of the company or the request liaison officer shall advise the requester in writing of the refusal. The notice of refusal will state:
- 10.9.1 adequate reasons for the refusal having regard to the provisions of clause below;
- 10.9.2 that the requester may lodge an appeal with a court of competent jurisdiction against the refusal of the request.
- 10.10 Upon the refusal by the head of the company or the request liaison officer, the deposit paid by the requester will be refunded.
- 10.11 If the head of the company or the request liaison officer fails to respond within 30 (thirty) days after a request has been received, it is deemed, in terms of section 58 read together with section 56(1) of the Act, that the head of the company or the request liaison officer has refused the request.
- 10.12 The head of the company may decide to extend the period of thirty days ("original period") for another period of not more than thirty days if –
- 10.12.1 the request is for a large number of records;
- 10.12.2 the search for the records is to be conducted at premises not situated in the same town or city as the head office of the company;
- 10.12.3 consultation among divisions or departments, as the case may be, of the company is required;
- 10.12.4 the requester consents to such an extension in writing; and
- 10.12.5 the parties agree in any other manner to such an extension.
- 10.13 Should the company require an extension of time, the requester shall be informed in the manner stipulated in the prescribed form of the reasons for the extension.
- 10.14 The requester may lodge an appeal with a court of competent jurisdiction against any extension or against any procedure set out in this section.

## 11. Fees Payable

- 11.1 The fees for reproduction of a record as referred to in section 52(3) are as follows:
- 11.1.1 for every photocopy of an A4 size page or part thereof R1.10
- 11.1.2 for every printed copy of an A4-size page or part thereof R0.75
- 11.1.3 for a copy of a compact disc R70.00
- 11.1.4 for a transcript of visual images for an A4 size page or part thereof R50.00
- 11.1.5 for a copy of visual images R60.00
- 11.1.6 for a transcript of an audio record, for an A4-size page or part thereof R20.00
- 11.1.7 for a copy of an audio record R30.00
- 11.2 The request fee payable by a requester, other than a personal requester, is R50.00.
- 11.3 If the head of the company or if the request liaison officer is of the opinion that 6 (six) hours will be exceeded to search, reproduce and/or prepare the information requested, a deposit is payable equal to one-third of an amount of R30 for each hour or part thereof, exceeding the 6 (six) hours.

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## 12. Information or records not found

- 12.1 If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the head of the company or the request liaison officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the requested record.
- 12.2 The affidavit or affirmation shall provide a full account of all the steps taken to find the record or to determine the existence thereof, including details of all communications by the head of the company or the request liaison officer with every person who conducted the search.
- 12.3 The notice, as set out in 12.1, shall be regarded as a decision to refuse a request for access to the record concerned for the purposes of the Act.
- 12.4 If the record in question should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form unless access is refused by the head of the company or the request liaison officer.
- 12.5 The attention of the requester is drawn to the provisions of Chapter 4 of Part 3 of the Act in terms of which the company may refuse, on certain specified grounds, to provide information to a requester.

## 13. Information requested about a third party

- 13.1 Section 71 of the Act makes provision for a request for information or records about a third party.
- 13.2 In considering such a request, the company will adhere to the provisions of sections 71 to 74 of the Act.
- 13.3 The attention of the requester is drawn to the provisions of Chapter 5 of Part 3 of the Act in terms of which the company is obliged, in certain circumstances, to advise third parties of requests lodged in respect of information applicable to or concerning such third parties. In addition, the provisions of Chapter 2 of Part 4 of the Act entitle third parties to dispute the decisions of the head of the company or the request liaison officer by referring the matter to the High Court of South Africa.

## 14. Grounds for Refusal

The head of company or risk liaison officer may legitimately refuse to grant access to a requested record that falls within a certain category. Grounds on which the company may refuse access include:

- Protecting personal information that the company holds about a third person (who is a natural person) including a deceased person, from unreasonable disclosure;
- Protecting commercial information that the company holds about a third party or the company (for example trade secret: financial, commercial, scientific or technical information that may harm the commercial or financial interests of the organisation or the third party);
- If disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
- If disclosure of the record would endanger the life or physical safety of an individual;
- If disclosure of the record would prejudice or impair the security of property or means of transport;

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- If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- If disclosure of the record would prejudice or impair the protection of the safety of the public; 7
- The record is privileged from production in legal proceedings, unless the legal privilege has been waived;
- Disclosure of the record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of the company;
- Disclosure of the record would put the company at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- The record is a computer programme; and
- The record contains information about research being carried out or about to be carried out on behalf of a third party or the company.

15. **Remedies**

The company does not have internal appeal procedures regarding the refusal of any requests. As such, the decision made by head of the company or the request liaison officer, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, for relief.

16. **Processing of Personal Information in terms of the POPI Purpose of Processing:**

16.1 The company uses the Personal Information under its care in the following ways:

- Fulfilling its statutory obligations in terms of applicable legislation;
- Verifying information provided to the company;
- Staff administration
- Keeping of accounts and records
- Obtaining information necessary to provide contractually agreed services to a customer;
- Monitoring, maintaining and managing the company's contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties;
- Marketing and advertising;
- Resolving and tracking complaints;
- Monitoring and securing the assets, employees and visitors to the premises of the company;
- Historical record keeping, research and recording statistics necessary for fulfilling the company's business objectives.

16.2 Categories of Data Subjects and their Personal Information The company may possess records relating to suppliers, members, partners, contractors, service providers, staff and clients (ie beneficiaries) which may be in connection with the following:

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Entity Type	Personal Information Processed
Clients: Natural Persons	Names; physical and postal addresses; date of birth; ID number; Tax related information; nationality; gender; confidential correspondence; identifying number, symbol, email address, telephone number, location information, online identifier or other particular assignment to the person.
Clients – Juristic Persons / Entities	Names of contact persons; Name of Legal Entity; Registration Number; Physical and Postal address and contact details; Financial information; Founding documents; Tax related information; behaviour; signatories, beneficiaries, ultimate beneficial owners; BBBEE information.
Clients – Foreign Persons / Entities	Names; contact details; physical and postal addresses; date of birth; ID number; Tax related information; nationality; gender; confidential correspondence; identifying number, symbol, email address, telephone number, location information, online identifier or other particular assignment to the person.
Contracted Service Providers	Names of contact persons; Name of Legal Entity; Registration Number; Physical and Postal address and contact details; Financial information; Founding documents; Tax related information; authorised signatories, beneficiaries, ultimate beneficial owners; BBBEE information.
Employees / Directors	Biometric information; Information relating to the education or the medical, financial, criminal or employment history of the data subject; Information relating to the race, gender, marital status, national origin, age disability, language and birth of the Data Subject; well-being; The personal opinions, views or preferences of the Data Subject; Confidential correspondence sent by the Data Subject; The views of opinions of another individual about the Data Subject.

**16.3 The company may process the Personal Information of the following categories of Data Subjects, which includes current, past and prospective Data Subjects:**

- clients and employees, representatives, agents, contractors and service providers of such clients;
- Suppliers, service providers to and vendors of the company and employees, representatives, agents, contractors and service providers of such suppliers and service providers;
- Directors and officers of the company;
- Members of the company;
- Job applicants;
- Existing and former employees (including contractors, agents, temporary and casual employees);
- Visitors to any premises of the company; and
- Complaints, correspondents and enquiries.

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16.4 **The company may supply Personal Information to the following recipients:**

- Regulatory, statutory and government bodies;
- Employees of the company;
- Suppliers, service providers, vendors, agents and representatives of the company;
- The company's members and other stakeholders;
- Third party verification agencies and credit bureau;
- Collection agencies;
- Banks and other financial institutions.

16.5 **Planned or prospective transborder flow of personal information processed by the company in respect of the above categories of Data Subjects**

- Personal Information may be transmitted transborder to the company's members, suppliers and/or funders in other countries, and Personal Information may be stored in data servers hosted outside South Africa, which may not have adequate data protection laws. The company will endeavour to ensure that its suppliers, funders and members will make all reasonable efforts to secure said data and Personal Information.
- Current employees and consultants' information may also be transferred transborder where the company may be providing services or performing in terms of its contractual obligations.

16.6 **General Description of Information Security Measures**

The company employs up to date technology to ensure the confidentiality, integrity and availability of the Personal Information under its care. Measures include:

- Firewalls
- Virus protection software and update protocols
- Logical and physical access control;
- Secure setup of hardware and software making up the IT infrastructure;
- Outsourced Service Providers who process Personal Information on behalf of the company are contracted to implement security controls.

16.6 Security measures implemented or to be implemented by the company to ensure the confidentiality, integrity and availability for the personal information which may be or is being processed by the company: The company continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that the integrity of the Personal Information which may be in its possession or under its control is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry practice and generally accepted information security practices and procedures with apply to the company.

17. **Updating of manual**

The company may update this manual every 12 months or at such intervals as may be necessary

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## Form C

## REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No.2 of 2000))

(Regulation 10)

**A. Particulars of private body**

The information Officer: Gunter Schlusserberger

**B. Particulars of the person requesting access to the record**

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be provided.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal Address: \_\_\_\_\_

\_\_\_\_\_

Telephone number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

**C. Particulars of person on whose behalf request is made***This section must be completed **ONLY** if a request for information is made on behalf of another person.*

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

**D. Particulars of record**

- (a) 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.
- (b) If the space provided is inadequate, please continue on a separate page and attach it to this form.

**The requester must sign all the additional pages**

Description of record or relevant record: \_\_\_\_\_

Reference number, if available: \_\_\_\_\_

Any further particulars of record: \_\_\_\_\_

**E. Fees**

- (a) A request for access for a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) 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.
- (d) If you qualify for the exemption of the payment of any fee, please state the reason.

Reason for exemption for payment of fees: \_\_\_\_\_

\_\_\_\_\_

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**F. Form of access to record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability: \_\_\_\_\_

Form in which record is required: \_\_\_\_\_

Mark the appropriate box with an X

**NOTES:**

(a) Compliance with your request may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record"
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?  Postage is payable.	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
	<input type="checkbox"/>		<input type="checkbox"/>	

**G. Particulars of right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form. *The requester must sign all the additional folios.*

1. Indicate which right is to be exercised or protected: \_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

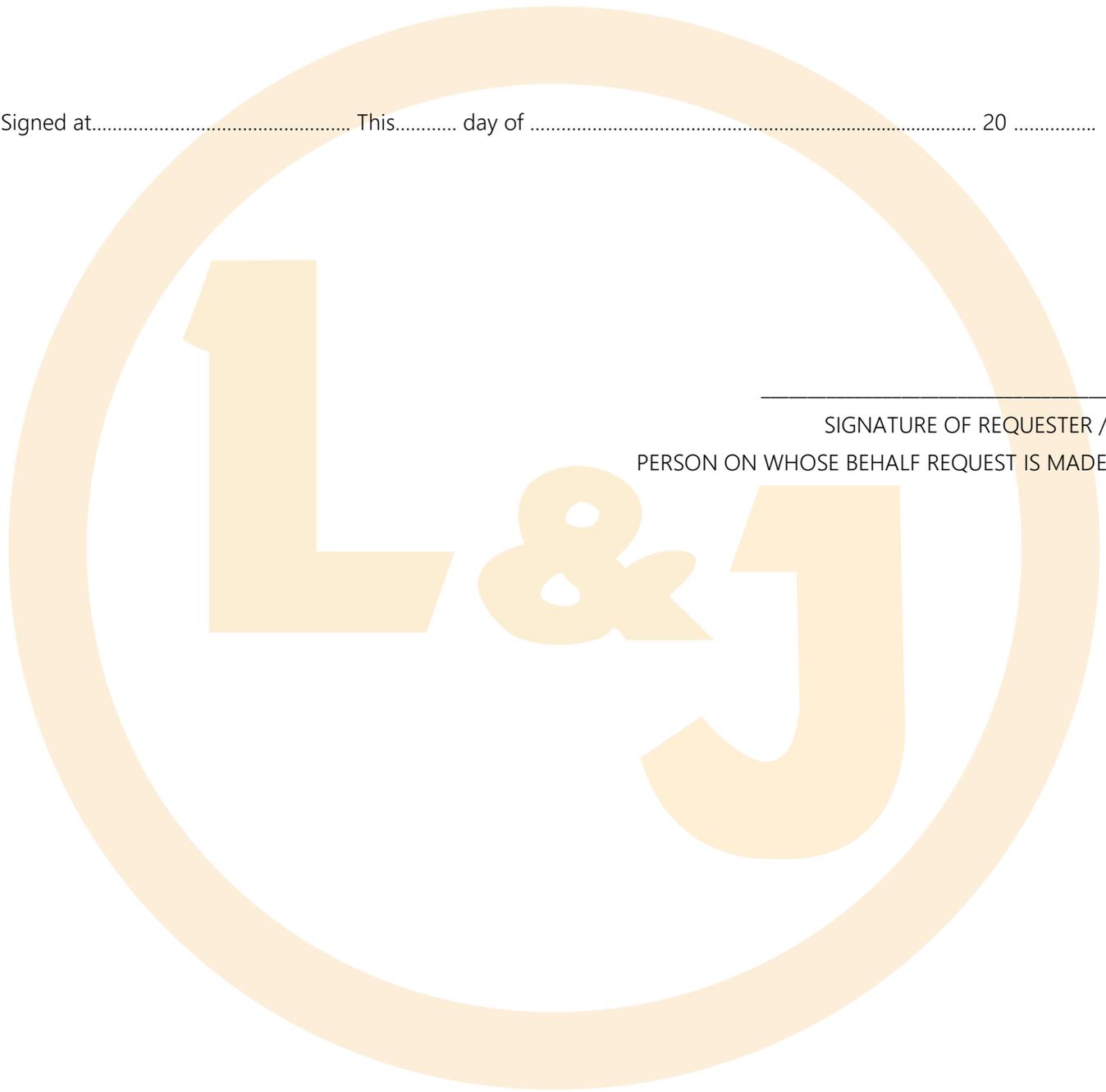
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**H. Notice of decision regarding request for access**

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at..... This..... day of ..... 20 .....



\_\_\_\_\_  
SIGNATURE OF REQUESTER /  
PERSON ON WHOSE BEHALF REQUEST IS MADE

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