

## QUESTIONS AND ANSWERS RELATING TO RFP: SCM003-2025 – PROVISION OF INSURANCE COVER FOR A THREE (3) YEAR PERIOD

No.	Insurance	Topic	Question	Response
1.	Cover Directors' &	Insurance	For the type of insurance now being proposed, has any insurer ever:	
''	Officers'	History	Required an increased premium or imposed special terms?	No
	Liability	,	Refused to accept or renew any insurance for the body corporate?	No
			Cancelled the insurance?	No
2.		Required Cover	Do you require cover in respect of liability incurred but not discovered prior to the effecting of this insurance at a single premium to be negotiated?	No
3.		Previous	Is any Principal, after full enquiry, aware of any circumstance which might:	No
		Losses / Existing	Give rise to a claim against the proposer, any predecessor or any past or present Principal?	No
		Circumstances	Cause any loss to the proposer, any predecessor or any past or present Principal?	No
			Otherwise affect the consideration of this proposal for insurance?	No
			<ul> <li>In respect of any of the risks to which this proposal relates, has any claim been made (whether successful or not) against the proposer or any past or present Principal?</li> </ul>	No
			During the last five years has the company made any claim under a Directors and Officers Liability policy?	No
			Has the company, its directors or officers been involved in any of the following:     i) antitrust, copyright or patent litigation?     ii) any civil or criminal action or administrative proceeding alleging a violation of any laws relating to the sale or purchase of any shares, investments or securities?     iii) any representative actions, class actions or derivative suits?	No
			Are there any pending claims against anyone who will be covered under this insurance, which may fall within the scope of cover afforded by similar insurance currently or previously in force?	No
4.		Outside Directorships	Is cover required for directors or officers of the company, or any of its subsidiary companies, while holding board positions in any associated or external company at the behest of the company or any of its subsidiaries?	No
5.	Professional	Insurance	For the type of insurance now being proposed, has any insurer ever:	
	Indemnity –	History	Declined a proposal or renewal?	No
	Miscellaneous		Required an increased premium or imposed special terms?	No
			Cancelled the insurance?	No
6.		Previous	Is any Principal, after full enquiry, aware of any circumstance which might:	N.
		Losses / Existing	Give rise to a claim against the proposer, any predecessor, or any past or present Principal?	No
		Circumstances	Cause any loss to the proposer, any predecessor, or any past or present Principal?	No
			Otherwise affect the consideration of this proposal for insurance?	No
			<ul> <li>In respect of any of the risks to which this proposal relates, has any claim been made (whether successful or not) against the proposer or any past or present Principal?</li> </ul>	No
7.		Staff Compliment	Please state total numbers of staff members:	Refer to Wesgro's Annual Report for 2024/25 https://www.wesgro.co .za/uploads/files/Wesg ro-Annual-Report- 202425.pdf (Part D)
8.		Financial Information	State for the whole Proposer's Gross Income/ Revenue:	Refer to Wesgro's Annual Report for 2024/25 https://www.wesgro.co .za/uploads/files/Wesg

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							ro-Annual-Report- 202425.pdf (Part I	
9.		Audited financials	Copy of Wesgro last audite	d financials			Refer to Wes Annual Report 2024/25 https://www.wesg .za/uploads/files/V ro-Annual-Report-	gro's for ro.co Vesg
10.	Assets	Fixed assets	Detailed list of relevant ass	ets covered			202425.pdf (Part I Refer to e-tender	_
	Insurance cover	register detailing assets.					Wesgro website for fixed asset register	
	Cyber risk insurance	Have you been in Do you have any	volved in any mergers and/or Subsidiaries?	acquisitions within	the last three years?		No	
11.	cover	Insurance History	Are you presently or have you now being proposed?	ou in the past been	insured for the type of insu	rance	Yes	
			For the type of insurance not a) Required an increase b) Refused to accept or c) Cancelled the insuran	d premium or imporenew any insurance			No	
		Cyber Risk offering you	Limits per Section per Option	Limit	Excess Applicable		ess Payable	
		wish to incorporate	Business Interruption Loss	R10 000 000	Yes		,000	
		within your policy	Multimedia Liability Claims	R10 000 000	Yes		,000	
			Regulatory Expenses and Penalties	R10 000 000	Yes		,000	
			Third Party Claims	R10 000 000	Yes		,000	
			Emergency Response Costs	R10 000 000	Yes	R15	,000	
			Data Restoration Costs	R5 000 000	Yes		,000	
			Cyber Extortion Costs PCI Fines and	R1 000 000 R1 000 000	Yes Yes		,000	
			Penalties				,000	
12.		Previous	Funds Protect Is any principal, AFTER F	R1 000 000	No	N/A	No	
12.		Losses / Existing Circumstances	might: a) Give rise to a claim ag b) predecessor or any pa c) Cause any loss to the principal?	gainst the proposer ast or present princ proposer, any pre	, any		NO	
			In respect of ANY of the risk made (whether successful or no principal?		•		No	
			Please indicate if any of the a) Have you or any past been disciplined for n computer network? b) Have you or any past been subject to any investigation as a resi c) Have you sustained a d) Have you suffered an system corruption or l e) Have you sustained a virus or malicious cod similar incident or situ	or present principa nishandling data of or present principa disciplinary activated of any unscheduled ne intentional breach oss of data? material or signific e attack, loss of data attion?	al, partner, director, or emp r otherwise tampering with al, partner, director, or emp on or governmental actio	oloyee on your oloyee on or on? mage, pering, neft or	No	



			g) Have you notified compromised?	customers that their inform	ialion was of th	lay flave been	
13.		Financial Information	Please provide the following figures and the respective financial year-end dates to which they refer: (Previous fin year / Current fin year / Forthcoming fin year)  1. Gross Annual Revenue: 2. Net Income/Loss Before Tax: 3. Total Assets:				Refer to Wesgro's Annual Report for 2024/25 https://www.wesgro.co .za/uploads/files/Wesg ro-Annual-Report- 202425.pdf (Part F)
14.	-	Network Dependency	Do you outsource the n	nanagement or any part of	your IT operat	ions?	Yes
			Outsources	Third Party Service	Access to Ne	twork	
			Operation	Provider	Full	Restricted	
			Cloud data	ETWorks	<b>*</b>		
			processing/ storage Data centre / hosting	ETWorks		<b>~</b>	
			Data processing	Breitech (Onboarding in	~	·	
			(marketing / payroll)	progress) HR Focus (Current – contract ends 28 Feb			
			Managed security	2025) ETWorks		~	
			Network implementation / maintenance	ETWorks		~	
			Off-site archiving, backup and / or storage	ETWorks	,		
			Payment processing	Adinga, HR Focus, Breitech		~	
			Software implementation	All of the above		•	
			System development, customisation, and	Skywalk Innovations, Flow Communications		,	
			maintenance	and Adinga er your third-party service	nrovider(s) the	t acciete vou wi	th either of the following
				holds the relevant complia			
				ssing service provider(s)?		., .	Yes
				sing service provider(s)?			Yes
				which the inability of your suld have a significant impac			Immediately
				which the inability of custon in the impact on your business:		s your website	Immediately
			Please provide brief de	tails of the effect on your b	ousiness should	d your internal	A disruption to
			network and/or applicate revenues and reputation	tions fail or be disrupted (inden).	cluding comme	ercial relations,	Wesgro's internal network or business-critical applications
							would have a
							significant operational and reputational
							impact. As the official
							trade, tourism, and
							investment promotion agency for the Western
							Cape, Wesgro relies
							heavily on digital
							platforms,
							communication systems, and data-
							driven processes to
							deliver services to
							exporters, investors,
							partners, and government
							stakeholders.



15.	Business Continuit	Please provide the latest copy of your DRP (Disaster Reco			Plan).
	Continuit	Is this plan tested and updated at least annually?	TICOTTIC COVET TO DE CO	Yes, 30/04/2025	;
		Have you recently carried out an IT security audit or Vulne	rahility scan?	Yes	<u>,                                      </u>
		If YES, were there any serious concerns raised?	rability coair.	Yes	
		If YES, have all recommendations been implemented?			
		Have you had an external Penetration Test carried out?			
		If YES, were there any serious concerns raised and have a	all recommendations	Yes, 12/03/2025 Yes	
		been implemented??			
		Please provide the following in respect of your network bar	ckup.	Yes	
		Managed by Third party service provider and managed loc	cally by an employee		
		Managed by third party service provider – ETWorks	T		
		Is ETWorks ISO2007 compliant?	Yes		
		In the backup application stored on all company	Yes		
		devices/assets with critical data?	.,		
		Are these backup applications secured to prevent	Yes		
		being tampered with?			
		(MFA / password protected / PAM / Encryption)	Voc	-	
		Can backups be cancelled or stopped?  How often are backups conducted?	Yes Daily	1	
		How often are restorations tested?	Quarterly	1	
		Tiow oilen are restorations tested?	Qualielly	1	
		Managed locally by an employee			
		Job title	ICT Manager		
		What backup software is used?	HYCU		
		What media is used to store the backup? (tape / hard	Cloud	1	
		drive / USB)	Cioud		
		How many backup versions are stored?	Monthly, Weekly and daily		
		Where is the media stored?(offsite / onsite / secure safe)	Cloud		
		How often are backups conducted?	Daily		
		How often are restorations tested?	Quarterly		
			, ,	NI-	
16.	Network	Do you use any operational technology or supply chain so		No	
10.	Security	Do you employ an Information Officer, who is responsible worldwide obligations under privacy and data protection la		No	
	Security	Do you provide mandatory Employee Awareness Training of		No	
		privacy risks?  Do you use any of these servers:		Yes, on Mi	crosoft
		Microsoft Azure		Azure and Mi	
		Amazon Web Services		Office 365.	CIOSOIL
		Microsoft Office 365		300 000.	
		Google G-suite			
		Do you utilise least Privileged Access Management (PAM)	)?	Yes	
		Do you have strict user revocation procedures on	user accounts and	Yes	
		inventoried recovery of all information assets follotermination?	owing employment		
		Do you ensure compliance of employees, contractors & oth policies?	ers to your company	Yes	
		Do you have antivirus software on all computer devices, se	rvers and networks?	Yes	
		Do you have advance Endpoint Protection and Res		Yes	
		implemented on your	po (==::) too		
		implemented on your network?  Do you have firewalls with Intrusion Detection/Prevention	, ,	Yes	
		implemented on your network?  Do you have firewalls with Intrusion Detection/Prevention and monitor unauthorised access?  Do you have a Patch Management process that ensu	Software to prevent		
		implemented on your network?  Do you have firewalls with Intrusion Detection/Prevention and monitor unauthorised access?  Do you have a Patch Management process that ensu implemented within 14 days?	Software to prevent res all updates are	Yes	
		implemented on your network?  Do you have firewalls with Intrusion Detection/Prevention and monitor unauthorised access?  Do you have a Patch Management process that ensu implemented within 14 days?  Do you have access control procedures and hard drive e unauthorised exposure of data on all laptops, PDAs, small	Software to prevent res all updates are ncryption to prevent	Yes	
		implemented on your network?  Do you have firewalls with Intrusion Detection/Prevention and monitor unauthorised access?  Do you have a Patch Management process that ensu implemented within 14 days?  Do you have access control procedures and hard drive e unauthorised exposure of data on all laptops, PDAs, small based PCs?  Have you configured your network to ensure that access	Software to prevent res all updates are ncryption to prevent rtphones and home-	Yes	
		implemented on your network?  Do you have firewalls with Intrusion Detection/Prevention and monitor unauthorised access?  Do you have a Patch Management process that ensu implemented within 14 days?  Do you have access control procedures and hard drive e unauthorised exposure of data on all laptops, PDAs, small based PCs?	Software to prevent res all updates are ncryption to prevent rtphones and home-	Yes Yes Yes	



	Т			
			Please indicate if you have Encryption implemented on the below data and if applicable, which Managed Service Provider or program is used for this:	
			a) All sensitive information that is physically removed from the premises by tape, disk hard drive or other means?	Yes
			b) All sensitive information and confidential information that is transmitted within and from your organisation using industry grade mechanisms?	Yes
			c) All sensitive and confidential information stored on your databases, servers and data files?	Yes, HYCU and Wasabi
			Do you have Multi-Factor Authentication (MFA) implemented in the follow areas?	Yes
			a) All admin/privileged accounts	
			b) Access to critical data c) Access to backups	
			d) Remote access	
			Do you filter all incoming emails and communications for malicious links, spam, malware, and attachments?	Yes
			Do you employ a Sender Policy Framework (SPF)?	Yes
			Is your network segmented?	Yes
17.		Information	Do you make use of any unsupported/end-of-life software or operating system?	No Yes
17.		and Data Management	Does your password policy include the following:  a) Minimum length of 8 characters with at least two special characters, an upper case and a lower-case letter?  b) Passwords are all changed within a period of 90 days?	res
			c) User is locked out if the system after a maximum of 5 failed attempts?     d) Test for trivial passwords such as password123?	
			Do you have a Data Classification Policy (e.g. public, internal user only, confidential?	No
			Do you post a Privacy Policy on your website which has been reviewed by a qualified lawyer?	Yes
			Do you have an Information Asset Inventory that lists the owners and sources of all data?	Yes
			Do you have procedures in force for honouring the specific marketing 'opt-in' and 'opt-out' requests of your customers that are consistent with the terms of your published Privacy Policy?	Yes
			Do you have a Data Retention and Destruction Policy?	No
			Is all information held in physical form (paper, disks, CDs etc.) disposed of or recycled by confidential and secure methods which are recognised throughout the organisation?	Yes
			Do you have a procedure in place to record security breaches and incidents?	Yes
			Please confirm the total number of Data Subjects that are retained within your networks, databases, and cloud-based servers at any one point in time in terms of employees, customers, and contractors/vendors.	Between 3,000 and 8,000 Data Subjects
			Have you in the past 5 years or are you currently collecting biometric data from employees, consumers and/or vendors?	No
			Do you track data by use of tracking tools?	No
			Do you inform visitors of your website(s) that you track data (e.g. by cookies)?	No



		Do you have a policy and associated procedure(s) to ensure that wrongful tracking and collection of data is avoided effectively?	No
18.	General Questions	Been convicted of or is any prosecution pending for any offence involving dishonesty of any kind (including but not limited to an offense involving fire, fraud, theft or handling stolen goods)?	No
		Been declared bankrupt, the subject of bankruptcy proceedings or of any voluntary or mandatory insolvency or winding up procedures?	No
19.	Annexure C   Operation Technology (OT) And Supply Chain Software	Are the process control networks and IT network air gapped?	No
		If NO, how are remote connections secured? VPN / MFA	Wesgro does not use air-gapped networks, because we do not have industrial process control systems. Our IT network is connected to cloud services but protected through layered security controls rather than physical isolation.
		Please describe your procedures for managing critical IT and non-IT vendors e.g. Backup vendors/continency plans.	Yes, Wesgro manages critical IT and non-IT vendors through structured procurement processes, formal SLAs, POPIA-aligned security requirements, proactive performance monitoring, and clear contingency plans—particularly for backup vendors and essential ICT infrastructure. This approach ensures continuity of services, mitigates risk, and supports the Agency's ability to operate without disruption.
		Have you conducted an business impact analysis for downtime due to your computer network?	No
		Does your DRP (Disaster Recovery Plan), which is tested and updated annually, address downtime of your OT or supply chain software?	Yes
		Do you have an alternative method by which your business can be conducted should your OT or supply change software fail?	Yes, Wesgro can continue operations through manual processes, alternative cloud tools, and fallback workflows if any operational or supply related software becomes unavailable.



		In the event of missed or delayed production, would you incur any costs associated with contractual penalties, liquidated damages and/or non-contractual compensation payments?	No
20.	Report on Compliance (Roc) or a Self-	When was your last ROC or SAQ report submitted?	30 April 2025
	Assessment Questionnaire (SAQ)	Did your last SAQ or ROC indicate that you are in compliance?	Yes